



# INTERNSHIP REPORT



## RESEARCH TECHNIQUES AND ITS APPLICATION IN LIFE SCIENCES

ORGANIZED BY

AYYA NADAR JANAKI AMMAL COLLEGE, SIVAKASI

Done by

R. Abinayasri	22APBO01
T. Anne Pushpa	22APBO02
P. Madhuniha	22APBO04
R. Malar Nivedhitha	21AUBO06



DEPARTMENT OF BOTANY

ST. MARY'S COLLEGE (AUTONOMOUS)

THOOTHUKUDI-628001

2022 – 2023

**Introduction:**

Three PG and one UG student from the Department of Botany attended a 15 days Internship programme on Research Techniques and its application in Life Sciences organized by Ayya Nadar Janaki Ammal College, Sivakasi for 15 days from 1<sup>st</sup> June, 2023 to 15<sup>th</sup> June, 2023. This is to give them a practical exposure in the field of research and laboratory handling.

**Objectives:**

1. To develop a comprehensive understanding of various research methodologies used in life sciences, including experimental, observational, and computational techniques.
2. To learn about the standard laboratory techniques and equipment used in life sciences research (e.g., PCR, gel electrophoresis, chromatography, microscopy).
3. To learn about the dynamics of working in a research team and the roles of different team members.
4. To understand how research techniques in life sciences can be applied to address real-world issues in fields such as medicine, agriculture, and environmental science.

**About the institution:**

Ayya Nadar Janaki Ammal College (ANJAC), located in Sivakasi, Tamil Nadu, is a prominent institution established in 1963 by philanthropists Ayya Nadar and Janaki Ammal. Known for its strong emphasis on academic excellence and research, the college offers a wide range of undergraduate, postgraduate, and doctoral programs across various disciplines. ANJAC is affiliated with Madurai Kamaraj University and is recognized for its well-equipped laboratories, modern infrastructure, and a vibrant campus life. The college is dedicated to fostering innovation, holistic development, and community engagement, making it a distinguished center for higher education in the region.

The internship program at Ayya Nadar Janaki Ammal College (ANJAC), Sivakasi, is designed to provide students with hands-on experience in research techniques and their applications in life sciences. This program is structured to bridge the gap between theoretical knowledge and practical application, preparing students for careers in scientific research and related fields.





## AYYA NADAR JANAKI AMMAL COLLEGE

(Autonomous, Affiliated to Madurai Kamaraj University, reaccredited (4<sup>th</sup> cycle) with 'A+' grade (CGPA 3.48 out of 4) by NAAC, recognized as College of Excellence by UGC, Star College by DBT, Ranked 83<sup>rd</sup> at National Level in NIRF 2022 and ISO 9001:2015 Certified Institution)

Sivakasi - 626 124



# 15 Days Internship programme on Research Techniques and its Applications in Life Sciences (June 1 - 15, 2023)

## About the Internship Program

The main objective of this program is to encourage the bright and well-motivated PG students to pursue skills in thrust areas of research. This program enable the trainees to acquire the interdisciplinary research skills through hands-on-training. The working modules have been designed in order to cater to the needs of a researcher who wishes to do trans disciplinary and multidisciplinary research.

## Program details

- ✓ **Participation Mode:** Physical
- ✓ **Duration :** 30 Hours
- ✓ **Timing:** 10 a.m. to 4 p.m.
- ✓ **Program fee:** Rs 2000/- (By cash)
- Confirmation by mail to  
botany-pg@anjanonline.org

## Who can participate

Postgraduate Students / Research Scholars / Faculty  
Members of Life Sciences

## Registration Link & QR code

<https://forms.gle/YmcHwjfnMK6SyDmy8>



## What can you acquire

On successful completion of the Internship programme, the candidates shall be awarded with the Certificate of Participation.  
[\*Submission of a report is part of the programme activity\*]

**Note:** Boarding and Lodging will be provided on the first come first served basis in the College Hostels (Separate for boys & girls) at Rs.1650/- per head for 15 days at the rate of Rs.110/- per day.

## Working Modules

### Botany

- ✦ Phytochemical screening
- ✦ Plant Tissue Culture Techniques
- ✦ Algal Biotechnology
- ✦ Plant Identification and Exploration

### Zoology

- ✦ Vermiculture
- ✦ Aquaculture
- ✦ Apiculture

### Microbiology

- ✦ Antimicrobial activity and Antibiotic susceptibility testing
- ✦ Enumeration of microorganisms from soil and air
- ✦ Detection of coli form bacteria in water
- ✦ Antigen-antibody interaction analysis
- ✦ Fermentation Technique
- ✦ *Spirulina* and *Azolla* cultivation
- ✦ Dairy Microbiology – Yoghurt Preparation

### Biotechnology

- ✦ DNA - isolation, estimation and characterization by AGE
- ✦ Protein - estimation and characterization by SDS-PAGE
- ✦ Demonstration of PCR and its variants
- ✦ Cloning strategies - Plasmid isolation, Restriction digestion and Ligation

## Contact

Dr. N. Senthilkumar  
94438 54694

## About the Institution

Ayya Nadar Janaki Ammal College (Autonomous), Sivakasi, established in 1963, in the industrial town of Sivakasi, popularly known as “Kutty Japan” in Tamil Nadu is a standing testimony to the wisdom and futuristic vision of late Thiru P. Ayya Nadar, a leading business man and pioneering industrialist of this town. As the institution was established by his munificence, the college was fittingly named after him and his equally generous wife, Thirumathi A. Janaki Ammal. The college has been serving as a beacon light in the backward area of Virudhunagar District, emphasizing teaching, learning and research programmes in different disciplines for the benefit of thousands of rural students who pursue higher education. The college is reaccredited with “A+” grade (CGPA of 3.48 out of 4) in the 4th cycle of reaccreditation by NAAC and recognized as College of Excellence.

## About the Departments

### **BOTANY**

The Department of Botany, established in 1972 offers UG, PG and research programmes in Botany. Since 2014, it has been offering diploma course in Mushroom Cultivation supported by the UGC Community College programme. Department also offers Certificate Courses in Mushroom Cultivation and Food processing and Technology. The Department has experienced faculty members with diverse disciplines like Plant Taxonomy, Ethnobotany, Bioprospecting, Biochemistry, Stress Physiology, Algal Biotechnology, Plant Tissue Culture, Plant Nutraceuticals and Nanobiotechnology. The department has several completed and ongoing major, minor and student research projects funded by DST, SERB, MoEF-CC, UGC New Delhi, ICFRE - Dehradun and TNSCST, Chennai.

### **ZOOLOGY**

The Department of Zoology, established in 1968 offering UG, PG and research programmes in Zoology. Since 2020, it offers two diploma programmes in Bee Keeping and Ornamental Fish Culture supported by the UGC Community College Programme and an Advanced Diploma Programme in Biotechnology. The department also offers certificate courses in Biotechnology and Bionomics of Mosquitoes. The faculty members of the department have been involved in research activities in the areas of Biochemistry, Molecular Biology, Cancer Genomics, Nanomedicine, Vector-borne diseases, Toxicology and Vermitechnology. Research grants to the tune of more than 50 lakhs have been mobilized to do funded projects from agencies like UGC, DBT and DST through STAR College Scheme and FIST scheme.

### **MICROBIOLOGY**

The Department of Microbiology, established in 1997 offers UG, PG and M.Phil. Programmes in Microbiology. The Department is one of the pioneer Departments in colleges affiliated to Madurai Kamaraj University. The Department of Microbiology is regularly conducting Seminar/Internship/Workshop/Intercollegiate meet every year. The Department of Microbiology was awarded as BEST DEPARTMENT at the National level by the Microbiologist Society of India for the year 2019-2020. The alumni of the Department are working in India and abroad in various domains of advanced Life Sciences.

### **BIOTECHNOLOGY**

The Department of Biotechnology, established in 1999 offering UG, PG and Certificate Courses in Biotechnology. It is the first department to offer PG programme in Biotechnology in Madurai Kamaraj University. Faculty members of this department have expertise in different areas of Biotechnology and received 3 SERB-Young Scientist Awards from DST, 3 UGC Minor Research projects and 6 TNSCST projects. This department is a DBT sponsored STAR Department. The department has been funded by UGC, CSIR, DST and TNSCST to carryout research projects, seminars and workshops.

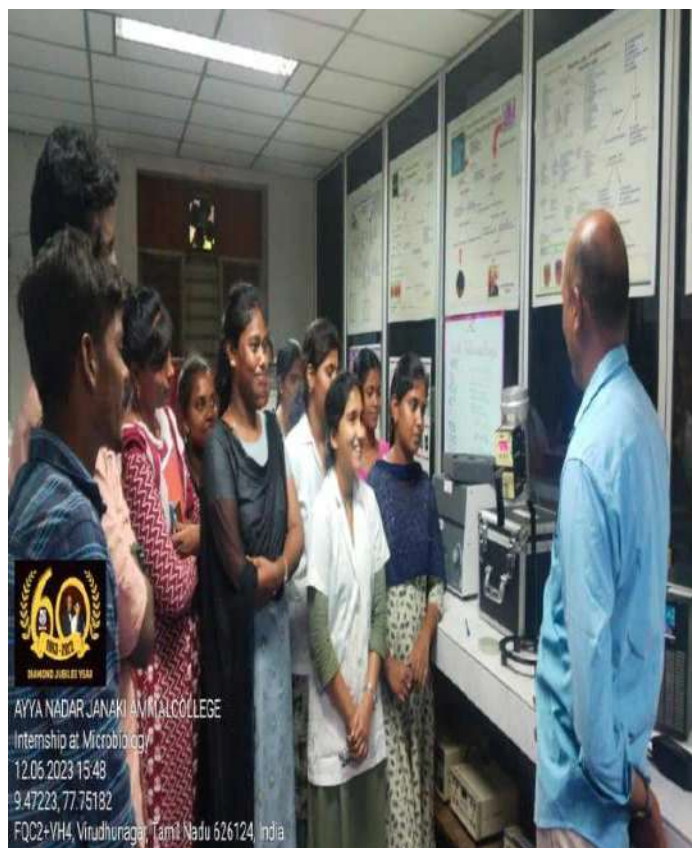
**Programme schedule:**

Day	Training undertaken
Day 1	Apiculture and Apiculture techniques
Day 2	Aquaculture and Ornamental fish culture
Day 3	Vermiculture, production of earth worms, Vermifuge
Day 4	Identification and exploration of phytochemicals in plants
Day 5	Plant tissue culture technique (Explant sterilization, inoculation and incubation.
Day 6	Algal Biotechnology
Day 7	SDS – PAGE (Preparation)
Day 8	Agarose Gel Electrophoresis, Extraction of DNA from Mulberry leaf
Day 9	PCR technique, Restriction digestion, Ligation process
Day 10	Streaking method (Quadrat method, Zig zag method, serial dilution of soil sample, ABO method of blood grouping
Day 11	Counting of microbial colonies using colony counter, Confirmation test for Typhoid fever – Widal test, Estimation of concentration of microorganism in quality of water (MPN – Most Probable Number Test)
Day 12	Demonstration of <i>Spirulina</i> and <i>Azolla</i> culture, Antigen Antibody interaction analysis.
Day 13	Fermentation technology, preparation of yogurt
Day 14	Culture of <i>Escherichia coli</i> using EMB Agar
Day 15	<i>E. coli</i> culture growth and receiving certificates

**Learning Outcome:**

The students received in-depth training in various research methodologies, including experimental, observational, and computational techniques. The program emphasized the importance of a strong foundational understanding of these methodologies to conduct effective research. The students gained practical experience in laboratories equipped with advanced instruments and technology. They learn to perform essential life sciences techniques such as PCR, gel electrophoresis, microbial technology under the guidance of experienced faculty. The internship nurtured critical thinking and problem-solving abilities, encouraging students to troubleshoot experimental issues, analyze data critically, and make informed decisions based on evidence. Overall, the internship program at Ayya Nadar Janaki Ammal College is a comprehensive and enriching experience that prepares students for successful careers in scientific research, emphasizing both the acquisition of technical skills and the development of critical thinking and ethical research practices.

**Internship Programme on Research Techniques and Its Application in Life Sciences"**  
**organized by Ayya Nadar Janaki Ammal College, Sivakasi.**







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Recognized as College of Excellence and Mentor Institution under PARAMARSH SCHEME by UGC and  
STAR College by DBT and Ranked 69<sup>th</sup> at National Level in NIRF 2023)



SIVAKASI – 626 124, Tamil Nadu

## CERTIFICATE OF PARTICIPATION

This is to certify that Ms. ABINAYASRI, R., Department of Botany, St. Mary's College (Autonomous), Thoothukudi, has actively participated in the "INTERNSHIP PROGRAMME ON RESEARCH TECHNIQUES AND ITS APPLICATIONS IN LIFE SCIENCES" organized by the Departments of Life Sciences, Ayya Nadar Janaki Ammal College (Autonomous), Sivakasi, for 15 Days from 01.06.2023 to 15.06.2023.

  
PRINCIPAL  
Dr. C. ASHOK

  
COORDINATOR  
Dr. N. SENTHILKUMAR



# AYYA NADAR JANAKI AMMAL COLLEGE

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SIVAKASI – 626 124, Tamil Nadu

## CERTIFICATE OF PARTICIPATION

This is to certify that **Ms. J. ANNE PUSHPA**, Department of Botany, St. Mary's College (Autonomous), Thoothukudi, has actively participated in the "INTERNSHIP PROGRAMME ON RESEARCH TECHNIQUES AND ITS APPLICATIONS IN LIFE SCIENCES" organized by the Departments of Life Sciences, Ayya Nadar Janaki Ammal College (Autonomous), Sivakasi, for **15 Days** from **01.06.2023 to 15.06.2023**.

PRINCIPAL

Dr. C. ASHOK

COORDINATOR

Dr. N. SENTHILKUMAR





# AYYA NADAR JANAKI AMMAL COLLEGE

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STAR College by DBT and Ranked 69<sup>th</sup> at National Level in NIRF 2023)



SIVAKASI – 626 124, Tamil Nadu

## CERTIFICATE OF PARTICIPATION

This is to certify that **Ms. P. MADHUNIHA**, Department of Botany, St. Mary's College (Autonomous), Thoothukudi, has actively participated in the **"INTERNSHIP PROGRAMME ON RESEARCH TECHNIQUES AND ITS APPLICATIONS IN LIFE SCIENCES"** organized by the Departments of Life Sciences, Ayya Nadar Janaki Ammal College (Autonomous), Sivakasi, for **15 Days** from **01.06.2023 to 15.06.2023**.

PRINCIPAL

Dr. C. ASHOK

COORDINATOR

Dr. N. SENTHILKUMAR





# AYYA NADAR JANAKI AMMAL COLLEGE


(Autonomous, Reaccredited (4<sup>th</sup> Cycle) with "A+" Grade (CGPA 3.48 out of 4.00) by NAAC,  
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STAR College by DBT and Ranked 69<sup>th</sup> at National Level in NIRF 2023)

SIVAKASI – 626 124, Tamil Nadu



## CERTIFICATE OF PARTICIPATION

This is to certify that **Ms. MALAR NIVEDHITHA, R.**, Department of Botany, St. Mary's College (Autonomous), Thoothukudi, has actively participated in the **"INTERNSHIP PROGRAMME ON RESEARCH TECHNIQUES AND ITS APPLICATIONS IN LIFE SCIENCES"** organized by the Departments of Life Sciences, Ayya Nadar Janaki Ammal College (Autonomous), Sivakasi, for 15 Days from 01.06.2023 to 15.06.2023.

  
**PRINCIPAL**  
Dr. C. ASHOK

  
**COORDINATOR**  
Dr. N. SENTHILKUMAR



## **INTERNSHIP REPORT**



### **BASICS AND APPLIED ASPECTS OF CYANOBACTERIA AND INSTRUMENTATION TECHNIQUES**

ORGANIZED BY  
**NATIONAL REPOSITORY FOR MICROALGAE AND CYANOBACTERIA – FRESHWATER  
& MARINE**  
**BHARATHIDASAN UNIVERSITY,  
TIRUCHIRAPPALLI, TAMIL NADU.**

SPONSORED BY  
**DEPARTMENT OF BIOTECHNOLOGY (DBT),  
GOVERNMENT OF INDIA**

Done by  
**Ms. S. Muthamilselvi 22APBO05**  
**Ms. R. Renitta Bency 22APBO06**  
**Ms. J.N. Monishaa (Full time Research Scholar)- 21212212262007**



**DEPARTMENT OF BOTANY**  
**ST. MARY'S COLLEGE (AUTONOMOUS)**  
**THOOTHUKUDI-628001**  
**2022 – 2023**

**Introduction:**

Two II PG students and one full-time research scholar from the Department of Botany attended a one month (31 days) Internship programme on Basics and Applied Aspects of Cyanobacteria and Instrumentation Techniques organized by **Bharathidasan University, Tiruchirappalli, Tamil Nadu** from May 17<sup>th</sup> to June 17<sup>th</sup>, 2023. The main objective of this internship was to provide participants with practical knowledge and skills in various aspects of Cyanobacteria and instrumentation techniques.

**Objectives:**

1. To equip students with the skills to isolate and identify various strains of cyanobacteria and microalgae using microbiological techniques and microscopy.
2. To train students in genomic DNA isolation, Polymerase Chain Reaction (PCR), and protein profiling to understand genetic and protein structures of cyanobacteria.
3. To provide hands-on experience in lipid extraction, water analysis, and Total Organic Carbon (TOC) analysis to assess biochemical properties and environmental impact.
4. To develop proficiency in using various instruments for microbiological and biochemical analysis, including advanced microscopy techniques for detailed examination of microorganisms.
5. To educate participants on the principles and practices of outdoor mass cultivation of cyanobacteria, focusing on large-scale growth and harvesting processes.

**About the institution:**

Bharathidasan University, located in Tiruchirappalli (Trichy), Tamil Nadu, India, is a prominent institution named after the renowned Tamil poet Bharathidasan. Established in February 1982, the university aims to foster academic excellence and social development through a variety of programs and initiatives. The university is known for its strong emphasis on research and innovation. It houses several research centers and institutes dedicated to fields such as environmental science,

biotechnology, and Indian languages. The university regularly publishes research findings in reputed journals and encourages interdisciplinary research collaborations. The campus is equipped with modern facilities including state-of-the-art laboratories, libraries, computer centers, and sports complexes. Additionally, the university has a vibrant student community with numerous clubs, societies, and extracurricular activities. Bharathidasan University, with its comprehensive educational programs, robust research initiatives, and commitment to societal development, stands as a beacon of higher education and intellectual growth in India.

The internship program at Bharathidasan University, Trichy is designed to provide students with a comprehensive hands-on training programme focusing on the basics and applied aspects of Cyanobacteria and instrumentation techniques. This program is planned to gain practical knowledge and hands-on experience in various techniques related to cyanobacteria and microalgae research.

**Programme schedule:**

Day	Training undertaken
Day 1	Visit to National Repository for Microalgae & Cyanobacteria (F&M)
Day 2	Media preparation (NRMC – Marine)
Day 3	Various Media preparation, Plating & Slant Preparation (NRMC – Marine)
Day 4	Isolation & Identification of Unialgal Strains from Mesophilic Habitat Inverted Microscopic Handling. (NRMC – Marine)
Day 5	Isolation & Identification of Unialgal Strains from Psychrophilic Habitat (Artic & Antarctic) (NRMC – Marine)
Day 6	Submission of weekly Report
Day 7 & Day 8	Estimation of Growth Parameters of Microalgae (Dry weight, Absorbance, Chlorophyll, Carotenoids & Phycocyanin) (NRMC – Fresh)
Day 9	Outdoor Raceway pond Cultivation Technology (NRMC – Marine)

Day 10	Genomic DNA Isolation & Quantification From Microalgae & Cyanobacteria; Agarose Gel Electrophoresis (NRMC – Marine)
Day 11 & Day 12	PCR Amplification 16S & 18s rRNA genes (NRMC – Marine)
Day 13	Submission of weekly Report
Day 14, Day 15 & Day 16	Effluent Treatment by Microalgae @ outdoor Conditions (NRMC – Marine)
Day 17	Extraction, Purification and Estimation of Lipid from Microalgae & Cyanobacteria& Extraction of Exo-Polysaccharides from Microalgae (NRMC – Marine)
Day 18	Trans esterification of Lipids into Methyl esters & Qualitative analysis by Gas Chromatography (NRMC – Marine)
Day 19	Estimation of protein, Carbohydrate & Estimation of Exo-Polysaccharides from Microalgae (NRMC – Marine)
Day 20	Submission of weekly Report
Day 21 & Day 22	Extraction of Proteins & Sodium Dodecyl Sulphate-Polyacrylamide Gel Electrophoresis - Microalgal Proteins (NRMC – Marine)
Day 23	Native Gel Electrophoresis - Microalgal Anti - oxidative Enzymes (NRMC – Marine)
Day 24	2D Gel Electrophoresis - DEMO; Total Organic Carbon Estimation by TOC Analyser(NRMC – Marine)
Day 25 & Day 26	Extraction of Pigments & Column Chromatography - Adsorption & Non adsorption Chromatography (NRMC – Marine)
Day 27	Submission of weekly Report
Day 28 & Day 29	Ecological Parameters analysis ( Water Quality Analysis) (NRMC –Fresh)
Day 30	Submission of overall Report and Presentation (NRMC – Marine)
Day 31	Conclusion of the internship program Distribution of certificates and feedback collection

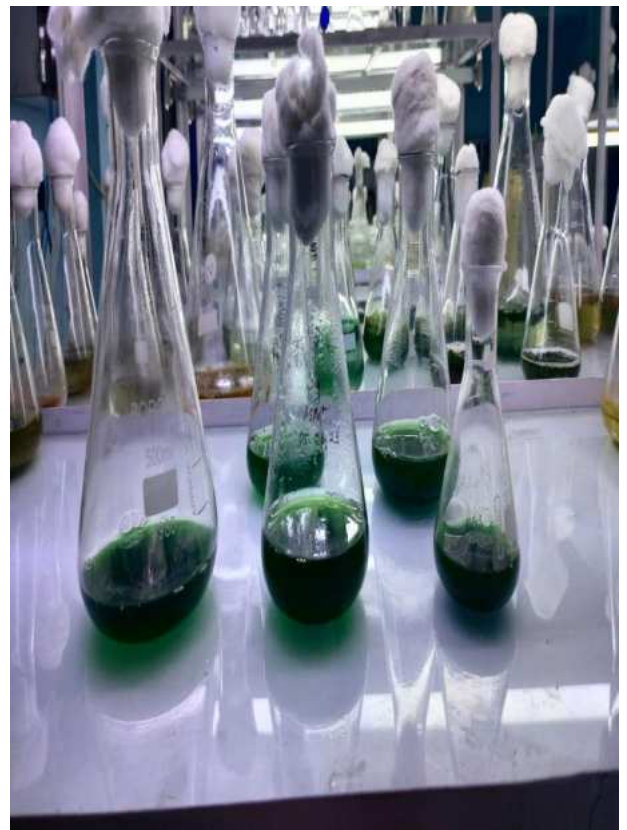
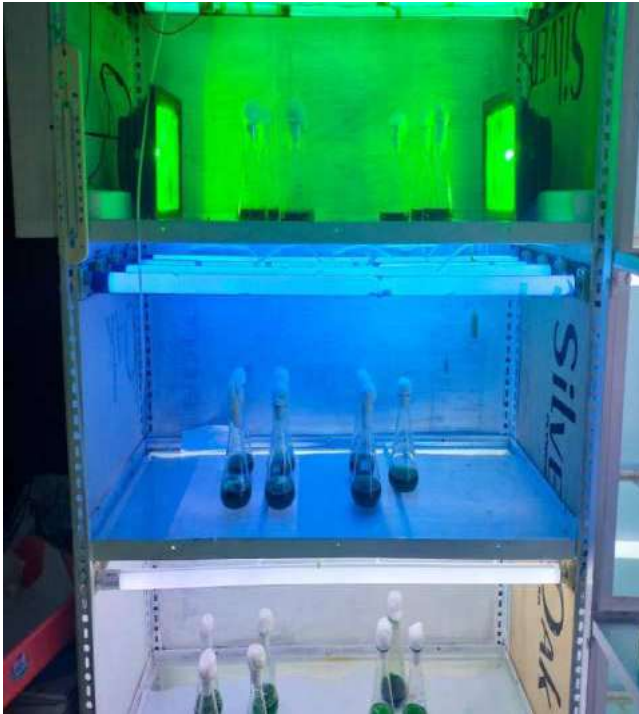
**Learning Outcome:**

Upon completing this internship at Bharathidasan University, Tiruchirappalli, Tamil Nadu, Ms. S. Muthamilselvi, Ms. R. Renitta Bency and Ms. J.N. Monisha have gained substantial practical knowledge and skills in several key areas related to cyanobacteria and instrumentation techniques. They are proficient in isolating and identifying various strains of microalgae and cyanobacteria through the use of morphological and microscopic methods, enhancing their aseptic technique and microbiological handling abilities. They also acquired hands-on experience in genomic DNA isolation and Polymerase Chain Reaction (PCR), including the analysis of DNA purity and concentration using spectrophotometry and gel electrophoresis. The internship will further equip them with the skills to extract and quantify proteins from microalgae, perform SDS-PAGE for protein profiling, and understand the principles of Western blotting for protein identification. Additionally, they learnt lipid extraction and quantification techniques, gaining knowledge in chromatography and fatty acid composition analysis. They developed expertise in water quality analysis, encompassing chemical and microbiological assessments, and are proficient in Total Organic Carbon (TOC) analysis, understanding the principles and instrumentation involved. Finally, they mastered advanced microscopy. This training will undoubtedly enhance their academic and professional capabilities in the field of Cyanobacteria research.



**Internship Programme on Basics and Applied Aspects of Cyanobacteria and Instrumentation Techniques organized by Bharathidasan University, Tiruchirappalli.**







# National Repository for Microalgae and Cyanobacteria - F & M

(Formerly National Facility for Marine Cyanobacteria)

(Sponsored by DBT, Govt. of India)

Bharathidasan University, Tiruchirappalli – 620024.



## CERTIFICATE OF INTERNSHIP

This is to certify that **Ms. Muthamilselvi.S**, M.Sc Student, Department of Botany, St. Mary's College (Autonomous), Thoothukudi - 628001, have underwent a **Hands on training on basics and applied aspects of Cyanobacteria and instrumentation techniques** such as Isolation & Identification of Microalgae, Genomic DNA isolation, PCR, Protein Profiling, Lipid Extraction, Microbiological Techniques, Water analysis, TOC, Bright field, Phase Contrast & Fluorescence Microscopy and Outdoor Mass Cultivation process during 17 May - 17 June, 2023 at National Repository for Microalgae and Cyanobacteria – Freshwater & Marine, Sponsored by DBT, Govt. of India, Bharathidasan University, Tiruchirappalli- 620024, Tamil Nadu, India. During her training, I found her to be very committed, highly motivated and skillful in handling instruments and carrying out experiments.

**Dr. N. THAJUDDIN**

Professor,

Department of Microbiology

Director,

National Facility for Marine Cyanobacteria (NFMC)

Principal Investigator,

National Repository for Microalgae and Cyanobacteria – Freshwater

(Sponsored by DBT, Govt. of India)

**Bharathidasan University**

Tiruchirappalli- 620024, Tamil Nadu, India

Date: June 22, 2023

# National Repository for Microalgae and Cyanobacteria - F & M

(Formerly National Facility for Marine Cyanobacteria)

(Sponsored by DBT, Govt. of India)

Bharathidasan University, Tiruchirappalli – 620024.



## CERTIFICATE OF INTERNSHIP

This is to certify that **Ms. Renitta Bency.R**, M.Sc Student, Department of Botany, St. Mary's College (Autonomous), Thoothukudi - 628001, have underwent a **Hands on training on basics and applied aspects of Cyanobacteria and instrumentation techniques** such as Isolation & Identification of Microalgae, Genomic DNA isolation, PCR, Protein Profiling, Lipid Extraction, Microbiological Techniques, Water analysis, TOC, Bright field, Phase Contrast & Fluorescence Microscopy and Outdoor Mass Cultivation process during 17 May - 17 June, 2023 at National Repository for Microalgae and Cyanobacteria – Freshwater & Marine, Sponsored by DBT, Govt. of India, Bharathidasan University, Tiruchirappalli- 620024, Tamil Nadu, India. During her training, I found her to be very committed, highly motivated and skillful in handling instruments and carrying out experiments.

  
**Dr. N. THAJUDDIN**

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Department of Microbiology

Director,

National Facility for Marine Cyanobacteria (NPMC)

Principal Investigator,

National Repository for Microalgae and Cyanobacteria – Freshwater

(Sponsored by DBT, Govt. of India)

**Bharathidasan University**

Tiruchirappalli- 620024, Tamil Nadu, India

**Date:** June 22, 2023

# National Repository for Microalgae and Cyanobacteria - F & M

(Formerly National Facility for Marine Cyanobacteria)

(Sponsored by DBT, Govt. of India)

Bharathidasan University, Tiruchirappalli – 620024.



## CERTIFICATE OF INTERNSHIP

This is to certify that **Ms. J.N. Monisha**, Research scholar, Department of Botany, St. Mary's College (Autonomous), Thoothukudi - 628001, have underwent a **Hands on training on basics and applied aspects of Cyanobacteria and instrumentation techniques** such as Isolation & Identification of Microalgae, Genomic DNA isolation, PCR, Protein Profiling, Lipid Extraction, Microbiological Techniques, Water analysis, TOC, Bright field, Phase Contrast & Fluorescence Microscopy and Outdoor Mass Cultivation process during 17 May - 17 June, 2023 at National Repository for Microalgae and Cyanobacteria – Freshwater & Marine, Sponsored by DBT, Govt. of India, Bharathidasan University, Tiruchirappalli- 620024, Tamil Nadu, India. During her training, I found her to be very committed, highly motivated and skillful in handling instruments and carrying out experiments.

**Dr. N. THAJUDDIN**

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National Repository for Microalgae and Cyanobacteria – Freshwater

(Sponsored by DBT, Govt. of India)

**Bharathidasan University**

Tiruchirappalli- 620024, Tamil Nadu, India

Date: June 22, 2023



# **INTERNSHIP REPORT**

**DONE AT**

## **THOOTHUKUDI MULTIPURPOSE SOCIAL SERVICE SOCIETY - MUTHUKUVIYAL**

Submitted in partial fulfillment of the requirements for the award of the degree of  
Bachelor of Science in Psychology of St. Mary's College of Arts & Science  
(Autonomous) affiliated to Manonmaniam University, Tirunelveli.

**DONE BY,**

**1. AISHWARYA DURGA. S – 20SUPS02**

**2. BHAVANI. K– 20SUPS05**

**3. DHASNEVIS UDHITHAA. H – 20SUPS07**

**4. JERIN MINISHA. R – 20SUPS10**

**5. MATHU MITHA. S– 20SUPS11**

**6. SELVAMATHI .S- 20SUPS16**

## **INTRODUCTION:**

The internship for III UG students was planned to be kept for a maximum period of 10 days during the Christmas vacation i.e. the end of the fifth semester. This is to give practical exposure to the students in the interested fields.

## **OBJECTIVES:**

1. To help us acquire knowledge regarding the short-stay home setup and the activities done there.
2. To feel the atmosphere of a workplace and identify the roles to be played.
3. To attain information on the nature of the children admitted there.

## **SELECTION OF INSTITUTE:**

The trainee shall opt for hospitals/homes/schools to carry out the internship. We preferred MUTHUKUVIYAL for the internship. The trainee selected the institute of her interest in gaining a better understanding of how to promote mental health. Detailed reports of the activities done at the institute, basic information about the institute, etc. are given below.

## **ABOUT THE INSTITUTION:**

### **TMSSS:**

TMSSS was an association begun by Adolph Kolping. The first plan to be introduced was the one rupee saving plan per day. TMSSS is a free service society maintained and run by the Catholic Fathers Association. It has many services and scholarships to uplift the needy. Some of their functioning plans include Self-help groups for women in rural areas, Palliative care providence, and Vazhikatimaiyam for providing information regarding job offers. This service institution also helps



us to access Government subsidy schemes. Muthukuviyal is a short-stay home run by TMSSS.

### **MUTHUKUVIYAL:**

This is a short-stay home, which accommodates children below the age of 18. The maximum no.of days a child can stay is a period of 90 days. Only a limit of 31 children is permitted in this house. 14 staff are appointed to provide utmost care and attention to those children, including Superintendent, Social Worker, House Father, House Mother, and Counsellor. It is a government-approved home. It is a unit of CWC. This home follows a systematic step-by-step approach, beginning with reporting till receiving judgment. When a case is reported on a child, the first step is to rescue the child. Once the child is rescued statement is collected from the kid. Decisions regarding the child's stay are then made by the CWC members. Once the child is admitted to the home, their details are recorded on the child tracking website.

### **DAILY SCHEDULE:**

Day	Task done
Day 1	A brief introduction about the home was given by the chief superintendent.
Day 2	Each member of staff explained their roles and the activities they have undertaken.
Day 3	Child tracking procedures were explained.
Day 4	Procedures about how they handle the child are described.
Day 5	We engaged in interacting with the children.
Day 6	We involved the children with activities to get them to takean interest.

Day 7	We created a good rapport with the children and we were able to listen more to their concerns.
Day 8	While talking with the staff, we were better able to learn about the child's past.
Day 9	The history of the TMSSS organization was explained.
Day 10	TMSSS staff briefly outlined the services they offer.

### LEARNING OUTCOME:

I learned a lot about short-stay home and its procedures thanks to the TMSSS organization. Child Welfare Committee and its roles, Child tracking procedures and procedures at home are some of the topics I learned about during this curriculum. Through interaction, group discussions, and lectures, I learned about these subjects. Overall, being a part of this program has increased my knowledge about short-stay homes.



*R. N. H. J.*  
24/8/23  
**TUTICORIN MULTIPURPOSE  
SOCIAL SERVICE SOCIETY  
BISHOP'S HOUSE, TUTICORIN - 1**

# **INTERNSHIP REPORT**

**DONE AT**

**THOOTHUKUDI MULTIPURPOSE SOCIAL SERVICE  
SOCIETY - MUTHUKUVIYAL**

Submitted in partial fulfillment of the requirements for the award of the degree of  
Bachelor of Science in Psychology of St. Mary's College of Arts & Science  
(Autonomous) affiliated to Manonmaniam University, Tirunelveli.

**DONE BY,**

**1. MUTHUSUNDARI SATHIYA. S – 20SUPS13**

**2. KAVYA MEERA. M – 20SUPS11**

**3. SHARLY. S – 20SUPS17**

**4. SRIPADMINI. S – 20SUPS19**

**5. SYED ALI FATHIMA. S – 20SUPS20**



## **INTRODUCTION:**

The internship for III UG students was planned to be kept for a maximum period of 10 days during the Christmas vacation i.e. the end of the fifth semester. This is to give practical exposure to the students in the interested fields.

## **OBJECTIVES:**

1. To help us acquire knowledge regarding the short-stay home setup and the activities done there.
2. To feel the atmosphere of a workplace and identify the roles to be played.
3. To attain information on the nature of the children admitted there.

## **SELECTION OF INSTITUTE:**

The trainee shall opt for hospitals/homes/schools to carry out the internship. We preferred MUTHUKUVIYAL for the internship. The trainee selected the institute of her interest in gaining a better understanding of how to promote mental health. Detailed reports of the activities done at the institute, basic information about the institute, etc. are given below.

## **ABOUT THE INSTITUTION:**

### **TMSSS:**

TMSSS was an association begun by Adolph Kolping. The first plan to be introduced was the one rupee saving plan per day. TMSSS is a free service society maintained and run by the Catholic Fathers Association. It has many services and scholarships to uplift the needy. Some of their functioning plans include Self-help groups for women in rural areas, Palliative care providence, and Vazhikatimaiyam for providing information regarding job offers. This service institution also helps

us to access Government subsidy schemes. Muthukuviyal is a short-stay home run by TMSSS.

### **MUTHUKUVIYAL:**

This is a short-stay home, which accommodates children below the age of 18. The maximum no. of days a child can stay is a period of 90 days. Only a limit of 31 children is permitted in this house. 14 staff are appointed to provide utmost care and attention to those children, including Superintendent, Social Worker, House Father, House Mother, and Counsellor. It is a government-approved home. It is a unit of CWC. This home follows a systematic step-by-step approach, beginning with reporting till receiving judgment. When a case is reported on a child, the first step is to rescue the child. Once the child is rescued statement is collected from the kid. Decisions regarding the child's stay are then made by the CWC members. Once the child is admitted to the home, their details are recorded on the child tracking website.

### **DAILY SCHEDULE:**

Day	Task done
Day 1	Information about the home was given by the chief
Day 2	Each member of staff explained their roles and the activities they have undertaken.
Day 3	Child tracking procedures were explained.
Day 4	Procedures about how they handle the child are described.
Day 5	We engaged in interacting with the children.
Day 6	We involved the children with activities to get them to take an interest.



Day 7	We created a good rapport with the children and we were able to listen more to their concerns.
Day 8	While talking with the staff, we were better able to learn about the child's past.
Day 9	The history of the TMSSS organization was explained.
Day 10	TMSSS staff briefly outlined the services they offer.

### LEARNING OUTCOME:

I learned a lot about short-stay home and its procedures thanks to the TMSSS organization. Child Welfare Committee and its roles, Child tracking procedures and procedures at home are some of the topics I learned about during this curriculum. Through interaction, group discussions, and lectures, I learned about these subjects. Overall, being a part of this program has increased my knowledge about short-stay homes.



*ABR* 24/8/23

**TUTICORIN MULTIPURPOSE  
SOCIAL SERVICE SOCIETY  
BISHOP'S HOUSE, TUTICORIN - 1**

## **INTERNSHIP REPORT**

Done at

**SNEKA MIND CARE INSTITUTE**

**TIRUNELVELI – 627 005**

Submitted in partial fulfillment of the requirements for the award of the degree of Bachelor of Science in Psychology of St. Mary's College of arts and science ( Autonomous) affiliated to Manonmaniam University, Tirunelveli.

### **DONE BY ,**

- 1. ABITHA MARY . A - 20SUPS01**
- 2. ANNIE PUSHPA JEFFI . A –**
- 3. DURGA GAYATHRI .M – 20SUPS**
- 4. PRIYANKA. K – 20SUPS14**
- 5. RESHA SIMEEN M.K – 20SUPS15**

### **Introduction:**

The internship for 3<sup>rd</sup> UG students was planned to be kept for a maximum period of 10days during the Christmas vacation i.e. the end of the fifth semester. This is to give practical exposure to the students in the interested fields.

### **Objectives:**

- 1.To help us acquire knowledge regarding various mental illness such as  
Suicidal Behavior, Alcohol Dependence , Suicide Prevention, Psychotherapy Adult  
Withdrawal Symptoms, addiction Psychiatry ,Adolescent Disorders, Adolescent depression**
- 2. To feel the atmosphere of a workplace and identify the roles to be played.**
- 3. To attain information on the nature of the patients admitted there.**

### **Selection of Institute :**

The trainee shall opt for hospitals/ homes/schools to carry out the internship. We preferred **SNEHA HOSPITAL** for the internship. The trainee selected the institute of her interest in gaining a better understanding of how to promote mental health. Detailed reports of the activities done at the institute, basic information about the institute, etc. are given below.

### **About the institute:**

**Sneha hospital is one of the biggest psychiatric hospitals in south tamilnadu. It was established in the year 2006 by the eminent psychiatrist Dr.C.Panneer selvam M.B.B.S, MD., (Psych), NIMHANS. The hospital is situated in the heart of the Tirunelveli city Our main aspiration is to provide modern psychiatric treatment for all patients at an affordable cost also creating awareness among the general public about psychiatric illnesses.**

### **Day schedule:**

<b>Day</b>	<b>Task done</b>
Day 1	we are all learned the Ect process, also how analyze the case study .And the doctor , ,gave medicines to the patient. we all went to rounds with doctor, and observed how the doctor handle the patient.
Day 2	The doctor gave ECT to the patient, and we handled the patient. And We spend time with patients. The patients reacted to our questions.
Day 3	Ect session was handled by 3 members on shift basis then we went rounds with Dr panner Selvam .we observed the patients and read and observed the case study of the patients
Day 4	Observed counseling process with psychologist Siva Sir .
Day 5	We Studied about the Schizophrenia and its types, symptoms. , BPAD , OCD and the types and symptoms. Mania symptoms and Depression. And also about delusion, hallucinations – types and with examples cases
Day 6	we Studied about the counselling, types, counseling skills and therapy. the personality disorder , and Anxiety control technique.
Day 7	Dr. Aravind sir suggested us to read each patients case study to know what are the disorders affected with the patients ,what are the problems they face before the treatment and afterwards how their behavior changed during the treatment. It was helpful to know the things
Day 8	We visited the patients to give counselling to them .We gave Some awareness about the causes when they repeat the behavior again. The patients shared their own self without hesitation. We also interacted with their attenders to know their behaviors about before they admit to the hospital .

Day 9	ECT session was handled by 3 members on a shift basis. Had ward rounds with Dr.Paneer Selvam We were taught to diagnose certain disorders along with the treatment.
Day 10	As it was our last day in the internship we handled the ECT session for a bit longer duration than usual. Nellaiyappan Sir taught us the importance of social workers in the field of psychology. Had ward rounds with Dr.Paneer Selvam sir

### **Learning outcome:**

We have learned the theory classes and visited the patient under the supervision of psychiatrist . And made to observe patients with various mental illness. We was also trained in writing case summary



**SNEKA MIND CARE INSTITUTE**  
(24 Hour Service)

12, Near Railway Bridge, South Bypass Road, Tirunelveli - 627 005.

Phone : Clinic 0462-2350559, 2970159

Web: [www.snekamindcarecentre.com](http://www.snekamindcarecentre.com)

*Dr. C. Panneer Selvan*

M.B.B.S., M.D. (PSYCH), NIMHANS  
DIRECTOR &  
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*Dr. A. Noorul Hasan*

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CONSULTANT PSYCHIATRIST

*Dr. S. Aswath Babu*

M.B.B.S., M.D. (PSYCH) DNB  
CONSULTANT PSYCHIATRIST

04-01-2023

TO WHOMSOEVER IT MAY CONCERN

This is to certify that  
Ms.A.Annie pushpa jeffi Bsc., Psychology  
(20SUPS03) 3<sup>rd</sup> year Student of St.Mary's  
College , Tutucorin, has been completed  
her field training Program in Sneka Mind  
Care institute, Tirunelveli.

During this internship period  
(24.12.2022 to 04.01.2023) she had  
undergone theory classes and visited patients  
under the supervision of psychiatrist. She  
was trained in writing case summary and  
made to observe patients with various  
mental illnesses.

Her conduct and character was found to  
be good during the training period.

Dr. S.ASWATH BABU, M.D.(Psych), DNB  
Consultant Psychiatrist  
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04-01-2023

TO WHOMSOEVER IT MAY CONCERN

This is to certify that  
Ms.M.Durga Gayathri Bsc., Psychology  
(20SUPS09) 3<sup>rd</sup> year Student of St.Mary's  
College , Tutucorin, has been completed  
her field training Program in Sneka Mind  
Care institute, Tirunelveli.

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04-01-2023

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Tutucorin, has been completed her field  
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04-01-2023

### TO WHOMSOEVER IT MAY CONCERN

This is to certify that  
Ms.A.Abitha mary Bsc., Psychology  
(20SUPS01) 3<sup>rd</sup> year Student of St.Mary's  
College , Tutucorin, has been completed  
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training Program in Sneka Mind Care  
institute, Tirunelveli.

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04-01-2023

### TO WHOMSOEVER IT MAY CONCERN

This is to certify that  
Ms.M.K.Resha simeen Bsc., Psychology  
(20SUPS15) 3<sup>rd</sup> year Student of St.Mary's  
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**A REPORT ON THE INTERNSHIP PROJECT AT  
CO-OPERATIVE BANK (HEAD OFFICE), THOOTHUKUDI**

Submitted to

**ST.MARY'S COLLEGE (AUTONOMOUS), THOOTHUKUDI**

Affiliated to

**MANONMANIAM SUNDARANAR UNIVERSITY, TIRUNELVELI**

In partial fulfillment of the requirements for the award of the degree

**BACHELOR OF COMMERCE**

By

**AARTHI.A**

**21AUCO01**



Under the guidance of

**Ms. D. Daisy Bai M. Com., M. Phil.**

**PG AND RESEARCH DEPARTMENT OF COMMERCE**

**ST.MARY'S COLLEGE (AUTONOMOUS), THOOTHUKUDI**

**(Re-accredited with A+ grade by NAAC)**

**APRIL 2023**



**TECNO SPARK**  
AI DUAL CAMERA

**A REPORT ON THE INTERNSHIP PROJECT AT  
CO-OPERATIVE BANK (HEAD OFFICE), THOOTHUKUDI**

Submitted to

**ST.MARY'S COLLEGE (AUTONOMOUS), THOOTHUKUDI**

Affiliated to

**MANONMANIAM SUNDARANAR UNIVERSITY, TIRUNELVELI**

In partial fulfillment of the requirements for the award of the degree

**BACHELOR OF COMMERCE**

By

**AARTHA**

**21AUC001**



Under the guidance of

**Ms. D. Daisy Bai M. Com., M. Phil.**

**PG AND RESEARCH DEPARTMENT OF COMMERCE**

**ST.MARY'S COLLEGE (AUTONOMOUS), THOOTHUKUDI**

**(Re-accredited with A+ grade by NAAC)**

**APRIL 2023**



**TECNO SPARK**  
AI DUAL CAMERA

## ACKNOWLEDGEMENT

I acknowledge the abundant blessings and grace of **God Almighty** who has been my source of energy and knowledge.

I extend my special thanks to our Principal, **Rev. Sr. Dr. A.S.J. Lucia Rose** for her constant encouragement and blessings for doing this work successfully.

It is my pleasure to extend my thanks to the Head and Associate Professor, Department of Commerce, **Dr. G. Stella Beatrice Nirmala.**, for her valuable suggestions and encouragement in completing the work.

I express my deepest sense of gratitude to my guide **Ms. D. Daisy Bai**, Associate Professor of Commerce, for her excellent and the untiring guidance throughout the entire process of completing my project work.

Finally, I record my sincere thanks to my parents and friends for their encouragement during this work.

AARTHIA





## DECLARATION

I hereby declare that, this report of internship training done at **Co-operative Bank** is an original work of mine and does not form part of any previous certificate/Diploma/Degree. This report is authentically prepared by me after the completion of the 15 days internship and submitted to the Department of Commerce, St. Mary's College (Autonomous) in partial fulfillment of requirements for the award of the Degree of **B.Com.**

PLACE: THOOTHUKUDI

DATE: 15/04/2023

*A. Arthi*

NAME: AARTHI

21AUC001

*Devi Bai*

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## CHAPTER – 1

### INTRODUCTION AND PROFILE OF THE BANK

#### Co-Operative Bank In Thoothukudi

#### 1.1 INTRODUCTION :

A Co-Operative banks is a small-sized, financial entity, where its members are the owners and customers of the Bank. They are regulated by the Reserve Bank of Thoothukudi (RBI) and are registered under the States cooperative Societies Act.

The Co-Operative Banks have recently been in news after RBI's restriction on one of the leading banks, where they were denied any kind of money withdrawal. This incident of the Punjab and Maharashtra Co-Operative Bank (PMC) has raised questions over the reliability of such financial entities.

In this article, we shall discuss the history, structure, benefits, and disadvantages of Co-Operative Banks in India. To know more about the different Types of Bank in India, visit the linked article.

Co-Operative Banking has proved to be an asset in terms of acting as a financial intermediary to agricultural and allied activities, small scale industries, and self employed workers.

For information regarding the banking sector in general and the various Bank Exams conducted in the country, visit the linked article.

#### 1.1.1 CO-OPERATIVE BANKING IN INDIA:

The Co-Operative Banks in India are governed as per the Banking Regulations Act 1949 and Banking Laws (Co-Operative Societies) Act, 1955. These Banks have been opened with the motto of no-profit-no-loss and thus, do not seek for profitable ventures and customers only. As the name suggests, the main objective of Co-Operative Banks is mutual help.



### 1.1.2 FEATURES OF CO-OPERATIVE BANKS IN INDIA:

- They work on the principle of one person, one vote. Since these banks are owned by the members, a Board of Directors is chosen democratically and then they are responsible for controlling the organisation.
- Farmers can avail agricultural loans on minimum interest rates from the Co-Operative Banks
- Providing easy and accessible loans and credit benefits in the rural areas with scarce banking facilities
- The annual profit earned is spent on financial reserves and required resources and a part of it is distributed among the Co-Operative members, as per the prescribed limitations.

### 1.1.3 SCOPE OF THE STUDY:

The Co-Operative banks have acted as a boon to various sectors of Indian society and also played an important role in the development of the economy.

Given below are a few advantages of the Co-Operative Banks in India.

- These banks have provided aid to the rural population by granting loans and credits with interest rates, lower in comparison to that asked by local money lenders
- They have their reach at every corner of the country and have managed to maintain a personal rapport with the customers
- Since the banks are owned and governed by the members themselves, they do not seek huge profits and believe in mutual help.
- The interest rate on deposits is high and on loans is low.
- They promote productive borrowing, in order to reduce the risk of loss.

#### 1.1.4 OBJECTIVE OF THE STUDY:

- To know the customers perception towards Co-operative bank .
- To know the various services provided by the Co-operative bank in Thoothukudi.

#### 1.1.5 LIMITATIONS :

- Some information cannot be accessed due to its confidential nature.
- Time is one of major constraints which limits the effectiveness of the study.

**CO-OPERATIVE**  
BANKING SERVICE

## CHAPTER II

### CONCEPTS, METHODS AND PROCESS LEARNED

#### 2.1 CO-OPERATIVE BANK:

Co-Operative Bank is defined as (S1) – a Co-Operative registered as a co-op bank whose members. Are of similar occupation or profession or who are employed by a common employer or who are employed within the same business district or have common membership in an association or organization, including religious, social, co-operative, labor, business or educational groups. Or resides within the same defined community or geographical area.

##### 2.1.1 PROFILE OF THE BANK:



### 2.1.2 STRUCTURE OF COOPERATIVE BANKING:

There are different types of cooperative credit institution working in India. These institutions can be classified into two broad categories-agricultural and non-agricultural. Agricultural credit institutions dominate the entire cooperative credit structure.

The major difficulties faced by the Co-operative Banks in Thoothukudi

- To lend money, they need investors which are tough to find.
- Over the years, the number of NPAs and over dues have been increasing.
- Since the lack of investors and money, few of them have not been delivering the credits and money to the rural population.
- Rather than small industrialists, the benefits from Co-operative Banks have been enjoyed by rich landowners.





### 2.1.3 ORGANIC GROWTH:

Another speaker at the conference, Frances Coppola, former banker turned financial writer, said co-operatives should commit to organic growth by attracting new members, rather than by a list of acquisition. She argued co-operative should be kept small enough so that members exercise control, but not too small because very small co-operatives are risky.



#### 2.1.4 FEATURES:

- Deeply anchored within the local economy
- Property of their own members/customers
- One person = one vote
- Sound business practices and resilient structures
- Financing the real economy
- Leading the way in the field of social responsibility.



## CHAPTER III

### FINDINGS, SUGGESTIONS AND CONCLUSION

#### 3.1 PROCESS LEARNED:

- Learned Banking structure Regulation and system.
- How to deal with the queries of the customer.
- Filling forms.
- Skill development
- Communicating in an efficient ways
- Gaining work experience
- Co-ordinating with the employers and manager.

#### 3.1.1 SKILLS ACQUIRED:

During my internship, I learned how to communicate and build relationships with the people I worked with. I learned how to introduce myself, talk about my interests, knowledge and skills with entrepreneurs and business owners, as well as how to ask questions and gain a better understanding of business.

As an intern, I discovered it is essential to be enthusiastic and open to learning new skills, asking for more and being curious to learn and ask questions. This attitude will show that you enjoy being part of the team and that you're keen to help. Having curiosity and enthusiasm also means that, as an intern, you get a lot out of what you're doing, which opens lot opportunities.

During my internship, I had a diary and took notes everyday about new things I learned, feedback I was given by my manager, strengths and weakness I noticed, and things I wanted to research and learn more about. This helped me to understand myself more and identify the areas that I needed to improve in.



Asking for and receiving professional feedback is very important. It is essential to take note of both the positive and negative points for the future, so I can grow and excel in my career. I learned that sometimes asking for feedback or receiving feedback is difficult to hear, but it will have a significant impact on my future career and success.

### **3.1.2 SUGGESTIONS:**

- The employees should be kept happy and contented at work.
- Employees emotional problems should also be considered by the employers
- Active participation of employees should be designed in the work culture

### **3.1.3 CONCLUSION:**

The Co-operative banks provides various services to its customers they offers best services in regards to opening of accounts lending of loans etc., In this present scenario where customers have high expectations about services provided by banks. They will not hesitate in shifting banks if better service is provided in another banks. Banks should keep on improving and innovating. Their services if they want to remind competitive.



## ANNEXURE

### ➤ WEBSITE REFERRED:

<https://Co-operativebank.in/>

### ➤ COMPLETION CERTIFICATE

### ➤ WORK DIARY

S. Muthumary  
Co-op. Sub-Registrar / Managing Director






H.O. 2320524  
Branch 2333897

**CERTIFICATE**

This is to Certify that AARTHI.A, a student of the Department of Commerce  
St Mary's College (Autonomous) Thoothukudi has successfully completed the 15  
Days (From 07.03.2023 to 29.03.2023) Internship Training Program in The Tuticorin  
Cooperative Bank Limited A.188, Thoothukudi in the field of urban Cooperative  
Bank Provided by R. Krishnamoorthy



General Manager (IC)

Date	Work Description	Signature
7/3/23	Share Capital, Deposits, Current account, Interest, cheque, Insurance, Fixed -deposits, Savings	 7/3
8/3/23	Loan application, long term, Short term loan, Assets liabilities, management Borrowings	 8/3
9/3/23	Assets earnings, Cost of calculation Project reports, Project Commission, Policies commity, documents, assets management / wealth -management	 9/3/
14/3/23	Central Government Types of Bank in Tamilnadu, NABARD. Non-Banking Finance Company. Small financing Bank, payment Bank.	 14/3/
15/3/23	Loan documents, parties application, Invoice, various loan process, Sales deed, education loans	 15/3/23

17/3/23  
Risk Management, development  
types of risk management. Project  
report.



18/3/23  
Indian Bank Association (IBA)  
One Time Settlement (OTS)  
Types of customers  
Existing old loans  
Security Creditor Bank



19/3/23  
Company Social Responsibilities,  
Company Interview process,  
Short cut keys



21/3/23  
Market Growth Strategy,  
Government Jobs



23/3/23  
Cyber security  
Awareness,  
Top 10 apps,  
Brick Countries.



24/3/23  
Mutual Fund, Share market,  
Commodity, Types of  
share market.





25/3/23

micro creditor, petty cash,  
Street counters, women  
loan, Education loan,  
Income tax, Tamil Nadu  
remuneration act



27/3/23

permanent Account,  
cyber crime, Security  
Employee management



28/3/23

Basic Balance sheet,  
i) Short term  
ii) median term  
iii) Long term loan



29/3/23

Deposit Insurance, Profit /  
Loss account, Director  
fees and allowances,  
auditor fees, repairs and  
maintainence, provisions of  
I.D. Expenditor and Income



TECNO SPARK  
AI DUAL CAMERA

**A REPORT ON THE INTERNSHIP PROJECT AT  
FREEDOM SHIPPING AGENCIES**

Submitted to

**ST.MARY'S COLLEGE (AUTONOMOUS), THOOTHUKUDI**

Affiliated to

**MANONMANIAM SUNDARANAR UNIVERSITY, TIRUNELVELI**

In partial fulfillment of the requirements for the award of the degree

**BACHELOR OF COMMERCE**

By

**V. ADLYN VALENTINA**

**(21AUC002)**



Under the guidance of

**Ms. O. SONY., M.Com., M.Phil., SET.,**

**PG AND RESEARCH DEPARTMENT OF COMMERCE**

**ST.MARY'S COLLEGE (AUTONOMOUS), THOOTHUKUDI**

(Re-accredited with A+ grade by NAAC)

**MARCH 2023**

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In partial fulfillment of the requirements for the award of the degree

**BACHELOR OF COMMERCE**

By

**V. ADLYN VALENTINA**

**(21AUCO02)**



Under the guidance of

**Ms. O. SONY., M.Com., M.Phil., SET.,**

**PG AND RESEARCH DEPARTMENT OF COMMERCE**

**ST.MARY'S COLLEGE (AUTONOMOUS), THOOTHUKUDI**

(Re-accredited with A+ grade by NAAC)

**MARCH 2023**

## ACKNOWLEDGEMENT

It is my privilege to thank our, **Secretary Rev. Dr. Sr. C. Shibana, Our Principal Rev. Dr. Sr. A.S.J. Lucia Rose**, for giving me this opportunity to undergo internship training which helped me to acquire knowledge.

I express my sincere thanks to the Head of the Department of Commerce, **Dr. G. Stella Beatrice Nirmala M.Com., Head & Associate Professor of Commerce** and my internship guide **Ms. O.Sony** for allowing me to undertake institutional training and for their valuable support and encouragement throughout this program and for the completion of this internship.

The internship opportunity I had with **Freedom Shipping Agencies** was a great chance for learning and development, I am also grateful for having got a chance to meet wonderful people and professionals who led me through this internship period.

I am using this opportunity to express my deepest gratitude and special thanks to **Anto Hellary** proprietor of Freedom Shipping Agencies who in spite of being busy with his duties, took time out to hear, guide and keep me on the correct path and allowing me to carry out my training programme at their esteemed organization.

ADLYN VALENTINA, V



## ACKNOWLEDGEMENT

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ADLYN VALENTINA. V

## **DECLARATION**

I hereby declare that this report of internship training done at **Freedom Shipping Agencies** is an original work of mine and does not form part of any previous certificate/Diploma/Degree and submitted to the PG and Research Department of Commerce, St. Mary's College (Autonomous) in partial fulfillment of requirements for the award of the Degree of B.Com, under the guidance of **Ms.O.Sony.**, Assistant Professor Department of Commerce, St. Mary's College (Autonomous), Thoothukudi.

**PLACE:** THOOTHUKUDI

**NAME:** ADLYN VALENTINA .V

**DATE:**

21AUC002

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## **CHAPTER 1**

### **INTRODUCTION AND PROFILE OF THE ORGANISATION**

#### **INTRODUCTION:**

A shipping agent is a person who deals with the transactions of a ship in every port that the ship visits or docks. In simple terms, it is a shipping agent who deals with a local expert acts as a representative of the owner of the ship and carries out all essential duties and obligations required by the crew of the ship.

Freedom Shipping Agency is entrusted with taking care of every need and requirement of the crew like customs clearance, booking cargo on behalf of shipping line and freight forwarding. The responsibilities as well as the remuneration of the agent may be explicitly entered into a contract which has been concluded between himself and the ship owner. This practice is very common in the cargo trade, booking agents, etc.

#### **CUSTOMS BROKER:**

A customs broker is a professional who provides expert services by arranging the customs clearance process during a shipment. The customs broker ensures that a shipment meets all standards and regulations for the import or export of goods. These brokers organize and submit the necessary documentation, review the invoices and the packing lists, and verify whether the taxes and duties are calculated properly. Use of the services of a specialized agent or customs broker for the sometimes complex clearance formalities is a fully legitimate and useful business decision.

## **STEAMER AGENT:**

The steamer agent books cargo for or on behalf of a shipping line. For getting more cargo he advertises, canvasses, including giving advertisement in newspapers, bulletins, magazines. The steamer agent also provides container feeder services whereby goods are transhipped from larger port to smaller ports.

## **FREIGHT FORWARDING:**

A freight forwarder or forwarding agent is a person or a company who, for a fee, organizes shipments for the shipper by liaising with carriers. A forwarder does not move the goods but acts as an agent in the logistics network. The carriers can use a variety of shipping modes including ships, airlines, trucks and railroads, and often use multiple modes for a single shipment.

### **Organisation Profile – Freedom Shipping Agency**



**FREEDOM SHIPPING AGENCY  
2G/117, KOKKUR MAIN  
RAJIV NAGER (WEST)  
TUTICORIN 628 008  
PH : 91 461 2312118**

Freedom Shipping Agency is known to satisfactorily cater to the demands of its customer base. Freedom Shipping Agency is a prominent landmark in the area and this establishment is in close proximity to the same. The business strives to make for a positivity experience through its offerings.

Customer centricity is at the core of Freedom Shipping Agency and it is this belief that has led the business to build long – term relationships. Ensuring a positive customer experience, making available goods and/or services that are top – notch quality is given prime importance.



**LOCATION:**

Freedom Shipping Agency is located at 2G/117 Kokkur Main Road, Freedom House, Rajiv Nagar – 628008.

**PRODUCTS AND SERVICE OFFERED:**

Freedom Shipping Agency in Thoothukudi has a wide range of product offerings and the product/catalogue list includes Air Customs Clearance Service, Clearing Agents Services, Clearing and Freight Forwarding Services, Clearing Services, Custom Clearance Services etc.

## CHAPTER 2

### CONCEPTS AND METHODS LEARNT

- ❖ CUSTOMS BROKER
- ❖ PARTNERSHIP
- ❖ DOCUMENTATION
- ❖ PACKING LIST
- ❖ IMPORT DOCUMENT
- ❖ INVOICE DETAILS
- ❖ BILL OF LANDING
- ❖ IEC, APEDA, FSSAI
- ❖ SHIPPING BILL
- ❖ FUMIGATION
- ❖ PHYTOSANITARY CERTIFICATE
- ❖ CERTIFICATE OF ORIGIN
- ❖ HSN CODE

## **CUTOMS BROKERS:**



Freedom shipping company's core business is customs broking. Therefore they are very good at this. In our country customs brokers are licensed by the commissioner of customs & are governed by customs brokers licensing Regulations.

## **PARTNERSHIP FIRM:**



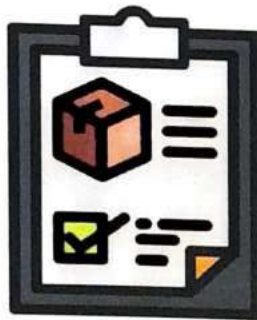
Freedom shipping is a partnership firm with three partners who share their profit/loss equally. Freedom shipping company is a registered partnership firm. They have registered it to avoid some difficulties.

## DOCUMENTATION:



Freedom shipping company is maintaining a perfect documentation through documentation department. Documents needed for Import and Export are maintained properly & documents for past five years to six years are kept safely for reference.

## PACKING LIST:



Packing list is maintained for every exporting products which contains the information about exporter, consignee and about the package methods, weight of cash package etc., It is not a technically required document for customs, but freedom shipping company is maintain packing list for every products.

## IMPORT DOCUMENT:



Import document such as Import deposit slip, Import tax invoice number, checklist Bill of Entry, Import License, Certificate of origin are being maintained.

## INVOICE DETAILS:



Invoice detail specifies the information about the products sent by the seller to the buyer. It also gives a clear info about the payment items.



## **IEC: (IMPORT AND EXPORT CODE)**



Import and Export code number which is issued by directorate General of foreign trade which functions under finance ministry. It is mandatory for Importing and Exporting Freedom shipping checks over the IEC number for further processing.

## **APEDA: (AGRICULTURAL AND PROCESSED FOOD PRODUCTS EXPORT DEVELOPMENT AUTHORITY)**



Freedom Shipping exports Agriculture products like Onion, Rice, etc., so they it is mandatory for them to register under APEDA

## **FSSAI: (FOOD SAFETY AND STANDARD AUTHORITY OF INDIA)**



For exporting and importing any food item FSSAI registration is required. Being customs broker Freedom Shipping collects Invoice, Packing list, and other documents from the Exporters.

## **PHYTOSANITARY CERTIFICATE:**



Freedom shipping acquire Phytosanitary certificate from the Exporters of plant related products like Coco peat, Coir pots, Coco husse, etc., Phytosanitary certificate is issued under Ministry of Agriculture & Farmer Welfare.

## FUMIGATION:



The Directorate of plant Protection, Quarantine, Fumigation & storage, Ministry of Agriculture & Cooperation, and government of India have approved Freedom shipping Agencies., as a Pest control operator to carry out fumigation of Import and export Cargo. Freedom shipping agencies been accorded with accreditation under ISPM standard by the Ministry of Agriculture, Government of India. Fumigation is a Process of exposing insects or material infested by to the fumes of a chemical at a lethal strength in an enclosed space for a given period of time. The fumes kill the insects prevalent and thus preserve the precious cargo of the customer.

## CERTIFICATE OF ORIGIN:



It is a certificate which is issued by the Indian chamber of commerce as well as trade Promotion Council of India. It certifies that the goods are produced & exported from a particular country. Freedom Shipping is maintaining a record of Certificate of origin for all the products which they export.

## **HSN CODE: (HARMONISED SYSTEM NOMENCLATURE)**



Harmonised system Nomenclature is for better identification of goods in India. Each product has unique HSN CODE. Freedom shipping ensure that every documents for exporting and Importing contains HSN CODE.

## **INCENTIVES FOR EXPORTERS:**



Government encourages the exporters by providing some incentives. Drawback amount are offered by the government up to 3%.

## **PROCESS LEARNT:**

- Setting goals
- Matching goals with the internship
- Exploring academic credit
- Locating opportunities
- Applying for jobs
- Communicating in an efficient ways
- Gaining work experience

## **SKILLS ACQUIRED:**

During my internship, I learnt how to communicate and build relationships with the people I worked with. I learnt how to introduce myself, talk about my interests, knowledge and skills with entrepreneurs and business owners, as well as how to ask questions and gain a better understanding of business .

As an intern, I discovered it's essential to be enthusiastic and open to learning new skills, asking for more and being curious to learn and ask questions. This attitude will show that one can enjoy being part of the team and that the team will be keen to help. Having curiosity and enthusiasm also means that , as an intern, one can get a lot out of what work is done, which opens lots of opportunities.

During my internship I had took notes everyday about new things I learned. Asking for and receiving professional feedback is very important. It is essential to take note of both the positive and negative points for the future, so I can grow and excel in my career. I learned that sometimes asking for feedback or receiving feedback is difficult to hear, but it will have a significant impact on my future career and success.



## **CHAPTER – 3**

### **LIMITATIONS, SUGGESTIONS, CONCLUSION**

#### **LIMITATIONS**

- Unable to gather more information as there was only limited time.
- Lack of collection of information as many of them were confidential.
- Some employers give mindless works that did not build any new skills

#### **SUGGESTIONS**

- To communicate more with the interns.
- Supervisors can conduct short motivation sessions for interns to become more competitive.
- To give transport allowances wholly or a part for the interns.

#### **CONCLUSION**

To conclude I would say that human resource is the most sensitive factor of production. Involvement and presence of human touch makes rest of the elements outside the scope of being sensitive in a crucial way. Thus healthy practices could be adopted in each department and each office organization and active participation of all employees should be designed in work culture to have better work place and job satisfaction.

# **FREEDOM SHIPPING AGENCY**

CUSTOMS BROKER, SHIPPING & LOGISTICS SERVICES

## **Certificate of Internship**

### **TO WHOM SO EVER IT MAY CONCERN**

This is to certify that *Ms. V. Adlyn Valentina*, student of B.Com — 2<sup>nd</sup> Year, from St Mary's College (Autonomous), Tuticorin, Tamilnadu, has successfully completed her *Internship at our Company from 02<sup>nd</sup> March 2023 to 18<sup>th</sup> March 2023.*

During the tenure of her internship we found her sincere, punctual, hardworking, Inquisitive and key learner..

We wish her all the very best in her future endeavors.






Date: April 12, 2023






Place: Tuticorin.






**A. Anto Hillery**  
**Partner**



# DAY REPORT.

Day	Date	Task Discussed	Signature
	02/03/2023	<ul style="list-style-type: none"> <li>* Introduction of Shipping Company.</li> <li>* Documentation.</li> <li>* Customs Brokers.</li> </ul>	<p>For FREEDOM SHIPPING AGENCY</p>  <p>Partner</p>
	03/03/2023	<ul style="list-style-type: none"> <li>* Partnership firm</li> <li>* Registration.</li> </ul>	<p>For FREEDOM SHIPPING AGENCY</p>  <p>Partner</p>
	04/03/2023	<ul style="list-style-type: none"> <li>* Packing List</li> <li>* Import Document</li> </ul>	<p>For FREEDOM SHIPPING AGENCY</p>  <p>Partner</p>
	06/03/2023.	<ul style="list-style-type: none"> <li>* Export file</li> <li>* Invoice details.</li> </ul>	<p>For FREEDOM SHIPPING AGENCY</p>  <p>Partner</p>
	07/03/2023	<ul style="list-style-type: none"> <li>* Tally</li> <li>* Stock Exchange.</li> </ul>	<p>For FREEDOM SHIPPING AGENCY</p>  <p>Partner</p>

	Date	Task Discussed	Signature .
y.	08/03/2023	* Bill of lading * Content of Bill of lading.	For FREEDOM SHIPPING AGENCY  Partner
	09/03/2023.	* IEC Code	For FREEDOM SHIPPING AGENCY  Partner
3.	10/03/2023	* APEDA * FSSAI.	For FREEDOM SHIPPING AGENCY  Partner
9.	11/03/2023	* Incentive to Exporters.	For FREEDOM SHIPPING AGENCY  Partner
0.	13/03/2023	* Shipping Bill for Export.	For FREEDOM SHIPPING AGENCY  Partner

Date	Task Discussed	Signature.
14/03/2023	* Phytosanitary Certificate. * Fumigation Certificate.	For FREEDOM SHIPPING AGENCY 
15/03/2023	* Contents of Phytosanitary certificate	For FREEDOM SHIPPING AGENCY 
16/03/2023	* Contents of Fumigation Certificate.	For FREEDOM SHIPPING AGENCY 
17/03/2023	* Certificate of Origin.	For FREEDOM SHIPPING AGENCY 
18/03/2023	* HSN Code.	For FREEDOM SHIPPING AGENCY 



**A REPORT ON THE INTERNSHIP  
AT  
HYGROW ENTERPRISES**

Submitted to

**ST.MARY'S COLLEGE (AUTONOMOUS), THOOTHUKUDI**

Affiliated to

**MANONMANIAM SUNDARANAR UNIVERSITY, TIRUNELVELLI**

in partial fulfillment of the requirements for the award of the degree of

**BACHELOR OF COMMERCE**

By

**Ms.P.AISHWARIYA**

**(21AUCO03)**



**UNDER THE GUIDANCE OF**

**Dr.P.JAYAMARY .M.Com.,M.Phil.,B.Ed.,SET,MBA,SET,Ph.D**

**PG AND RESEARCH DEPARTMENT OF COMMERCE**

**ST.MARY'S COLLEGE (AUTONOMOUS), THOOTHUKUDI**

**(Re-accredited with A+ grade by NAAC)**

**APRIL 2023**

## **ACKNOWLEDGEMENT**

It is my profound privilege to thank our Principal **Rev.Dr.Sr.A.S.J.Lucia Rose**, for giving me this opportunity to undergo internship training which helped me to acquire practical knowledge.

I express my sincere thanks to **Dr.G.Stella Beatrice Nirmala, Head, Department of Commerce** for providing tremendous support. I would also like to express my sincere thanks to my internship guide **Dr.P.Jayamary**. Assistant Professor, Department of Commerce for allowing me to undertake institutional training and for her valuable support and encouragement throughout this program and for the completion of this report

Finally, I would like to take the opportunity to thanks Mr.Premkumar, manger of **Hygrow Enterprises** and staffs of the firm, for guiding me throughout my period of internship and helping me to acquire necessary skills for my productive career.

**P.AISHWARIYA**  
**(21AUCO03)**



## DECLARATION

I solemnly declare that this report of internship training done at **Hygrow Enterprises** is an original work of mine and does not form part of any previous certificate / Diploma / Degree and submitted in the Department of Commerce, St.Mary's College (Autonomous) in partial fulfillment of requirement for the award of the Degree of B.Com under the guidance of Dr.P.Jayamary, Assistant Professor, Department of Commerce, St.Mary's College (Autonomous) Thoothukudi.

PLACE :

DATE

*Aishwariya P*

P.AISHWARIYA

(21AUCO37)

Counter Sign

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# CHAPTER 1

## INTRODUCTION AND PROFILE OF THE ORGANIZATION

### 1.1. INTRODUCTION

Coir pith is also known as coco pith, or coco peat, for its role as a substitute for peat moss in gardening brown coir pith come from ape, mature coconuts, while younger, immature coconuts produce white coir pith – To produce coir Pith, the waste from coir fibre is washed, treated, dried and graded.

This is useful for the gardening coir is it versatile natural fiber extracted from monocarp issue, or husk of the cocount fruit. The husk contains 20% to 30% fiber of voxying length.

After grinding the husk, the long fibres are centrol and used for various industrial purposes, such as rope and most marketing.

#### Coir

The thickest and most resistant of all commercial nature fibers, coir is a coarse, shots fiber extracted from the outer shall of counts. Its low delomposition rate means is a key advantage for making curable gather tiles.

#### Physical properties of coir fibre

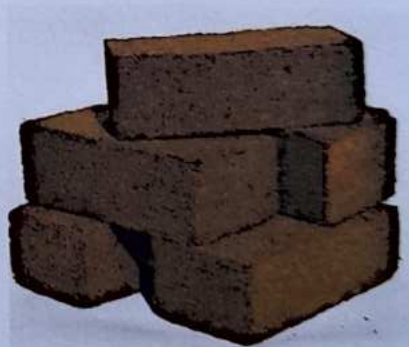
Ultimate longth	0.6 mm
Single fiber Tenacity	109 / ton
Breaking Etongatin	30%
Moisture region at 65% Rt	10.5%
Servtting in water	54 in diameter





### **Coir pith**

A spongy material that binds the coconut fibre in the husk, coir pith is finding new application. It is an excellent soil conditioner and is being extensively used as a soil – less medium for agri – horticultural purposes with its moisture retention qualities, coir pith is ideal for growing an things and orchids.



### **Full form of coir**

“Coir from Malayalam kayecu – cord) is a coarse fiber extracted from husk the fibrous outer shell of a coconuts. Coir (Koir) – The fiber obtained from the husk of a coconuts, used chiefly in making rope and matting.

### **Differences between coir pith and coco peat**

Raw material (010 peat (it is also known as coco pith) is made from the husk of coconuts, while coco coir is made from the fibers of counts. Drainage and aosition coco peat is more absorbent than coco care and holds more water, making it better for plants that need more water.

### **Coco peat**

It is a natural fibre particle made out of coconut husks. It is a 100% natural guaranty medium. This coco peat dried in the sun and processed to produce different items namely coco peat block coco peat briquettes, coco peat powder etc...

### **Coco peat good for plants**

Coco peat will do an excellent job of keeping your plants healthy due to its anti-fungal properties. It is also resistant to mould which in turn will help protect your plants from decrease and decay as they grow. Coir is also slightly alkaline, with a PH value of 5.8-6.8.

## **1.2 Organization Profile – Hygrow Enterprises**

### **Overview**

The Company Established in 2011 India Hygrow Enterprises has gained immense expertise in supplying & trading of coco. peat grow bag, grow bags, coco grow bogs, etc.

### **Business type**

Exporter Manufacturer

### **Establishment**

2011

### **Vision**

To be the world's leading Power Company energizing India's growth.

### **Mission**

Provide reliable power and related solutions in an economical, efficient and environment friendly manner, driven by innovation and agility.

### **Location**

Hygrow Enterprises is located in Chidambaranagar, Tuticorin. Currently we do not have any services or trading for Hygrow Enterprises – Since we have at least 10 manufacturing units in Chidambaranagar, out of which this manufacturing unit has an overall rank of 1. Address of the manufacturing unit is 1, No 4700/- 3F, 3<sup>rd</sup>, Teachers colony, Thoothukudi, Tamilnadu – 628008.



## CHAPTER 2

### CONCEPTS, METHODS, PROCESS LEARNED AND SKILLS ACQUIRED

#### **Concepts:**

The marketing concept proposes that in order to satisfy the organizational objectives, an organization should anticipate the needs and wants of potential consumers and satisfy them more effectively than its competitors. This concept originated from Adam Smith's book. The Wealth of Nations, but would not become widely used until nearly 200 years later. Marketing and Marketing Concepts are directly related.

Given the centrality of customer needs and wants in marketing a rich understanding of these concepts is essential:

#### **Needs :**

Something for people to live a healthy, stable and safe life. When needs remain unfulfilled, there is a clear adverse outcome a dysfunction or death. Needs can be objective and physical, such as the need for food, water and shelter: or subjective and psychological, such as the need to belong to a family or social group and the need for self-esteem.

#### **Wants :**

Something that is desired, wished for or aspired to. Wants are not essential for basic survival and are often shaped by culture or peer-groups.

**Demands :** When needs and wants are backed by the ability to pay, they have the potential to become economic demands.

Marketing research, conducted for the purpose of new product development or product improvement, is often concerned with identifying the consumer's unmet needs Customer needs are central to market segmentation which is concerned with dividing markets into distinct groups of buyers on the basis of 'distinct needs, characteristics, or behaviors who might require separate products or marketing mixes' Needs based segmentation (also known as benefit segmentation) "places the customers' desires at the forefront of how a company designs and markets products or services". Although needs based segmentation is difficult to do in practice, it has been proved to be one of the most effective ways to

segment a market. In addition, a great deal of advertising and promotion is designed to show how a given product's meet the customer's needs, wants or expectations in a unique way.

### **Orientations**

A marketing orientation has been defined as a 'philosophy of business management' or 'a corporate state of mind' or as an "organization culture" although scholars continue to debate the precise nature of specific orientations that inform marketing practice.

### **Product**

A firm employing a product orientation is mainly concerned with the quality of its own product. A product orientation is based on the assumption that, things being equal, consumers will purchase products of a superior quality. The approach is most effective when the firm has deep insights into customers and their needs and desires derived from research and (or) intuition and understands consumers quality expectations and price they are willing to pay.

### **Sales**

A firm using a sales orientation focuses primarily on the selling promotion of the firm's existing products rather than determining new or unmet consumer needs or desires. Consequently, this entails simply selling existing products, using promotion and direct sales techniques to attain the lightest sales possible. The sales orientation "is typically practiced with unsought goods. "One study found that industrial companies are more likely to hold a sales orientation than consumer goods companies. The approach may also suit scenarios in which a firm holds dead stock, or otherwise sells a product that is in high demand, with little likelihood of changes in consumer tastes diminishing demand.

A 2011 meta analysis says the approach may also suit scenarios in which a firm holds dead stock, or otherwise sells a product that is in high demand, with little likelihood of changes in consumer tastes diminishing demand.

A 2011 meta analyses has found that the factors with the greatest impact on sales performance are a salesperson's sales related knowledge (knowledge of market segments, sales presentation skills, conflict resolution, and products) degree of adaptive ness (



changing behavior based on the aforementioned knowledge), role clarity (salesperson's role is to expressly to sell) cognitive aptitude (intelligence) and work engagement (motivation and interest in a sales role)

## **Marketing**

The marketing orientation is perhaps the most common orientation used in contemporary marketing. It is a customer centric approach that involves a firm basing its marketing program around products that suit new consumer tastes. Firms adopting a marketing orientation typically engage in extensive market research to gauge consumer desires, use R & D to develop a product attuned to the revealed information, and then utilize promotion techniques to ensure consumers are aware of the products existence and the benefits it can deliver. Scales designed to measure a firm's market orientation have been developed and found to be relatively robust in a variety of contexts. The marketing orientation often has three prime facets, which are.

### **Customer Orientation :**

A firm in the market economy can survive by producing goods that persons are willing and bale to buy. Consequently, ascertaining consumer demand is vital for a firm's future viability and even existence as a going concern.

### **Organizational Orientation :**

In this sense, a firms marketing department is often seen as of prime importance within the functional level of an organization. Information from on organization's marketing department would be used to guide the actions of other department's within the firm. As an example, a marketing department could ascertain (via marketing research) that consumers desired a new type of product, or a new usage for an existing product. With this in mind, the marketing department would inform the R&D department to create a prototype of a product/service based on consumers new desires.

The productions department would then start to manufacture the product, while the marketing department would focus on the promotions, distribution, pricing, etc, of the product, Additionally, a firm's finance department would to consulted, with respect to securing appropriate funding for the development, production and promotion of the



product. Inter-departmental conflicts may occur, should a firm adhere to the marketing orientation. Production may oppose the installation, support and servicing of new capital stock, which may be needed to manufacture a new product. Finance may oppose the required capital expenditure, since it could undermine a healthy cash flow for the organization.

### **Mutuality beneficial exchanges :**

In a transaction in the market economy, a firm gains revenue, which this leads to more profits/market share/sales. A consumer on the other hand gains the satisfaction of a used want / utility, reliability and value money from the purchase of a product or service. As no-one has to buy goods from any one supplier in the market economy. firms must entice consumers to buy goods with contemporary marketing ideals.

### **Societal marketing :**

A number of scholars and practitioners have argued that marketers have a greater social responsibility than simply satisfying customers and providing them with superior value. Instead, marketing activities should strive to benefit society's overall well-being. Marketing organizations that have embraced the societal marketing concept typically identify key stakeholder groups such as employees, customers, and local communities. They should consider the impact of their activities on all stakeholders. Companies that adopt a societal marketing perspective typically practice triple bottom line reporting whereby they publish social impact and environmental impact reports alongside financial performance reports. Sustainable marketing or green marketing is an extension of societal marketing.

## **METHODS**

### **MARKET RESEARCH FOR BUSINESS PLANNING & GROWTH**

Market research is for discovering what people want, need or believe. It can also involve discovering how they act. Once that research is complete it can be used to determine how to market that specific product. For the growth and planning of a business there are a few things that are important.

#### **Market information**

Market information is making known the prices of the different commodities in the market, the supply and the demand. Information about the markets can be obtained in several different varieties and formats. Examples of market information question are :

- . Who are the customers?
- . Where are they located and how can they be contacted
- . What quantity and quality do they want?
- . When is the best time to sell?

#### **Market segmentation**

Market segmentation is the division of the market or population into subgroups with similar motivations. Widely used bases for segmenting include geographic differences, personality differences, demographic differences, use of product differences, and psychographic differences.

#### **Market trends**

The upward or downward movements of a market, during a period of time. The market size is more difficult to estimate if that are starting with something completely new. In this case, that will have to derive the figures from the number of potential customers or customer segments. But besides information about the target market that also need information about that competitor, that customers, products etc.

A few techniques are

- . Customer analysis
- . Choice modeling
- . Competitor analysis
- . Risk analysis
- . Product research



## **The marketing mix (the 4 Ps)**

As a mnemonic for 'product', 'price', 'place' and promotion, the four Ps are often referred to as the marketing mix or the marketing program, represent the basic tools which markets can use to bring their products or services to market. They are the foundation of managerial marketing and the marketing plan typically devotes a section to each of these Ps.

### **Origins**

During the 1940s, the discipline of marketing was in transition. Interest in the functional school of thought, which was primarily concerned with mapping the functions of marketing was waning while the managerial school of thought, which focused on the problems and challenges confronting marketers was gaining ground. The concept of marketers as 'mixers of ingredients', was first introduced by James Culliton, a Professor at Harvard Business School.

At this time theorists began to develop checklists of the elements that made up the marketing mix, however, there was little agreement as to what should be included in the list. Many scholars and practitioners relied on lengthy classification of factors that needed to be considered to understand consumer responses. Borden developed a complicated model in the late 1940s, based upon at least twelve different factors.

Inspired by the idea of marketers as mixers of ingredients, Neil Borden one of Culliton's colleagues at Harvard, coined the phrase, the marketing mix and used it wherever possible. According to Borden's own account, he used the term, "marketing mix" consistently from the late 1940s. For instance, he is on record as having used the term, marketing mix in his presidential address a retrospective article detailing the early history of the marketing mix in which he claims that he was inspired by Culliton's idea of mixers, and credits himself with coining the term, 'marketing mix'. Borden's continued and consistent use of the phrase, 'marketing mix', contributed to the process of popularizing the concept throughout the 1940s and 50s.

The 'Marketing mix' gained widespread acceptance with the publication, in 1960 of E Jerome McCarthy's text, Basic Marketing, A managerial Approach which outlined



the ingredients in the mix as the memorable 4 Ps, namely product, price, place and promotion. The marketing mix is based upon four controllable variables that a company manages in its effort to satisfy the corporation's objectives as well as the needs and wants of a target market.

### **Brief outline**

The traditional marketing mix refers to four broad levels of marketing decision, namely, product price, promotion and place.

### **Product**

The product aspects of marketing deal with the specifications of the actual goods or services, and how it relates to the end-user's needs and wants. The product element consists of product design, new product innovation, branding, packaging, labelling. The scope of a product generally includes supporting elements such as warranties, guarantees, and support. Branding, a key aspect of the product management, refers to the various methods of communicating a brand identity for the product, brand, or company.

### **Pricing**

This refers to the process of setting a price for a product, including discounts. The price need not be monetary: it can simply be what is exchanged for the product or service, e.g time, energy, or attention or any sacrifices consumers make in order to acquire a product or service. The price is the cost that a consumer pays for a product – monetary or not methods of setting prices are in the domain of pricing science.

### **Place (or distribution)**

This refers to how the product gets to the customers; the distribution channels and intermediaries such as wholesales and retailers who enable customers to access products or services in a convenient manner. This third P also sometimes been called Place, referring to the channel by which a producer or service is sold (e.g online vs retail). which geographic region or industry, to which segment (young adults, families, business people) etc also referring to how the environment in which the product is sold in can affect sales.



## **Promotion**

This includes all aspects of marketing communications, advertising sales promotion, including promotional education, public relations, personal selling product placement, branded entertainment, event marketing trade shows and exhibitions.

## **Criticisms**

Morgan, in *Riding the Waves of Change*, (Jossey-Basis, 1988) suggests that one of the greatest limitations of the 4 Ps approach "is that it unconsciously emphasizes the inside-out view (looking from the company outwards) whereas the essence of marketing should be the outside-in approach" An inside-out approach is the traditional planning approach where the organization identifies its desired goals and objectives which are often based around what has always been some. Marketing's task then becomes one of 'selling' the organizations's products and messages to the 'outside' or external stakeholders. In contrast, an outside-in approach first seeks to understand the needs and wants of the consumer. From a model-building perspective, the 4 Ps has attracted a number of criticisms. Well-designed models should exhibit clearly defined categories that are mutually exclusive, with no overlap. Yet the 4 Ps model has extensive overlapping problems. Some of the Ps are only defined in vague terms. Several authors stress the hybrid nature of the fourth P. mentioning the presence of two important dimensions. 'communications' (general and informative communications such as public relations and corporate communications) and "promotion" (Persuasive communications such as advertising and direct selling) Certain marketing activities, such as personal selling, may be classified as either promotion or as part of the place. (i.e distribution) element, Some pricing tactics such as promotional pricing can be classified as price variables or promotional variables and therefore also exhibit some overlap. Other important criticisms include that the marketing mix lacks a strategic framework and is therefore unfit to be a planning instrument, Particularly when uncontrollable, external elements are in important of the marketing environment.

## **Environment**

The term 'marketing environment' relates to all of the factors (whether internal, external, direct or indirect) that affect a firm's marketing decision-making / planning. A firm's marketing environment consists of there main areas, which are :



- This macro-environment, over which a firm holds little control
- The micro-environment over which a firm holds a greater amount (though not necessarily total) control.

The internal environment includes the factors inside of the company itself.

### **Macro**

As firm's marketing macro-environment consists of a variety of external factors that manifest on a large (or macro) scale. These are typically economic, social, political or technological phenomena. A common method of assessing a firm's macro-environment is via a PESTLE (Political, Economic, Social, Technological, Legal Ecological) analysis. Within a PESTLE analysis, a firm would analyze national political issues, culture and climate key macroeconomic conditions, health and indicators (such as economic growth, inflation, un-employment etc) social trends / attitudes, and the nature of technology's impact on its society and the business processes within the society.

### **Micro**

A firm's micro-environment comprises factors pertinent to the firm itself, or stakeholders closely connected with the firm or company.

A firm's micro-environment typically spans.

- Customers / consumers
- Employees
- Suppliers
- The Media

By contrast to the macro-environment, an organization holds a greater degree of control over these factors.

### **Internal**

A firm's internal environment consists of factors inside of the actual company. These are factors controlled by the firm and they affect the relationship that a firm has with its customers. These include factors such as :

- Labour
- Inventory
- Company Policy

- Logistics
- Budget
- Capital Assets

## **Research**

Marketing research is a systematic process of analyzing data which involves conducting research to support marketing activities and the statistical interpretation of data into information. This information is then used by managers to plan marketing activities, gauge the nature of a firm's marketing environment and to attain information from suppliers.

A distinction should be made between marketing research and market research.

Market research pertains to research in a given market. As an example, a firm may conduct research in a target market, after selecting a suitable market segment. In contrast, marketing research relates to all research conducted within marketing. Market research is a subset of marketing research.

Marketing researchers use statistical methods (such as quantitative research, qualitative research, hypothesis tests, Chi-square tests, linear regression, correlation coefficients, frequency distributions, Poisson and binomial distributions, etc) to interpret their findings and convert data into information.

## **Research process**

Marketing research spans a number of stages, including

- Define the problem
- Develop a research plan
- Collect the data
- Interpret data into information
- Disseminate information formally in the form of a report

## **Position**

Positioning concerns how to position a product in the minds of consumers and inform what attributes differentiate it from the competitor's products.

A firm often performs this by producing a perceptual map, which denotes similar products produced in the same industry according to how consumers perceive their price and quality. From a product's placing on the map, a firm would tailor its marketing



communications to suit meld with the products perception among consumers, and its position among competitor's offering.

### **PROCESS LEARNED**

- Setting goals
- Matching goals with the internship
- Exploring academic credit
- Locating opportunities
- Applying for jobs
- Communicating in an efficient way
- Gaining work experience
- Co-ordinating with the employees and manager

### **SKILLS ACQUIRED**

During my internship, I learnt, how to communicate and build relationships with the people I would with. I learnt how to introduce myself, talk about my interests, knowledge and skills with entrepreneurs and business owners, as well as how to ask questions and gain a better understanding of businesses not only in the co-working space, but also others in the market. This process overall helped me develop my professional network and emphasized the importance of creating these connections.

As an intern, I discovered that it essential to be enthusiastic and open to learning new skills, asking for more work and being curious to learn and ask questions. This attitude will show that i enjoy being part of the team and that I'm keen to help. Having curiosity and enthusiasm also means that, as an intern, I get a let out of what I'm doing which opens lots of opportunities.

During my internship. I had gone through journal and took notes every day about new things I learned, Feedback i was given by my manager, about my strengths and weaknesses, and things I wanted to search and learn more about. This helped me understand myself more and identify the areas that I need to improve in.

Asking for and receiving professional feedback is very important. It is essential to take note of both the positive and negative points for the future. So that I can grow and excel in my career. I learned that sometimes asking for feedback or receiving feedback is difficult to hear, but it will have a significant impact on my future career and success.



## **CHAPTER 3**

### **LIMITATIONS, SUGGESTIONS, CONCLUSION**

#### **LIMITATIONS**

- ❖ Unable to gather more information as there was only limited time.
- ❖ Lack of information as many of them were confidential
- ❖ Some employers give mindless works that did not build any new skills

#### **SUGGESTIONS**

- ❖ To communicate more with the interns
- ❖ Supervisors can conduct short motivation session for interest to become more competitive
- ❖ To give transport facilities wholly or a part for the interns.

#### **CONCLUSION**

This internship has been an excellent and rewarding experience. I can conclude that there have been a lot I've learnt from my work at Hygrorw Enterprises. The most important things I've learnt are the importance of time – management and being self – motivated my sincere thanks to the organization.

## **ANNEXURE :**

### **A) Reference**

[www.google.com](http://www.google.com)

[www.exportersindia.com](http://www.exportersindia.com)

[www.https://hygrowcoir.com](http://www.https://hygrowcoir.com)

### **B) Completion Certificate**

### **C) Work Diary**

# **CERTIFICATE OF COMPLETION**

**THIS IS TO CERTIFY THAT MS.P.AISHWARIYA , B.COM (REG) 2<sup>ND</sup> YEAR,STUDYING IN ST.MARY'S COLLEGE (AUTONOMOUS) ,TUTICORIN HAS SUCCESSFULLY COMPLETED HER INTERNSHIP TRAINING FROM MARCH 07,2023 – MARCH 24,2023 IN OUR COMPANY.**

**WE WISH MS.P.AISHWARIYA GOOD LUCK AND ALL SUCCESS IN HER CAREER AND FUTURE ENDEAVOURS.**

**PLACE: TUTICORIN**

**DATE: 03.04.2023**



**FOR, HYGROW ENTERPRISES**

A handwritten signature in blue ink, appearing to be "A. S.", written over the printed name of the proprietor.

**PROPRIETOR**



Day : 1

Date : 07.03.23

Time : 03:00 Pm to 05:00 Pm

Task DISCUSSED
* Visit Gudown
* Visiting the meterial machines.

~~A. J. J.~~

Day : 2.

Date : 08.03.23

Time : 03:00 Pm to 05:00 Pm

TASK DISCUSSED
* Visiting the Coir pith pallads.

~~A. J. J.~~



Day : 3

Date : 09.03.23

Time : 04:00 Pm to 06:00 Pm

Task Discussed.

Visiting the Raw materials.

for made the Coir pith.

(By Soaking Coconut husk in water)

A. Dixit

Day : 4

Date : 11.03.23

Time : 03:00 Pm to 05:00 Pm

Task Discussed.

Steps to prepare the

Coir pith

A. Dixit

Day : 5

Date : 13.03.23

Time : 04:00 Pm to 06:00 Pm

Task Discussed.
TeachEd the uses of Coir pith

~~A. Dixit~~

Day : 6

Date : 14.03.23

Time : 03:00 Pm to 05:00 Pm

Task Discussed
Variety of coir piths in according to the colours and Shapes.

C

~~A. Dixit~~



Day : 7

Date : 15.03.23

Time : 03:00 Pm to 05.00 Pm

Task Discussed.

- \* Making the plant by coir pith.
- \* Visting how to covering the coir pith pellets.

~~A. Dixit~~

Day : 8

Date : 16.03.23

Time : 04:00 Pm to 06.00 Pm

Task Discussed.

Making a Coir Pith 5kg palled  
CPT takes between 4-5 gallons  
of water to hydrate a 5kg block  
of coco coir

~~A. Dixit~~

Day : 9

Date : 17-03-2023

Time : 03:00 Pm to 05:00 Pm

Task Discussed

How to use a coir pith for  
gardening

~~Admes~~

Day : 10

Date : 18.03.2023

Time : 03:00 Pm to 05:00 Pm

Task Discussed

How the coir pith in  
marketing

~~Admes~~



Day : 11

Date : 20.03.2023

Time : 04:00 Pm to 6:00 Pm

Task Discussed

How to make the coir pith  
bricks

~~A. Dixit~~

Day : 12

Date : 21.03.2023

Time : 03:00 Pm to 05:00 Pm -

Task Discussed

making the round coconut fibre

~~A. Dixit~~

Day : 13

Date : 22.03.2023

Time : 03:00 Am to 05:00 Pm

Task Discussed
Teached the disadvantages of Coir pith

~~A. Dixit~~

Day : 14

Date : 23.03.23

Time : 03:00Pm to 05:00 Am

Task Discussed.
How to export the Coir pith pallets.

~~A. Dixit~~



Day : 15

Date : 24.03.23

Time : 03:00 Pm to 05:00 Pm

Task Discussed.

making a plant by coir pith  
in individual.

~~A. Dixit~~

**A REPORT ON THE INTERNSHIP PROJECT AT  
SEAMAX SHIPPING INDIA PRIVATE LIMITED**

Submitted to

**ST.MARY'S COLLEGE (AUTONOMOUS), THOOTHUKUDI**

Affiliated to

**MANONMANIAM SUNDARANAR UNIVERSITY, TIRUNELVELI**

In partial fulfillment of the requirements for the award of the degree of

**BACHELOR OF COMMERCE**

By

**N.Antony Navis Beula**

**(21AUCO08)**



Under the guidance of

**Ms.O.Sony.,M.Com.,M.Phil.,SET.**

**PG AND RESEARCH DEPARTMENT OF COMMERCE**

**ST.MARY'S COLLEGE (AUTONOMOUS) , THOOTHUKUDI**

(Re-accredited with A+ grade by NAAC)

**APRIL 2023**



## **ACKNOWLEDGEMENT**

It is my profound privilege to thank our Principal **Rev.Sr.Dr.A.S.J Lucia Rose** for giving me this opportunity to undergo internship training, which helped me to acquire practical knowledge.

I express my sincere thanks to **Dr.G.Stella Beatrice Nirmala**, Head of the Department of Commerce and guide **Ms.O.Sony**, Assistant Professor of Commerce for their valuable support and encouragement in completing my internship..

I am indebted to thank Mr. P.Sankara Subramanian, Director, **Seamax Shipping India Pvt Ltd** and all the employees of the company for guiding me throughout my period of internship and helping me to acquire necessary information and skills during my training,

**N.Antony Navis Beula**

### **Declaration**

I solemnly declare that this report of internship training done at **Seamax Shipping India Pvt Ltd** is an original work of import & export and does not form part of any Previous certificate /Diploma/Degree and submitted to the PG and Research Department of Commerce, St.Mary's College (Autonomous) in partial fulfillment of requirements for the award of the degree of B.Com under the guidance of **Ms.O.Sony M.Com.,M.Phil.,SET Associate Professor** Department of Commerce, St.Mary's College (Autonomous) , Thoothukudi.

**Place:** Thoothukudi

N.Antony Navis Beula

**Date:**

21AUCO08

## CONTENT

CHAPTER	TOPIC	PAGE.NO
I	Introduction and Profile of Organization	
II	Concepts methods process learned and Skills acquired	
III	Limitation Suggestions and Conclusion	
Annexure	15 day report Certificate	

# CHAPTER 1

## Introduction and profile of the company

### Introduction :

**Seamax Shipping India Pvt Ltd**, since 2003, is uniquely positioned to handle all aspects of your shipments from launch to catch. Since its inception, SSIPL is one of leading Total Logistics service provider in the southern part of India. Initially SSIPL was confirmed to cater to need of our exporters in Tirupur. Later through sheer hard work and commitment towards service, we opened our own office in the port city of Tuticorin, Chennai, Madurai and Coimbatore. Not stopping there, we extended our service to all other major ports/ICDs of India through our associates we are handling outbound cargo 850 containers, inbound cargo 350 containers and air cargo of 55 MT/month approximately.

As a total logistics service provider, SSIPL offers services in Sea Road Transportation, NVOCC operations, consolidation, customs broking, VAS on imports and exports, buyer groupage. Less than container load (LCL) & full container load (FCL). Thus providing a ONE STOP SHOP for all your logistic needs.

SSIPL being very choosy in selection of agents are proud to present you a network of reliable agents our global network services is exemplary. Our network agents are well established service providers operating in the field for more than a decade and have the Infrastructure and technical expertise to



handle any kind of shipment and cater to every need of the shipper and consignee to the core our experienced teams of professionals are trained to guide you through the complexities of global shipping. We offer a single-source solution to and from any point worldwide keeping you informed of your shipment status at every step.

SSIPL possessing its own insured bill of lading offers a full array of ocean Related services including ocean forwarding, NVOCC operations, consolidation, buyer groupage, clearing & forwarding services & FCL container management as well as customer-in-house service.

SSIPL works closely with most carriers to provide you with better coverage, more sailings and better rates. As one of the leading forwarder, SSIPL enjoys leveraged pricing with many carriers.

## PROFILE OF THE COMPANY:



**Overview:**

Established in 2004, **Seamax Shipping India Pvt Ltd** is carrying Exim business throughout the world. We are expertise in supply chain management, import and export logistics, consolidation and vendor services, warehousing and distribution, global freight management and logistics support.

**Vision:**

Become a competent logistics to save across the world.

**Mission**

To reach our goal with fulfilling of customer logistics needs and expectations.

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## **Mission**

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## **CHAPTER 2**

### **CONCEPTS**

preparation, consolidation and break bulk of freight rate information and snapling of freight. Activites of other transport agencies of freight, organization and document

### **METHODS**

#### **Sea freight**

Through our ocean division you get complete, professional service with our “can do” attitude.

#### **Our services include:**

- Cargo booking and pick up
- Cargo tracking and tracing
- Customer/purchase order management
- Palletisation /packing
- Delivery verification
- Destination customs clearance
- Warehousing
- Freight forwarding
- Consolidation
- Insurance services
- Project logistics
- Quality control



- Shipment alerts and confirmation
- Shipment pre planning
- Vendor coordination
- Ex works
- Cross trade shipment from to India
- RORO shipments
- 3PL Logistics

## **AIR FREIGHT**

### **Our Air Freight Products & Services include**

- Airport To Airport
- Airport To Door
- Door To Airport
- Door To Door ( Ex-Works)
- Consolidation

## **LANDSIDE SERVICES**

The importance of smooth, effective and timely landside activities is often underestimated. Getting your goods to and from the port, and getting all the paperwork done right often involves multiple parties and processes with the potential for costly delay and errors. SSIPL offers a unique and costly delay and errors. SSLPL offers unique and seamlessly integrated solution that enhances and simplifies your landside activities in close coordination with your ocean or air transport.

## **Value added services**

SSIPL offers a full range of forwarding services including a complete package of value added landslide services. As your local and global logistics partner ,we offer the expertise ,global reach ,and global buying power to guarantee you a complete and complete range of forwarding services that enhances every single step of your supply chain from the factory to the customer door.

## **Process learned and skills acquired**

- Teamwork
- Problem solving skills
- Work ethics
- Adaptability skills
- Communication skills
- Responsibility
- Time management

## **My experience**

This is the good experience for me in my life to realize the practical difficulties of the workers. It is very to watch the preparing process day by day. I have met different people and their characters during the internship. It will help me to behave with the people in future life also. Because of this I learned what customs clearance. Thus I had good experience for future scope.

## **Chapter 3**

### **Limitations**

- The time limit to complete the project with loss.
- All the data collections in based on books, internet and employee of different companies.
- The information provided by the company is not very specified and not clear in order to analyses the statement.
- Most of employees are not really to share the information.

### **Suggestions**

It was a very positive experience that gave me skills for the life. If I could sum it all up through this experience and learned that this is something that I am not only good but well as love it. There are five suggestions they are be selective be supportive hold them accountable. Offer flexible work options and schedule regular check in.

### **Conclusion:**

To conclude I would say that human resource is the most sensitive factor of production. Involvement or presence of human touch makes rest of the elements outside of scope of being sensitive in a crucial way. Thus healthy practices could be adopted in each department and each office of the organization department and active participation of all employees should be designed in work culture to have better work place and job satisfaction.

# Day Report

Day 1 : 28. 02. 2023

Introduction to shipping

Day 2 : 01. 03. 2023

Connection between logistics & shipping

Day 3 : 02. 03. 2023

Billing

Day 4 : 03. 03. 2023

Import and export

Day 5 : 07. 03. 2023

Debit Note and Credit Note

For SEAMAX SHIPPING INDIA PVT LTD

  
Authorised Signatory



Day 6 : 08. 03. 2023

TDS - Tax Deducted at source

Day 7 : 14. 03. 2023

Warehouses

Day 8 : 15. 03. 2023

GST and its types

Day 9 : 17. 03. 2023

Bank Challans

Day 10 : 21. 03. 2023

Preparing the Invoice Bills

For SEAMAX SHIPPING INDIA PVT LTD

  
Authorised Signatory

Day 11 : 22. 03. 2023

Customer clearance in import

Day 12 : 23. 03. 2023

Types of cargo ship

Day 13 : 24. 03. 2023

Container

Day 14 : 27. 03. 2023

3 types of logistics

Day 15 : 28. 03. 2023

Customs clearance in export

For SEAMAX SHIPPING INDIA PVT LTD



Authorised Signatory



**Seamax Shipping India Private Limited**  
(Global Logistics Solution Provider)

This is to certify that Miss. N. Antony Navis Beula student of St. Mary's College (Autonomous) has successfully completed an internship in the Seamax Shipping India Pvt Ltd from 28.02.2023 to 28.03.2023 (15 Days) under the guidance of Mrs. C. Roseline during her internship; she has demonstrated her skills with self-motivation to learn new skills. Her performance exceeded our expectations and she was able to complete on time.

We wish her all the best for her upcoming career.

For Seamax Shipping India Pvt Ltd,

Director

(P.Sankara Subramanian)



**A REPORT ON THE INTERNSHIP PROJECT AT**

**Shakthi Associates**

Submitted to

**ST. MARY'S COLLEGE (AUTONOMOUS), THOOTHUKUDI**

Affiliated to

**MANONMANIAM SUNDARANAR UNIVERSITY, TIRUNELVELI**

In partial fulfillment of the requirements for the award of the degree of

**BACHELOR OF COMMERCE**

**By**

**Asmitha James .A**

**REG.NO:21AUC011**



Under the guidance of

**Dr. P. Banumathi M.com., M.Phil., Ph.D.**

**PG AND RESEARCH DEPARTMENT OF COMMERCE**

**ST. MARY'S COLLEGE (AUTONOMOUS), THOOTHUKUDI**

(Re-accredited with A+ grade by NAAC)

**APRIL 2023**



### Acknowledgement

It is my privilege to express my remarkable thanks of gratitude to our Principal **Rev. Sr. A.S.J Lucia Rose** for giving me this opportunity to undergo internship training which helped me to acquire practical knowledge about organizational activities

I express my deepest sense of gratitude to **Dr. G. Stella Beatricia Nirmala M.com.,M.Phil.,Ph.D., MBA.,DFA., PGDIT.,DGT** HOD, Department of Commerce , For providing an opportunity gain knowledge about organizational activities

I express my gratitude to my internship guide **Dr. P. Banumathi M.com.,M.Phil., Ph.D.** Associate Professor, PG and Research Department of Commerce for giving necessary advice and guidance .I thank her for his valuable guidance , support,and encouragement throught this program and completion of the program

Finally I would like to take the opportunity to thank Auditor **Mr. M.Rajkumar** and staffs of **Sakthi Associates** for guiding me throughout my period of internship and helping me to acquire necessary skills for my productive career.

Asmitha James .A

(21AUCO11)

### **Declaration**

I hereby declare that the above particulars of facts and information stated are true, correct and complete to the best of my belief and knowledge. I declare that this report of internship training done at Sakthi Associates is an original work of mine and does not form part of any previous Certificate Diploma (Degree and submitted to the department of Commerce, St. Mary's College Thoothukudi) in partial fulfillment of requirements for the award of the Degree of B.Com under the guidance of Dr. P. Bhanumathi Associative Professor, Department of Commerce St. Mary's College (Autonomous) Thoothukudi

Place: Thoothukudi

Date:



Asmitha James .A

(21AUCO11)

Chapter	Topic	Page.no
1	1.Introduction and Profile of the organisation	
2	Concepts Methods Process Learnt Skills acquired	
3	Limitation Suggestion Conclusion	
	Annexure: 1. Completion certificate. 2.Work Diary	

## Chapter -1

### Introduction

- ✦ Established in the year 2009
- ✦ Sakthi Associates is a top player in the category in the thoothukudi



- ✦ This well-known establishment acts as a one-stop destination servicing customers both local and from other parts of thoothukudi



- ✚ Over the course of its journey, this business has established a firm foothold in its industry.
- ✚ The belief that customer satisfaction is as important as their products and services, have helped this establishment garner a vast base of customer, which continues to grow by the day
- ✚ This business employs individuals that are dedicated towards their respective roles and put in a lot of effort to achieve the common vision and larger goals of the company.
- ✚ In the near future, this business aims to expand its line of products and services and cater to a larger client base
- ✚ It is an effortless task in commuting to this establishment as there are various modes of transport readily available

### **Products and Services offered:**

Audits- are assurance services defined as examinations of evidence for the purpose of providing an independent assessment on governance, risk, management, and control process for the organization. Examoles include financial, performance, compliance systems security and due diligence engagements

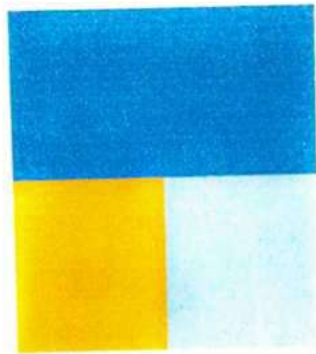


## Chapter 2

### **Concept:**

Auditing is the process of examining the financial Statement and information of the entity in this process, we examine that is the company making profit or not. It is a systematic process in which we analyze the economic condition and actions. The person who taking up the responsibility of the process is called an "Auditor" An auditor is a person authorized to review and verify the accuracy of financial records and ensure that companies comply with tax laws Auditing is an important process for the company, the investors, the government, creditors, shareholders, etc. They very much rely on audit reports to make important business decisions

### **Tally**



# TallyPrime

Tally software is used for storing all business transactions of each account in detail tally has made calculations simple. Tally has become part of all businesses. Small scale enterprises believe that tally. Tally software carries out efficient business transactions, provides accuracy, and saves a lot of time.

## HSN

HSN code stands for "Harmonized System of Nomenclature". This system has been introduced for the systematic Classification of goods all over the world.

To configure this:



1. Go to GATEWAY OF TALLY
2. PRESS F11 (COMPANY FEATURES)
3. Press INVENTORY INFORMATION.
4. Select STOCK GROUPS.
5. Click on CREATE
6. Press SET ALTER GST DETAILS.

7. Enter YES
8. Press TAX RATE HISTORY button on the right side and put the HSN code.

## GST

### Enabling GST features in Tally



1. Go to Gateway of Tally >F11: Features >F3: Statutory & Taxation.
2. On the screen one will find the following option :
3. Enable goods and service tax (GST): Yes.
4. Set/alter GST Details: Yes

In the 'Gateway of Tally', go to 'F11: Features' then select 'F3: Statutory & Taxation'. In the GST rates in India for various goods and services are divided into four slabs: 5% GST, 12% GST, 18% GST, and 28% GST.



Since the inception of the Goods and Services Tax, the GST council has revised the GST rates for various products several times (GST)

A GST return is a document containing details of all income/sales and/or expenses/purchases that a GST-registered taxpayer (every GSTIN) is required to file with the tax administrative authorities. This is used by tax authorities to calculate net tax liability. There are 13 returns under GST. They are the GSTR-1, GSTR-3B, GSTR-4, GSTR-5, GSTR-5A, GSTR-6, GSTR-7, GSTR-8, GSTR-9, GSTR-10, GSTR-11, CMP-08, and ITC-04. However, all returns do not apply to all taxpayers. Taxpayers file returns based on the type of taxpayer/type of registration obtained.

### **GST Return**

One of the key aspects of the GST era is that most of the indirect taxes - for which returns had to be filed separately for various businesses - have been subsumed. Today, irrespective of whether one is a trader, manufacturer, reseller or service provider, one needs to file GST returns online, in the prescribed formats. Under GST there are 19 GST return forms, which tax payers can use to file GST returns online. All these forms are required to be e-filed as per the GST return filing process laid down in the GST return rules section of the GST Act. The details of each of these GST return formats, along with details of applicability and periodicity, are as follows

#### **How to file GST returns online?**

To file the GST return online the following steps are considered

##### **Step 1: Register for GSTIN**




● [www.pearsoned.com](http://www.pearsoned.com)

1. **Net Payable** (Carrying reference to Page 124)  
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For those taxpayers who are not registered, One need to register to get the GSTIN number. It is a 15-digit number that is generated based on our state code of operation and PAN.

### Step 2: Log in to the GST portal



# Goods and Services Tax

[Skip to Main Content](#)

[Home](#)
[Services](#)
[GST Law](#)
[Downloads](#)
[Search Taxpayer](#)
[Help and Taxpayer Facilities](#)
[e-Invoice](#)

[Home](#) > [Login](#)

## Login

\* indicates mandatory fields

Username\*

Password\*

**LOGIN**

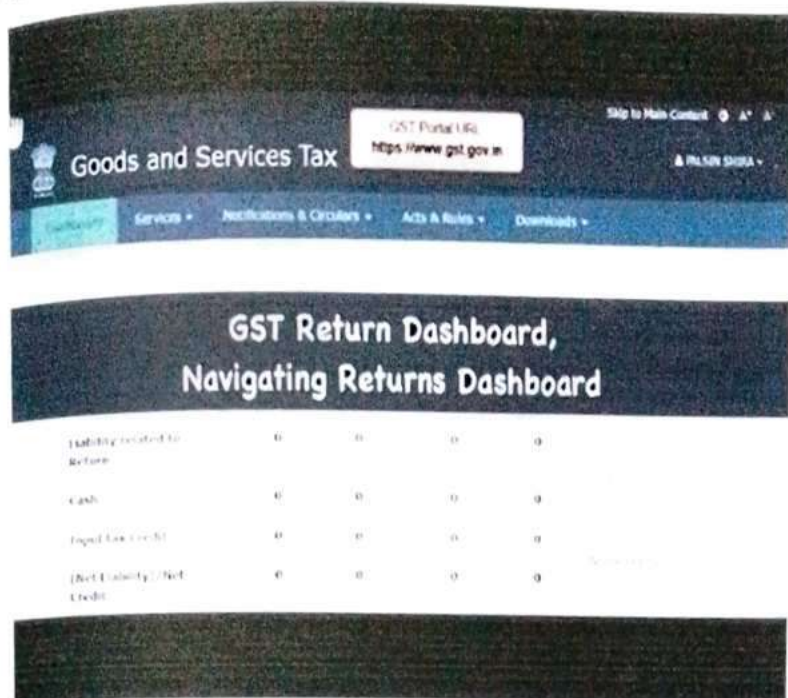
[Forgot Username?](#) [Forgot Password?](#)

**0 First time login:** If you are logging in for the first time, click [here](#) to get started.

## GST Portal Login Steps

(<https://www.gst.gov.in/>) using username and password and then click on the tab called 'Services'.

### Step 3: Returns dashboard



Then one can see an option called the 'Returns dashboard'. Click on that. Then it is asked to choose a financial year for which filing the GST return. Choose the appropriate one from the drop-down menu provided.

### Step 4: Prepare online

One must then select the return one wish to file. For the online GST return process, click on the 'Prepare Online' option.

### Step 5: Enter details

One will need to enter all the details correctly in the fields provided. Note that if one has any pending late fees, one must fill in the details of that as well when one are filing our GST returns. Next, need to save the form and then submit it.

### Step 6: Check submission status

When the GST return form has been submitted, once need to ensure the status of the GST return has been changed to 'Submitted'.

## Step 7: Tax payment

### Goods and Services Tax

Dashboard Services GST Law Downloads Search Taxpayer Help e-Way Bill System

CPIN\*  Search By CPIN  Search By Date

\* indicates mandatory fields

CPIN	Created On	Amount (₹)	Mode	Expiry Date	Deposit Date	Deposit Status	Cancel
						NOT PAID	
						PAID	
						PAID	

When the status shows the return has been submitted, then need to click on 'Payment of Tax.' One will see a 'Check Balance' option which one needs to click. The balance shown will reveal the credit and cash balance.

## Step 8: Offset liability

One must click on the option that says 'Offset Liability' to make the GST payment online in a few minutes. One need to then check the relevant boxes for declaration purposes. Then click on 'File Form with DSC'/'File Form with EVC' and then make the payment.

There are numerous GST return forms available and filling each can have additional steps or even lesser steps than the general steps outlined above. The details of how to fill in the details can be found on the official GST website. Before one fill out any GST form, one should keep all the information and details close by. Using a software solution such as TallyPrime is advised to ensure no errors are made during filing the return proces.



### Method:

1. Work together to easily find the corruption and correct it.
2. Reach out to clients through calls or correspondence to conform the data
3. Arrange appointments when necessary

### Process learnt:

- 🔥 Vouching of receipts
- 🔥 HSN
- 🔥 Bill entering
- 🔥 GST filling
- 🔥 Gained lots of work experience

### Skills acquired:

During my internship, I learnt how to communicate and build relationships with the people, how to introduce myself, talk about my interests, knowledge and skills with entrepreneurs and business owners, as well as how to ask questions and gain a better understanding of businesses not only in the co-working space, but also others in the market. This process overall helped me to develop my professional network and emphasised the importance of creating these connections. As an intern, I discovered it's essential to be enthusiastic and open to learning new skills, asking for more work and being curious to learn and ask questions. This attitude will show that one enjoys being part of the team and that one can keen to help. Having curiosity and enthusiasm also means that, as an intern, one gets a lot out

Of what one can do, which opens lots of opportunities. During my internship, I had a journal and took notes every day about new things I learned.

## Chapter III

### Limitations:

- ✚ Less practical experience, only theoretical experience was gained.
- ✚ Lack of collection informations as many of the employees were beginners for the work.

### Suggestions:

- ✚ To communicate more with the interns
- ✚ Don't wait untill the last date for filing TDS and GST

### Conclusion:

This internship has been an excellent and rewarding experience. I can conclude that there. The most important things I've learnt are the importance of time-management, perfection in simple things and experience of other workers. My sincere thanks to the organization.

# SAKTHI ASSOCIATES

Services:

- Registration of Commercial Taxes
- Service Tax and Income Tax
- Online Challan Preparation of ESI ACT and EPF ACT
- Service Tax and Pan Card
- Preparation of Computerised Accounts
- Online Return Filing of Commercial Tax
- Registration of EPF Act and Esic Act
- Digital Signature Certificates - Class 2 & Class 3

Date: 15.03.2023

## CERTIFICATE OF COMPLETION OF INTERNSHIP

This is to certify that **Miss.Asmitha James.A** (Reg.No.21AUC011) Second Year B.Com., **St.Marys College (Autonomous)** Thoothukudi, has successfully completed her Internship for a period of fifteen days in our concern from 20.02.2023 to 13.03.2023 (excluding the exam day).

During the tenure of her Internship, we found her studious, regular and inquisitive. We wish her all the best in all her future endeavour.

For **SAKTHI ASSOCIATES**,

*M. Rajkumar*

(M.RAJKUMAR)

Proprietor.



# Daily Report

Day 1  
2/2/2023  
Monday

Introduction about Tally



M. Rishi

Day 2  
2/2/2023  
Tuesday

Tally voucher entering in sales bill and checking data



M. Rishi

Day 3  
2/2/2023  
Wednesday

Introduction about HSN in Tally and its details about HSN in Vouching bills



M. Rishi

Day 4  
2/2/2023  
Thursday

Introduction about GST



M. Rishi

Day 5  
2/2/2023  
Friday

GST file filing in GST Portal and submitting the file



M. Rishi



6  
2023  
collecting the Tally data in single file  
in the name of company then save it  
according to the month basis then upload  
in GST portal



M. R. J.

7  
2023  
Entering the Sales bill



M. R. J.

8  
2023  
Entering Sales bill in different CGST and  
SGST Percentage



M. R. J.

9  
2023  
Entering the IGST bill



M. R. J.

10  
2023  
Voucher checking in Tally



M. R. J.

Bill entering in the Tally



Purchase bill entering and GST filling



Sales Bill of Company which has more different percentage of GST was entered in voucher



Sales Bill entering in voucher



Sales bill entering in voucher



**A REPORT ON THE INTERNSHIP PROJECT AT**

**J.THOMAS FERNANDO AND COMPANY**

Submitted to

**ST.MARYS'S COLLEGE (AUTONOMOUS), THOOTHUKUDI**

Affiliated to

**MANONMANIAM SUNDARANAR UNIVERSITY, TIRUNELVELI**

In partial fulfillment of the requirements for the award of the degree of

**BACHELOR OF COMMERCE**

by

**ASMITHA.M**

**21AUCO12**



**UNDER THE GUIDANCE OF**

**Dr.A.SALETH MARY VETRISIELVI M.Com., M.Phil., Ph.D.,**

**PG AND RESEARCH DEPARTMENT OF COMMERCE**

**ST.MARY'S COLLEGE (AUTONOMOUS), THOOTHUKUDI**

**(Re-accredited with A+ grade by NAAC)**

**2022-2023**

## **Acknowledgement**

It is my profound privilege to thank our Principal Rev.Dr.Sr.A.S.J.Lucia Rose for giving me this opportunity to undergo internship training which helped me to acquire practical knowledge about the organizational activities.

I express my sincere thanks to Dr. G. Stella Beartice Nirmala M.Com., M.Phil., Ph.D., MBA, DFA., PGDIT, DGT, Head and Associate Professor, PG and Research Department of Commerce for support and encouragement.

I express my gratitude to my internship guide Dr. A.Saleth Mary Vetriselvi M.Com., M.Phil., Ph.D., Assistant Professor, PG and Research Department of Commerce for allowing me to undertake institutional training and their valuable support and encouragement throughout this program and for the completion of the program.

Finally I would like to take the opportunity to thank Auditors and staff of **J.Thomas Fernando and company** for guiding me throughout my period of internship and helping me to acquire necessary skills for my productive career.



**Name** : Asmitha.M

**Reg.No** : 21AUCO12

**Department** : Commerce

### **DECLARATION**

I solemnly declare that this report of internship training done at **J.Thomas Fernando and company** is an original work of mine and does not copy from part of any previous Certificate Diploma/ Degree and submitted to the Department of Commerce, St. Mary's College (Autonomous) Thoothukudi in partial fulfillment of requirements for the award of the Degree of B.Com, under the guidance of Dr.A.Saleth Mary Vetriselvi, Assistant Professor, Department of Commerce, St. Mary's College (Autonomous), Thoothukudi.

PLACE: Thoothukudi  
DATE:

Asmitha.M  
(21AUCO12)

## CONTENTS

Chapter	Topic	Page.no
1	1.1 Introduction 1.2 Profile of the organization	1-4
2	2.1 Concepts 2.2 Methods 2.3 Process learned 2.4 Skills acquired	5-12
3	3.1 Limitation 3.2 Suggestion 3.3 Conclusion	13
	<b>Annexure:</b> 1. Completion certificate. 2. Work diary	

# Chapter I

## 1.1 Introduction:

It is the firm of chartered accountants having four professional partners of whom three are DISA qualified. Their Founder partner started Chartered Accountancy practice in the year 1957 and the firm came into existence in 1978. Now the firm is one of the leading Chartered Accountants firm in Tamilnadu with offices in Tuticorin and Chennai. They are practicing for the last 60 years in the areas – statutory audits, internal audits, Company law matters, Management Consultation including management Information reports, accounting, taxation including international taxation and NRI advisory services, financial advisory services, appeals and bank audits. They have an assorted client base ranging from commercial organizations to service sector organization. Their client profile includes

- Nationalized Banks
- Scheduled Banks
- Co- operative Banks
- Private Sector Banks
- Religious institutions
- Limited Companies
- Partnership Concerns
- Hospitality organizations
- Proprietary concerns



- High Net worth Individuals

- Charitable Institutions

- Trust etc.,,

- One of their major clients is the V.O.C Port Trust, the second highest tax payer in Tuticorin circle, for whom we are consultants in all Taxation matters for more than 20 years. They also state that their firm is eligible for appoint Hospitals

tment of statutory central auditors for private sector banks as per the eligibility norms fixed by the Reserve bank of India for appointment of statutory central auditors of private sector and public sector banks.

## 1.2 Profile of the Organization:



- |                                    |   |
|------------------------------------|---|
| 1. Name of the firm                | : J. THOMAS FERNANDO & CO                               |
| 2. Address of the principle office | : J. THOMAS FERNANDO & CO .,<br>CHARTERED ACCOUNTANTS , |



40, PEREIRA STREET,

TUTICORIN - 628001

TAMILNADU

E-mail : [admin@jtfandco.com](mailto:admin@jtfandco.com)

3.Particulars of branch

: J. THOMAS FERNANDO & CO.,

CHARTERED ACCOUNTANTS,

9/1(OLD NO 5/1, KULANDAIVELU

STREET , PURASAIWALKAM

CHENNAI- 600007

Ph.25320158

[jtfandcochennai@gmail.com](mailto:jtfandcochennai@gmail.com)

4. ICAI Registration No. of the firm : 004402S

5.Region name : SOUTHERN REGION

6. Region code No. : 310216

7. Details of full time partners and their professional experience:

Sl.NO	Name of the partner	Member ship No.	Professional Qualification	Year of Enrollment	Years of Professional Experience & Association with the Firm
1.	Xavier Fernando	029671	FCA, DISA (ISA)	1990	31
2.	Michael Antony Manoharan I	209471	FCA, DISA (ISA)	1999	22
3.	Manoj Rodrigo G	215951	FCA	2005	15
4.	Nikhill Vasanth J	237381	ACA,DISA (ISA)	2015	07

#### 8. Staff details:

a.	Audit assistants	30
b.	Articled clerks (CA students)	4
c.	Office assistants	4
	Total No of staff	38

#### Important Professional Assignment undertaken by the Firm:

Their firm is having 10 years of vast experience as the central statutory auditors of Tamilnad Mercantile Bank Ltd, Tuticorin. During their association with Tamilnad Mercantile Bank Ltd, from 1993 to 2003 they successfully completed their audit of accounts of the Head Office and large, medium and small size branches of the bank and also consolidated the accounts. They also conducted central statutory audit of Kanyakumari District central cooperative bank for the year from 2011 to 2014. They were the Tax Consultants, Tax auditors and GST auditors V.O.C Port Trust

## **Chapter II**

### **2.1 Concept:**

Auditing is the process of checking the financial statements along with other accounting information of a business entity. It is a systematic procedure where the economic condition of the entity is analyzed. The person taking up the responsibility of the process is called an "Auditor". In this process, it is checked if the business is running profitably or not. Auditing is an important process for the company, the investors, the government, creditors, shareholders, etc. They are very much relying on audit reports to make important business decisions.

### **TDS:**

The provisions of TDS (Tax Deducted at Source) and TCS(Tax Collected at Source) are Governed by Chapter XVII (Section190 to 206CCA) of the Income Tax Act, 1961 ("the Act").TDS/ TCS is one kind of advance tax from payee point of view. Payee will get tax credit for the same. TDS/ TCS is a mechanism built up to trace taxpayers in the Country and collection of tax in smooth manner. Payer is under an obligation to comply with TDS provisions.

### **GST return filing:**

All GST registered businesses have to file monthly or quarterly GST returns and an annual GST return based on the type of business. These GSTR filings are done online on the GST portal. The GST return is a document containing details of all income/sales and/or expenses/purchases that a GST-registered taxpayer (every GSTIN) is required to file with the tax administrative



authorities. This is used by tax authorities to calculate net tax liability. There are 13 returns under GST. They are the GSTR-1, GSTR-3B, GSTR-4, GSTR-5, GSTR-5A, GSTR-6, GSTR-7, GSTR-8, GSTR-9, GSTR-10, GSTR-11, CMP-08, and ITC-04. However, all returns do not apply to all taxpayers. Taxpayers file returns based on the type of taxpayer/type of registration obtained.

### **GST return online filing process:**

The GST return online filing process can be completed in the following steps.

**Step 1:** Use the GST portal that is [www.gst.gov.in](http://www.gst.gov.in).

**Step 2:** Based on your state code and PAN number, a 15 digit number will be issued.

**Step 3:** Each invoice that you have needs to be uploaded. Against each invoice, a reference number will be issued.

**Step 4:** After this, the next step is to file the outward returns, inward returns and cumulative monthly returns. All errors can be rectified.

**Step 5:** File the outward supply returns of GSTR-1 using the information section at the GST Common Portal on or before the 10th of the month.

**Step 6:** The outward supplies furnished by the supplier will be gotten from the GSTR-2A.

**Step 7:** After this, the recipient has to verify the details of the outward supplies and file details of credit or debit notes.

**Step 8:** Next, supply details of the inward supplies of goods and services in the GSTR-2 form.

**Step 9:** Supplier can accept or reject the details provided by the inward supplies made apparent in the GSTR-1A.

### **AIS (Annual Information Statement):**

The Income Tax Department launched a new feature of AIS, which stands for Annual Information Statement, in November 2021. It comprises the data of all financial transactions carried out by a taxpayer in a financial year (FY). The authorities must



- e-mail address
- Address of the taxpayer

**Part B** – It contains tax related information including

**TDS/TCS Information:**

Information related to information code, information description, information source, count and amount.

**SFT Information:**

SFT Information received from reporting entities under Specified Financial Transaction (SFT). For example salary, interest, dividend, foreign remittance etc.

**Payment of Taxes:**

Information relating to payment of taxes from different heads are displayed here. For example, Advance Tax, Self-Assessment Tax paid through challan to Bank.

**Demand and Refund:**

Details of the demand raised (AY, demand under section, amount and demand status) and refund initiated (AY and amount) to them during a financial year Other Information: Any other information as given under sub-rule (2) of rule 114-I.

**CONTENT OF TAXPAYER INFORMATION STATEMENT (TIS):**

TIS is the lowest level of information displayed in Annual Information Statement (AIS). It is classified into two parts

**Part A-** It contains general information relating to the taxpayer

- ❖ PAN number,
- ❖ Last 4 digits of Aadhaar Number
- ❖ Name of the Assessee,
- ❖ Date of Birth/ Incorporation/ Formation
- ❖ mobile number
- ❖ e-mail address

## **How to Download Form 26AS?**

You can visit the TRACES website to download Form 26AS. Alternatively, you can visit <https://www.incometax.gov.in/iec/foportal/>, log in with your user ID and password. You can also download Form 26AS using the net banking facility of the banks mentioned above.

Here is a step-by-step procedure to download Form 26AS using your income tax department account:

**Step 1:** Visit official e-filing website at <https://www.incometax.gov.in/iec/foportal/>

**Step 2:** Click on 'Login'.

**Step 3:** Enter the User ID. You must enter the Aadhaar number of PAN to complete the login process. Before you can log in, you must complete the registration process.

**Step 4:** Once you have entered the User ID, click on 'Continue'.

**Step 5:** Select 'e-file'.

**Step 6:** Next, click on 'Income Tax Returns'.

**Step 7:** Then, click on 'View Form 26AS' and Select 'Confirm' next.

**Step 8:** On the next page, click on 'Proceed'.

**Step 9:** Next, click on 'View Tax Credit (Form 26AS)'.

## **How to log in to the income tax portal using mobile number/email**

**Step 1:** Go to <https://www.incometax.gov.in/> and click on 'Login Here' option on the homepage to access the official Income Tax Department Portal.

**Step 2:** Enter your PAN in the Enter your User ID textbox and click Continue.

**Step 3:** Confirm the Secure Access Message you received. Click Continue after entering your Password.

**Step 4:** Choose whether to receive the 6-digit OTP through voice call or text message to your primary mobile number. Click on enter.

**Step 5:** Click Login after entering the 6-digit OTP sent to your registered mobile number or email address on the e-Filing portal.



**Things to note:**

- ❖ The OTP will only be valid for 15 minutes.
- ❖ You will be given three chances to enter the correct OTP.
- ❖ The screen's OTP expiry countdown timer indicates when the OTP will expire.
- ❖ A new OTP will be created when you click Resend OTP.

**Income tax login:**

It is mandatory for every taxpayer in India to be a registered user on the Income tax department website. Being a registered user, one can access previous year's tax returns, e-verify the income tax returns, check refund status etc.

**2.2 Methods:**

- Coordinating with different departments to gather data.
- Reach out to clients through calls or correspondence.
- Arrange appointments when necessary.

**2.3 Process learned:**

- Vouching of receipts
- TDS and TCS
- E-filing tabs
- Linking Aadhar and Pan
- Form 26 AS
- AIS and TIS reports
- Gained lots of work experience.

#### **2.4 Skills acquired:**

During my internship, I learned how to communicate and build relationships with the people I worked with. I learned how to introduce myself, talk about my interests, knowledge and skills with entrepreneurs and business owners, as well as how to ask questions and gain a better understanding of businesses not only in the co-working space, but also others in the market. This overall process helped me develop my professional network and emphasized the importance of creating these connections. As an intern, I discovered it is essential to be enthusiastic and open to learning new skills, asking for more work and being curious to learn and ask questions. This attitude will show that you enjoy being part of the team and that you are keen to help. Having curiosity and enthusiasm also means that, as an intern, I gained lot of knowledge, which opens lots of opportunities. During my internship, I had a journal and took notes every day about new things I learned.



## Chapter III

### 3.1 Limitations:

- Less practical experience, only theoretical experience was gained.
- Lack of collection of information as many of the employees was beginners of the work.
- Internship duration was only 15 days, therefore the smallest amount of work done.



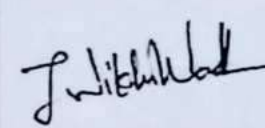
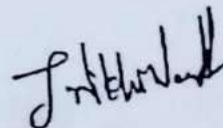

### 3.2 Suggestions:

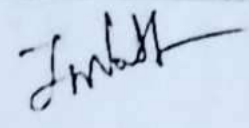


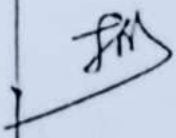
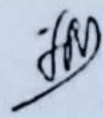


- Practical knowledge should be given
- To assign more work, thereafter interns will gather more knowledge.
- Brief introduction and guidance needed to acquire knowledge during internship time

### 3.3 Conclusion:




This internship has been an excellent and rewarding experience. I can conclude that there have been a lot I have learnt from my work at **J.Thomas Fernando and company**. The most important things I have learnt the importance of time -management, perfection in simple things and experience of other workers. My sincere thanks to the organization for rendering great knowledge imbibing experience about GST filing and Tax calculation. I assure this internship experience would be beneficial forth coming days and help me to succeed in my career.

# Chartered Accountant.

date	Work done	time	knowledge gained	signature.
02.23	-	2:30pm to 4:30pm	TDS , Tax calculation Income tax login	
03.23	-	2:30pm to 6:00pm	Books of Accounts i. Voucher entry. ii. shortcut keys for Accounting vouchers. (Tally)	
03.23	-	2:30pm to 6:00pm	GST Filing: * GST login * GSTR-1 , GSTR 3B * Entry with invoice.	
03.23	-	2:30pm to 6:00pm	TallyPrime: * verification of entries in trial balance. * Forex gain/loss. * Sec 194R TDS on benefits/perquisites.	
07.03.23	Verification of receipts	2:30pm to 6:00pm	Verification of receipts in Accounting transactions of	

Date	Time	Knowledge gained	Signature
03.23	2:30 PM to 6:00 PM	Verification of receipts in Accounting transactions	
03.23	4:30 PM to 6:30 PM	Vouching of receipts.	
03.23	2:30 PM to 4:30 PM	GST Filing.	
03.23	2:00 PM to 6:00 PM	TDS - * Form 24 Q * Form 26 Q * Form 27 Q * Form 27EQ	
03.23	2:30 PM to 6:00 PM	Books of accounts: Tally prime Salary and wages verification.	
03.23	2:30 PM to 6:30 PM	<ul style="list-style-type: none"> <li>• Verification of opening balance</li> <li>• Income tax heads.</li> <li>• GST Registration.</li> </ul>	
03.23	2:30 PM to 6:00 PM	<ul style="list-style-type: none"> <li>• GSTR 2B</li> <li>• Tabs in e-filing.</li> </ul>	



Date	Time	Knowledge gained	Signature.
03.23	2:30 pm to 6:00 pm	<ul style="list-style-type: none"> <li>• Verification of books of accounts with bank statements and vouchers.</li> <li>• Linking PAN and Aadhar number.</li> </ul>	
03.23	2:30 pm to 6:00 pm	<ul style="list-style-type: none"> <li>• TDS (Demand)</li> <li>• Form 16, 16A, 27D (Traces)</li> </ul>	
3.03.23	2:30 pm to 6:00 pm	TDS (Demand)	



# J. THOMAS FERNANDO & CO

CHARTERED ACCOUNTANTS

Phone : 2320558, 2331190  
PAN : AABFJ 2535Q  
GSTIN : 33AABFJ2535Q1Z8

40, Pereira Street,  
TUTICORIN - 628 001.  
Email : [admin@jtfandco.com](mailto:admin@jtfandco.com)  
[jtfandco@gmail.com](mailto:jtfandco@gmail.com)

23/03/2023

TO WHOMSOEVER IT MAY CONCERN

This is to state that Ms.M.Asmitha 21AUCO12 has done her internship in our firm at for working 15 days during the period from 28-02-2023 to 23-03-2023 Tuticorin.

As part of her internship she has learned vouching of receipts, payments and journals, business and professional correspondence and process of uploading particulars and documents in Income Tax website , learned about GST return filing, TDS return and preparation of Receipts and Payments account .

During her internship she demonstrated her positive attitude with self - motivation to learn new skills.

We wish her all the best for her upcoming career.

For J THOMAS FERNANDO & CO  
Chartered Accountants  
(FRN. 0044025)

  
N. NIRMAL VASANTH  
M.No. 237380  
Partner

**A REPORT ON THE INTERNSHIP PROJECT AT**

**RAMANI VOLKSWAGEN Pvt. Ltd., Tuticorin**

Submitted to

**ST.MARY'S COLLEGE (AUTONOMOUS), THOOTHUKKUDI**

Affiliated to

**MANONMANIAM SUNDARANAR UNIVERSITY, TIRUNELVELI**

In partial fulfilment of the requirements for the award of the degree of

**BACHELOR OF COMMERCE**

By

**AUGASTA MARY J**

**(21AUC013)**



Under the guidance of

**Dr.P.Banumathi M.Com., M.Phil., Ph.D**

**PG AND RESEARCH DEPARTMENT OF COMMERCE**

**ST.MARY'S COLLEGE (AUTONOMOUS), THOOTHUKKUDI**

**(Re-accredited with A+ grade by NAAC)**

**APRIL 2023**

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(Re-accredited with A+ grade by NAAC)

**APRIL 2023**



## **ACKNOWLEDGEMENT**

It is my profound privilege to thank our principal Rev.Dr.Sr.A.S.J.Lucia Rose for giving me this opportunity to undergo internship training, which helped me to acquire practical knowledge.

I express my sincere thanks to Dr.G.Stella Beatrice Nirmala, Head, Department of Commerce and my guide Dr. P.Banumathi M.Com., M.Phil., Ph.D for their valuable support and encouragement in completing this project.

I am indebted to thank Mr.G.Vinoth Kumar, Assistant Manager, Ramani Volkswagen Pvt. Ltd., Tuticorin, and all the employees of the firm for guiding me throughout my period of internship and helping me to acquire necessary information and skills during my training.

**AUGASTA MARY J**

**21AUC013**



## **DECLARATION**

I hereby declare that the Internship project report done at **Ramani Volkswagen Pvt. Ltd. Tuticorin** is based on my working in the company offline mode, from **February 2023 to March 2023**. I assure that it is not a replication of any contents expect few references from secondary data and submitted to the department of commerce, **St.Mary's College (Autonomous)** in partial fulfilment of requirements for the award of degree of **B.Com** under the guidance of **Dr.P Banumathi M.Com., M.Phil., Ph.D. Associate Professor of Commerce.**

**PLACE : TUTICORIN**

**AUGASTA MARY J**

**DATE :**

**21AUC013**

## Content

CHAPTER	TOPIC	PAGE NO
1	Introduction of the company	1 - 3
2	Location of Dealership	4
3	Types of Cars in Volkswagen	5
4	Marketing & Sales Process	6



## CHAPTER 01

### INTRODUCTION OF THE COMPANY



**Volkswagen Group** is a German multinational automotive manufacturer headquartered in Wolfsburg, Lower Saxony, Germany. The company designs, manufactures and distributes passenger and commercial vehicles, motorcycles, engines and turbomachinery, as well as offering related services, including financing, leasing and fleet management. In 2016, it was the world's largest automaker by sales, and keeping this title in 2017, 2018, and 2019, selling 10.9 million vehicles. It has maintained the largest market share in Europe for over two decades. It ranked seventh in the 2020 *Fortune Global 500* list of the world's largest companies.

The Volkswagen Group sells passenger cars under the Audi, Bentley, Cupra, Lamborghini, Porsche, SEAT, Škoda and Volkswagen brands; motorcycles under the Ducati name; light commercial vehicles under the Volkswagen Commercial Vehicles brand; and heavy commercial vehicles via the marques of listed subsidiary Traton (Navistar, MAN, Scania and Volkswagen Truck & Bus). It is divided into two primary divisions—the Automotive Division and the Financial Services Division—and as of 2008, it had about 342 subsidiary companies. Volkswagen also has three joint ventures in China, FAW-Volkswagen, SAIC Volkswagen and Volkswagen Anhui. The company has operations in roughly 150 countries, and it has 100 production facilities across 27 countries.

Volkswagen was founded in Berlin in 1937 and incorporated in Wolfsburg to manufacture the car that would become known as the Beetle. The company's production grew rapidly in the 1950s and 1960s. In 1965, it acquired Auto Union, which subsequently produced the first postwar Audi models. Volkswagen launched a new generation of front-wheel drive vehicles in the 1970s, including the Passat, Polo and Golf; the last became its bestseller. Volkswagen acquired a controlling stake in SEAT in 1986, making it the first non-German marque of the company, and acquired control of Škoda in 1994, of Bentley, Lamborghini, and Bugatti in 1998, Scania in 2008 and of Ducati, MAN and Porsche in 2012.



The company's operations in China have grown rapidly in the past decade, with the country becoming its largest market.

Volkswagen is a public company and has a primary listing on the Stock Exchange, where it is a constituent of the Euro Stoxx 50 stock market index, and a secondary listings on the Luxembourg Stock Exchange and SIX Swiss Exchange. It has been traded in the United States via American depositary receipts since 1988, currently on the OTC Marketplace. Volkswagen delisted from the London Stock Exchange in 2013. The government of Lower Saxony holds 12.7% of the company's shares, granting it, by law, 20% of the voting rights.

## CHAPTER 42

### RAMANI CARS PRIVATE LIMITED IN TAMILNADU

- RAMANI VOLKSWAGEN - COIMBATORE
- RAMANI VOLKSWAGEN - TIRUPPUR
- RAMANI VOLKSWAGEN - COIMBATORE (WOMEN SHOPS/STALLS)
- RAMANI VOLKSWAGEN - ERODE
- RAMANI VOLKSWAGEN - KSRPJR
- RAMANI VOLKSWAGEN - SALEM
- RAMANI VOLKSWAGEN - HOSUR
- RAMANI VOLKSWAGEN - NAMAKKAL
- RAMANI VOLKSWAGEN - MADURAI
- RAMANI VOLKSWAGEN - DINDIGUL
- RAMANI VOLKSWAGEN - TRICHY
- RAMANI VOLKSWAGEN - THANJAVUR
- RAMANI VOLKSWAGEN - TRICHY (NEW)
- RAMANI VOLKSWAGEN - TIRUPUR (NEW)
- RAMANI VOLKSWAGEN - MADURAI (NEW)

## CHAPTER 01

### TYPES OF CARS MANUFACTURED IN VOLKSWAGEN

- BEETLE
- GOLF
- PASSAT
- JETTA
- TROC
- TIGUAN
- VENTO
- AMEO
- TAIGUN
- VIRTUS



## CHAPTER 04

### MARKETING PROCESS

#### AWARE

To find out some customers to educate our Volkswagen showroom is available in Tuticorin.

#### MEET

To meet the customers to visit our showroom

#### DISCOVER

To find out that the need of the customer. Which is suits for them

#### EXPERIENCE

To help the customer to experience the vehicle

#### NEGOTIATION

To educate the price details of the cars

#### REVISIT

To followup the customers for the Further negotiations

#### BOOKING

Customer book the vehicle which he needs

#### DELIVERY

Customer take the Delivery in his Auspicious day.

## SALES PROCESS

Sales is one of the most important functions of any business. Your sales team plays the crucial role of converting prospects into happy, paying customers that contribute to the survival and growth of your business.

If you ask, most salespeople will say they love their job because it keeps them on their toes and has scope for creativity. Whether it is in B2B or B2C sales, no two customers are the same. Each customer has their own individual needs and motives. And remember, customers can be picky, impulsive, indecisive, impatient, unresponsive, or even suspicious at times.

Dealing with diverse customers requires salespeople to be flexible and adaptable. That's where good sales reps use their creativity and smarts to get the desired results, irrespective of who their customers are.

With sales being extremely dynamic, sales teams can greatly benefit from a well-defined sales process.



## **Automobile Sales Process**

Automobile dealerships are in the business of selling used and new cars. Often individuals will sell their own used car, using a process similar to that of the dealers.

The process involved in selling cars is that the dealership advertises automobiles they have available and provide a location for prospective customers to see the cars. The salesperson then qualifies the prospect to see what type of automobile is desired. He shows or demonstrates the car.

Then the salesperson tries to convince the prospect to buy the car, often through negotiation. If the decision is positive, the prospect becomes the customer who purchases the vehicle.

### **Get prospect into showroom**

The very first thing in the automobile sales process is to get the prospective customer into the showroom. For individuals selling their own cars, it means to get the person to come over to our house to look at car.

### **Advertising**

Advertising is a way to let people know what is available for sale and where are located.

### **Dealers**

The manufacturer of new automobiles places ads in the various media outlets to tout their brand and models of cars. A dealership will then have commercials on television and radio to let people know where they can get these cars. They also place ads in the newspapers on both new and used cars to bring in prospects.



## **Individuals**

Individuals selling their own cars will usually place an ad in the newspaper and might put up signs in local stores of a car for sale. Websites such as Craigslist are often used to post ads for used cars.

## **Prospecting**

Some car salesmen will call up people or send out mailers to attract people to see them for a new or used car. This is called *prospecting*.

## **Demonstration**

When a prospective buyer comes into the showroom, the salesperson will approach and qualify the person as to what sort of car he or she is seeking. Sometimes people aren't really planning on buying a car at this time but are just browsing around. Others may be looking for something in a specific price range or with certain features.

If the person is a prospective buyer, the salesperson will find a car of interest and give a demonstration of its features and benefits to the buyer. This often involves a test ride in the car. As part of this demonstration process, a professional salesperson will try to befriend the prospect and be likeable, thus enhancing the chances for a sale.

Likewise, an individual selling his or her car will show the car, answer questions and allow the prospect to take it for a test ride. If the prospect does not care to go for a test ride and says, "I'll get back to you," that is an indication he is not interested. Almost no one buys a car without first taking it for a ride.

## **Negotiating the sale**

After the prospect has tested a car of interest, the salesperson will go through a process of convincing the person to make a decision and buy the car right now. Often people will say they want to look around some more, so that is a major hurdle that must be overcome.



If the demonstration was positive and if the salesperson is likeable and seemingly trustworthy, the chances of the sale are increased. The salesperson can then start a negotiation process to convince the person to buy through appealing to the benefits and value of the purchase. Often this concerns establishing an appealing price for the car.

A common expression in trying to convince the prospect to buy is: "If one could get this car for \$XXX, would you buy it?" If the answer is "Yes", then they are close to a deal. Further negotiations will hopefully result in the customer agreeing to buy the car.

### Summary

The process of selling a new or used automobile consists of advertising, to let potential customers know what is available and where to go to see it. The salesperson then qualifies the prospect to see what type of automobile is desired and demonstrates the car. He tries to convince the prospect to buy the car, often through negotiation. The person will either agree to buy the car or go elsewhere.

## SKILLS ACQUIRED, LIMITATIONS AND CONCLUSION

### INTRODUCTION

Initially, it was something very anxious, about this new beginning which is the new step of my life. This is also a base of my career for I have acquired different things, communication with different people and also my increase of speed to understand new things as quick as possible. Here are few concepts that was learnt by me during the internship.

### NOTES LEARNED:

Though it is a automobile company my work was only in the internal activities of the organization. The routine process were been taught to me and the manager gave me different tasks each day as described in the day report. At first, the concepts were not easy to adjust as it was completely different from the theory learnt. But soon I went well with the same and was immensely grateful when my works appreciated.

### SKILLS ACQUIRED:

- Ethical behaviour in the work area
- Know how to handle customers with different attitudes and behaviours
- Work spirit
- Creating good relationship between customers and company
- Know how to maintain customers satisfaction and the company.



### **LIMITATIONS:**

- ✚ Unable to gather more information as there was only limited time.
- ✚ Lack of collection of information as many of them were confidential.
- ✚ Some employers give mindless works that did not build any new skill.

### **SUGGESTIONS:**

- ✚ To communicate more with the interns.
- ✚ Supervisors can conduct short motivation sessions for interns to become more competitive.

### **CONCLUSION:**

This internship has been an excellent and rewarding experience. I can conclude that there have been a lot I have learnt from my work at Ramani Volkswagen pvt., ltd., Tuticorin. The most important thing I have learnt are the importance of time - management and being self - motivated. My sincere thanks to the organization.

## **RAMANI VOLKSWAGEN PVT LTD TUTICORIN**

This is to certify **Miss. AUGASTA MARY J** Student of **St.Mary's College Autonomous** has successfully completed an Internship in the **RAMANI VOLKSWAGEN PVT LTD TUTICORIN** from **28-02-2023 to 21-03-2023** Under the guidance of **Mr. Vinoth Kumar G** (Assistant Sales Manager).

During her Internship she has demonstrated her skills with self motivation to learn new skills. Her performance exceeded or expectations and she was able to complete on time.

We wish her all the best for her upcoming career

Regards





## Day Reports

Day 01 : 28.02.2023

Introduce to the Manager

Introduction to the staffs

Introduction of the company

Day 02 : 01.03.2023

Introduction of the brand, Volkswagen

Day 03 : 03.03.2023

classification of vehicles

Day 04 : 04.03.2023

Sales process

Day 05 : 06.03.2023

About billing process

Day 06 : 07.03.2023

Customer handling

Day 07 : 08.03.2023

DMS process in sales

(Document Management system)





Day 08 : 10.03.2023

RTO process

(Road Transport process)

Form 20,

Form 21.

Day 09 : 11.03.2023

Insurance process

Day 10 : 14.03.2023

Vehicles and their features

(Vistus,

Taiguh)

Day 11 : 15.03.2023

Enquiry Collection from google

(facebook,

CRM,

Treasure base,

Actively response)



Day 12 : 16. 03. 2023

Customer handling in test drive

Day 13 : 17. 03. 2023

About extended warranty

About service value pack

Day 14 : 18. 03. 2023

Delivery process

Documents signature

Day 15 : 21. 03. 2023

After sale customer handling



**A REPORT ON THE INTERNSHIP PROJECT AT  
MARION LOGISTICS**

A project report submitted to  
**ST. MARY'S COLLEGE (AUTONOMOUS), THOOTHUKUDI**

Affiliated to

**Manonmaniam sundaranar University , Tirunelveli**

In partial fulfillment of the requirements for the award of the degree of  
**BACHELOR OF COMMERCE**

Submitted by

**BLESSY JASMINE R**

**Reg No : 21AUCO16**



Under the supervision and guidance of

**Dr.A. Saleth Mary Vetriselvi M.Com.,M.Phil.,Ph.D.,**

**PG and Research Department of Commerce**

**St. Mary's College ( Autonomous)**

**(Re-Accredited with "A+" Grade by NAAC )**

**Thoothukudi-628001**

**April 2022 - 23**



## ACKNOWLEDGEMENT

It is my profound privilege to thank our Principal **Rev. Sr. A.S.J.Lucia Rose** for giving me this opportunity to undergo internship training which helped me to acquire practical knowledge about the organizational activities.

I express my sincere thanks to **Dr. G. Stella Beartice Nirmala** M.Com., M.Phil., Ph.D., MBA., DFA., PGDIT, DGT, Head, PG and Department of Commerce for support and encouragement.

I express my gratitude to my internship guide **Dr. A.Saleth Mary Vetrisevi** M.Com., M.Phil., Ph.D., Assistant Professor, PG and Research Department of Commerce for allowing me to undertake institutional training and their valuable support and encouragement throughout this program and for the completion of the program.

Finally I would like to take the opportunity to thank **Mr.Panimaya Gladwin Manoj** Proprietor of Marion Logistics and staffs of the Company for guiding me throughout my period of internship and helping me to acquire necessary skills for my productive career.

BLESSY JASMINE.R

21AUCO16

## **DECLARATION**

I solemnly declare that this report of internship training done at “**MARION LOGISTICS**” is an original work of mine and does not copy from part of any previous certificate/ Diploma / Degree and submitted to the department of commerce, St.Mary’s College (Autonomous) in partial fulfillment of requirements for the award of the degree B.Com.

**PLACE: TUTICORIN.**

**DATE: 10.04.2023**

**BLESSY JASMINE R**

**(21AUCO16)**

## CONTENT

CHAPTER	TOPIC	PAGE.NO
1	INTRODUCTION AND PROFILE OF THE ORGANISATION	
2	CONCEPTS, METHODS, PROCESS LEARNED AND SKILLS ACQUIRED	
3	LIMITATIONS, SUGGESTIONS AND CONCEPTS	



# **CHAPTER 1**

## **INTRODUCTION OF THE ORGANISATION**

**MARION LOGISTICS** was found on 2017 as a Shipping & Freight Forwarding Company to provide worldwide containerized and conventional cargo transportation & logistics services by sea, air, rail and road. A newly emerging Company in Freight Forwarding, Customs clearance & Logistics in Tuticorin focused on Import / Export. We provide our clients with freight services act as agents to exporters and importers as well as statutory agencies for the provision of logistics support and documentations of exportation and importation of goods; and equally render custom licensed clearing and Forwarding services.

Having good experience in Shipping & Expert team with well trained Logistics. With excellent relationship with Carriers, Customs, terminals and other local authorities, We provides efficient and cost-effective international freight solutions and multi-modal transportation services to our clients.

### **Vision**

To give Multimodal logistics solutions globally and guarantee our clients of most reliable & broadest range of services at a competitive price, quality & committed delivery. We are aware of the present economic crunch thus, we offer good and considerable price packages for our services and are always ready to accommodate suggestions and reasonable negotiations that will facilitate our service delivery and clients' satisfaction respectively. The quality of our service has to meet our customer's expectations and this can only be achieved by a uniform worldwide quality standard.

### **Moto**

***“Competitive rates , Quality of service and trustworthiness”***

## COCONUT

Our Company is the one of leading manufacturer and exporter of fresh matured husked and semi husked coconut from India. Coconut is natural product used for cooking. The dry coconuts are used for extracting Oil. Many people use it as cultural and religious significance too. Consumption of coconut has huge health benefits like high protein content; destroy intestinal parasites, good for kidney and urinary bladder, etc.



## DESICCATED COCONUT POWDER



Desiccated coconut powder is obtained by drying ground or shredded coconut kernel after the removal of brown testa. It finds extensive use in confectioneries, puddings and many other food preparations as a substitute to raw grated coconut. Natural coconut fat in the diet leads to a normalization of body lipids, protects against alcohol damage to the liver, and improves the immune system's anti-inflammatory response.

## **COCOPEAT**

Our company offers vast range of cocopeat which is 100% natural and does not include any harmful chemicals. Coco peat is also known as coir pith, coir fibre pith, coir dust. It is made from coconut husks which are used in agro industries. Cocopeat is mainly used as water storage media for plantation. Its easy to store, handle and use. Coir Fibre Pith as a growing medium for professional greenhouse growers and intensive agriculture.

## **COCONUT FIBRE**

Coconut Coir Fiber is extracted from the fibrous outer cover of the fruit of the Coconut Plant. They are white or light brown in color. Coir Fiber is baled with the assistance of plastic straps, to ensure its high quality and utility. Coir fibre is a natural fibre extracted from the husk of coconut and used in products such as floor mats, doormats, brushes, mattresses, etc. Coir bristle fibre can also be bleached and dyed to obtain hanks of different colours.





## **GROW BAG**

A grow bag is a large plastic bag filled with a growing medium and used for growing plants. The growing medium is usually based on a soilless organic material such as peat, coir, composted green waste, composted bark or composted wood chips, or a mixture of these. Various nutrients are added, sufficient for one season's growing, so frequently only planting and watering are required of the end-user.



## **ACTIVATED CARBON**

Activated carbon presently has a wide range of applications in air, gas and liquid purification and precious metal recovery. It is also widely used in solvent recovery, waste treatment, gold recovery from ore, automobile cabin air filters, automobile vapor recovery canisters, military/industrial gas masks, high purity water for the electronics industry, medical applications, cigarette filters and pharmaceutical industry.

## **CHARCOAL**

Shell Charcoal is an important product obtained from coconut shell. Shell charcoal is used widely as domestic and industrial fuel. It is also used by blacksmiths and goldsmiths and in laundries. Shell Charcoal is also used to produce activated carbon. The shell charcoal is manufactured by burning shells of fully matured nuts in limited supply of air sufficient only for carbonization, but not for complete destruction

## **ARECA PLATE**

The use and throw Palm Leaf Plates / Natural Leaf Plates/ Areca Leaf Plates and Cups made out of Areca Leaf are 100% biodegradable and compostable. These hygienic, non-odorous, non-toxic, light weight plates and cups made out of Areca leaf are environment friendly. An

economical disposable alternative for all catering occasions. These areca leaf plates and areca leaf cups need no wash. Bags are available in different sizes and also can be customised according to requirements.

## **SALT**

Our Company provides finest quality and hygienic salt. Salt is a Crystalline Mineral processed from the deposits of Sea water. The chemical name is Sodium Chloride (NaCl). Salt is of various types Crystal Salt, Iodized Salt, Table Salt and Fine powder salt. Salt is used for human consumption and also for industrial purpose. We process these food products in a safe and hygienic environment and thus, our products are free from any adulteration . We are proud to inform HALAL INDIA CERTIFICATE Salt Manufacturer.

## **PAPAD**

Our company is an eminent suppliers & traders of fine quality papad from India. The other name is Appalam. It is thin, crisp disc shaped Indian side dish. It is fried in oil and directly take as a food item. It is very favourite dish of South Indians. We are highly focused on its quality such as taste, reliability, nutritious value and its aroma. A dish that defines the Indian palette, we present a variety of appalam papad, indian papad, crisp papad, masala papad / papad that makes perfect addition to any vegetarian meal.

## **PROFILE OF THE ORGANISATION**

Marion logistics is located in Thoothukudi, Tamil Nadu, India and is part of the Freight Transportation Arrangement Industry. Marion logistics has 9 total employees across all of its locations. (Employees figure is modelled).

Industry: Freight Transportation Arrangement, Support Activities for Transportation , Transportation and Warehousing , Agents, shipping

## **LOGO**





## **CHAPTER 2**

### **CONCEPTS ,METHODS,PROCESS LEARNED AND SKILLS ACQUIRED**

#### **CONCEPTS**

Marion logistics ensures best quality services with the aim of building trust and simplifying the lives of consumers, small businesses and large enterprises. We strive to bring cost efficiency and worldwide reach for a number of businesses. We are driven by our vision to become the number one freight platform for commerce in India, through a combination of world-class infrastructure and logistics operations.

Our company is an international team, united by a passion for logistics and working in a unique environment. Our mission is to bridge the gap of time and distance, making the world easily accessible for our customers, to reach and serve their billion other customers.

#### **METHODS**

- ❖ Air Freight Services
- ❖ Sea Freight Services
- ❖ Warehousing Services
- ❖ Project Cargo Services
- ❖ Specialised Cargo Services
- ❖ Packaging and Crating

## **Air Freight Services**

Marion logistics as provides professional and comprehensive Air Freight services committed to the safe, reliable and cost effective delivery of your consignment.

## **Sea Freight Services**

Marion logistics and logistics provides a highly cost-effective method of transporting a range of large, heavy or normal loads.

## **Warehousing Services**

Warehousing is an extremely dynamic Logistics service, wherein each client demands a tailor made solution for his/her business model.

## **Project Cargo Services**

Handling Project Cargo is a specialized job which calls for expertise and experience in this particular field.

## **Specialised Cargo Services**

Together with the best shipping companies and our agent network we take care of your all kind of cargoes for imports into India as well as for export worldwide.

## **Packaging and Crating**

This company is able of providing quality packing services for different kinds of office equipments and machinery.

## **PROCESS LEARNED**

- ❖ Receiving the order
- ❖ Processing the order
- ❖ Fulfilling the order

## **Receiving the order**

Once receive an order, will need to make sure it have enough inventory in stock to the process the order.

## **Processing the order**

Processing a customer order refers to the process of verifying orde data and making sure it' s accurate and that the items ordered are in stock.. Much of this process is often done using automation and technology , which can help to speed up the order processing stage . From there,the order status is updated in real- time and customers can be notified that the order is being processed.

## **Fulfilling the order**

Once the order has been processed ,the order fulfillment stage can begin. This involves picking the right items for the order and preparing them to be shipped.

## **SKILLS ACQUIRED**

During my internship I learned how to interact with officials and good learning experience with entrepreneurs and business owners. I learned how to communicate and build relationships with the people.

During my internship,I had a journal and took notes every day about new things I learned.I noticed my strengths and weakness .This helped me understand myself more and identify the areas that I needed to improve in.



## **CHAPTER 3**

### **LIMITATIONS , SUGGESTION AND CONCLUSION**

#### **LIMITATIONS**




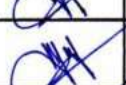







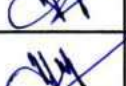




- ❖ Routes and timetables are usually inflexible
- ❖ Tracking goods progress is difficult.

#### **SUGGESTION**

- ❖ Know the company. ...
- ❖ Do not wait until the last minute to book. ...
- ❖ Decide on the transport service you want. ...
- ❖ Do not choose solely on price. ...
- ❖ Understand the insurance coverage. ...
- ❖ Follow important preparation procedures. ...
- ❖ Be available during transport.

#### **CONCLUSION**

It was good experience for me in my life to realize the practical difficulties of a workers . I met different people and their traits in the organization during the time of internship. This internship helped me a lot to behave with a people in future life also. During internship programme I have improving my practical skills.

DAY REPORT SHEET						
DAY	DATE	TIME IN	TIME OUT	WORK ASSIGNED	SIGNATURE OF INCHARGE	RE MARKS
1	01.03.23	4:30PM	6:30PM	Marketing		
2	04.03.23	4:30PM	6:30PM	Marketing		
3	06.03.23	4:30PM	6:30PM	Document		
4	07.03.23	4:30PM	6:30PM	Document-tation		
5	08.03.23	4:30PM	6:30PM	Port Clearance		
6	11.03.23	4:30PM	6:30PM	Port Clearance		
7	13.03.23	4:30PM	6:30PM	Accounts		
8	14.03.23	4:30PM	6:30PM	Accounts		
9	15.03.23	4:30PM	6:30PM	Export		
10	16.03.23	4:30PM	6:30PM	Export		
11	17.03.23	4:30PM	6:30PM	Import		
12	18.03.23	4:30PM	6:30PM	Import		
13	20.03.23	4:30PM	6:30PM	Mails		
14	21.03.23	4:30PM	6:30PM	Mails		
15	22.03.23	4:30PM	6:30PM	Overall		
16	23.03.23	4:30PM	5:30PM	Certificate		

For MARION LOGISTICS

  
Proprietor



Date : 23-03-2023

**TO WHOMSOEVER IT MAY CONCERN**

This is to certify that Ms.R.Blessy Jasmine, a student of commerce St.Mary's College (Autonomous) Tuticorin – 628001 has successfully completed 15 days ( From 01-03-2023 to 22-03-2023) internship training programme at this company.

During this period of her internship programme with us she was found punctual, hardworking and inquisitive.

We wish her all the best for her upcoming career.

Regards

For MARION LOGISTICS

  
Proprietor







A REPORT ON THE INTERNSHIP PROJECT AT  
SEAMAX SHIPPING INDIA PRIVATE LIMITED

Submitted to

ST.MARY'S COLLEGE (AUTONOMOUS), THOOTHUKUDI

Affiliated to

MANONMANIAM SUNDARANAR UNIVERSITY, TIRUNELVELI

in partial fulfilment of the requirements for the award of the degree of

BACHELOR OF COMMERCE

By

S.Dhanalaxmi

REG.NO:21AUCO20



Under the guidance of

Ms.D.Daisy Bai M.com.,M.Phil.,

PG AND RESEARCH DEPARTMENT OF COMMERCE

ST.MARY'S COLLEGE (AUTONOMOUS) , THOOTHUKUDI

(Re-accredited with A+ grade by NAAC)

APRIL 2023

## ACKNOWLEDGEMENT

It is my profound privilege to thank our principal **Rev.Sr.Dr.A.S.J Lucia Rose** for giving me this opportunity to undergo internship training, which helped me to acquire practical knowledge.

I express my sincere thanks to **Dr.G.Stella Beatirce Nirmala**, Head of the Department Commerce and guide **Ms.D.Daisy Bai** for Associate professor their valuable support and encouragement in completing this project.

I am indebted to thank Mr. P.Sankara Subramanian, Director, Seamax Shipping India Pvt Ltd and all the employees of the company for guiding me throughout my period of internship and helping me to acquire necessary information and skills during my training,

S.Dhanalaxmi

21AUCO20

### Declaration

I hereby declare that I have undergone internship training at Seamax Shipping India Pvt Ltd, Thoothukudi and the report is prepared based on the information gathered during the period of my internship (15 days) at Seamax Shipping India Pvt Ltd.

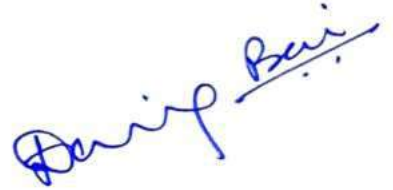
Place: Thoothukudi

Date: 15.04.23



S.Dhanalaxmi

21AUCO20



**Content**

<b>CHAPTER</b>	<b>TITLE</b>	<b>PAGE.NO</b>
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II	PROFILE OF THE COMPANY,OVERVIEW,MISSION,VISION	
III	CONCEPTS, METHODS, PROCESS, LEARNED AND SKILLS ACQUIRED	
IV	SKILLS AQUIRED ,EXPERIENCE,SUGGESTIONS,CONCLUSION	



## CHAPTER 1

### Introduction of the company

#### Introduction :

Seamax Shipping India Pvt Ltd, since 2003, is uniquely positioned to handle all aspects of your shipments from launch to catch. Since its inception, SSIPL is one of leading Total Logistics service provider in the southern part of India. Initially SSIPL was confirmed to cater to need of our exporters in Tirupur. Later through sheer hard work and commitment towards service, we opened our own office in the port city of Tuticorin, Chennai, Madurai and Coimbatore. Not stopping there, we extended our service to all other major ports/ICDs of India through our associates we are handling outbound cargo 850 containers, inbound cargo 350 containers and air cargo of 55 MT/month approximately.

As a total logistics service provider, SSIPL offers services in Sea Road Transportation, NVOCC operations, consolidation, customs broking, VAS on imports and exports, buyer groupage. Less than container load (LCL) & full container load (FCL). Thus providing a ONE STOP SHOP for all your logistic needs.

SSIPL being very choosy in selection of agents are proud to present you a network of reliable agents our global network services is exemplary. Our network agents are well established service providers operating in the field for more than a decade and have the Infrastructure and technical expertise to handle any kind of shipment and cater to every need of the shipper and consignee to the core.

Our experienced teams of professionals are trained to guide you through the complexities of global shipping. We offer a single-source solution to and from any point worldwide keeping you informed of your shipment status at every step.

SSIPL possessing its own insured bill of lading offers a full array of ocean related services including ocean forwarding, NVOCC operations, consolidation, buyer groupage, clearing & forwarding services & FCL container management as well as customer-in-house service.

SSIPL works closely with most carriers to provide you with better coverage, more sailings and better rates. As one of the leading forwarder, SSIPL enjoys leveraged pricing with many carriers.

### **Objectives of the study**

- ❖ To know the various services provided the seamax shipping india pvt .ltd
- ❖ To know the level of satisfisation of employess working in seamax shipping india pvt ltd.

### **Scope of the study**

The study aims at knowing the various customs clearance services provided by the Seamax shipping india pvt ltd.

### **LIMITATIONS :**

- ❖ Some informations cannot be accessed due to its confidential nature.
- ❖ Time is one of the major constraints, which limits the effectiveness of the study.

## CHAPTER 2

### PROFILE OF THE COMPANY :



#### Overview:

Established in 2004, Seamax Shipping India Pvt Ltd is carrying Exim business throughout the world. We are expertise in supply chain management, Import and Export logistics, consolidation and vendor services, warehousing and distribution, global freight management and logistics support.

#### Vision:

Become a competent logistics to save across the world.

#### Mission :

To reach our goal with fulfilling of customer logistics needs and expectations.



## CHAPTER 3

### CONCEPTS

Activities of other transport agencies of freight, organization and document preparation, consolidation and break bulk of freight rate information and sampling of freight.

### METHODS

#### Sea freight

Through our ocean division you get complete, professional service with our “can do” attitude.

#### Our services include:

- Cargo booking and pick up
- Cargo tracking and tracing
- Customer/purchase order management
- Palletisation /packing
- Delivery verification
- Destination customs clearance
- Warehousing
- Freight forwarding
- Consolidation
- Insurance services
- Project logistics
- Quality control
- Shipment alerts and confirmation
- Shipment pre planning



- Vendor coordination
- Ex works
- Cross trade shipment from to India
- RORO shipments
- 3PL Logistics

## **AIR FREIGHT**

The Air Freight Products & Services include,

- Airport To Airport
- Airport To Door
- Door To Airport
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- Consolidation

## **LANDSIDE SERVICES**

The importance of smooth, effective and timely landside activities is often underestimated. Getting the goods to and from the port, and getting all the paperwork done right often involves multiple parties and processes with the potential for costly delay and errors. SSIPL offers a unique and costly delay and errors. SSIPL offers a unique and seamlessly integrated solution that enhances and simplifies the landside activities in close coordination with the ocean or air transport.

## **Value added services**

SSIPL offers a full range of forwarding services including a complete package of value added services. As your local and global logistics partner, the company offer the expertise, global reach, and global buying power to guarantee a complete and competitive range of forwarding services that enhances every single step of the supply chain from the factory to the customer door.

## Chapter 4

### skills acquired:

During my internship, I learned how to communicate and build relationships with the people I worked with. I learned how to introduce myself, talk about my interest, knowledge and skills with entrepreneurs and business owners, as well as how to ask questions and gain a better understanding of business not only in the co-working space, but also others in the market. This process overall helped me develop my professional network and emphasized the importance of creating these connections.

As an intern, I discovered it's essential to be enthusiastic and open to learning new skills, asking for more work and being curious to learn and ask questions. This attitude will show that you enjoy being part of the team and that you're here to help. Having curiosity and enthusiasm also means that, as an intern, you get a lot out of what you're doing, which opens lots of opportunities.

During my internship, I had a journal and took notes every day about new things I learned, feedback I was given by my manager, strengths and weaknesses I noticed, and things I wanted to research and learn more about. This helped me understand myself more and identify the areas that I needed to improve in.

Asking for and receiving professional feedback is very important. It is essential to take note of both the positive and negative points for the future, so you can grow and excel in your career. I learned that sometimes asking for feedback or receiving feedback is difficult to hear, but it will have a significant impact on your future career and success.

### **My experience**

This is the good experience for me in my life to realize the practical difficulties of the workers. It is very to watch the preparing process day by day. I have met different people and their characters during the internship. It will help me to behave with the people in future life also. Because of this I learned what customs clearance. Thus I had good experience for future scope.

### **SUGGESTION:**

- ❖ The employees should be kept happy and contented at work.
- ❖ Employees emotional problems should also be considered by the employers.
- ❖ Active participation of employees should be designed in the work culture.

### **CONCLUSION:**

To conclude I would say that human resource is the most sensitive factor of production. Involvement or presence of human touch makes rest of the elements outside of scope of being sensitive in a crucial way. Thus healthy practices could be adopted in each department and each office of the organization department and active participation of all employees should be designed in work culture to have better work place and job satisfaction.



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## Day Report

Day 1 : 28. 02. 2023

Introduction to Shipping

Day 2 : 01. 03. 2023

Connection Between logistics & shipping

Day 3 : 02. 03. 2023

Billing

Day 4 : 03. 03. 2023

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Day 5 : 07. 03. 2023

Debit Note and credit Note

For SEAMAX SHIPPING INDIA PVT LTD

  
Authorised Signatory

Day 6 : 08. 03. 2023

TDS - Tax Deducted at source

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GST and its types

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Preparing the Invoice Bills

For SEAMAX SHIPPING INDIA PVT LTD



Authorised Signatory

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Day 14 : 27. 03. 2023

3 types of logistics

Day 15 : 28. 03. 2023

Customs clearance in export

For SEAMAX SHIPPING INDIA PVT LTD

C. Seem.

Authorised Signatory



This is to certify that Miss. S. Dhanalaxmi student of St. Mary's College (Autonomous) has successfully completed an internship in the Seamax Shipping India Pvt Ltd from 28.02.2023 to 28.03.2023 (15 Days) under the guidance of Mrs. C. Roseline during her internship; she has demonstrated her skills with self-motivation to learn new skills. Her performance exceeded our expectations and she was able to complete on time.

We wish her all the best for her upcoming career.

For Seamax Shipping India Pvt Ltd,



Director

(P.Sankara Subramanian)



No. 258-D, 1st Floor, Raj Complex, Behind Vasan Eye Care Hospital, V.E. Road, TUTICORIN - 628 003. INDIA.  
Tel : +91 461 2375888, 2376600 Fax : +91 461 237 5666 Email : [ssipltut@seamaxshippingindia.com](mailto:ssipltut@seamaxshippingindia.com)  
Regd. Office : No. 40A, First Floor, 2nd Street, 40 Feet Road, Asher Nagar, Avinashi Road, Tirupur.  
CIN : U63090TZ2003PTC010669, GSTIN : 33AAHCS8534M1ZW  
Website : [www.seamaxshippingindia.com](http://www.seamaxshippingindia.com)



**A REPORT ON THE INTERNSHIP AT  
SEAMAX SHIPPING INDIA PRIVATE LIMITED**

Submitted to

**ST. MARY'S COLLEGE (AUTONOMOUS), THOOTHUKUDI**

Affiliated to

**MANONMANIAM SUNDARANAR UNIVERSITY, TIRUNELVELI**

in partial fulfilment of the requirements for the award of the degree of

**BACHELOR OF COMMERCE**

by

P. Diviniya

REG. No:21AUCO22



under the guidance of

Dr. Mary Judith Reese Fernando M.Com., M.Phil., Ph. D

**PG AND RESEARCH DEPARTMENT OF COMMERCE**

**ST. MARY'S COLLEGE (AUTONOMOUS), THOOTHUKUDI**

(Re-accredited with A+ Grade by NAAC)

APRIL 2023

## **ACKNOWLEDGEMENT**

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I express my sincere thanks to Dr. G. Stella Beatrice Nirmala, Head of the Department Commerce and guide Dr. Mary Judith Reene Fernando Associate Professor of Commerce for their valuable support and encouragement in completing this project.

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P. Diviniya

21AUCO22

### **Declaration**

I hereby declare that I have undergone internship training at Seamax Shipping India Pvt Ltd, Thoothukudi and the report is prepared based on the information gathered during the period of my internship (15 days) at Seamax Shipping India Pvt Ltd.

Place: Thoothukudi

Date: 15.04.2023

P. Diviniya

(21AUCO22)



### **List of Contents**

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II	CONCEPTS, METHODS, PROCESS LEARN AND SKILLS ACQUIRED	
III	LIMITATIONS, SUGGESTIONS AND CONCLUSION	
	ANNUEXURE (i) 15 DAY REPORT (ii) CERTIFICATE	

# **CHAPTER 1**

## **INTRODUCTION AND PROFILE OF THE COMPANY**

### **Introduction:**

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SSIPL being very choosy in selection of agents are proud to present to its customers, a network of reliable agents and its global network services is exemplary. The network agents are well established service providers, operating in the field for more than a decade and have the Infrastructure and technical expertise to handle any kind of shipment and cater to every need of the shipper and consignee to the core.

The experienced team of professionals of the company are trained to guide the customers through the complexities of global shipping. The company offers a single-source solution to and from any point worldwide keeping the customers informed of their shipment status at every step.

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## 1.2 Profile of the company



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Established in 2004, Seamax Shipping India Pvt. Ltd., is carrying Exim business throughout the world. The company fosters expertise in supply chain management, Import and Export logistics, consolidation, vendor services, warehousing and distribution, global freight management and logistics support.

### Vision:

Become a competent logistics to serve across the world

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## **CHAPTER 2**

### **CONCEPTS:**

Activities of other transport agencies of freight, organization and document preparation, consolidation and break bulk of freight rate information and sampling of freight

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Our ocean division you get complete, professional service with our “can do” attitude.

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The importance of smooth, effective and timely landside activities is often underestimated. Getting your goods to and from the port, and getting all the paperwork done right often involves multiple parties and processes with the potential for costly delay and errors. SSLIPL offers a unique and costly delay and errors. SSLPL offers a unique and seamlessly integrated solution that enhances and simplifies your landside activities in close coordination with your ocean or air transport

### **Value added services:**

SSLIPL offers a full range of forwarding services including a complete package of value added landside services. as your local and global logistics partner, we offer the expertise, global reach, and global buying power to guarantee you a complete and complete range of forwarding services that enhances every single step of your supply chain from the factory to the customer door.

## **PROCESS LEARNED AND SKILLS ACQUIRED**

- Teamwork
- Problem solving skills
- Work ethics
- Adaptability skills
- Communication skills
- Responsibility
- Time management

### **My experience:**

This is the good experience for me in my life to realize the practical difficulties of the workers. It is very to watch the preparing process day by day. I have met different people and their characters during the internship. It will help me to behave with the people in future life also. Because of this I learned what customs clearance. Thus I had good experience for future scope.

## **Chapter 3**

### **LIMITATION:**

- The time limit to complete the project with loss.
- All the data collections in based on books, internet and employee of different companies.
- The information provided by the company is not very specified and not clear in order to analyses the statement.
- Most of employees are not really to share the information.

### **SUGGESTION:**

It was a very positive experience that gave me skills for the life. If I could sum it all up through this experience and learned that this is something that I am not only good but well as love it. There are five suggestions they are be selective be supportive hold them accountable. Offer flexible work options and schedule regular check in.

### **CONCLUSION:**

When we went to internship we have learnt about the basic knowledge about the logistics, billing, filing the reports and about the containers and shipment.



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**The Ayyanar Automobile Engineering Works Company**

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in partial fulfillment of the requirements for the award of the degree

**BACHELORE OF COMMERCE**

**BY**

**Elizabeth. M**

**20AUCO24**



Under the guidance of

**Ms. A. Amora M.Com., M.Phil., SET.**

**PG AND RESEARCH DEPARTMENT OF COMMERCE**

**ST. MARY'S COLLEGE (AUTONOMOUS), THOOTHUKUDI**

**(Re – accredited with A<sup>+</sup> Grade by NACC)**

**APRIL 2023**



# **A REPORT ON THE INTERSHIP PROJECT AT**

**The Ayyanar Automobile Engineering Works Company**

Submitted to

**ST. MARY'S COLLEGE (AUTONOMOUS), THOOTHUKUDI**

Affiliated to

Manonmaniam Sundaranar University, Tirunelveli

in partial fulfillment of the requirements for the award of the degree

## **BACHELORE OF COMMERCE**

**BY**

**Elizabeth. M**

**20AUCO24**



Under the guidance of

**Ms. A. Amora M.Com., M.Phil., SET.**

**PG AND RESEARCH DEPARTMENT OF COMMERCE**

**ST. MARY'S COLLEGE (AUTONOMOUS), THOOTHUKUDI**

**(Re – accredited with A<sup>+</sup> Grade by NACC)**

**APRIL 2023**

## ACKNOWLEDGEMENT

I thank **God**, who showered his grace upon me and extended his helping hand in each step for the completion of my internship training project.

It is my profound privilege to thank our Principal **Rev. Sr. Dr. A. S. J. Lucia Rose** for giving me this opportunity to undergo internship training, which helped me to acquire practical knowledge.

I express my sincere thank to **Dr. G. Stella Beatrice Nirmala M. Com., M. Phil, PhD., MBA, DFA, PGDIT, DGT**, Head Department of Commerce and my Internship guide **Mrs. A. Amora M. Com., M. Phil., SET.**, Assistant Professor, Department of Commerce for allowing me to undertake internship and for their valuable support of encouragement throughout this internship programme and for the completion of this project report.

I extent my sincere thanks to the manager **Mrs. Usha** for allowing me to get good experience.

And finally I thank my family members and friends for their guidance and support.

M.Elizabeth

20AUCO24

## DECLARATION

I, M. Elizabeth (20AUCO24) Department of Commerce, St. Mary's College (Autonomous), hereby declare that I have completed this internship project at "The Ayyanar Automobile Engineering Works Company, Thoothukudi". It is uniquely prepared by me after the completion of 15 days in The Ayyanar Automobile Engineering Works Company. I also confirm that the report is submitted in the partial fulfillment of the requirements for the internship project for the award of the Degree of Bachelor of commerce.

Place: Thoothukudi

Date: 15.04.2023

Elizabeth.M.

Elizabeth.M

(20AUCO24)

A. Anave

Dean of UGC Affairs  
Assistant Professor of Commerce  
St. Mary's College (Autonomous)  
Thoothukudi - 628001

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**CHAPTER I**  
**INTRODUCTION**  
**AND**  
**PROFLE OF THE**  
**ORGANISATION**

## **1. INTRODUCTION AND PROFILE OF THE ORGANISATION**

### **1.1 INTRODUCTION:**

The name of the company where I did my internship was "Ayyanar Automobile Engineering Workshop". They provide the service of preventive maintenance of motor vehicles as well as for repairs and overhauls, and also they provide the service of engines and doing FC works the four wheeler vehicles like buses, lorry, cars etc....According to the government order each and every four wheelers have to do FC work for their vehicles with in period of particular time. So the FC works are also done there. The company is well experienced company; it has been 20 years since the company started. Ayyanar Automobile Engineering Works is located in Alagesapuram, Tuticorin. There are at least 5 car services stations in alagesapuram out of which this car station has an overall rank of 3. Address of the car service station is 730/13A, polpettai, Tuticorin, Tamil Nadu 628002.

#### **1.1.1 Members and Employees:**

It is a government approved workshop. Here there is one owner, Two Manager, One Accountant, One Secratry and the total employees strength is 35. And there is 3 Departments.

1. Engine work Team
2. Cleaning and FC Team
3. Assembly Team.

And additionally they have a extra one team for keep or maintain and checking team. They do checking after finishing the assembly works. And maintain it safely until it ( The Vehicle ) hand over to the customer.

1.2 PROFILE OF THE COMPANY



## **CHAPTER II**

# **CONCEPTS, METHODS, PROCESS LEARNED AND SKILL ACQUIRED**



## **2. CONCEPTS, METHODS, PROCESS LEARNED AND SKILL ACQUIRED**

### **2.1 CONCEPTS**

#### **2.1.1 GST:**

The company accountant Mrs.usha was very cautious and genuine person while deals with the GST to the government. She taught me how to be perfect while dealingwith GST. And she told that GST is a tax collected by the central government and all the companies are required to pay the amount of GST. And it was collected as percentage of total cost. While purchasing the spare parts, while receiving the income, the tax will be collected by the government. It is a compulsory tax for each and every product.

#### **2.1.2 Spare parts:**

The machine works have lots of works to do. They were disclose to every parts of the engines. And clear it well. Then they analyse what was the problem of the engine and if any parts are wanted to repair the engine, they purchase the parts which is wanted. They don't have any spare parts of their own. They have to purchase the parts. Sometimes the spares are not available from the local area then they order it from Mumbai, Bangalore, Karnataka, and also from Rajasthan.

#### **2.1.3 Engines:**

They were doing the engine work also. The engines may differ according to the vehicles company. Likewise the spare parts will be ordered from the other states. They explain the details about the engines especially

- S4 Engines
- E3 Engines
- A4 Engines

The capital letters refers the vehicles company like E-Eicher, A- Ashok Leyland. The numbers refers to the gas cylinders which is the main part of the engine. The cylinders are activated by the fuel. And the engines heart part is known as the cylinder. It is a very essential part of the engine. The gas cylinders may differ according to the vehicles mileage. If the cars mileage was normal so it can have the 3 cylinder if suppose it was an racing car it may have 4

cylinder. But differently the vehicles of lorry, bus, trucks, are having 4 cylinders of its engines.

#### **2.1.4 Assembly works:**

Finally if the engine was ready they fix the parts as its right place. It will take more than 2 days or may be 2-3 days to do the assembly work. In fact, this is the final stage to remake the vehicles as its first time. There are 3 stages to repair the vehicles i.e.,

1. Dissolve the parts and cleaning
2. FC works and repairing
3. Assembly work

The three stages were running in the separate places. FC work means the vehicles used for long time so they lost their brightness and good looking. FC work is done to cherish the vehicles brightness. Like the painting work, varnishing work, and cleaning the greezing parts etc....

And finally when overall works are done then the parts are assembled by well technicians. The company has well experienced workers to do the assembly work. First they join the parts and join the lower parts like engine, smoke funnel. Then at last they join the upper and outer parts of the vehicles. Within 2 days it was delivered to customer after checking it.

#### **2.1.5 Bills and payment:**

After finishing all work and also the assembly work, they enter the bills receives and payments. Mostly they pay bills for the purchase of raw materials and spare parts and also the paints, greeze, etc.... (Nuts and Bolts)

Mostly their receive amounts as their income and advance. They collect the amount as advance for purchase of spare parts etc... and finally while handing over the vehicle to the customer they receive the income as wages. And that was directly transferred to their companies account. It is used to collect the GST and it will be their turnover.

## **2.2 DAY REPORT**

### **DAY : 1 ( 25.02.2023 )**

First Day : The very first day I went to the company to just know the company activities and their works. There they have totally 35 employees to do the work. And they introduce Mrs. Usha who was a guide for whole internship for 15 days. She was so kind and friendly .

### **DAY : 2 ( 27.02.2023 )**

Work definition: And the next day the guide who was appointed to lead me explained about the works whatever done there. And also she explained about the engines. There are so many variable engines. She was the team leader for engine assembly management. So she taught about what is assembly work and when it will be done, where it will be done and how many technicians need to do the assembly work.

### **DAY : 3 ( 28.02.2023 )**

GST & Rules : Every company have to pay the GST tax to the government. They also pay the GST. And GST is a tax collected by the government. And all the companies are required to pay the GST correctly to the government. And it was collected according to the percentage. The company met the GST while purchasing the spare parts. And also receives the wages of the repairing the engines and also the Vehicles.

### **DAY : 4 (01.03.2023)**

Spare parts: The machine works have a lots of works to do. They were disclose the every parts of the engine. Then they analyse what was the problem of the engine and if any parts are wanted to repair the engine they purchase the parts which is wanted. They don't have any spare parts of their own. Because it's not legal it's an illegal action. So they have to purchase the spare parts. Sometimes the spares doesn't available from the local area then they order it from Mumbai, Bangalore, Karnataka and also from Rajasthan.

### **DAY : 5 ( 02.03.2023 )**

Engine works: The engines may differ according to the vehicles company.



Likewise the spare parts will be ordered from the other states where the parts are available. They explained about the engines.

#### **DAY : 6 ( 07.03.2023 )**

Data Entry: I have done the work of data entry about the income and expenses of the company. There they have three systems to enter the data. First one is required to enter the data about the bills in Excell. And the next one is required to enter the income and expenses. And the another one for any other purpose.

#### **DAY : 7 (08.03.2023 )**

Uploading: On this day I did the work that is uploading the details about the engines. Which means the engines which is ready to assemble in the vehicle and ready to deliver to the customer.

#### **DAY : 8 (14.03.2023 )**

Learned about the assembly : on that day I just learnt the assembly work it was taught by the assembly technicians of the company. Assembly means all the parts of the vehicles are required and join together.

#### **DAY : 9 (15.03.2023 )**

Gathering the data : On that day I gathered the data about the engines variety. And I collected the names and entered that into the system which is used for their personal uses. And the types are

A4,A3,S4,S3,E4,E3...

A,E,S are refers to the vehicle's company name I.e., A-Ashok Leyland, E- Eicher.

#### **DAY : 10 (18.03.2023 )**

GST Registration : Experience gained on GST registration and verified the opening balance of the accounts.

#### **DAY : 11 (21.03.2023 )**

E - Filling : Acquired knowledge on E- filing portal, login and its tabs.



The process of filing income tax return electronically through the internet is known as E-filing.

**DAY : 12 (27.03.2023 )**

Entering the data : Entered the bills of spare parts of the engine in Ms Excel.

**DAY : 13 (28.03.2023 )**

Entering the data : Entered the bills of spare parts of the engine in Ms Excel.

**DAY : 14 (29.03.2023 )**

Entering the data : Entered the bills of spare parts of the engine in Ms Excel.

**DAY : 15 (30.03.2023 )**

Spare parts : Gained the knowledge about the import of spare parts from other states. And the we entered the information about the received parts in the system.

**CHAPTER III**  
**LIMITATION**  
**AND CONCLUSION**

### **3. LIMITATION**

#### **3.1 Limitation**

As an intern I had some limitations and they are mentioned below

##### **3.1.1 Limitation to study**

The main limitation is the collection of information because many of the information are confidential.

##### **3.1.2 Lack of knowledge**

As a student I have no past practical experience of GST filing, data calculations, data analyzing, spreadsheet calculations and integrating. So it is a limiting factor to obtain accurate information.

##### **3.1.3 Lack of Information**

The greatest limitation I had was lack of information as the employees were beginners and wasn't experienced.

##### **3.1.4. Time Management**

In a professional work place time management is not acceptable and hence managing time can be really difficult. A balance between work, academics, and personal life.

### **3.2 Conclusion:**

It is an automobile workshop company. But as a commerce student I learnt many things about engine from there. And also some values are also I learnt there. It makes me a good soul and a good educated person in my personal life.

This internship is very useful and informative. I have learned many new concepts that provoke my innovative ability. Finally I like to say I learnt a lot through this internship.

## **Annexure**

▪ **Certificate of Completion**

▪ **Work Dairy**



# Internship.

Name : Elizabeth M






Place : Ayyanar Engineering company


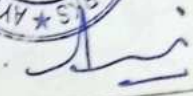



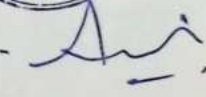



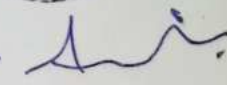
Class : II. B. COM

Duration : 15 days











Reg NO : 21AUC024

Timing : 2:30 - 4:30

Date	Work Description	Signature
5.02.2023 Saturday.	<p>=&gt; Intro about the Engineers.</p> <p>=&gt; Introducing ourself to the company Members.</p>	 B. [Signature]
6.02.2023 Monday.	=> one day visit to the company's Management and the work places.	 B. [Signature]
7.02.2023 Tuesday.	=> Learning about the GST and computer works	 B. [Signature]
8.02.2023 Wednesday.	=> uploading the income and Expenses of the company to the computer.	 B. [Signature]
9.02.2023 Thursday.	=> Entering the details about the Engineers to the computer.	 B. [Signature]

Date	Work Description	Signature
03. 2023 Friday.	⇒ Entering the details about engineers assembly and upload it into the system.	 B. 
03. 2023 uesday.	⇒ Collected the information about the 84 Engineen and Entered it into the system (parts, spare parts Amount, Engineen type, Date etc....,)	 B. 
14. 03. 2023 dnesday.	⇒ Learned about the Tally and Software for <del>the</del> Entering the Income in the system.	 B. 
15. 03. 2023 ursday.	⇒ Entering the bills & Receipts and payment for the goods purchased. in the Bill Note.	 B. 
18. 03. 2023 uesday.	⇒ Entering the bills about purchasing the spare parts into the system.	 B. 



Date	Work Description	Signature
03.2023 Wednesday	=> Entering the Bills about oil and paint for M. FC works in the company.	 B. 
03.2023 Thursday	=> Entering the GST bill into the System.	 B. 
03.2023 Friday	=> Collected the bills of Spare parts and entered into the System.	 B. 
03.2023 Saturday	=> we saw the assembly of the engine in the company.	 B. 
03.2023 Sunday	=> Entered the data about the employment Salary in the System.	 B. 



Ph : 0461 2348217  
Cell : 94423- 06850

# AYYANAR AUTOMOBILE ENGINEERING WORKS

(Approved by Govt. of Tamil Nadu)

73G/13A, Polepettai, THOOTHUKUDI - 628 002.

Date : 01.04.2023..

## CERTIFICATE

This is to certify that **M.ELIZABETH** student of **St.MARY'S**

**COLLEGE** in the grade of **B.COM II Year** has undergone **INTERNSHIP** at our

company 25.02.2023 to 30.03.2023.

**Authorized signature:**

For Ayyanar Automobile Engineering Works

Proprietor



**A REPORT ON THE INTERNSHIP PROJECT AT  
SEATRANS SHIPMANAGMENT SERVICES PVT LTD**

Submitted to

**ST. MARY'S COLLEGE (AUTONOMOUS), THOOTHUKUDI**

(Re-accredited with A+ grade by NAAC)

Affiliated to

**MANONMANIAM SUNDARANAR UNIVERSITY, TIRUNELVELI**

in partial fulfillment of the requirements for the award of the degree of

**BACHELOR OF COMMERCE**

By

**Fathima Afra .M**

**REG.NO:21AUCO26**



Under the guidance of

**Dr. Mary Judith Reene Fernando**

**PG AND RESEARCH DEPARTMENT OF COMMERCE**

**ST. MARY'S COLLEGE (AUTONOMOUS), THOOTHUKUDI**

**APRIL 2023**

## **ACKNOWLEDGEMENT**

It is my profound privilege to thank our principal Rev.Sr.Dr.A.S.J Lucia Rose for giving me this opportunity to undergo internship training, which helped me to acquire practical knowledge.

I express my sincere thanks to Dr.G. Stella Beatrice Nirmala, Head of the Department of Commerce and my guide Dr. Mary Judith Reene Fernando for their valuable support and encouragement in completing this project.

I am indebted to thank Mr.Ganesh Kumar, Manager SEATRANS SHIPMANAGEMENT SERVICES PVT. LTD, and all the employees of the firm for guiding me throughout my period of internship and helping me to acquire the necessary information and skills during my training

**Fathima Afra .M**

**(21AUCO26)**

## DECLARATION

I hereby declare that I have undergone internship training at SEATRANS SHIPMANAGEMENT SERVICES PVT LTD, Thoothukudi, and the report is prepared based on the information gathered during the period of my internship (15 days) at SEATRANS SHIPMANAGEMENT SERVICES PVT. LTD,

Place: Thoothukudi  
Date: 10.04.2023

Fathima Afra .M  
(21AUCO26)

Dr. Mary Judith Reese Fc  
M.Com, M.Fin  
Associate Professor of Com.  
St. Mary's College (Autono  
Thoothukudi - 628 001, Tam

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III	<ul style="list-style-type: none"> <li>• LIMITATIONS</li> <li>• SUGGESTIONS</li> <li>• CONCLUSION</li> </ul>	6
ANNUEXURE	<ul style="list-style-type: none"> <li>✓ 15 DAY REPORT</li> <li>✓ CERTIFICATE</li> </ul>	



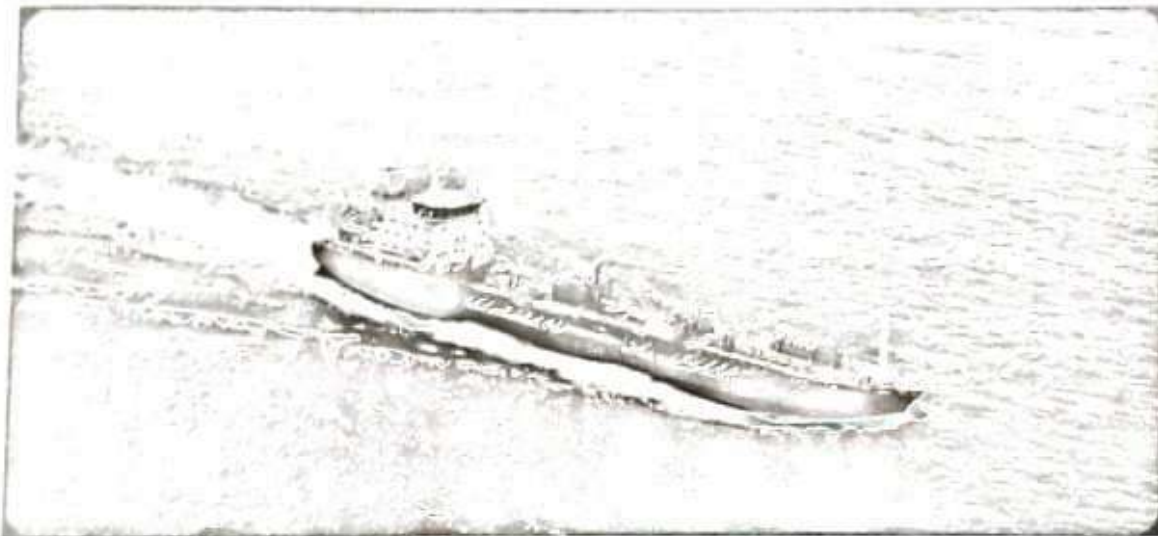
## CHAPTER I

### INTRODUCTION

An internship is a professional learning experience that offers meaningful practical work related to a student's field of study or career interest. An internship gives a student the opportunity for career exploration and development, and to learn new skills.

An internship helps a person to train under experienced professionals and explore what a chosen career path would be like. An internship with a company particular field can help a person to develop the skills needed to thrive within a professional setting.

SEATRANS SHIPMANAGEMENT SERVICES PVT LTD, was established on 18 June 2007 throughout the India. They are well-known in the field of shipping services. Their mission is to give quality products to their customers. The company plays a vital role in promoting social welfare measures for local community and the nation at large



**Facts about the company:**

- Name of the company SEATRANS SHIPMANAGEMENT SERVICES PRIVATE LIMITED
- Nature of the business Shipping Services
- Establishment on 18 June 2007
- Company category Company limited by shares
- Company sub category Non-govt company
- Class of company Private
- Activity Supporting and auxiliary transport activities, activities of travel agencies.



**Seatrans Marine Private Limited**

**SEATRANS SHIPMANAGEMENT SERVICES PVT. LTD.**

**The Port Maestro**

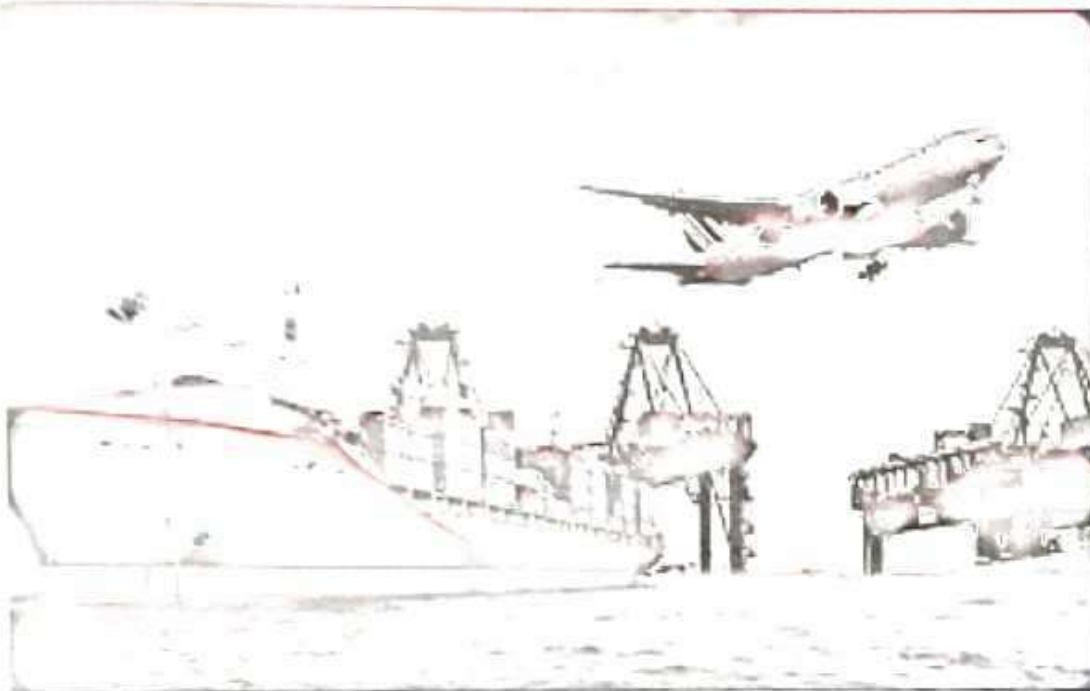
**An ISO 9001:2015 Company**

## CHAPTER II

### CONCEPTS, PROCESS LEARNED AND SKILLS ACQUIRED

#### CONCEPTS

SEATRANS SHIPMANAGEMENT SERVICES PVT LTD handle shipping and transportation and also offer services like advanced warehouse management, inbound freight coordination, order fulfillment and outbound shipping and delivery. Every function of supply chain management is available, and close collaboration is essential. They export quality goods to their customers throughout the world.



#### METHODS LEARNT

- Receiving the order
- Processing the order
- Fulfilling the order

##### 1. Receiving the order

Once you receive an order, you will need to make sure you have enough inventory in stock to process the order. This begins by working closely with the manufacturer or supplier to purchase and receive inventory at a warehouse or

sending inventory to a fulfillment center if one partner with a third-party logistics (3PL) company. Receiving customer orders can be easily streamlined by implementing an order management system or inventory management software to sync to the ecommerce platform. This can help to track inventory and orders all in one place.

## 2.Processing the order

Processing a customer order refers to the process of verifying order data and making sure it's accurate (e.g., verifying the shipping address) and that the items ordered are in stock. Much of this process is often done using automation and technology, which can help to speed up the order processing stage. From there, the order status is updated in real-time and customers can be notified that the order is being processed.

## 3.Fulfilling the order

Once the order has been processed, the order fulfillment stage can begin. This involves picking the right items for the order and preparing them to be shipped. There are several different order filling options for ecommerce businesses, such as self-fulfilling orders or drop shipping, but the most popular option for ecommerce businesses is outsource fulfillment to a 3PL or third-party logistics partner.

A 3PL will take care of the entire ecommerce fulfillment process for you, including warehousing, generating picking lists, packing boxes, shipping orders, and more. Since there are many hidden costs to self-fulfillment and drop shipping comes with a list of challenges, partnering with a 3PL can help save time, automate shipping, and keep logistics costs down.

## OBJECTIVES:

- To know the Shipping procedure and export Process
- To study the various techniques and types of process used in the Shipping Company.
- To understand the practical difficulties faced by the workers.
- To study the overall performance of the company



### **PROCESS LEARNT:**

- Visit to tailor yard, container yard and freight station.
- Stuffing procedure and overview of export procedure.
- Bill filing, customs clearance, stuffing, gate into port.
- Stock verification, cargo loading in CFS, observed the nature of cargo and counting of cargo.
- Export bill verification and checking out the export bills.
- Bill clearance and checking invoice and packaging list.
- Checking the bill against the cargo. The cargo and the bill must tally
- Loading of cargo into the container (stuffing procedure)
- Process of container gate into port.
- Documentation
- Preparing invoices-expenses which will rise to the customer claim. sent
- Dispatch of the document- necessary documents Sent to customer.
- Accounting the bill and closing the bill.

### **KILLS ACQUIRED:**

- Internship provided me the self-confidence to survive in a new atmosphere which was helpful for me and for my future career
- Computer skills on Microsoft packages of excel, word, internet skills, operating different applications within Microsoft ERP and some other accounting technique
- I have gained interpersonal skills that has enhanced my practical and communication skills
- In all the tasks I performed, upon completion I had to submit the report which gave me the platform for developing my reporting skills.
- During the course of the exercise, I was able to take good ethical decisions.

## **CHAPTER III**

### **LIMITATIONS, SUGGESTIONS AND CONCLUSION**

#### **LIMITATIONS:**

- I found it difficult to understand the concepts and new words they used.
- Felt uncomfortable to work in a new place.
- The interns are taught in brief and not in detail.
- Time provided for the internship was not sufficient to learn many things.

#### **SUGGESTIONS:**

- The employees could be kept happy and contented at work which could lead to higher degree of efficiency and effectiveness
- Employees emotional problem could be taken care of by arranging counselling sessions

#### **CONCLUSION:**

This internship has been an excellent and rewarding experience. I can say that I have learnt a lot from my work at SEATRANS SHIPMANAGEMENT SERVICES PVT. LTD Two main things that I have he learnt are the importance of time-management and self- motivation.



# SEATRANS SHIPMANAGEMENT SERVICES PVT. LTD.

An ISO 9001 : 2015 Company

www.seatrans.co.in



DATE: 27.03.2023

## TO WHOMSOEVER IT MAY CONCERN

This is to Certify that Ms.M.Fathima Afra D/o Mr. Mohamed Eliyas a student of B.com (2<sup>nd</sup> year) St.Mary's College, Thoothukudi under M.S.University has successfully completed 15 days during 27-02-2023 to 21-03.2023 internship program of SHIPPING LOGISTICS in our Branch. During the period of her internship we found she was sincere, maintaining punctuality and exposes of her knowledge and interest of the subject. We wish her all Successful Future .

For SEATRANS SHIPMANAGEMENT SERVICES PVT LTD.,

BRANCH MANGER

Offices : Haldia, Gopalpur, Paradip, Bhubaneswar, Dhamra, Vizag, Gangavaram, Kakinada, Krishnapatnam, Ennore, Chennai, Tuticorin, Kandla, New Mangalore, Karaikal & Delhi

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**BIMCO**  
MEMBER REGD No. 184744

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E-mail : seatrans@seatrans.co.in  
accounts.support@seatrans.co.in  
GSTIN : 19AAKCS9498K1Z6

1-1

10/2/2023 Monday

Basic and Introduction about Shipping

1-2

10/2/2023 Tuesday

Study about the import and export of the company

1-3

3/2/2023 - Wednesday

Customs duty Rules and Regulation

1-4

3/2/2023 . Thursday

Customs clearance in import the goods

5

1/2/2023 . Friday

Customs clearance in export of goods





06

1023 - Saturday

11ST in import and export in daily filing document in 617 website

023 - Tuesday

Container loading and unloading procedure inspections

1023 - Wednesday

Preparing invoice bill

023 - Friday

Entering the entries in the sales voucher companies transactions

1023 - Saturday

Learned about types of cargo ship and

uses



1  
10023 - Tuesday

Went to the port to see how it works

2  
10023 - Wednesday

Customer duty and Documents need to be  
led various offices like port office, immigration

3  
10023 - Friday

Cargo delivery after completing all port and

14  
10023 - Saturday

Payments follow with port and customs

15  
10023 - Tuesday

If export cargo to be cleared with customs  
and load to the ships.



**A REPORT ON THE INTERNSHIP PROJECT AT  
MADHAVA SALT COMPANY**

Submitted to

**ST.MARY'S COLLEGE (AUTONOMOUS), THOOTHUKUDI**

Affiliated to

**MANONMANIAM SUNDARANAR UNIVERSITY, TIRUNELVELI**

In partial fulfillment of the requirements for the award of the degree

**BACHELOR OF COMMERCE**

By

**GRIFFITH SUNNY**

**(21AUCO31)**



Under the guidance of

**Ms. O. SONY., M.Com., M.Phil., SET.,**

**PG AND RESEARCH DEPARTMENT OF COMMERCE**

**ST.MARY'S COLLEGE (AUTONOMOUS), THOOTHUKUDI**

**(Re-accredited with A+ grade by NAAC)**

**APRIL 2023**

## **ACKNOWLEDGEMENT**

It is my privilege to thank our, **Secretary Rev. Dr. Sr. C. Shibana, Our Principal Rev. Dr. Sr. A.S.J. Lucia Rose**, for giving me this opportunity to undergo internship training which helped me to acquire knowledge.

I express my sincere thanks to the Head of the Department of Commerce, **Dr. G. Stella Beatrice Nirmala M.Com., Head & Associate Professor of Commerce** and my internship guide **Ms. O.Sony** for allowing me to undertake institutional training and for their valuable support and encouragement throughout this program and for the completion of this internship.

The internship opportunity I had with **Madhava Salt Company** was a great chance for learning and development, I am also grateful for having got a chance to meet wonderful people and professionals who led me through this internship period.

I am using this opportunity to express my deepest gratitude and special thanks **Mr. MATHAVAN M**, Managing Director of Mathava Salt Company and staffs of the firm, for helping me to acquire necessary skills for my productive career and for allowing me to carry out my training programme at their esteemed organization.

**GRIFFITH SUNNY**



## **DECLARATION**

I hereby declare that this report of internship training done at **Madhava Salt Company** is an original work of mine and does not form part of any previous certificate/Diploma/Degree and submitted to the PG and Research Department of Commerce, St. Mary's College (Autonomous) in partial fulfillment of requirements for the award of the Degree of B.Com, under the guidance of **Ms.O.Sony.**, Assistant Professor Department of Commerce, St. Mary's College (Autonomous), Thoothukudi.

**PLACE:** THOOTHUKUDI

**NAME:** GRIFFITH SUNNY

**DATE:**

21AUCO31

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# **Chapter – I**

## **Introduction**

### **1. COMPANY INTRODUCTION**

Mathava Salt Company is a salt manufacturing company. It started its journey in the year 1985. The company manufactures both industrial grade salt as well as food grade salt with high quality and it also has other by product in salt manufacturing i.e gypsum.

In the beginning it was a salt trading company, to almost all the states of South India and also to Kolkata. Over the years, the company concentrated on salt manufacturing especially high quality food grade salt. By producing and marketing the high quality salt to their customers, the demand for the company's salt got increased. To fill demand of the company's product, every year the capacity of salt production was increased. They also provide high quality gypsum to their customers.

The company has a good management system with excellent staff force and good relationship with the customer, make them to achieve the status of, one of the largest salt manufacturing company in Thoothukudi. They have salt manufacturing sites in Thoothukudi, Tharuvaikulam and Kalurini.

#### **1.1 SALT**

Salt is a mineral composed primarily of sodium chloride (NaCl). Salt in the form of a natural crystalline mineral is known as rock salt or halite. Salt is present in vast quantities in seawater. The open ocean has about 35 g (1.2 oz) of solids per liter of sea water, a salinity of 3.5%. Salt is essential for life in general, and saltiness is one of the basic human tastes. Salting, brining, and pickling are also ancient and important methods of food preservation.

Some of the earliest evidence of salt processing dates to around 6,000 BC, when people living in the area of present-day Romania boiled spring water to extract salts, salt-works in China dates to approximately the same period. Salt was also prized by the ancient Hebrews, Greeks, Romans, Byzantines, Hittites, Egyptians, and Indians.

Salt is processed from salt mines, and by the evaporation of seawater (sea salt) and mineral-rich spring water in shallow pools. The greatest single use for salt (sodium chloride)



is as a feedstock for the production of chemicals. It is used to produce caustic soda and chlorine; it is also used in the manufacturing processes of polyvinyl chloride, plastics, paper pulp and many other products. Of the annual global production of around three hundred million tonnes of salt, only a small percentage is used for human consumption. Other uses include water conditioning processes, de-icing highways in cold countries, and agricultural use.

### **1.1.1 SALT MANUFACTURING FROM SEA WATER OR BORE WELL WATER OR WELL WATER**

Only a certain quantity of salt will dissolve in water at any temperature. Once the solution contains as much salt as it can hold, it is said to be saturated; any further additions of salt will not dissolve.

Evaporation is the reverse of this process. When an aqueous solution of several salts (seawater or bore well water or well water for example) is evaporated, each of the salts precipitates as it reaches its point of saturation in the solution. Thus, the different salts in seawater will precipitate at different times, forming layers on the bottom of the evaporating pond. For seawater and many brines, the order of deposition is calcium carbonate, calcium, sulphate, sodium chloride, magnesium sulphate, potassium magnesium chloride, and magnesium chloride. These process takes place in ponds, before the concentration of water reaches enough to produce salt crystal.



Fig.1. Salt water pond



Due to exposure of low content salt water in the sun light, the water gets evaporated, it leads to increase the salt content in the water. We can find the salt content in the water with the help of density hydrometer. With experience helps to control the flow of water in the ponds and makes the water high content salt water which is enough to produce salt crystal at the same time the salty water must reach the last pond available in our land area.

After that, the high content salt water has to be transferred to salt scraping pan. The salt starts to get sediment in the scraping pan. We have to keep that salty water in the scraping area only for a particular period of time. When we keep the water in that same scraping pan due to evaporation, density of the water keeps on increasing. At the same time the water starts to lose the salt content by producing salt in the scraping area as a salt sediment. After the salt content of the water get decreased, other chemicals starts to sediment in these pans. So we have to remove the water from the scraping pan. The removed water can be used for chlorine but which requires separate chlorine production plant.

### 1.1.2 SALT SCRAPING

In the scraping area the sediment salt is collected at regular intervals. Salt scraping days vary according to the size of the salt crystal. Size of the crystal is also one of the important parameter in salt manufacturing process. Workers scrap the salt by using wooden scrapers and make the salt heap in the available area, near the salt scraping pan.



Fig.2. Men scrapping salt



### 1.1.3 SALT TRANSPORT

From the salt heap, the salt is transferred to vehicle like tractors which is then taken to the storage area.



Fig.3. Tractors carrying salt



Fig.4. Women transfer salt to storage area

If the storage area is nearby, workers transfer the salt directly to the storage area.



#### 1.1.4 SALT STORAGE



Fig.5. Salt stored in open land

Salt is stored in the salt storage area. For the rainy season sales salt has to be stored because we can't produce salt in the rainy season and the produced salt has to be covered with tarpaulins to prevent the salt, from dissolving in the rain.



Fig.6. Salt storage godown



Salt can also be stored in small godown for storing purposes. It gives good protection to salt from getting dissolved in the rain water. But the storage capacity of the shed is less. Salt manufacturers cannot have big sheds as the investment is huge. These salt do not get degraded.

### **1.1.5 CRYSTAL SALT**

Sodium chloride crystals are in cubic form. Table salt consists of tiny cubes which are tightly bound together through ionic bonding of the sodium and chloride ions. The salt crystal is often used as an example of crystalline structure. The size and shape of salt crystals can be modified by the temperature. Sodium chloride is available in several different particle sizes (gradation) and forms, depending on the intended end use. In salt pan we can produce only crystal salt.

### **1.1.6 IODIZED SALT**

Iodized salt is the salt that contains small amounts of sodium iodide or potassium iodide. It is normal salt that has been sprayed with potassium iodate. It looks and tastes the same. The majority of table salt used nowadays is iodized, and it comes with many benefits such as boosts thyroid function, keeps weight under control, supports a healthy pregnancy, removes toxins and prevents bacteria, promotes heart health and keeps you hydrated.

The health risks of iodized salt deficiency. If people do not take enough iodine it may lead to health issues like

- Impaired fetal and infant development
- Difficulty in learning during childhood
- Fibrocystic breast disease
- Radiation-induced throat cancer
- Hair loss
- Fatigue
- Goiter
- Weight gain
- Increased sensitivity to cold
- Dry skin



### **1.1.6.1 CAUTION TO BE GIVEN IN THE CONSUMPTION ON HIGH AMOUNT OF IODINE**

Iodine is essential for thyroid hormone synthesis. High iodine intakes are well tolerated by most healthy individuals, but for some people, excess iodine intakes may precipitate hyperthyroidism, hypothyroidism, goiter, and/or thyroid auto-immunity. Individuals with pre existing thyroid disease or those previously exposed to iodine deficiency may be more susceptible to thyroid disorders due to an increase in iodine intake. Thyroid dysfunction due to excess iodine intake is usually mild and transient, but iodine-induced hyperthyroidism can be life-threatening in some individuals. At the population level, excess iodine intakes may arise from consumption of over iodized salt, drinking water, animal milk rich in iodine, certain seaweeds, iodine-containing dietary supplements, and from a combination of these sources.

### **1.1.7 FREE FLOW SALT**

Free flow salt is a common and necessary ingredient in our home. Refined and iodized free flow salt helps to prevent growth defects in growing children. The refinement of the salt is fully controlled by a state of art machinery nearby the salt pan. The refined salts provide many benefits, like increasing in the taste of any food. It also helps to maintain the health through its iodized nature.

### 1.1.8 SALT PACKING

Crystal and fine powdered salts are packed in polythene bags of 500gm and 1kg. Also salt is packed in sacks of 50kg and 100 kg. Salt packing is done by both humans and packing machineries.



Fig.8 Salt packing machine

### 1.2 GYPSUM

The marine gypsum is a by-product of solar salt manufacturing process. Every Salt manufacturing unit will have marine gypsum deposit in the tune of about 5% of their annual salt production at various stages in various condensers.

Marine Gypsum usually has higher gravity than Salt. Gypsum deposits are found in condensers having Boumle between 170 to 230. Marine Gypsum gets deposited in the few millimeters to centimeters every year and so difficult to harvest.

Usually condensers are harvested once in 2 or 3 years to get sufficient bed-thickness as to harvest efficiently. Here tractors are used to transport the gypsum from salt water pond to gypsum storage area. For loading the gypsum in the tractors vehicles like Front loader or Backhoe loaders are used.



Marine gypsum specification are given below.

- $\text{CaSO}_4$  : 55% to 70%
- Moisture : 8.0% to 10.0 %
- Insoluble : 1.25% to 2.5%
- Chloride : 1%
- NaCl : Below 2 %
- Size- 00mm to 100mm



Fig. 6. Gypsum

### 1.2.1 USE OF GYPSUM

Most of the marine gypsum as being an important ingredient for the grey cement industry is used for cement manufacturing. High quality washed crystal gypsum is also used for plaster of Paris and white cement.

## **CHAPTER – II**

### **2.1 CONCEPT**

Business is an economic activity undertaken with the motive of earning profits and to maximize the wealth of the owners. Business cannot run in isolation. Largely, the business activity is carried out by people coming together with a purpose to serve a common cause. This team is often referred to as an organization, which could be in different forms such as sole proprietorship, partnership, body corporate etc. The rules of business are based on general principles of trade, social values, and statutory framework encompassing national or international boundaries. While these variables could be different for different businesses, different countries etc., the basic purpose is to add value to a product or service to satisfy customers demand.

### **2.2 IMPORTANCE OF COST ACCOUNTING**

According to the Chartered Institute of Management Accountants (CIMA), Cost Accountancy is defined as “application of costing and cost accounting principles, methods and techniques to the science, art and practice of cost control and the ascertainment of profitability as well as the presentation of information for the purpose of managerial decision-making.” It is a branch of accounting that deals with the classification, recording, allocation, summarization and reporting of current and prospective costs and analyzing their behaviours. Cost Accounting is frequently used to facilitate internal decision making and provides tools with which management can appraise performance and control costs of doing business. It primarily involves relating the costs to the different products produced and sold or services rendered by the business.

#### **2.2.1 SALARY EXPENDITURE**

Salaries expense is the fixed pay earned by employees. The expense represents the cost of non-hourly labour for a business. It is frequently subdivided into a salaries expense account for individual departments, such as: Salaries expense - accounting department, maintenance department, production department.



### **2.2.2 VEHICLE MAINTENANCE EXPENDITURE**

All the expenses relating to repair and maintenance of official vehicles are booked under vehicle maintenance expenses. These vehicles include all heavy vehicles which are used for transportation of goods or employees of the business firm and light vehicles which are used by the employees of the company. The amount spent for purchasing the petrol, general repair, insurance of the vehicles and the salaries of the drivers are debited in vehicle repair expenses. Sometime for the purpose of control of the vehicle maintenance expenses, sub-account heads are created under vehicle maintenance expenses like petrol expenses account, insurance expense account, general repair account and driver's salary account etc.

### **2.2.3 PRODUCTION EXPENDITURE**

Production costs, which are also known as product costs, are incurred by a business when it manufactures a product or provides a service. These costs include a variety of expenses. For example, manufacturers have production costs related to the raw materials and labour needed to create the product.

### **2.2.4 PRODUCT SALES CALCULATION**

The formula to calculate gross sales is  $\text{Total Units Sold} \times \text{Original Sale Price} = \text{Gross Sales}$ . A company's gross sales are the total sales of all its products and/or services over a period of time.

## **2.3 MICROSOFT EXCEL SOFTWARE**

Managing expenses with a busy life can be a challenge. Use of smartly designed expense calculator template in excel help us to keep track of your costs. Add dates to specific transactions, and Excel will automatically bucket them for monthly viewing. Calculate expenses in business world is an easy one with the help of excel.

## **2.4 PROCESS LEARNED**

- Setting objectives.
- Find the skills required.
- Finding opportunities to improve the skill.
- Finding suitable organization.

- Applying for job or internship.
- How to communicate with business people.
- Gaining work experience.

## 2.5 SKILLS ACQUIRED

During my internship program, I learnt how to improve the skill required in our workplace. I learnt how to communicate with people at work place, especially the way to interact with the business people and clarifying the doubt. I came to know that gaining experience is the important one to grow in our professional life. Minimum two years is required to learn the full management process in one company. Also when we work in the same company for some years we can get knowledge as well as salary hike according to our performance also we can get ESI and EPF benefits.

I learnt how to make professional email communication. To improve the skill we have to work hard to get the deep knowledge in our work area. In the work place, I learnt how the management decisions are taken. Roles and responsibilities are very important to run the organization smoothly.

In this internship, I came to know, what are the skills required and how to acquire it. Developing our skill is the only way to achieve success in our life.

I learnt the following in this internship:

- Maintaining attendance
- Maintaining vehicle expenditure data
- Maintaining sales record
- How to calculate salary for employees
- How to make bill



## **CHAPTER – 3**

### **3.1 LIMITATION**

- Unable to acquire deep knowledge in my work area due to limited time.
- Some people did not explain deeply in their work.
- Some processes were only explained as a theory.

### **3.2 SUGGESTIONS**

- Separate systems can be allotted for the interns to work.
- Work procedure can be shared to interns

### **3.3 CONCLUSION**

The learning experience that I have gained throughout my internship training at Mathava Salt Company was really excellent. Though I didn't meet with any issues, I was able to figure out the different ways to overcome the situation through the members whom I worked with. The process of documenting the attendance of workers, the expenditure carried out, advance salary given to employees and salary calculation for all employees was also learnt by me.

## **ANNEXURE**

### **A) REFERENCE**

- 1) <https://www.britannica.com/science/salt/Salt-manufacture>
- 2) <https://www.investopedia.com/ask/answers/041615/what-are-main-objectives-cost-accounting.asp>
- 3) Farebrother J, Zimmermann MB, Abdallah F, Assey V, Fingerhut R, Gichohi-Wainaina WN, Hussein I, Makokha A, Sagnò K, Untoro J, Watts M, Andersson  
Effect of Excess Iodine Intake from Iodized Salt and/or Groundwater Iodine on  
thyroid Function in Nonpregnant and Pregnant Women, Infants, and Children: A  
Multicenter Study in East Africa.
- 4) <https://seasalt.com/salt-101/about-salt>

### **B) COMPLETION CERTIFICATE**

### **C) WORK DIARY**



23-23

Thursday

1. Company introduction was given.
2. I was instructed to see some basics in Excel.

TEL. 0875411. PHONE. 2773  
MAIHAVA SALT COMPANY  
SALT MERCHANT & EXPORTERS  
RD. DHAMOTHARA NAGAR  
TUTICORIN - 628003  
*M. M. Mithun*

Friday

23

1. My input's data's were received in manager's mail id.
2. Manager taught me how to input datas in Excel file and to maintain document.
3. Attendance to workers.
4. Expenditure carried out for vehicles like tractor, JCB.
5. Advance salary got by employees.
6. Sales of salts on trucks.
7. Salary calculation have to be done on Friday only.

tel. DRYSALT. Phone. 22905  
MATHAVA SALT COMPANY  
SALT MERCHANT & EXPORTERS  
30 DHANOTHARA NAGAR  
TUTICORIN-628002  
*M. Mathur*

13  
Saturday

Documents which were done by myself:

- i) attendance of workers
- ii) expenditure carried out for vehicles fuel.
- iii) advance salary got by employees.
- iv) no sales happened.
- v) vehicles repair cost.

TEL. DRY SALT. PHONE. 2005  
MATHAVA SALT COMPANY  
SALT MERCHANT & EXPORTERS  
80 DHAMOTHARA NAGAR  
TUTICORIN - 628003  
M. Mathur



Monday

I did the documents of

i) attendance of workers

ii) expenditure carried out for vehicles fuel.

iii) advance salary got by employees.

iv) Sales of salt data entry.

TEL. DRYSALT. PHONE. 2000  
MAITHAVA SALT COMPANY  
SALT MERCHANT & EXPORTERS  
80 DHAMOTHARA NAGAR  
TUTICORIN-628003  
*M. Mathur*



23  
Tuesday

Documents of

- i) attendance of workers
- ii) expenditure carried out for vehicles fuel.
- iii) advance salary got by employees.
- iv) sales of salt on trucks and bundles.
- v) repair cost of motors were documented by myself.

TEL. DRY SALT.      PHONE 2295  
MATHAVA SALT COMPANY  
SALT MERCHANT & EXPORTERS  
80 DHAMOTHARA NAGAR  
TUTICORIN-628003  
*M. Mathan*

23  
Wednesday

Documents of

i) attendance of workers

ii) expenditure carried out for vehicles fuel.

iii) advance salary got by employees.

iv) sales of salt on trucks and bundles.

v) Construction materials purchase entry were documented by me.

Cell. DRYSALT. Phone. 2000  
MATHAVA SALT COMPANY  
SALT MERCHANT & EXPORTERS  
80 DHAMOTHARA VAJAN  
TITICORIN-628002  
M. Mathava

Thursday

Documents of

- i) attendance of workers
- ii) expenditure carried out for vehicles fuel.
- iii) advance salary got by employees.
- iv) sales of salt on trucks and bundles.
- v) Purchase entry of construction materials were done by me.

REG. DEPT. SALT  
MATHAVA SALT COMPANY  
SALT MERCHANT & EXPORTER  
90 DHANOTHARA NAGAR  
TIFICORIN 628002  
M. Mathan



Friday

Documents of

i) attendance of workers

ii) expenditure carried out for vehicles fuel.

iii) sales of salt on trucks and bundles.

iv) Salary calculated for all employees were documented by me.

tel. DRYSALT. Phone. 1295  
MAIHAVA SALT COMPANY  
SALT MERCHANT & EXPORTERS  
80 DHAMOTHARA NAGAN  
TITICORIN-628002  
*M. M. M. M.*



Saturday

Documentation of

- i) attendance of workers
- ii) expenditure carried out for vehicles fuel
- iii) Rent vehicles details.
- iv) Sales of salt on trucks and bundles.
- v) Weekly expenditure calculation were done by me.

TEL. 0815411. PHONE. 2793  
MATHAVA SALT COMPANY  
SALT MERCHANT & EXPORTERS  
80 DHAMOTHARA NAGAR  
TUTICORIN-628003  
*M. Mathava*

Monday

Documents of

- i) attendance of workers
- ii) expenditure carried out for fuel.
- iii) sales of salt on trucks and bundles.
- iv) advance salary got by employees were documented by me.

TEL. DRYSALT. Phone. 1295  
MAITHAVA SALT COMPANY  
SALT MERCHANT & EXPORTERS  
90 DHAMOTHARA NAGAR  
TITICORIN-628002  
*M. Mittal*

3.23

Tuesday

Documentation of

- i) attendance of workers
- ii) expenditure carried out for vehicles fuel.
- iii) sales of salt in bundles.
- iv) advance given for temporary employee.

TEL. 0815AL1. PHONE. 22035  
MATHAVA SALT COMPANY  
SALT MERCHANT & EXPORTERS  
80 DHAMOTHARA NAGAR  
TITICORIN-628003  
*M. Mathava*



Wednesday

Documentation of

- i) attention of workers
- ii) expenditure carried out for vehicles fuel.
- iii) sales of salt in truck
- iv) construction materials purchase entry.
- v) Vehicles spare parts purchase entry were done by me.

TEL. DRYSALT. PHONE. 22005  
MAIHAVA SALT COMPANY  
SALT MERCHANT & EXPORTERS  
90 DHAMOTHARA NAGAR  
TIFICORIN - 628003  
*M. Mathur*



Thursday

Documentation of

- i) attendance of workers
- ii) expenditure carried out for vehicles fuel.
- iii) advance given for temporary employees.
- iv) advance salary got by employees.
- v) Payment closed for contract employees were done by me.

TEL. DRY SALT. PHONE 1098  
MATHAVA SALT COMPANY  
SALT MERCHANT & EXPORTERS  
80 DHAMOTHARA NAGAR  
TUTICORIN - 628003  
*M. Mathur*

3.23

Friday

I did the documents of

i) attendance of workers

ii) expenditure carried out  
for vehicles fuel.

iii) advance salary given for  
employees

iv) salary calculation for all  
employees.

v) Manual building done for  
one bill.

TEL. DRYSALT. Phone. 22955  
MATHAVA SALT COMPANY  
SALT MERCHANT & EXPORTERS  
90 DHAMOTHARA NAGAR  
TUTICORIN - 628002  
*M. Mathur*

Saturday

I did the documents of

- i) attendance of workers
- ii) expenditure carried out for vehicles fuel.
- iii) sales of salt in trucks
- iv) weekly expenditure calculation
- v) payment closed for contract employees.

TEL. DRY SALT. PHONE. 1095  
MATHAVA SALT COMPANY  
SALT MERCHANT & EXPORTERS  
90 DHAMOTHARA NAGAR  
TITICORIN-628002  
*M. M. Thurn*



# MATHAVA SALT COMPANY

## Certificate of internship

This internship program certificate is proudly awarded to

GRIFFITH SUNNY

Student of B.Com department doing U.G course from St.Mary's College (Autonomous) affiliated to Manonmaniam Sundaranar University has successfully completed her internship program in our company from 02.03.2023 to 18.03.2023 under the guidance of M.Mathavan (Managing Director)

During the internship, she did her work with full dedication it shows the interest of her in learning new things. In this program she learned the real world business accounts. Her dedication and hard work will help to face the challenging task in the competitive world.

We wish the best of luck in her future endeavors.

Date: 20.03.2023

  
MATHAVA SALT COMPANY  
SALT MERCHANT & EXPORTERS  
90 DHAMOTHARA NAGAR  
TUTICORIN - 628002



**A REPORT ON THE INTERNSHIP PROJECT AT  
SEATRANS SHIPMANAGMENT SERVICES PVT LTD**

Submitted to

**ST. MARY'S COLLEGE (AUTONOMOUS), THOOTHUKUDI**

Affiliated to

**MANONMANIAM SUNDARANAR UNIVERSITY, TIRUNELVELI**

in partial fulfillment of the requirements for the award of the degree of

**BACHELOR OF COMMERCE**

By

**Hilda Sherin V Rayen .T**

**REG.NO:21AUCO33**



Under the guidance of

**Dr. Fernando Alexandria M.com., Ph.D.**

**PG AND RESEARCH DEPARTMENT OF COMMERCE**

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(Re-accredited with A+ grade by NAAC)

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(Re-accredited with A+ grade by NAAC)

**APRIL 2023**

## ACKNOWLEDGEMENT

I, Thank God, who show his grace upon me and extended his helping hand in each step for the completion of my internship training programme. It is my profound privilege to thank our Principal **Rev.Sr.Dr.A.S.J. Lucia Rose** for giving me this opportunity to undergo internship training, which helped me to acquire practical knowledge.

I express my sincere thanks to the Head of the Department of Commerce, **Dr.G. Stella Beatrice Nirmala M.Com.,M.Phil.,Ph.D.,MBA.,DFA.,PGDIT.,DGT** Head and the Associate Professor of the Department of Commerce, and my internship guide Dr. Fernando Alexandria M.com., Ph.D.Associate Professor of Commerce, for allowing me to undertake institutional training and for their valuable support and encouragement throughout this programme and for the completion of this internship.

Finally, I would like to take the opportunity to thank Mr.Ganesh Kumar manager of **SEATRANS SHIPMANAGEMENT SERVICES PVT LTD COMPANY**, for guiding me throughout my period of internship and helping me to acquire necessary skills for my productive career.

I would like to thank my family members and friends for motivating me to complete my internship successfully.

Hilda Sherin V Rayen T

(21AUCO33)

## DECLARATION

I, hereby declare that this report of internship training done at SEATRANS SHIPMANAGMENT SERVICES PVT LTD COMPANY from 1<sup>st</sup> March 2023 to 21<sup>st</sup> March 2023 is my original work and no part of this report has been submitted for the award of any other degree, Diploma, Fellowship or other similar titles

Place: Thoothukudi

Hilda Sherin V. Rayen T  
Hilda Sherin V Rayen T

Date : 15 .04.2023

(21AUCO33)

Fernando Alexander



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# **CHAPTER I**

## **INTRODUCTION**

An internship is a professional learning experience that offers meaningful, practical work related to a student's field of study or career interest. An internship gives a student the opportunity for career exploitation and development, and to learn new skills.

An internship helps a person to train under experienced professionals and explore what a chosen career path would be like, and an internship with a company in a particular field can help a person to develop the skills needed to thrive within a professional setting. At the end of the training period, the company may ask to review the time with them and write a report based on the experience. In this report explanation is given.

## PROFILE OF THE ORGANISATION

Seatrans Shipmanagement Services Private Limited is a Private Company incorporated on 18 June 2007. Seatrans Shipmanagement Services is in the business of doing shipping services throughout India. They are well-known in the field of shipping services. It is classified as Non-govt company and is registered at Registrar of companies, Kolkata. It is involved in supporting and auxiliary transport activities. Their mission is to give their quality products to their customers. I liked their mission, which is the reason why I applied for an internship position with them.



## FACT ABOUT COMPANY :

- Name of the company : SEATRANS SHIPMANAGEMENT SERVICES PRIVATE LIMITED
- Nature of the business : Shipping services
- Established in : 18 June 2007
- Company category : Company limited by shares
- Company sub category : Non-govt company
- Class of company : Private
- Activity : Supporting and auxiliary transport activities, activities of travel agencies

## COMPANY NAME :



**Seatrans Marine Private Limited**  
**SEATRANS SHIPMANAGEMENT SERVICES PVT. LTD.**  
**The Port Maestro**  
**An ISO 9001:2015 Company**

## Motto :

- Their objective is to lead. Leadership has its roots in integrity, dedication and discipline
- They are determined to lead by offering the right solutions and systems to our principals and clients
- Dedication, honesty and devotion coupled with aggressive marketing, dynamism and positivity.



## CHAPTER II

### CONCEPTS

Seatrans Shipmanagement Services Pvt Ltd handle shipping and transportation and also offer services like advanced warehouse management, inbound freight coordination, order fulfillment and outbound shipping and delivery. Every function of supply chain management is available, and close collaboration is essential. They export quality goods to their customers throughout the countries at the correct time.



## METHODS LEARNT

- Receiving the order
- Processing the order
- Fulfilling the order

### RECEIVING THE ORDER :

Once a person receive an order, they will need to make sure they have enough inventory in stock to process the order. This begins by working closely with the manufacturer or supplier to purchase and receive inventory at a warehouse or sending inventory to a fulfillment center if one partner with a third- party logistics (3PL) company. Receiving customer orders can be easily streamlined by implementing an order management system or inventory management software to sync to the ecommerce platform. This can help to track inventory and orders all in one place.

### PROCESSING THE ORDER :

Processing a customer order refers to the process of verifying order data and making sure it is accurate and that the items ordered are in stock. Much of this process is often done using automation and technology, which can help to speed up the order processing stage. From there, the order status is updated in real-time and customers can be notified that the order is being processed.

### FULFILLING THE ORDER :

Once the order has been processed, the order fulfillment stage can begin. This involves picking the right items for the order and preparing them to be shipped. There are several different order filling options for ecommerce businesses is outsource fulfillment to a 3PL or third-party logistics partner

A 3PL will take care of the entire ecommerce fulfillment process for you, including warehousing, generating picking lists, packing boxes, shipping orders, and more. Since there are many hidden costs to self-fulfillment and drop shipping comes with a list of challenges, partnering with a 3PL can help save time, automate shipping, and keep logistics costs down



## **OBJECTIVES**

- To study the various techniques and types of process used in shipping company
- To know the shipping procedure and export process
- To understand the practical difficulty faced by the workers
- To study the overall performance

## **PROCESS LEARNT**

- Observe the loading of cargo into the container
- Observe the process of container gate into port
- Checking the bill against the cargo. The cargo and the bill settlement must be equal
- I learnt bill filling and customs clearance
- Export bill verification and checking out the export bills
- Bill clearance and checking invoice
- They taught me stock verification cargo loading in CFS and observed the nature of cargo
- Accounting the bill and closing the bill

## **SKILLS ACQUIRED**

- I learnt how to communicate and build relationships with the people I worked with
- Developed professional self-awareness, internalization of career job requirements and experience
- Enhanced and expanded the knowledge of a particular area of accounting
- Internship provided me self confidence and made me to survive in a new atmosphere which was is helpful for me and for my future career
- During the course of the exercise, I was able to take accurate ethical decisions
- In all the tasks I performed upon completion I had to submit the final report which gave me the platform of developing my reporting skills

## CHAPTER III

### LIMITATIONS, SUGGESTIONS AND CONCLUSION

#### LIMITATIONS :

- Unable to gather more information as there was only limited time
- Lack of collection of information as many of them were confidential
- Some employers give mindless works that did not build any new skills

#### SUGGESTIONS :

- More support should be provided to carry out constant supervision and monitoring of students during the internship training so as to encourage us to perform the duties fully and also accurately
- We should be given opportunities with internship program, because it helps to prepare the students for their careers in future and also enable the students to practice the theoretical knowledge obtained in the class
- The organization should increase and ensure more supervision over the employees in order to work effectively
- The internship would also recommend the organization to continue giving internship placements to as many students as possible
- They can also improve the concepts and use some easy techniques to make the students understand clearly
- To communicate more with the interns
- Supervisors can conduct short motivation sessions for interns to become more competitive



Time : 2:30 pm - 4:30 pm

Day 1 Company introduction was given

1.3.2023

They taught me basic about shipping.

Time : 2:30 pm to 4:30 pm

Day 2 What is import and Export

1.3.2023

and it's rules and regulations.

Time : 2:30 pm - 4:30 pm

Day 3 Learnt about customs duty and

1.3.2023

it's rules and regulations.

Time : 2:30 pm - 4:30 pm

Day 4 Learnt customs clearance

1.3.2023

in import

Time : 2:30 pm - 4:30 pm

Day 5 Learnt customs clearance

1.3.2023

in export

Time : 2:30 pm - 4:30 pm

Day 6 Learnt GST in import

1.3.2023

and export.



Time: 2.30 pm - 4.30 pm

7 container loading and unloading  
5.2023 procedure and inspections.

8 Time: 2.30 pm - 4.30 pm

8023 preparing invoice bill

Time: 2.30 pm - 4.30 pm

9 Entering the entries in the  
2023 sales vouchers of the companies  
transaction.

Time: 2.30 pm - 4.30 pm

10 Learnt about the types of  
3.2023 cargo ships and its uses

Time: 2.30 pm - 4.30 pm

11 Basic procedure of berthing and  
3.2023 unberthing of a ship.

Time: 2.30 pm - 4.30 pm

12 Debit note and credit note  
5.2023



Time : 2.30 pm - 4.30 pm

Day 13

17.3.2023

Connection between logistics and  
shipping

Time : 2.30 pm - 4.30 pm

Day 14

20.3.2023

product Explanation

Time : 2.30 pm - 4.30 pm

Day 15

21.3.2023

Warehouse



# SEATRANS SHIPMANAGEMENT SERVICES PVT. LTD.

An ISO 9001 : 2015 Company

www.seatrans.co.in



DATE: 27.03.2023

## TO WHOMSOEVER IT MAY CONCERN

This is to Certify that Ms.T.Hilda Sherin.V.Rayen D/o Mr. Thomas Thambiah a student of B.com (2<sup>nd</sup> year) St.Mary's College, Thoothukudi under M.S.University has successfully completed 15 days during 01-03-2023 to 21-03.2023 internship program of SHIPPING LOGISTICS in our Branch. During the period of her internship we found she was sincere, maintaining punctuality and exposes of her knowledge and interest of the subject. We wish her all Successful Future .

For SEATRANS SHIPMANAGEMENT SERVICES PVT LTD.,

BRANCH MANGER.



Branches : Haldia, Gopalpur, Paradip, Bhubaneswar, Dhamra, Vizag, Gangavaram, Kakinada, Krishnapatnam, Ennore, Chennai, Tuticorin, Kandla, New Mangalore, Karaikal & Delhi

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**A REPORT ON THE INTERNSHIP PROJECT AT  
ZAHARA SHIPPING LINES**

Submitted to

**ST.MARY'S COLLEGE (AUTONOMOUS), THOOTHUKUDI**

Affiliated to

**MANONMANIAM SUNDARANAR UNIVERSITY, TIRUNELVELI**

In partial fulfillment of the requirements for the award of the degree

**BACHELOR OF COMMERCE**

By

**INFANTA ANGEL.G**

**(21AUCO34)**



Under the guidance of

**Ms. O. SONY., M.Com., M.Phil., SET.,**

**PG AND RESEARCH DEPARTMENT OF COMMERCE**

**ST.MARY'S COLLEGE (AUTONOMOUS), THOOTHUKUDI**

(Re-accredited with A+ grade by NAAC)

**APRIL 2023**

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**APRIL 2023**

## ACKNOWLEDGEMENT

It is my privilege to thank our, **Secretary Rev. Dr. Sr. C. Shibana**, **Our Principal Rev. Dr. Sr. A.S.J. Lucia Rose**, for giving me this opportunity to undergo internship training which helped me to acquire knowledge.

I express my sincere thanks to the Head of the Department of Commerce, **Dr. G. Stella Beatrice Nirmala M.Com.**, **Head & Associate Professor of Commerce** and my internship guide **Ms. O.Sony** for allowing me to undertake institutional training and for their valuable support and encouragement throughout this program and for the completion of this internship.

The internship opportunity I had with **Zahara Shipping Lines** was a great chance for learning and development, I am also grateful for having got a chance to meet wonderful people and professionals who led me through this internship period.

I am using this opportunity to express my deepest gratitude and special thanks to **Mrs. Shakthi** proprietor of Zahara Shipping Lines who in spite of being busy with his duties, took time out to hear, guide and keep me on the correct path and allowing me to carry out my training programme at their esteemed organization.

INFANTA ANGEL .G

## DECLARATION

I hereby declare that this report of internship training done at **Zahara Shipping Lines** is an original work of mine and does not form part of any previous certificate/Diploma/Degree and submitted to the PG and Research Department of Commerce, St. Mary's College (Autonomous) in partial fulfillment of requirements for the award of the Degree of B.Com, under the guidance of **Ms.O.Sony.**, Assistant Professor Department of Commerce, St. Mary's College (Autonomous), Thoothukudi.

**PLACE:** THOOTHUKUDI

**NAME:** INFANTA ANGEL.G

**DATE:**

21AUC034



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## **CHAPTER -I**

### **INTRODUCTION**

#### **INDUSTRY PROFILE:**

Logistics is the process of planning, implementing, and controlling the movement and storage of goods and services from the point of origin to the point of consumption. It is a crucial part of supply chain management and involves managing the flow of materials, information, and financial resources.

The logistics industry is vast and comprises several sub-sectors, including transportation, warehousing, freight forwarding, customs brokerage, and supply chain management. The industry is driven by the need to optimize supply chain operations and improve efficiency, thereby reducing costs and improving customer satisfaction.

The transportation sub-sector is the largest within the logistics industry and includes various modes of transportation, such as air, sea, road, and rail. It involves the movement of goods and services from one location to another, using various transportation modes and carriers. The warehousing sub-sector is responsible for the storage and management of goods and services before they are transported to their final destination.

The freight forwarding sub-sector plays a critical role in the logistics industry, as it is responsible for arranging the transportation of goods from one location to another, using various transportation modes and carriers. It also handles customs clearance, documentation, and other related activities.

The customs brokerage sub-sector is responsible for ensuring that goods comply with import and export regulations and are cleared through customs. This involves preparing and submitting customs documents, paying duties and taxes, and communicating with customs officials.

The supply chain management sub-sector involves the coordination and integration of all logistics activities across the supply chain. This includes managing suppliers, inventory, transportation, and distribution channels to ensure that products are delivered on time and at the right cost.

The logistics industry is vital to the global economy, as it enables the movement of goods and services across borders and facilitates trade. It is also an essential component of e-commerce, as it provides the infrastructure for online retailers to deliver products to customers worldwide.

In recent years, the logistics industry has undergone significant changes, driven by technological advancements, changing consumer behavior, and the rise of e-commerce. The industry has embraced digital technologies such as automation, robotics, and artificial intelligence, to improve efficiency and reduce costs. It has also focused on sustainability and reducing its carbon footprint, by adopting eco-friendly practices and technologies.

Overall, the logistics industry is a dynamic and rapidly evolving sector, driven by the need to meet the demands of an increasingly globalized and connected world.

## **WATER TRANSPORTATION**

Sea logistics is a critical industry that plays a key role in global trade. According to the United Nations Conference on Trade and Development (UNCTAD), around 80% of global trade by volume and over 70% by value is carried by sea. This underscores the importance of sea logistics in facilitating international trade.

The sea logistics industry involves a wide range of players, including shipping companies, port operators, freight forwarders, customs brokers, and logistics service providers. These companies work together to ensure that goods are transported safely and efficiently from one location to another.

The sea logistics industry is highly competitive, with companies competing on factors such as price, service quality, and efficiency. Key factors that influence the industry include fuel prices, shipping rates, port capacity, and regulatory changes. The industry also faces various challenges such as piracy, weather-related disruptions, and environmental concerns.

Advancements in technology and digitalization are also having a significant impact on the sea logistics industry. New technologies such as blockchain, artificial intelligence, and the Internet of Things (IoT) are being adopted to improve supply chain visibility, increase efficiency, and enhance customer experience.

In terms of global trade, the sea logistics industry is dominated by a few key players. The top five container shipping companies in the world, for example, account for around 60%

of global container shipping capacity. However, the industry also features a large number of smaller players that specialize in specific trade routes or types of cargo.

Overall, sea logistics is a critical industry that is essential for facilitating global trade and supporting economic growth. As global trade continues to grow, the sea logistics industry is likely to remain a key player in the global economy.

## IMPORT

In shipping, "import" refers to the process of bringing goods or products into a country from another country. Exporting goods may involve several parties, including the exporter, the importer, the carrier, and customs officials. It involves various steps and procedures, including obtaining the necessary import permits, paying the applicable duties and taxes, complying with customs regulations, and ensuring that the goods are safely transported to their final destination.

The import process begins with the importer placing an order with a foreign supplier and arranging for the goods to be shipped to the destination country. The importer must then provide the necessary documentation to customs officials, such as a commercial invoice, packing list, and bill of lading. Customs officials will examine the goods to ensure they comply with import regulations, and may also conduct inspections or tests to ensure they meet quality and safety standards.

Once the goods have been cleared by customs, they can be transported to the importer's warehouse or distribution center, or directly to the end customer. Importers may use various modes of transportation, such as air, sea, or land, depending on the nature of the goods and the urgency of delivery.

Importing goods can be a complex process, and requires careful planning, coordination, and compliance with regulations. Importers may also need to work with freight forwarders, customs brokers, and other logistics providers to ensure that the goods are transported and delivered in a timely and cost-effective manner.



## **EXPORT**

Export in shipping refers to the transportation of goods or products from a domestic market to a foreign country. It involves the movement of goods across international borders and requires compliance with various customs and export regulations.

Exporting goods may involve several parties, including the exporter, the importer, the carrier, and customs officials. The exporter is responsible for preparing the goods for shipment, obtaining necessary permits, and ensuring compliance with all relevant regulations. The importer is responsible for arranging for the transportation of the goods and clearing the goods through customs in the destination country.

## **CONTRIBUTION OF SHIPPING LOGISTICS IN ECONOMY:**

Shipping logistics plays a crucial role in the global economy as it enables the efficient movement of goods and products from one place to another. The shipping industry, which includes shipping logistics, maritime transport, and port operations, is responsible for moving around 90% of world trade in terms of volume.

### **Facilitating trade:**

Shipping logistics enables the movement of goods across borders and between countries. This, in turn, facilitates international trade and supports economic growth.

### **Generating employment:**

The shipping industry provides employment opportunities for millions of people around the world, both directly and indirectly. For example, shipping companies require a wide range of skilled workers, including ship crew, port workers, and logistics managers.

### **Reducing transportation costs:**

By enabling efficient transportation of goods over long distances, shipping logistics helps to reduce transportation costs for businesses. This, in turn, makes products more affordable for consumers.

### **Supporting supply chains:**

Shipping logistics is a critical component of global supply chains. It allows businesses to source raw materials and components from around the world and to distribute finished products to customers in different countries.

## COMPANY PROFILE

COMPANY NAME	- Zahara Shipping lines
CORPORATE OFFICE ADDRESS	97G/2A/3, 1 <sup>st</sup> Floor, 4 <sup>th</sup> St W, Teachers Colony, Tuticorin- 628 008, INDIA.
WEBSITE	Zaharalines.com
FOUNDED	-1979
MANAGING DIRECTOR	-Mr. Rafiq
COMPANY CLASS	-Private Limited Company
INDUSTRY	- Logistics
COMPANY STATUS	- Active
COMPANY LOGO	 ZAHARA SHIPPING LINES LLC
INTERNATIONAL HEADQUARTERS	THOOTHUKUDI

## NON-VESSEL OPERATING COMMON CARRIERS(NVOCC)

Large organizations and companies often ship-in their requirements of raw materials and ship-out the finished goods. For this, they deal directly with the shipping lines or get it done through Freight Forwarders who offer service at the point of loading as well as unloading. They may hire containers for this purpose or ship as consolidated cargo, the costs of which they will recover easily.

However, small business units or individuals may find it difficult to deal directly with large shipping lines and freight forwarders as they might not need an entire container to ship their goods in or out. Such small business units and individuals may also not find it cost-effective to deal with such large companies.

This is where special agencies known as Non-Vessel Operating Common Carriers NVOCC. NVOCCs make the entire process of importing or exporting cargo hassle-free and cost-effective by being the single point of contact for the customer. This arrangement is found to suit small and medium-sized organizations rather well.

NVOCC does not own or operate ocean transport vessels. Instead, they make arrangements with ship owners, charterers, or shipping lines for transportation of cargo under their own Bill of Lading known as the House Bill of Lading (HBL).

NVOCCs sell cargo or container space onboard mainline transport vessels, to their customers. They lease or rent this space onboard ships, and sell it to their clients.

In most cases, they arrange loading of cargo from the customer facility and the transfer of such loaded cargo to the gateway ports. They also undertake the delivery of goods to the consignee at the destination.

But it must be noted here that as a general practice, NVOCCs deal mostly with Freight Forwarders directly to maintain unbiased rates.

NVOCCs do not generally own warehouses but some of them may have their own container fleet. Depending on the size of their operations, some of them may even own warehouses or other storage sites. They may also offer services such as cargo consolidation, deconsolidation, and using out-sourced services such as container cleaning, and repair.

When shipping freight through containers, one has to consider many

factors such as delivering goods to a container yard or Container Freight Station (CFS), proper packing and stuffing of goods, safe passage during a journey, proper deconsolidation at the destination and lastly clearing the goods through customs and other checks.

## **DOCUMENTATION IN NVOCC:**

NVOCC is that it undertakes to transport cargo under its own Bill of Lading also called the House Bill of Lading (HBL), through transport vessel operators.

On the other hand, the Master Bill of Lading (MBL) is issued by the ocean carrier to their agent or the NVOCC. The HBL is issued directly by the NVOCC to the consignor or shipper.

The consignee in an MBL will be the ocean carrier's agent or destination NVOCC, while an HBL will show the actual importer or receiver as the consignee. The two documents will therefore be almost similar except in the shipper, consignee, and notify party fields.

The HBL, like the Original Bill of Lading (OBL), is a negotiable document and proof of ownership of goods by the customer. Some NVOCCs have agents who take care of issuance of the House Bill of Lading and other such related paperwork. The NVOCC, therefore, acts as agents to these ocean transport carriers.

An NVOCC normally enters into an agreement with ocean carriers to provide business to them. This could mean, for example, a certain number of TEUs (Twenty Equivalent Units) for a specified period. The ocean carriers may offer them preferential rates and payment conditions for their bulk orders.



## PROCESS OF NVOCC EXPORT

Booking request from shipper



Negotiating Local Charges and Freight Rate



Container Release Order (CRO)



Equipment Interchange Receipt (EIR) Submit in Terminal



Sending Bill of Lading Draft



Confirmation of Bill of Lading by consignor



Invoice Send to Shipper After Vessel Sailed



Export General Manifest File in ICE GATE

#### PROCESS OF NVOCC IMPORT

Order received by agent or customer



Import General Manifest (IGM) submission



Vessel arrival notice send to customer



CFS and CHA confirmed by customer



Invoice send to customer after vessel berthing



Document send by consignee to NVOCC to get delivery order



Delivery order send to consignee



Consignee gives delivery order to CFS for get goods

**EXPORT CHARGES:**

- Terminal handling charges
- Tuticorin port additional charges
- Ocean freight charges
- Documentation charges.
- Bill of lading charges
- Mandatory user charges .
- Seal charges.
- Surrender bill charges

**IMPORT CHARGES:**

- Terminal handling charges
- ISPS charges.
- Tuticorin port additional charges
- Average documentation charges.
- Container cleaning & washing charges.
- Container facilitation charges.
- Survey charges.
- Mandatory user charges.
- Delivery order charges

## **CHAPTER-II**

### **RESEARCH METHODOLOGY**

#### **RESEARCH DESIGN:**

Research design is a Analytical research. It defines your over all approach and determines how you will collect and analyze data.

#### **NATURE OF DATA:**

The data which was collected from the company is Secondary Data.

#### **SOURCE OF DATA:**

The secondary data was collected from the NVOCC department of the Zahara Shipping Lines

#### **PERIOD OF STUDY:**

22<sup>nd</sup> FEB 2023 TO 23<sup>RD</sup> MAR 2023

#### **OBJECTIVE OF THE STUDY :**

- To calculate the various average charges per cubic metre for Export from VOC Port Trust Thoothukudi to various destinations through Zahara shipping lines
- To calculate the various average charges per cubic metre for Imports through Zahara shipping lines
- , VOC Port Trust Thoothukudi from variousdestinations.
- To calculate the Revenue generated through consignment charges for certain activites for both exports and imports through Zahara shipping lines



## SCOPE OF THE STUDY:

- This study helps to understand the various average charges per cubic metre for Export from VOC Port Trust Thoothukudi to various destinations through Zahara shipping lines and also the various average charges per cubic metre for Imports through St Zahara shipping lines. VOC Port Trust Thoothukudi from various destinations is calculated then the Revenue generated through consignment charges for certain activities for both exports and imports through Zahara shipping lines is founded.

### CHAPTER-III

#### ANALYSIS AND INTERPRETATION

TABLE NO.3.1

#### EXPORT

#### TERMINAL HANDLING CHARGES

PORT	NO.OF CONTAINERS	TYPE OF CONTAINER	CBM PER CONTAINER	TOTAL CBM	GRANT TOTAL CBM	RATE PER CONTAINER (In Rs)	TOTAL INCLUSIVE OF TAX (In Rs)	AVERAGE CHARGES PER CBM (In Rs)
COLOMBO	214	20ft	33	7,062	13,293	5,000	20,30,780	153
	93	40ft	67	6,231		7,000		
JEBEL ALI UAE	24	20ft	33	792	792	5,000	1,41,600	179
	----	----	----	----		----		
MALAYSIA	7	20ft	33	231	1,236	5,000	1,65,200	134
	15	40ft	67	1,005		7,000		
SINGAPORE	13	20ft	33	429	1,501	5,000	2,08,860	139
	16	40ft	67	1,072		7,000		
CHINA	23	20ft	33	759	1,295	5,000	2,01,780	156
	8	40ft	67	536		7,000		
							27,48,220	

#### Inference:

During the year 2022, 307 containers were shipped to Colombo, 24 containers were sent to JEBEL ALI port in UAE, 22 containers were sailed to Malaysia, various goods in 29 containers were exported to Singapore and 31 containers were used to ship goods to China, from Thoothukudi VOC port. The rates are fixed as per the size of the containers length. Hence, average charges per Cubic Meter was calculated.

Hence, it is inferred from the above table that, the average Terminal Handling Charges for Colombo is Rs 153per CBM, Jebel Ali port, UAE is Rs 179 per CBM, Malaysia is Rs 134 per CBM Singapore is Rs 139 per CBM and for China, it is Rs 156 per CBM.

**TABLE NO.3.2  
EXPORT**

PORT	NO.OF CONTAINERS	TYPE OF CONTAINER	CBM PER CONTAINER	TOTAL CBM	GRANT TOTAL CBM	RATE PER CONTAINER (In Rs)	TOTAL INCLUSIVE OF TAX (In Rs)	AVERAGE CHARGES PER CBM (In Rs)
COLOMBO	214	20ft	33	7,062	13,293	800	3,77,600	28
	93	40ft	67	6,231		1,600		
JEBEL ALI	24	20ft	33	792	792	800	22,656	28
	----	----	----	----		----		
	7	20ft	33	231		800		
MALAYSIA	15	40ft	67	1,005	1,236	1,600	40,528	33
	13	20ft	33	429		800		
SINGAPORE	16	40ft	67	1,072	1,501	1,600	42,480	28
	23	20ft	33	759		800		
CHINA	8	40ft	67	536	1,295	1,600	36,816	28
							5,20,080	

### TUTICORIN PORT ADDITIONAL CHARGES

**Inference:**

It can be inferred from the above table that the average Tuticorin Port Additional Charges for Colombo is Rs 28 per CBM, Jebel Ali, UAE is Rs 28 per CBM, Malaysia is Rs 33 per CBM, Singapore is Rs 28 per CBM, China is Rs 28 per CBM.

**TABLE NO.3.3**  
**EXPORT**  
**OCEAN FREIGHT CHARGES**

PORT	NO.OF CONTAINERS	TYPE OF CONTAINER	CBM PER CONTAINER	TOTAL CBM	GRANT TOTAL CBM	TOTAL INCLUSIVE OF TAX (In Rs)	AVERAGE CHARGES PER CBM (In Rs)
COLOMBO	214	20ft	33	7,062	13,293	2,69,28,768	2,026
	93	40ft	67	6,231			
JEBEL ALI, UAE	24	20ft	33	792	792	15,71,558	1,984
	---	----	----	----			
MALAYSIA	7	20ft	33	231	1,236	12,33,411	998
	15	40ft	67	1,005			
SINGAPORE	1	20ft	33	33	1,105	16,28,667	1,474
	16	40ft	67	1,072			
CHINA	23	20ft	33	759	1,295	22,79,255	1,760
	8	40ft	67	536			
						3,23,20,455	

**Inference:**

From the above table, it is inferred the average Ocean Freight Charges for Colombo is Rs 2026 per CBM. Jebel Ali, UAE is Rs 1984 per CBM, Malaysia is Rs 998 per CBM, Singapore is Rs 1474 per CBM. and China is 1760per CBM.



**TABLE NO.3.4**  
**EXPORT**  
**DOCUMENTATION CHARGES**

PORT	NO.OF CONTAINERS	TYPE OF CONTAINER	CBM PER CONTAINER	TOTAL CBM	GRANT TOTAL CBM	RATE PER CONTAINER (In Rs)	TOTAL INCLUSIVE OF TAX (In Rs)	AVERAGE CHARGES PER CBM (In Rs)
COLOMBO	214	20ft	33	7,062	13,293	500	2,08,574	16
	93	40ft	67	6,231		750		
JEBEL ALI, UAE	24	20ft	33	792	792	500	14,160	18
	-----	-----	-----	-----		-----		
MALAYSIA	7	20ft	33	231	1,236	500	17,410	14
	15	40ft	67	1,005		750		
SINGAPORE	13	20ft	33	429	1,501	500	22,236	15
	16	40ft	67	1,072		750		
CHINA	23	20ft	33	759	1,295	500	20,652	16
	8	40ft	67	536		750		
							2,83,032	

**Inference:**

It can be inferred from the above table that the average Documentation charges for Colombo is Rs 16 per CBM, Jebel Ali, UAE is Rs 18 per CBM, Malaysia is Rs 14 per CBM, Singapore is Rs 15 per CBM, China is Rs 16per CBM.

**TABLE NO.3.5**  
**EXPORT**  
**BILL OF LADING CHARGES**

PORT	NO.OF CONSIGNMENT	RATE PER CONSIGNMENT (In Rs)	TOTAL INCLUSIVE OF TAX (In Rs)
COLOMBO	42	3,000	1,47,146
JEBEL ALI, UAE	7	3,000	24,780
MALAYSIA	6	3,000	21,240
SINGAPORE	7	3,000	24,780
CHINA	4	3,000	14,160
			2,32,106

**Inference:**

It can be inferred that the Total Bill of Lading charges for Colombo port is Rs 1,47,146.

Rs 24,780 for Jebel Ali, UAE , Rs 21,240 for Malaysia, Rs 24,780 for Singapore, Rs 14,160 for China.

**TABLE NO.3.8**  
**EXPORT**  
**SURRENDER BILL**

PORT	NO.OF CONSIGNMENT	RATE PER CONSIGNMENT (In Rs)	TOTAL INCLUSIVE OF TAX (In Rs)
COLOMBO	42	2,000	99,120
JEBEL ALI, UAE	7	2,000	16,520
MALAYSIA	6	2,000	14,160
SINGAPORE	7	2,000	16,520
CHINA	4	2,000	9,440
			1,55,760

**Inference:**

It can be inferred that the TotalSurrender Bill charges for Colombo is Rs 99,120, Rs 16,520 for Jebel Ali, UAE, Rs 14,160 for Malaysia, Rs 16,520 for Singapore, and Rs for 9,440 for China.

## **CHAPTER- IV**

### **FINDINGS**

#### **COLOMBO**

1. The average Terminal Handling Charges is Rs 153 per cubic metre for Exports and Rs. 142 per cubic metre for Imports
2. The average Tuticorin Port Additional Charges is Rs. 28 per cubic metre for Exports and Rs. 28 per cubic metre for Imports.
3. The average Documentation Charges is Rs. 16 per cubic metre for Exports and Rs. 15 per cubic metre for Imports
4. The Total Mandatory User Charges is Rs. 89,571 for Exports and Rs. 32,700 for Imports
5. The average Ocean Freight Charges is Rs. 2,026 per cubic metre for Exports
6. The total Bill Of Lading Charges is Rs. 1,47,146 for Exports.
7. The total Seal Charges is Rs. 1,53,500 for Exports
8. The total Surrender Bill Charges is Rs. 99,120 for Exports.
9. The average ISPS charge is Rs. 17 per cubic metre for Imports.
10. The average Container Cleaning And Washing Charges is Rs. 41 per cubic metre for Imports.
11. The average Container Facilitation Charges is Rs. 106 per cubic metre for Imports
12. The total survey charges Rs. 144,255 for Imports.
13. The average Delivery Order Charges is Rs. 6,350 per consignment for Imports



## CHAPTER V CONCLUSION










It was done to understand the export and import activities of Zahara shipping lines.

The charges were levied based on the type of the container but the gross weight which could be transported is not in accordance with the type of the container. This lead to a confusion in the chosen of the container to be used by the freight forwarders as chosen by the customers. Hence the volume of the containers was calculated in cubic meter to normalize the rates. The calculation were made for both exports and imports port wise and the appropriate cubic meter was found out.

This will help the organization to price the containers for shipping accordingly and will help the customers to choose the appropriate container for exports and imports.

Name: G. Infanta Angel.  
Regno: 21NOC084

Place: Zahara shipping lines  
Duration: 2:30 - 4:30

Date	work Description	Signature.
28. 2. 23	Introduction of the company profile and shipping Industry.	 [Signature]
01. 3. 23	Import (Detail of import concept)	 [Signature]
2. 3. 23	Export (Detail of Export concept)	 [Signature]
3. 3. 23	Detail study of containers.	 [Signature]
4. 3. 23	Import (NVOCC) Non vessel operator cargo carrier.	 [Signature]
7. 3. 23	Export (NVOCC) Non vessel operator cargo carrier.	 [Signature]
8. 3. 23	Invoice (Export)	 [Signature]
11. 3. 23	Invoice (Import)	 [Signature]
14. 3. 23	Gst (Goods & service tax)	 [Signature]

15.3.23

Detail of Export charges



17.3.23

Detail of import  
Charges.



18.3.23

Contribution of shipping  
logistics in economics



21.3.23

documentation  
process.



22.3.23

findings (Colombo)



23.3.23.

Over all recap.





# ZAHARA SHIPPING LINES LLC

Date : 12.04.2023

This is to certify that Ms . Mastiga .D of St . Mary 's College ( Autonomous ) has

Successfully completed an internship in the ZAHARA SHIPPING LINES LLC

From 28.02.2023 to 23.03.2023

Under the guidance of M. SAKTHI ( Manger ) .

During her internship , She has demonstrated her skills with self – motivation to learn new skills .

Her performance expectation and she was able to complete on time .

We wish her all the best for her upcoming career .

Regards.



No.383F/1, 1st Floor V.E.Road, Near DSF Grand Plaza, Tuticorin -628002, Tamilnadu. India.

Tel : + 0091 461 4001123, 0091 461 2300100, E-mail : cstut@zaharalines.com

[www.zaharalines.com](http://www.zaharalines.com)



**A REPORT ON INTERNSHIP AT**

**J.THOMAS FERNANDO AND CO**

Submitted to

**ST.MARY'S COLLEGE (AUTONOMOUS), THOOTHUKUDI**

Affiliated to

Manonmaniam Sundaranar University, Tirunelveli

in partial fulfillment of the requirement for the award of the degree

**BACHELOR OF COMMERCE**

By

**Joshna.T**

**21AUCO36**



Under the guidance of

**Ms.A.Amora M.Com,M.Phil,SET**

**PG AND RESEARCH DEPARTMENT OF COMMERCE**

**ST.MARY'S COLLEGE (AUTONOMOUS), THOOTHUKUDI**

**(Re – accredited with A+ grade by NAAC)**

**APRIL 2023**

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**APRIL 2023**

## ACKNOWLEDGEMENT

I am grateful to GOD, who showered his grace upon me and extended his helping hand in each step for the completion of my internship training project.

It is my profound privilege to thank our principal Rev.Sr.Dr.A.S.J.Lucia Rose for offering me this opportunity to undergo internship training, which helped me to acquire practical knowledge and skills.

I express my gratitude to Dr.G.Stella Beatrice Nirmala M.Com. ,M.Phil. ,Ph.D. ,MBA,DFA, PGDIT .DGT, Head and Associate Professor of Commerce and my internship guide Mrs.A.Amora M.Com.,M.Phil.,SET, Assistant Professor of Commerce for allowing me to undertake internship and for their valuable support of encouragement throughout this internship programme and for the completion of this project report.


Finally, I like to express my sincere thanks to the Chartered Accountants of "J.Thomas Fernando & Co"and the staffs of the firm for guiding me throughout my period of internship and helped me to acquire necessary skills for my productive career.



## DECLARATION


I, Joshna.T (21AUCO36) Department of Commerce, St.Mary's College (AUTONOMOUS), hereby declare that I have completed this internship at " J.Thomas Fernando and Co ". It is uniquely prepared by me after the completion of 15 days in J.Thomas Fernando and Co. I also Confirm that the report is submitted in the partial fulfillment of the requirements for the internship for the award of the Degree of Bachelor of Commerce.

Place: Thoothukudi

  
Joshna.T

Date: 15.04.23

21AUCO36

  
**Dean of UGC Affairs**  
**Assistant Professor of Commerce**  
**St. Mary's College (Autonomous)**  
**Thoothukudi - 628001**



## CONTENTS

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3	Limitations, Suggestions and Conclusion	23 – 25
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**CHAPTER 1**

**INTRODUCTION**

**AND**

**PROFILE OF THE**

**ORGANISATION**

# INTRODUCTION AND ORGANISATION PROFILE

## 1.1 INTRODUCTION:



Audit is the examination or inspection of various books of accounts by an auditor followed by physical checking of inventory to make sure that all departments are following documented system of recording transactions. It is done to ascertain the accuracy of financial statements provided by the organisation.

The purpose of an audit is the expression of an opinion as to whether the financial statements are fairly presented in conformity with appropriate accounting principles.

The idea is to check and verify the accounts by an independent authority to ensure that all books of accounts are done in a fair manner and there is no misrepresentation or fraud that is being conducted. All the public listed firms have to get their accounts audited by an independent auditor before they declare their results for any quarter.

## 1.2 ORGANISATION PROFILE

J.Thomas Fernando and Co is a firm of Chartered Accountants having Four professional partners. The Founder partner started Chartered Accountancy practice in the year 1957 and the firm came in to existence in 1978. Now, this firm is one of the leading Chartered Accountants firm in Tamil Nadu with Offices in Tuticorin and Chennai. This firm has been practicing for the last 60 years in the areas Statutory Audits, Internal Audits, Company Law matters, Management Consultation including Management Information Reports, Accounting. Taxation including International Taxation and NRI advisory services, Financial Advisory services. Appeals and Bank Audits.

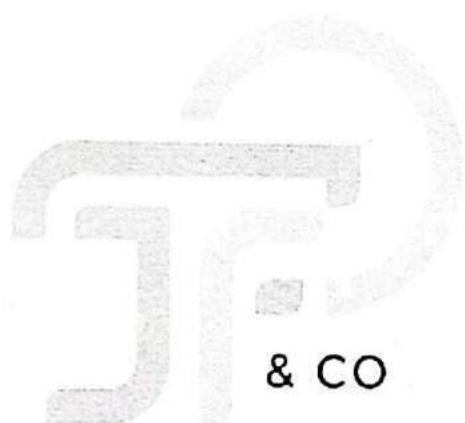
Name of the Firm	:	J. THOMAS FERNANDO & CO.
Address of the Head Office	:	J.THOMAS FERNANDO & CO., CHARTERED ACCOUNTANTS, 40, PEREIRA STREET, TUTICORIN 628 001. TAMILNADU
Telephone Nos.	:	(0461) 2320558 & 2331190
E-mail id	:	admin@jtfandco.com
Particulars of Branch	:	J.THOMAS FERNANDO & CO., CHARTERED ACCOUNTANTS, 9/1 (OLD NO 5/1, KULANDAIVELU STREET, PURASAWALKAM, CHENNAI-600 007.
E-mail id	:	<u>jtfandcochennai@gmail.com</u>
ICAI registration No.of the firm:	:	004402S



Region Name : SOUTHERN REGION

Region Code No. : 310216

### 1.3 COMPANY LOGO



CHARTERED ACCOUNTANTS

### 1.4 Partners of the Firm

S. No	Name of the partner	Member ShipNo.	Professional Qualification	Years of Professional Experience & Association with the firm
1	Xavier Fernando	029671	FCA,DISA (ISA)	31
2	Micheal Antony Manoharan I	209471	FCA,DISA (ISA)	22
3	Manoj Rodrigo G	215951	FCA	15
4	Nikhil Vasanth J	237380	ACA,DISA (ISA)	07

### **1.5 Important Professional Assignment undertaken by the Firm**

J.Thomas Fernando & Co is having 10 years of vast experience as the Central Statutory Auditors of Tamilnad Mercantile Bank Ltd, Tuticorin. During their association with Tamilnadu Mercantile Bank Ltd, from 1993 to 2003, successfully completed their audit of accounts of the Head Office and large, medium and small size branches of the Bank and also consolidated the accounts. The Chartered Accountants and staff were also involved in Tax Audit and successfully completed their complicated tax matters at Appellate and Tribunal levels and the Company matters with ROC, Chennai and Company Law Board in New Delhi. They also conducted the Information Systems Implementation Audit of the Bank when the Bank had implemented the Core Banking system. In addition they also represented the Bank before the RBI Authorities and Special Auditors appointed by the RBI for two years (2001/02 & 2002/03),

They were Part-C (Central Statutory Auditors panel) auditors of Corporation Bank and audited their large advance branches at Mumbai, Delhi & Chennai.

They also conducted Central statutory Audit of Kanyakumari District Central Cooperative bank for the year from 2011 to 14.

They were the Tax Consultants, Tax Auditors and GST auditors of V O C Port Trust.

## **CHAPTER 2**

**CONCEPTS, METHODS, PROCESS**

**LEARNED**

**AND**

**SKILLS ACQUIRED**

## **CONCEPTS, METHODS, PROCESS LEARNED**

### **CONCEPT**

Auditing is a part of the accounting world. It is an examination of accounting and financial records that is undertaken independently. This is done to determine if the company or the business undertaking has conformed its operations to the laws and the generally accepted accounting principles. Auditing has two main categories, i.e., internal and external audit

### **Who can perform an audit?**

In India, chartered accountants from ICAI or The Institute of Chartered Accountants of India can do independent audits of any organisation. CPA or Certified Public Accountant conducts audits in USA. Audit can be done internally by employees or heads of a particular department and externally by an independent auditor.

### **Steps in Auditing Process:**

There are four main steps in the auditing process.

1. The first one is to define the auditor's role and the terms of engagement which is usually in the form of a letter which is duly signed by the client.
2. The second step is to plan the audit which would include details of deadlines and the departments the auditor would cover. Is it a single department or whole organisation which the auditor would be covering. The audit could last a day or even a week depending upon the nature of the audit.
3. The next important step is compiling the information from the audit. When an auditor audits the accounts or inspects key financial statements of a company, the findings are usually put out in a report or compiled in a systematic manner.



4. The last and most important element of an audit is reporting the result. The results are documented in the auditor's report.

### **Objectives:**

- ✓ To develop the skills in the field of Auditing.
- ✓ To understand TDS and its concepts
- ✓ To gain knowledge on laws and legislations related to Income Tax and auditing.
- ✓ To apply the basic mathematical skills necessary for verification of data
- ✓ To upgrade the skills on Excel, organize and calculation of data in a spreadsheet.
- ✓ To acquired soft skills on Tally Prime
- ✓ To experience the analytical skills

### **PROCESS LEARNED**

I assure myself that everything was going to be fine and reminded myself internship are made for learning. I had a trust on the process. The first lesson I learned was that no one expects you to already know everything about your internship. When you realize there is no possible way you already know everything that is expected of your position, the easier your internship becomes, learning the process of your internship is crucial for your success. It seems like a lot of instructions, but there are ways to learn it all if willing to put effort So, here I list of things that I've learned from doing an internship.

- ❖ Understanding workplace culture
- ❖ Good communication
- ❖ Professional Connection
- ❖ Gained knowledge on Tally Prime
- ❖ Form 26AS
- ❖ AIS
- ❖ TIS
- ❖ TDS

- ❖ TCS
- ❖ GST and its divisions
- ❖ Income Tax and its heads

## **2.1 Day Report**

Day 1 (01.03.2023)

### **TDS**

Gained knowledge on what is TDS, TCS, AIS, TIS, FORM 26 AS and learned to verify TIS, AIS and Form 26 AS and learned how to login in Income Tax portal.

Day 2 (02.03.2023)

### **GST**

Updated my knowledge on GST, its sections and its types. The goods and services tax (GST) is a tax on goods and services sold domestically for consumption. The types of GST in India are CGST, SGST, and IGST.

Day 3 (03.03.23)

### **GST Registration**

On the third day of my internship, I was taught how to file and register GST, GSTR and GSTR1. The Goods and Services Tax Return 1 is a document that each registered tax payer needs to file every month/quarter. It must contain the details of all sales and supply of goods and services made by the tax payer during the tax period. It must contain the details of all sales and supply of goods and services made by the tax payer during the tax period.

Day 4 (04.03.23)

#### **TDS Sec.194R**

Verified the entries of Trial balance and acquired knowledge on the TDS section 194R. **TDS section 194R mandates the person responsible for paying benefit/ perquisite, arising from business or profession, to deduct tax at source.** According to this section, the person paying benefit/ perquisite to a resident is liable to deduct TDS @10%. It is clarified that no tax is required to be deducted under Section 194R of the Act on sales discount, cash discount and rebates allowed to customers. No TDS to be deducted if value does not exceed Rs. 20,000 in a financial year

Day 5 (07.03.23)

#### **Verification of Receipts**

Verified the receipts of accounting transaction in Tally Prime. Receipts are an official record that represents proof of a financial transaction or purchase. Receipts are issued in business-to-business dealings. Receipts are also necessary for tax purposes as proof of certain expenses.

Day 6 (08.03.23)

#### **Verification of receipts**

Continued the verification of receipts in Tally.

Day 7 (10.03.23)

#### **Verification of receipts**

Continued the verification of receipts in Tally.



Day 8 (11.03.23)

### **Vouching of Purchase accounts**

Vouched the Purchase accounts in Tally Prime. Purchase account is a nominal account which implies the purchases made on the particular year. It is recorded on the debit side of the ledger.

Day 9 (14.03.23)

Acquired detailed knowledge on TDS, Form 24Q, Form 26Q, Form 27Q, Form 27EQ.

Type of TDS Return Forms	Particulars of the TDS Return Forms
Form 24Q	Statement for tax deducted at source from salaries
Form 26Q	Statement for tax deducted at source on all payments other than salaries.
Form 27Q	Statement for tax deduction on income received from interest, dividends, or any other sum payable to non residents.
Form 27EQ	Statement of collection of tax at source.

Day 10 (15.03.23)

### **GSTR3B**

Understood GSTR3B. Form GSTR-3B is a simplified summary return and the purpose of the return is for taxpayers to declare their summary GST liabilities for a particular tax period and discharge these liabilities. **Every person who is registered under GST must file GSTR-3B. Any businesses that have an annual turnover of more than five crores are eligible to file the form.**



Day 11 (17.03.23)

### **GST Registration**

Experience gained on GST registration and Verified the opening balance of accounts

Day 12 (18.03.23)

### **E – Filing**

Acquired knowledge on E – Filing portal, Login and its tabs. The Process Of filing Income tax return electronically through the internet is known as E - Filing.

Day 13 (21.03.23)

Verification of book of accounts with bank statements.

Day 14 (22.03.23)

### **TDS**

Gained knowledge on Form 16, 16A and 27D. Form 16/ 16A is the certificate of deduction of tax at source and issued on deduction of tax by the employer on behalf of the employees. **Form 16** is for only salary income, **Form 16A** is applicable for TDS on 'Income Other than Salary'. These certificates provide details of TDS / TCS for various transactions between deductor and deductee. Form 27D is a tax paid at source certificate (TCS) under section 206 of the Act on Income Tax, 1961. Details both of PAN and TAN are required for the filing of Form 27D. Each seller has to charge the buyer for various products. Tax obtained doesn't rely on payment methods but the value of the goods.

## **TDS**

Gained more knowledge on Demand of TDS. TDS Demand is a **Document sent to the customer urging them to settle outstanding payments immediately**. You can check if there is any outstanding demand through the e-Filing portal. Log in to e-Filing portal and click Pending Actions > Response to Outstanding Demand and you will be taken to Response to outstanding demand page.

## **2.2 UNDERSTANDING WORKPLACE CULTURE**

Workplace culture operates as an organization's values. Culture guides employee decisions on their technical needs and plans, and how employees interact with others. Good culture creates an internal logic and consistency in actions taken by a very diverse group of employees.

## **2.3 GOOD COMMUNICATION**

The ability to communicate effectively with directors and staff is essential, no matter what industry we work in. Workers in the digital age must know how to effectively convey and receive messages in person as well as via phone, email, and social media. These communication skills will help to get success in our career.

## **2.4 PROFESSIONAL CONNECTION**

A professional relationship is an interpersonal connection between two or more people in a place of business. Professional relationship is usually more formal than relationship that exists outside of work. This is expectation often dictate how people should behave towards one another, these expectation help keep personal issues and situation from interfering with business operations. Professional relationship involves people working together to achieve a common goal for the

benefit of their company or organization. Thus through this internship I've learnt how important the professional connection is.

## 2.5 Form 26 AS

Form 26AS provides important information about tax deducted/collected and deposited with the government tax authorities by the authorised deductors/collectors. A taxpayer can view all financial transactions involving TDS/TCS for the relevant financial year in Form 26AS. **The buyer of immovable property** is required to deduct tax at source from the consideration paid to the seller of the property. This form is popularly known as a **tracking tool for tax deductions**, but it has more to it. It has all income details - salary, interest on bank deposits, tax deducted on deposits and tax deposited to the Income Tax department. Form 26AS is a **consolidated statement of the taxes we have already paid in the financial year and refunds due**. We can download the statement from the Income Tax website or in the TRACES website.

## 2.6 AIS and TIS

### 2.6.1. AIS

Annual Information Statement is a detailed summary of taxpayer's information which is given in Form 26 AS. It is a comprehensive view of information for a taxpayer displayed in Form 26AS. In addition to the TDS/TCS details, it will also show interest, dividend, stock market transactions, mutual fund transactions etc

### 2.6.2. TIS

Taxpayer Information Summary (TIS) is an information category wise aggregated information summary for a taxpayer. It shows processed value (i.e. value generated after deduplication of information based on pre-defined rules) and derived value (i.e. value derived after considering the taxpayer feedback and processed value) under each information category (e.g. Salary,



Interest, Dividend etc.). The derived information in TIS will be used for prefilling of return, if applicable. It will show various details within the Taxpayer Information Summary such as,

- Information Category
- Processed Value
- Derived Value

## 2.7 TDS

TDS means Tax Deducted at Source. It is a part of Income Tax. TDS or Tax Deducted at Source is income tax reduced from the money paid at the time of making specified payments such as rent, commission, professional fees, salary, interest etc. by the persons making such payments. Usually, the person receiving income is liable to pay income tax. The recipient of income receives the net amount (after reducing TDS). The recipient will add the gross amount to his income and the amount of TDS is adjusted against his final tax liability. The recipient takes credit for the amount already deducted and paid on his behalf. Any person making specified payments mentioned under the Income Tax Act is required to deduct TDS at the time of making such specified payment. But no TDS has to be deducted if the person making the payment is an individual or HUF whose books are not required to be audited. The Tax Deducted at Source must be deposited to the government by the 7th of the subsequent month. In TDS returns filing there are four quarters and their due dates are follows,

QUARTER	TIME	DUE DATE
1st Quarter	April to June	On 31st July of the same FY
2nd Quarter	July to September	On 31st Oct of the same FY
3rd Quarter	October to December	On 31st Jan of the same FY
4th Quarter	January to March	On 31st May of the next FY



## 2.8 TCS

Tax collection at source (TCS) is an extra amount collected as tax by a seller of specified goods from the buyer at the time of sale over and above the sale amount and is remitted to the government account. TCS deduction is applicable on sales of goods like timber, scrap, mineral wood, and so on. In case of no tax liability the TCS amount will be refunded to the buyer. Otherwise, the amount can be adjusted with the total tax liability for the year. TCS is not applicable if the buyer uses it for the purpose of manufacturing, processing, or production of goods/article or thing. TCS under section 206C(1H) is applicable on total sale consideration as reduced by the threshold limit of INR 50 Lakhs [i.e. Total Sale Consideration – INR 50 Lakhs]. If TCS is not paid at due to the government, the seller will be charged 1% of the total amount that has not been paid on the due date as a penalty. The Assessing Officer may direct a person who fails to file the statement of TDS/TCS within the due date to pay a minimum penalty of Rs 10,000 which may be extended to Rs 1,00,000. In TCS returns filing there are four quarters and their due dates are follows,

### TCS Due Dates of FY 2022-23 for Return Filing

Quarter	Period	Last Date of Filing
1st Quarter	1st April to 30th June	15th July 2022
2nd Quarter	1st July to 30th September	15th October 2022
3rd Quarter	1st October to 31st December	15th Jan 2023
4th Quarter	1st January to 31st March	15th May 2023

## 2.9 GST and its divisions

The goods and services tax (GST) is a **tax on goods and services sold domestically for consumption**. The tax is included in the final price and paid by consumers at point of sale and passed to the government by the seller. The GST is usually taxed as a single rate across a nation. In simple words, GST is a **tax applicable to the value added to goods and services at each stage in the supply chain**. Each type features different taxation rates applicable at the buyer's end. GST brings uniformity in the taxation process and allows centralised registration. This gives a chance to small businesses to file their tax returns every quarter via an easy online mechanism. This reduces the multiplicity of taxes as they do not have the resources to hire tax experts. GST rates in India for various goods and services are divided into four slabs: 5% GST, 12% GST, 18% GST, and 28% GST. There are a few lesser-used GST rates such as 3% and 0.25%. Also, the composition taxable persons must pay GST at lower or nominal rates such as 1.5% or 5% or 6% on their turnover. Since the inception of the Goods and Services Tax, the GST council has revised the GST rates for various products several times (GST). GST is divided into four namely,

- CGST
- SGST
- IGST
- UTGST.

## 2.10 Income Tax and its Heads

Income tax is a type of tax that the central government charges on the income earned during a financial year by the individuals and businesses. Taxes are sources of revenue for the government. Government utilizes this revenue for developing infrastructure, providing healthcare, education, subsidy to the farmer/agriculture sector and in other government welfare schemes. Taxes are mainly of two types, direct taxes and indirect form of taxes. Tax levied directly on the income earned is called as direct tax. Direct tax include income tax, corporate tax, property tax, gift tax, wealth tax. Indirect taxes are taxes levied on goods and services, not individual payers, and collected by the retailer or manufacturer. Indirect tax include excise

duty, VAT, custom duty, sales tax and service tax. The tax calculation is based on the income slab rates applicable during that financial year. Income tax is used to fund public services, pay government obligations, and provide goods for citizens. The Income Tax department breaks down income into five main heads and they are as follows

Heads of Income	Nature of Income covered
Income from Other Sources	Income from savings bank account interest, fixed deposits, winning in lotteries is taxable under this head
Income from House Property	Income earned from renting a house property is taxable under this head of income .
Income from Capital Gains	Surplus Income from sale of a capital asset such as mutual funds, shares, house property etc is taxable under this head of Income.
Income from Business and Profession	Profits earned by self employed individuals, businesses, freelancers or contractors & income earned by professionals like life insurance agents, chartered accountants, doctors and lawyers who have their own practice, tuition teachers are taxable under this head.
Income from Salary	Income earned from salary and pension is taxable under this head of Income

**CHAPTER 3**

**LIMITATIONS,**

**SUGGESTIONS**

**AND**

**CONCLUSION**



## **LIMITATIONS, SUGGESSTIONS AND CONCLUSION**

As an intern I had many limitations and they are mentioned below

### **3.1.1 Limitation to study**

The main limitation of the study is **the collection of information** because many of the information are confidential.

### **3.1.2 Lack of knowledge:**

As a student, I have no past practical experience of GST filing, data calculations, data analyzing, Spreadsheet calculations and integrating. So it is a limiting factor for obtain accurate information.

### **3.1.3 Lack of Information**

The greatest limitation I had was lack of information as the employees were beginners and wasn't experienced.

### **3.1.4 Time Management**

In a professional workspace, time management is not acceptable and hence managing time can be really difficult. A balance between work, academics, and personal life also seems to be a challenge. Internship may not be designed around normal business hours.

## **3.2 Suggestions**

- \* Should communicate more with interns
- \* Give interns hands on practice

- \* The employees should know the company's profile and its incorporation

### **3.3 CONCLUSION**

This is a good experience for me to realize the hardship encountered by the work force and the manages. I was fortunate enough to watch the documentation of the records day to day is close quarter and also I have had the opportunity to meet different people and come to know their roles in the firm during the time of internship.

Because of this internship I have learned many things like how to behave with people, how to solve problems individually. I am very proud to say that I have learnt auditing and accounts maintenance and I have done it in proper and perfect way for the use of the customers and owners. And this internship was helpful to my future life also.

**ANNEXURE**

**DAY REPORT**

**CERTIFICATE**

# Internship

Student Name: Joshna.T

Class : B.Com(II yr)

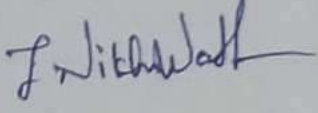
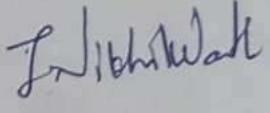
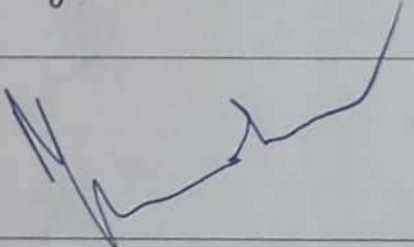
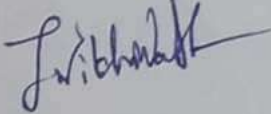
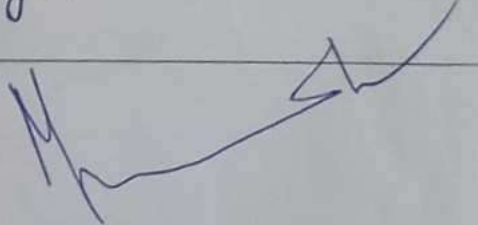
Reg.No:21AUCO36

College: St.Mary's College (AUTONOMOUS)  
Thoothukudi, Tamil Nadu.

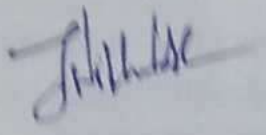






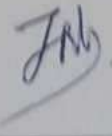
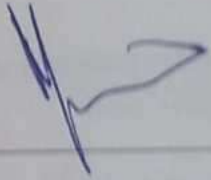
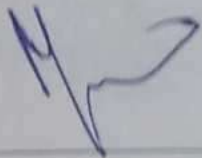
Internship place: J.Thomas Fernando & Co  
Chartered Accountants.

Internship duration: 15 days

Internship timing : 2.30 - 6.00 pm

Date	Description	Name: Nikhill Vasanth Designation: Chartered Accountant Signature
01.03.23	Verification of TDS, AIS, TIS, Form 26AS	
02.03.23	GST filing	
03.03.23	GSTR1 filing	
04.03.23	Tally Prime: Verification of entries in trial balance, sec 194R TDS	
07.03.23	Verification of receipts in Accounting transactions	



08.03.23	Verification of receipts in accounting transactions	
10.03.23	Vouching of receipts	
11.03.23	Vouching of purchase accounts	
14.03.23	TDS: Form 24Q, Form 26Q, Form 27Q, Form 27EQ and its sections	
16.03.23	GSTR3B	
17.03.23	* Verification of Opening balance * GST Registration	
18.03.23	Tabs in e-filing	
21.03.23	Verification of books of accounts with bank statement and Vouchers	
22.03.23	Form 16, 16A, 27D (Traces) TDS (demand)	
23.03.23	TDS (demand)	

# **J. THOMAS FERNANDO & CO**

**CHARTERED ACCOUNTANTS**

Phone : 2320558, 2331190  
PAN : AABFJ 2535Q  
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23/03/2023

TO WHOMSOEVER IT MAY CONCERN

This is to state that Ms. T. Joshna 21AUCO36 has done her internship in our firm at Tuticorin for working 15 days during the period from 01-03-2023 to 23-03-2023.

As part of her internship she has learned vouching of receipts, payments and journals, business and professional correspondence and process of uploading particulars and documents in Income Tax website learned about GST return filing, TDS return and preparation of Receipts and Payments account.

During her internship she demonstrated her positive attitude with self – motivation to learn new skills.

We wish her all the best for her upcoming career.

For J THOMAS FERNANDO & CO  
Chartered Accountants  
(FRN. 0044026)

  
J. NIKHIL VASANTH  
M.No. 237380  
Partner

**A REPORT ON THE INTERNSHIP**

**AT**

**HYGROW ENTERPRISES**

Submitted to

**ST.MARY'S COLLEGE (AUTONOMOUS), THOOTHUKUDI**

Affiliated to

**MANONMANIAM SUNDARANAR UNIVERSITY, TIRUNELVELI**

in partial fulfillment of the requirements for the award of the degree of

**BACHELOR OF COMMERCE**

**By**

**Ms.S.JOY TREBINA**

**(21AUCO37)**



**UNDER THE GUIDANCE OF**

**Dr.P.JAYAMARY .M.Com.,M.Phil.,B.Ed.,SET,MBA,SET,Ph.D**

**PG AND RESEARCH DEPARTMENT OF COMMERCE**

**ST.MARY'S COLLEGE (AUTONOMOUS), THOOTHUKUDI**

**(Re-accredited with A+ grade by NAAC)**

**APRIL 2023**



## **ACKNOWLEDGEMENT**

It is my profound privilege to thank our Principal **Rev.Dr.Sr.A.S.J.Lucia Rose**, for giving me this opportunity to undergo internship training which helped me to acquire practical knowledge.

I express my sincere thanks to **Dr.G.Stella Beatrice Nirmala, Head, Department of Commerce** for providing tremendous support. I would also like to express my sincere thanks to my internship guide **Dr.P.Jayamary**, Assistant Professor, Department of Commerce for allowing me to undertake institutional training and for her valuable support and encouragement throughout this program and for the completion of this report

Finally, I would like to take the opportunity to thanks Mr.Premkumar, manger of **Hygrow Enterprises** and staffs of the firm, for guiding me throughout my period of internship and helping me to acquire necessary skills for my productive career.

**S.JOY TREBINA**  
**(21AUCO37)**



## DECLARATION

I solemnly declare that this report of internship training done at **Hygrow Enterprises** is an original work of mine and does not form part of any previous certificate / Diploma / Degree and submitted in the Department of Commerce, St.Mary's College (Autonomous) in partial fulfillment of requirement for the award of the Degree of B.Com under the guidance of Dr.P.Jayamary, Assistant Professor, Department of Commerce, St.Mary's College (Autonomous) Thoothukudi.



S.JOY TREBINA  
(21AUCO37)

PLACE :

DATE

Counter Sign

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## CHAPTER 1

### INTRODUCTION AND PROFILE OF THE ORGANIZATION

#### 1.1. INTRODUCTION

Coir pith is also known as coco pith, or coco peat, for its role as a substitute for peat moss in gardening brown coir pith come from ape, mature coconuts, while younger, immature coconuts produce white coir pith – To produce coir Pith, the waste from coir fibre is washed, treated, dried and graded.

This is useful for the gardening coir is it versatile natural fiber extracted from monocarp issue, or husk of the cocount fruit. The husk contains 20% to 30% fiber of voxying length.

After grinding the husk, the long fibres are centrol and used for various industrial purposes, such as rope and most marketing.

#### Coir

The thickest and most resistant of all commercial nature fibers, coir is a coarse, shots fiber extracted from the outer shall of counts. Its low delomposition rate means is a key advantage for making curable gather tiles.

Physical properties of coir fibre

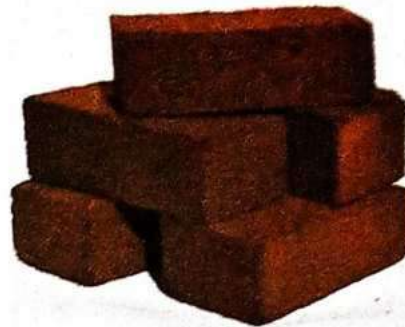
Ultimate longth	0.6 mm
Single fiber Tenacity	109 / ton
Breaking Etongatin	30%
Moisture region at 65% Rt	10.5%
Servtting in water	54 in diameter





### **Coir pith**

A spongy material that binds the coconut fibre in the husk, coir pith is finding new application. It is an excellent soil conditioner and is being extensively used as a soil – less medium for agri – horticultural purposes with its moisture retention qualities, coir pith is ideal for growing an things and orchids.



### **Full form of coir**

“Coir from Malayalam kayecu – cord) is a coarse fiber extracted from husk the fibrous outer shell of a coconuts. Coir (Koir) – The fiber obtained from the husk of a coconuts, used chiefly in making rope and matting.

### **Differences between coir pith and coco peat**

Raw material (010 peat (it is also known as coco pith) is made from the husk of coconuts, while coco coir is made from the fibers of counts. Drainage and aeration coco peat is more absorbent than coco care and holds more water, making it better for plants that need more water.



### **Coco peat**

It is a natural fibre particle made out of counts husks. It is a 100% natural guaranty medium. This coco peat dried in the sun and processed to produce different items namely coco peat block coco peat briquettes, coco peat powder etc...

### **Coco peat good for plants**

Coco peat will to an excellent job of keeping your plants healthy due to its anti-fungal properties. It is also resistant to mould which in turn will help protect your plants from decrease and decay as they grow. Coir is also slightly alkaline, with a PH value of 5.8-6.8.

## **1.2 Organization Profile – Hygrow Enterprises**

### **Overview**

The Company Established in 2011 India Hygrow Enterprises has gained immense expertise in supplying & trading of coco. peat grow bag, grow bags, coco grow bogs, etc.

### **Business type**

Exporter Manufacturer

### **Establishment**

2011

### **Vision**

To be the world's leading Power Company energizing india's growth.

### **Mission**

Provide reliable power and related solutions in an economical, efficient and environment friendly manner, driven by innovation and agility.

### **Location**

Hygrow Enterprises is located in Chidambaram, Tamil Nadu. Currently we do not have any services or trading for Hygrow Enterprises – Since we are at least 10 manufacturers in Chidambaram, out of which this manufacturer has an overall rank of 1. Address of the manufacturer is 1, No 4700/- 3F, 3<sup>rd</sup>, Teachers colony, Thoothukudi, Tamil Nadu – 628008.

## CHAPTER 2

### CONCEPTS, METHODS, PROCESS LEARNED AND SKILLS ACQUIRED

#### **Concepts:**

The marketing concept proposes that in order to satisfy the organizational objectives, an organization should anticipate the needs and wants of potential consumers and satisfy them more effectively than its competitors. This concept originated from Adam Smith's book, *The Wealth of Nations*, but would not become widely used until nearly 200 years later. Marketing and Marketing Concepts are directly related.

Given the centrality of customer needs and wants in marketing a rich understanding of these concepts is essential:

#### **Needs :**

Something for people to live a healthy, stable and safe life. When needs remain unfulfilled, there is a clear adverse outcome a dysfunction or death. Needs can be objective and physical, such as the need for food, water and shelter; or subjective and psychological, such as the need to belong to a family or social group and the need for self-esteem.

#### **Wants :**

Something that is desired, wished for or aspired to. Wants are not essential for basic survival and are often shaped by culture or peer-groups.

**Demands :** When needs and wants are backed by the ability to pay, they have the potential to become economic demands.

Marketing research, conducted for the purpose of new product development or product improvement, is often concerned with identifying the consumer's unmet needs. Customer needs are central to market segmentation which is concerned with dividing markets into distinct groups of buyers on the basis of 'distinct needs, characteristics, or behaviors who might require separate products or marketing mixes'. Needs based segmentation (also known as benefit segmentation) "places the customers' desires at the forefront of how a company designs and markets products or services". Although needs based segmentation is difficult to do in practice, it has been proved to be one of the most effective ways to



segment a market. In addition, a great deal of advertising and promotion is designed to show how a given product's meet the customer's needs, wants or expectations in a unique way.

### **Orientations**

A marketing orientation has been defined as a 'philosophy of business management' or 'a corporate state of mind' or as an "organization culture" although scholars continue to debate the precise nature of specific orientations that inform marketing practice.

### **Product**

A firm employing a product orientation is mainly concerned with the quality of its own product. A product orientations is based on the assumption that, things being equal, consumers will purchase products of a superior quality. The approach is most effective when the firm has deep insights into customers and their needs and desires derived from research and (or) intuition and understands consumers quality expectations and price they are willing to pay.

### **Sales**

A firm using a sales orientation focuses primarily on the selling promotion of the firm's existing products rather than determining new or unmet consumer needs or desires. Consequently, this entails simply selling existing products, using promotion and direct sales techniques to attain the lightest sales possible. The sales orientation "is typically practiced with unsought goods. "One study found that industrial companies are more likely to hold a sales orientation than consumer goods companies. The approach may also suit scenarios in which a firm holds dead stock, or otherwise sells a product that is in high demand, with little likelihood of changes in consumer tastes diminishing demand.

A 2011 meta analysis says the approach may also suit scenarios in which a firm holds dead stock, or otherwise sells a product that is in high demand, with little likelihood of changes in consumer tastes diminishing demand.

A 2011 meta analyses has found that the factors with the greatest impact on sales performance are a salesperson's sales related knowledge (knowledge of market segments, sales presentation skills, conflict resolution, and products) degree of adaptive ness (



changing behavior based on the aforementioned knowledge), role clarity (salesperson's role is to expressly to sell) cognitive aptitude (intelligence) and work engagement (motivation and interest in a sales role)

## **Marketing**

The marketing orientation is perhaps the most common orientation used in contemporary marketing. It is a customer centric approach that involves a firm basing its marketing program around products that suit new consumer tastes. Firms adopting a marketing orientation typically engage in extensive market research to gauge consumer desires, use R & D to develop a product attuned to the revealed information, and then utilize promotion techniques to ensure consumers are aware of the products existence and the benefits it can deliver. Scales designed to measure a firm's market orientation have been developed and found to be relatively robust in a variety of contexts. The marketing orientation often has three prime facets, which are.

### **Customer Orientation :**

A firm in the market economy can survive by producing goods that persons are willing and bale to buy. Consequently, ascertaining consumer demand is vital for a firm's future viability and even existence as a going concern.

### **Organizational Orientation :**

In this sense, a firms marketing department is often seen as of prime importance within the functional level of an organization. Information from on organization's marketing department would be used to guide the actions of other department's within the firm. As an example, a marketing department could ascertain (via marketing research) that consumers desired a new type of product, or a new usage for an existing product. With this in mind, the marketing department would inform the R&D department to create a prototype of a product/service based on consumers new desires.

The productions department would then start to manufacture the product, while the marketing department would focus on the promotions, distribution, pricing, etc, of the product. Additionally, a firm's finance department would to consulted, with respect to securing appropriate funding for the development, production and promotion of the



product. Inter-departmental conflicts may occur, should a firm adhere to the marketing orientation. Production may oppose the installation, support and servicing of new capital stock, which may be needed to manufacture a new product. Finance may oppose the required capital expenditure, since it could undermine a healthy cash flow for the organization.

**Mutuality beneficial exchanges :**

In a transaction in the market economy, a firm gains revenue, which this leads to more profits/market share/sales. A consumer on the other hand gains the satisfaction of a used want / utility, reliability and value money from the purchase of a product or service. As no-one has to buy goods from any one supplier in the market economy, firms must entice consumers to buy goods with contemporary marketing ideals.

**Societal marketing :**

A number of scholars and practitioners have argued that marketers have a greater social responsibility than simply satisfying customers and providing them with superior value. Instead, marketing activities should strive to benefit society's overall well-being. Marketing organizations that have embraced the societal marketing concept typically identify key stakeholder groups such as employees, customers, and local communities. They should consider the impact of their activities on all stakeholders. Companies that adopt a societal marketing perspective typically practice triple bottom line reporting whereby they publish social impact and environmental impact reports alongside financial performance reports. Sustainable marketing or green marketing is an extension of societal marketing.

## **METHODS**

### **MARKET RESEARCH FOR BUSINESS PLANNING & GROWTH**

Market research is for discovering what people want, need or believe. It can also involve discovering how they act. Once that research is complete it can be used to determine how to market that specific product. For the growth and planning of a business there are a few things that are important.

#### **Market information**

Market information is making known the prices of the different commodities in the market, the supply and the demand. Information about the markets can be obtained in several different varieties and formats. Examples of market information question are :

- . Who are the customers?
- . Where are they located and how can they be contacted
- . What quantity and quality do they want?
- . When is the best time to sell?

#### **Market segmentation**

Market segmentation is the division of the market or population into subgroups with similar motivations. Widely used bases for segmenting include geographic differences, personality differences, demographic differences, use of product differences, and psychographic differences.

#### **Market trends**

The upward or downward movements of a market, during a period of time. The market size is more difficult to estimate if that are starting with something completely new. In this case, that will have to derive the figures from the number of potential customers or customer segments. But besides information about the target market that also need information about that competitor, that customers, products etc.

A few techniques are

- . Customer analysis
- . Choice modeling
- . Competitor analysis
- . Risk analysis
- . Product research



## . Adverting research

### **The marketing mix (the 4 Ps)**

As a mnemonic for 'product', 'price', 'place' and promotion, the four Ps are often referred to as the marketing mix or the marketing program, represent the basic tools which markets can use to bring their products or services to market. They are the foundation of managerial marketing and the marketing plan typically devotes a section to each of these Ps.

### **Origins**

During the 1940s, the discipline of marketing was in transition. Interest in the functional school of thought, which was primarily concerned with mapping the functions of marketing was waning while the managerial school of thought, which focused on the problems and challenges confronting marketers was gaining ground. The concept of marketers as 'mixers of ingredients' was first introduced by James Culliton, a Professor at Harvard Business School.

At this time theorists began to develop checklists of the elements that made up the marketing mix, however, there was little agreement as to what should be included in the list. Many scholars and practitioners relied on lengthy classification of factors that needed to be considered to understand consumer responses. Borden developed a complicated model in the late 1940s, based upon at least twelve different factors.

Inspired by the idea of marketers as mixers of ingredients, Neil Borden one of Culliton's colleagues at Harvard, coined the phrase, the marketing mix and used it wherever possible. According to Borden's own account, he used the term, "marketing mix" consistently from the late 1940s. For instance, he is on record as having used the term, marketing mix in his presidential address a retrospective article detailing the early history of the marketing mix in which he claims that he was inspired by Culliton's idea of mixers. and credits himself with coining the term, 'marketing mix' Borden's continued and consistent use of the phrase, 'marketing mix' contributed to the process of popularizing the concept throughout the 1940s and 50s.

The 'Marketing mix' gained widespread acceptance with the publication, in 1960 of E Jerome McCarthy's text, Basic Marketing, A managerial Approach which outlined



the ingredients in the mix as the memorable 4 Ps, namely product, price, place and promotion. The marketing mix is based upon four controllable variables that a company manages in its effort to satisfy the corporation's objectives as well as the needs and wants of a target market.

### **Brief outline**

The traditional marketing mix refers to four broad levels of marketing decision, namely, product price, promotion and place.

### **Product**

The product aspects of marketing deal with the specifications of the actual goods or services, and how it relates to the end-user's needs and wants. The product element consists of product design, new product innovation, branding, packaging, labelling. The scope of a product generally includes supporting elements such as warranties, guarantees, and support, Branding, a key aspect of the product management, refers to the various methods of communicating a brand identity for the product, brand, or company.

### **Pricing**

This refers to the process of setting a price for a product, including discounts. The price need not be monetary: it can simply be what is exchanged for the product or service, e.g time, energy, or attention or any sacrifices consumers make in order to acquire a product or service. The price is the cost that a consumer pays for a product – monetary or not methods of setting prices are in the domain of pricing science.

### **Place (or distribution)**

This refers to how the product gets to the customers; the distribution channels and intermediaries such as wholesales and retailers who enable customers to access products or services in a convenient manner. This third P also sometimes been called Place, referring to the channel by which a producer or service is sold (e.g online vs retail). which geographic region or industry, to which segment (young adults, families, business people) etc also referring to how the environment in which the product is sold in can affect sales.



## **Promotion**

This includes all aspects of marketing communications, advertising sales promotion, including promotional education, public relations, personal selling product placement, branded entertainment, event marketing trade shows and exhibitions.

## **Criticisms**

Morgan, in *Ridding the Waves of Change*, (Jossey-Basis, 1988) suggests that one of the greatest limitations of the 4 Ps approach "is that it unconsciously emphasizes the inside-out view (looking from the company outwards) whereas the essence of marketing should be the outside-in approach" An inside-out approach is the traditional planning approach where the organization identifies its desired goals and objectives which are often based around what has always been some. Marketing's task then becomes one of 'selling' the organizations's products and messages to the 'outside' or external stakeholders. In contrast, an outside-in approach first seeks to understand the needs and wants of the consumer. From a model-building perspective, the 4 Ps has attracted a number of criticisms. Well-designed models should exhibit clearly defined categories that are mutually exclusive, with no overlap. Yet the 4 Ps model has extensive overlapping problems. Some of the Ps are only defined in vague terms. Several authors stress the hybrid nature of the fourth P. mentioning the presence of two important dimensions. 'communications' (general and informative communications such as public relations and corporate communications) and "promotion" (Persuasive communications such as advertising and direct selling) Certain marketing activities, such as personal selling, may be classified as either promotion or as part of the place. (i.e distribution) element, Some pricing tactics such as promotional pricing can be classified as price variables or promotional variables and therefore also exhibit some overlap. Other important criticisms include that the marketing mix lacks a strategic framework and is therefore unfit to be a planning instrument, Particularly when uncontrollable, external elements are in important of the marketing environment.

## **Environment**

The term 'marketing environment' relates to all of the factors (whether internal, external, direct or indirect) that affect a firm's marketing decision-making / planning. A firm's marketing environment consists of there main areas, which are :

As firm's marketing macro-environment consists of a variety of external factors that manifest on a large (or macro) scale. These are typically economic, social, political or technological phenomena. A common method of assessing a firm's macro-environment is via a PESTLE (Political, Economic, Social, Technological, Legal Ecological) analysis. Within a PESTLE analysis, a firm would analyze national political issues, culture and climate key macroeconomic conditions, health and indicators (such as economic growth, inflation, un-employment etc) social trends / attitudes, and the nature of technology's impact on its society and the business processes within the society.

### **Micro**

A firm's micro-environment comprises factors pertinent to the firm itself, or stakeholders closely connected with the firm or company.

A firm's micro-environment typically spans.

- Customers / consumers
- Employees
- Suppliers
- The Media

By contrast to the macro-environment, an organization holds a greater degree of control over these factors.

### **Internal**

A firm's internal environment consists of factors inside of the actual company. These are factors controlled by the firm and they affect the relationship that a firm has with its customers. These include factors such as :

- Labour
- Inventory
- Company Policy



- Logistics
- Budget
- Capital Assets

## **Research**

Marketing research is a systematic process of analyzing data which involves conducting research to support marketing activities and the statistical interpretation of data into information. This information is then used by managers to plan marketing activities, gauge the nature of a firm's marketing environment and to attain information from suppliers.

A distinction should be made between marketing research and market research.

Market research pertains to research in a given market. As an example, a firm may conduct research in a target market, after selecting a suitable market segment. In contrast, marketing research relates to all research conducted within marketing. Market research is a subset of marketing research.

Marketing researchers use statistical methods (such as quantitative research, qualitative research, hypothesis tests, Chi-square tests, linear regression, correlation coefficients, frequency distributions, Poisson and binomial distributions, etc) to interpret their findings and convert data into information.

## **Research process**

Marketing research spans a number of stages, including

- Define the problem
- Develop a research plan
- Collect the data
- Interpret data into information
- Disseminate information formally in the form of a report

## **Position**

Positioning concerns how to position a product in the minds of consumers and inform what attributes differentiate it from the competitor's products.

A firm often performs this by producing a perceptual map, which denotes similar products produced in the same industry according to how consumers perceive their price and quality. From a product's placing on the map, a firm would tailor its marketing

communications to suit meld with the products perception among consumers, and its position among competitor's offering.

### **PROCESS LEARNED**

- Setting goals
- Matching goals with the internship
- Exploring academic credit
- Locating opportunities
- Applying for jobs
- Communicating in an efficient way
- Gaining work experience
- Co-ordinating with the employees and manager

### **SKILLS ACQUIRED**

During my internship, I learnt how to communicate and build relationships with the people I would with. I learnt how to introduce myself, talk about my interests, knowledge and skills with entrepreneurs and business owners, as well as how to ask questions and gain a better understanding of businesses not only in the co-working space, but also others in the market. This process overall helped me develop my professional network and emphasized the importance of creating these connections.

As an intern, I discovered that it essential to be enthusiastic and open to learning new skills, asking for more work and being curious to learn and ask questions. This attitude will show that i enjoy being part of the team and that I'm keen to help. Having curiosity and enthusiasm also means that, as an intern, I get a let out of what I'm doing which opens lots of opportunities.

During my internship. I had gone through journal and took notes every day about new things I learned, Feedback i was given by my manager, about my strengths and weaknesses, and things I wanted to search and learn more about. This helped me understand myself more and identify the areas that I need to improve in.

Asking for and receiving professional feedback is very important. It is essential to take note of both the positive and negative points for the future. So that I can grow and excel in my career. I learned that sometimes asking for feedback or receiving feedback is difficult to hear, but it will have a significant impact on my future career and success.



## CHAPTER 3 LIMITATIONS, SUGGESTIONS, CONCLUSION

### LIMITATIONS

- ❖ Unable to gather more information as there was only limited time.
- ❖ Lack of information as many of them were confidential
- ❖ Some employers give mindless works that did not build any new skills

### SUGGESTIONS

- ❖ To communicate more with the interns
- ❖ Supervisors can conduct short motivation session for interest to become more competitive
- ❖ To give transport facilities wholly or a part for the interns.

### CONCLUSION

This internship has been an excellent and rewarding experience. I can conclude that there have been a lot I've learnt from my work at Hygrow Enterprises. The most important things I've learnt are the importance of time – management and being self – motivated my sincere thanks to the organization.

## **ANNEXURE :**

### **A) Reference**

[www.google.com](http://www.google.com)

[www.exportersindia.com](http://www.exportersindia.com)

[www.hygrowcoir.com](http://www.hygrowcoir.com)

### **B) Completion Certificate**

### **C) Work Diary**

# **CERTIFICATE OF COMPLETION**

**THIS IS TO CERTIFY THAT MS.S. JOY TREBINA , B.COM (REG) 2<sup>ND</sup> YEAR,STUDYING IN ST.MARY'S COLLGE (AUTONOMOUS) ,TUTICORIN HAS SUCCESSFULLY COMPLETED HER INTERNSHIP TRANINING FROM MARCH 07,2023 – MARCH 24,2023 IN OUR COMPANY.**

**WE WISH MS.JOY TREBINA GOOD LUCK AND ALL SUCCESS IN HER CAREERAND FUTURE ENDEAVOURS.**

**PLACE: TUTICORIN**

**DATE: 03.04.2023**



**FOR, HYGROW ENTERPRISES**

A handwritten signature in blue ink, appearing to be a stylized representation of the letters 'H' and 'E'.

**PROPRIETOR**



Day : 1

DATE : 07.03.2023

TIME : 03:00 Pm to 5:30 Pm

Task Discussed

- \* Visit Godown
- \* Visiting the material machines

A. Dinesh

Day : 2

DATE : 08.03.2023

TIME : 03:00 Pm to 5:00 Pm

Task Discussed

- \* Visiting the coir pith  
balleads.

A. Dinesh



Day : 3

DATE : 09.03.2023

TIME : 02:00 Pm to 5:30 Pm

Task Discussed

Visiting the Raw materials  
for made the coir pith  
(By soaking Coconut husk in  
water)

A. Dixit

Day : 4

DATE : 11.03.2023

TIME : 08:00 Pm to 05:00 Pm

Task Discussed

Steps to prepare the  
Coir pith

A. Dixit

Day : 5

DATE : 13.03.2023

TIME : 04:00 Pm to 06:00 Pm

TASK DISCUSSED

Teaching the uses of  
Coir pith (sacking, brushes,  
doormats, rugs, mattresses)

A. Dixit

Day : 6

DATE : 14.03.2023

TIME : 03:00 Pm to 05:00 Pm

TASK DISCUSSED

Variety of coir piths in  
according to the colours and  
Shapes

A. Dixit

Day : 7

DATE : 15.03.2023

TIME : 03:00 Pm to 05:00 Pm

TASK DISCUSSED
* Making the plant by coir pith
* Visiting how to covering the coir pith pallads



A. Dixit

Day : 8

DATE : 16.03.2023

TIME : 04:00 Pm to 06:00 Pm

TASK DISCUSSED
Making a coir pith 5 kg pallad
(It takes between 4-5 gallons of water to hydrate a 5kg block of loco coir

A. Dixit



DATE: 17.03.2023

TIME: 03:00 Pm to 05:00 Pm

TASK DISCUSSED

How to use a coir pith for gardening.

A. Dixit

DAY: 10

DATE: 18.03.2023

TIME: 03:00 Pm to 05:00 Pm

TASK DISCUSSED

How the coir pith in marketing.

A. Dixit

Day : 11

DATE : 20.03.2023

TIME : 04:00 Pm to 06:00 Pm

TASK DISCUSSED

How to make the coir pith  
baicks.

A. Dixit

Day : 12

DATE : 21.03.2023

TIME : 03:00 Pm to 05:00 Pm

TASK DISCUSSED

Making the round coconut fibre.

A. Dixit

DAY : 13

DATE : 22.03.2023

TIME : 03:00 Pm to 05:00 Pm.

### TASK DISCUSSED

Reached the disadvantages  
of wire pith.

~~A. Dixit~~

DAY : 14

DATE : 23.03.23

TIME : 03:00 Pm to 05:00 Pm

### TASK DISCUSSED

How to export the wire  
Pith pallets.

~~A. Dixit~~



Day: 15

Date: 24.05.23

Time: 03:00 Pm to 05:00 Pm

Task Discussed
Making a plant by coil pith in individual.

~~A. D. M. S.~~

**A REPORT ON THE INTERSHIP PROJECT AT  
INSPIRE TECHNO PARK LLP**

Submitted to

**ST.MARYS'S COLLEGE (AUTONOMOUS), THOOTHUKUDI**

Affiliated to

**MANONMANIAM SUNDARANAR UNIVERSITY, TIRUNELVELI**

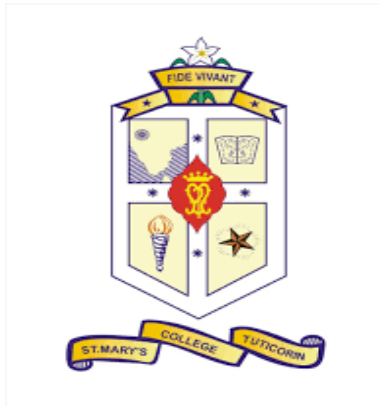
In partial fulfillment of the requirements for the award of the degree of

**BACHELOR OF COMMERCE**

by

**KIRUTHIGA SHANMUGAKANI. M**

**21AUCO40**



**UNDER THE GUIDANCE OF**

**DR.A. SALETH MARY VETRISELVI M.Com., M.Phil., Ph.D.,**

**PG AND RESEARCH DEPARTMENT OF COMMERCE**

**ST MARY'S COLLEGE (AUTONOMOUS) THOOTHUKUDI**

(Re-accredited with A+ grade by NAAC)

**2022-2023**

## ACKNOWLEDGEMENT

It is my profound privilege to thank our Principal Rev. Dr. Sr. A.S.J. Lucia Rose, for giving me this opportunity to undergo internship training which helped me to acquire practical knowledge about the organizational activities.

I express my sincere thanks to Dr. G. Stella Beartice Nirmala, M.Com., M.Phil., Ph.D., MBA, DFA, PGDIT, DGT, Head and Associate Professor, PG and Research Department of Commerce for support and encouragement.

I express my gratitude to my internship guide **Dr. A. Saleth Mary Vetriselvi, M.Com., M.Phil., Ph.D.**, Assistant Professor, PG and Research Department of Commerce for allowing me to undertake institutional training and their valuable support and encouragement throughout this program and for the completion of the program.

Finally, I would like to take the opportunity to thank **Mr. Daniel Guru**, Manager of Inspire Techno Park LLP and staff of the firm for guiding me throughout my period of internship and helping me to acquire necessary skills for my productive career.



**Name** : Kiruthiga Shanmugakani. M

**Reg. no.** : 21AUCO40

**Department:** Commerce

### **DECLARATION**

I solemnly declare that this report of internship training done at “ **INSPIRE TECHNO PARK LLP** ” is an original work of mine and does not copy from part of any previous certificate / Diploma / Degree and submitted to the Department of Commerce, St. Mary's College (Autonomous) in partial fulfillment of requirements for the award of the degree B.Com., under the guidance of Dr. A.Saleth Mary Vetriselvi, Assistant Professor, Department of Commerce, St. Mary's College (Autonomous), Thoothukudi.

**PLACE:** THOOTHUKUDI

**KIRUTHIGA SHANMUGAKANI.M**

**DATE:**

**(21AUCO40)**

## CONTENT

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## **CHAPTER 1**

### **INTRODUCTION OF THE COMPANY**

**INSPIRE TECHNO PARK LLP** is a Limited Liability Partnership firm incorporated on 12 July 2017. It is registered at Registrar of Companies, Chennai. Its total obligation of contribution is Rs. 2,400,000.

Designated Partners of **INSPIRE TECHNO PARK LLP** are Jegadeesan Manikandan, Christopher Rathinasingh Jebaraj and Alagu Pon Raja.

**INSPIRE TECHNO PARK LLP's** last financial year end date for which Statement of Accounts and Solvency were filed is N/A and as per records from Ministry of Corporate Affairs (MCA), date of last financial year end date for which Annual Return were filed is N/A.

Leading Software Provider in India, Malaysia and Maldives. Total Business Management System, Gym Management System, Shipping and Transportation Management System, Hotel Management System, Pharmacy Management Systems, GST Compliance Software are some of our Featured Products.,

**“A fine edge to your technological needs”**

**Name of the firm : INSPIRE TECHNO PARK LLP**

**Address of the company: #4B/219, first floor 5<sup>th</sup> street, near to park,  
CGE colony, Thoothukudi,  
Tamilnadu- 628003**





## **ABOUT OUR COMPANY**

### **VISION:**

To help our clients meet their goals through technology, our people, services and solutions.

### **MISSION:**

Our Goal is to exceed the expectations of every client by offering outstanding customer service, increased flexibility and greater value, thus optimizing system functionality and improving operation efficiency. Our associates are distinguished by their functional and technical expertise combined with their hands – on experience, thereby ensuring that our clients receive the most effective and professional service.

- Understand the needs and requirements of our clients and propose a good solution.
- Develop proposals that provide cost-effective solutions to our clients' needs
- Develop effective products to deliver value-added services and solutions to our clients.
- Work with our clients to improve their business with technology.

### **OUR PHILOSOPHY:**

The business philosophy of the company is to lay emphasis of Human Values and Personal Relations. Technology meets emotions and limits are higher than sky. Great stress is laid on proper communication, transparency and human

relations, which forms an integral part of the corporate culture. We not only develop products but we also develop relationships.

Our company believes in teamwork. With every new day the quest for acquiring new competencies continues. Forever searching, experimenting, innovating, learning, moving ahead with our sincere efforts and dedication, shaping the future, and challenging our competencies to create new opportunities, is a never-ending process in the company.

**CUSTOMER FOCUSED:**

Our company seek to understand client's individual situation and specific needs and provide solutions to meet those needs.

**VALUE – DRIVEN:**

We aim to provide solutions that will give the best value to client and where client can see positive measurable results. We actively network with other consulting firms in relevant fields of expertise, locally and internationally, to enable us to provide client with the best solutions.

**FLEXIBLE:**

We are flexible in working to meet the needs of our clients. The nature and extent of our involvement in projects and the structure of our pricing are based on mutual discussion and argument with client.

## **PROFILE OF THE COMPANY**

The company **INSPIRE TECHNO PARK LLP** incorporated on the 12th Day of July 2017, proud to be a leading software developer functioning efficiently. We have a fast-paced, success – oriented work environment and expertise of employees who are among the best in the industry.

### **LOGO:**



## CHAPTER 2

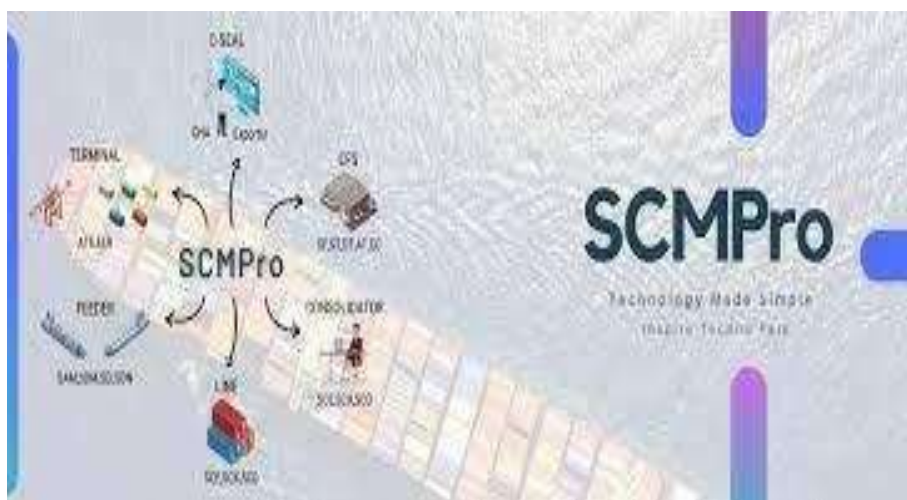
### PRODUCTS

#### TOTAL BUSINESS MANAGEMENT:

“Total Business Management System (TBMS)” focuses on delivering and web-based solutions for single outlet or multiple outlets business. TBMS specifically designed for non-technical users. TBMS also provides the most reliable and comprehensive web-based solution available today, making your business to productive environment.

#### SCM PRO / EGM PRO:

- Custom inland manifest- E-seal Exporter.
- CSN – Consolidator / Forwarder / Shipping Agent.
- Sea Arrival Manifest / Departure Manifest –Vessel Operator.
- Custom Inland Manifest – Arrival / Departure –CFS / Transhipper.
- Stuffing report / Stripping report – CFS.
- Sea Arrival / Departure Notification – Vessel Operator.
- ATE / ELR – Terminal Operator.





## **METHODS IN SCM PRO / EGM PRO:**

### **CHA METHOD:**

"Custom House Agent" means a person licensed, temporarily or otherwise, under the regulations made under sub-section (2) of Section 146 of the Customs Act, 1962 (52 of 1962), [Section 65(35)]. The services rendered by the custom house agent are not merely limited to the clearing of the import and export consignment.

### **FORWARDER METHOD:**

A Freight forwarder can offer expert advice to the exporter on various logistics-related expenses (such as freight expenses, port expenses, consular fees, documentation costs, insurance fees, cost of merchandise, custom clearance and charges) incurred during the process of exports.

### **LINEAR METHOD:**

Liner shipping is the process of transporting goods and cargo from one destination to another by large ocean ships that move through regular routes on fixed schedules. There are more than 400 liner services in operation today. Most of these liner services provide weekly sailing from the ports of call.

### **DIGITAL CARTING:**

Although many people equate the supply chain with logistics, logistics is actually just one component of the supply chain. Today's digitally based SCM systems include material handling and software for all parties involved in product or service creation, order fulfillment, and information tracking—such as suppliers, manufacturers, wholesalers, transportation and logistics providers, and retailers.

Supply chain activities span procurement, product lifecycle management, supply chain planning (including inventory planning and the maintenance of enterprise assets and production lines), logistics (including transportation and fleet management), and order management. SCM can also extend to the activities around global trade, such as the management of global suppliers and multinational production processes.

### **EXIM PRO:**

- General details of Exporter, Buyer, and the Custom agent.
- Transportation and port of loading and discharge details.
- Cargo details (gross and net weight, nature).
- Invoice Details (number of the commercial invoice, nature of payment, the invoice value in both the currencies).



## **SERVICES**

### **APPLICATION DEVELOPMENT:**

In addition to being a consulting company, CBM IT Solutions is also in the business of developing software solutions. We have personnel who are experienced in working with the latest web-based and wireless technologies, as well as legacy client/server architectures. We can assist all phases of the application development life cycle, including requirements definition, functional design, technical design, programming, testing, conversion, implementation and ongoing support.

### **SOFTWARE AND WEB DESIGN:**

CBM IT Solutions is also in the business of developing web-based software solutions. These software solutions are made available to clients as either hosted applications or tailoring at our client's sites.

### **IT CONSULTING:**

According to industry best practices and specialized software expertise, CBM consultants help you assess your current infrastructure, create your enterprise computing strategy, and deploy new technology.



## **HOTEL MANAGEMENT SYSTEM:**

“Food & Beverage Management System (F&B)” focuses on delivering and web based solutions for single restaurant or multiple restaurants business. F&B specifically designed for non-technical users. F&B also provides the most reliable and comprehensive web based solution available today, making your business to productive environment.

F&B is a user-friendly web based software which helps the management to view their business activities for their single restaurants or multiple restaurants any time from any where.

## **POINT OF SALES FEATURES:**

F&B Point of Sale system enabled touch screen function. Waiter/Waitress allowed to update the order form to the near by system. Once order form updated, system will send the order to kitchen printer & beverage printer seperatley with unique number or by table number. Order been served and



order form value goes to cashier system. Customer after finish their meals goes to counter to pay the bill and order form system comes to end.

### **F&B system with following Functions:**

#### **F&B Menu Items:**

Item Category, Unit of Measurements, Set Menu Item, Set Price (able to update different price for each outlets.

#### **Purchasing:**

Supplier Record, Purchase Order, Goods Received Note, Payment Voucher & Purchase Reports.

#### **Invoice:**

Customer Record, Invoice, Payment Receipt & Sales Reports.

#### **Accounts:**

Set Account Code, Payment Voucher, Receipt, Journal, View GL, Trial Balance, Balance Sheet & P&L.

### **ONLINE SYSTEM:**

F&B – Point of Sale System intalled on all restaurants computers. Centralized product table. Product table updated by authorized personal from any where by log in to given web site. The updated product data will be notified to each outlet to update their product table by latest product table. Each outlet can

have their own price list which is created and updated by authorized personal time to time.

Management can view the consolidated sales report for all the restaurants from any where, any time. Daily, Weekly, Monthly & Yearly based sales reports are available.

Restaurants Pubs

### **METHODS:**

1. Coordinating with different departments to gather data.
2. Reach out to clients through calls or correspondence.
3. Arrange appointments when necessary.

### **PROCESS LEARNED:**

- Types of vouchers.
- GST
- GSTR1, GSTR2A, GSTR2B, GSTR3B
- TDS-receivable
- TDS-payable
- Bill entry
- Petty cash
- Gained a lot of work experience

## **SKILLS ACQUIRED:**

During my internship, I learned how to communicate and build relationships with the people I worked with. I learned how to introduce myself, talk about my interests, knowledge and skills with entrepreneurs and business owners, as well as how to ask questions and gain a better understanding of businesses not only in the co-working space, but also others in the market. This process overall helped me develop my professional network and emphasized the importance of creating these connections. As an intern, I discovered it's essential to be enthusiastic and open to learning new skills, asking for more work and being curious to learn and ask questions. This attitude will show that you enjoy being part of the team and that you're keen to help. Having curiosity and enthusiasm also means that, as an intern, you get a lot out of what you're doing, which opens lots of opportunities. During my internship, I had a journal and took notes every day about new things I learned.

## CHAPTER 3

### LIMITATIONS:

- Less practical experience, only theoretical experience was gained.
- Lack of collection of information's as many of the employees were beginners for the work.
- Internship duration was only 15 days, therefore the smallest amount of work done.

### SUGGESTIONS:

- Practical knowledge should be given.
- To assign more work thereafter interns will gather more knowledge.
- Brief introduction and guidance needed to acquire knowledge during internship time.

### CONCLUSION:

This internship has been an excellent and rewarding experience. I can conclude that there have been a lot I've learnt from my work **at Inspire techno park LLP**. The most important things I've learnt are the importance of time - management, perfection in simple things and experience of other workers. My sincere thanks to the company. I assure this internship experience would be beneficial forth coming days and help me to succeed in my life.



Ref No: Intern/ITP/23-24/001  
Date: 12/Apr/2023

## TO WHOMSOEVER IT MAY CONCERN

This is to certify that **Kiruthiga Shanmugakani.M** has completed her internship at **M/s Inspire Techno Park LLP**, from **02/Mar/2023** to **03/Apr/2023**.

During her internship, the candidate has demonstrated her self-motivation skills to learn new skills. Her performance was good to our expectations, and she had completed the training on time.

We wish her all the best for her upcoming career.

For Inspire Techno Park LLP,

  
  
Director

**A REPORT ON THE INTERNSHIP PROJECT  
AT**

**MATHAVA SALT COMPANY**

Submitted to

**ST. MARY'S COLLEGE (AUTONOMOUS), THOOTHUKUDI**

Affiliated to

**MANONMANIAM SUNDARANAR UNIVERSITY, TIRUNELVELL**

In partial fulfillment of the requirements for the award of the degree of  
**BACHELOR OF COMMERCE**

**By**

**MADHUMITHA M  
(21AUCO42)**

**UNDER THE GUIDANCE OF  
Dr. G.STELLA BEATRICE NIRMALA**

M.Com, M.Phil, Ph.D, MBA, DFA, PGDIT, DGT.

**HEAD AND ASSOCIATE PROFESSOR OF COMMERCE**



**PG AND REASEARCH DEPARTMENT OF COMMERCE**

**ST. MARY'S COLLEGE (AUTONOMOUS), THOOTHUKUDI**

(Reaccredited with A+ grade by NAAC)

2022-2023.

## Acknowledgement

It is my profound privilege to thank our secretary Rev.Sr.Dr.Shibana and our principal Rev.Sr.Dr.A.S.J.Lucia Rose for giving me this opportunity to undergo internship training, which helped me to acquire practical knowledge.

I express my sincere thanks to our head of the department of commerce and my internship guide **DR. G.STELLA BEATRICE NIRMALA** for her guidance and support in completing this report.

I would like to take the opportunity to thank Mr. Mathavan M (Managing Director) of "Mathava Salt Company" and staffs, for guiding me throughout my period of internship in acquiring necessary skills for my productive career.

MADHUMITHA M

(21AUCO42)

### **Declaration**

I solemnly declare that this report of internship training done at "MATHAVA SALT COMPANY" is an original work of mine and does not form part of any previous Certificate/Diploma/Degree and submitted to the department of commerce, St. Mary's college (Autonomous) in partial fulfillment of requirements for the award of the Degree of B.com under guidance of Dr G. STELLA BEATRICE NIRMALA our Head of the department of Commerce St. Mary's college (Autonomous), Thoothukudi.

Place: Thoothukudi.  
Date:

MADHUMITHA M  
(20AUCO42)



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# **CHAPTER – I**

## **INTRODUCTION**

### **1. COMPANY INTRODUCTION**

Mathava Salt Company is the salt manufacturing company. It started its journey in the year 1979. Our company manufacture both industrial grade salt as well as food grade salt with high quality and it also have other bye product in salt manufacturing is gypsum.

In the beginning it was a salt trading company, to almost all the states of south India and also to kolkata. Over the years, the company concentrated on salt manufacturing especially high quality food grade salt. By producing and marketing the high quality salt to our customers, this company salt demand got increased. To fill demand the of our company's product, every year we increased the salt production capacity of us. We also provide high quality gypsum to our customers.

Our company has good management system with excellent staff force and good relationship with the customer, make us to achieve the status of, one of the largest salt manufacturing company in Thoothukudi. We have the salt manufacturing sites in Thoothukudi, Tharuvaikulam and Kalurini.

## 1.1 SALT

**Salt** is a mineral composed primarily of sodium chloride (NaCl). salt in the form of a natural crystalline mineral is known as rock salt or halite. Salt is present in vast quantities in seawater. The open ocean has about 35 g (1.2 oz) of solids per liter of sea water, a salinity of 3.5%.

Salt is essential for life in general, and saltiness is one of the basic human tastes. Salting, brining, and pickling are also ancient and important methods of food preservation.

Some of the earliest evidence of salt processing dates to around 6,000 BC, when people living in the area of present-day Romania boiled spring water to extract salts, salt-works in China dates to approximately the same period. Salt was also prized by the ancient Hebrews, Greeks, Romans, Byzantines, Hittites, Egyptians, and Indians.

Salt is processed from salt mines, and by the evaporation of seawater (sea salt) and mineral-rich spring water in shallow pools. The greatest single use for salt (sodium chloride) is as a feedstock for the production of chemicals. It is used to produce caustic soda and chlorine; it is also used in the manufacturing processes of polyvinyl chloride, plastics, paper pulp and many other products. Of the annual global production of around three hundred million tonnes of salt, only a small percentage is used for human consumption. Other uses include water conditioning processes, de-icing highways in cold countries, and agricultural use.

### **1.1.1 SALT MANUFACTURING FROM SEA WATER OR BORE WELL WATER OR WELL WATER**

Only a certain quantity of salt will dissolve in water at any given temperature. Once the solution contains as much salt as it can hold, it is said to be saturated; any further additions of salt will not dissolve.

Evaporation is the reverse of this process. When an aqueous solution of several salts (seawater or bore well water or well water for example) is evaporated, each of the salts precipitates as it reaches its point of saturation in the solution. Thus, the different salts in seawater will precipitate at different times, forming layers on the bottom of the evaporating pond. For seawater and many brines, the order of deposition is calcium carbonate, calcium sulfate, sodium chloride, magnesium sulfate, potassium magnesium chloride, and magnesium chloride. These process was took place in ponds, before the concentration of water reaches enough to produce salt crystal.



Fig.1. Salt water pond



Due to the exposure of low content salt water in the sun light, the water get evaporated, it leads to increase of salt content in the water, we can find the salt content in the water with the help of density hydrometer. With the experience of the man, helps to control the flow of water in the ponds and make the water with high salt content which is enough to produce salt crystal at the same time the salty water must reach the last pond available in our land area.

After that, the high content salt water has to transfer to salt scraping pan. The salt get starts to sediment in the scraping pan. We have to keep that salty water in the scraping area for particular period of time only. When we keep the water in that same scraping pan due to evaporation, density of the water keeps on increasing at the same time the water starts to loss of salt content in the water by producing salt in the scraping area as salt sediment, After the salt content of the water get decreased, other chemicals starts sediment in these pans. So we have to remove the water from the scrapping pan. The removed water can be used for chlorine but it requires separate chlorine production plant.

### **1.1.2 SALT SCRAPING**

In the scraping area the sediment salt was collected at regular intervals, salt scraping days vary the size of the salt crystal. Size of the crystal is also one of the important parameter in salt manufacturing. Workers scrap the salt by using wooden scrapers and make the salt heap in the available area, near the salt scraping pan.



Fig.2. Men scrapping salt

### 1.1.3 SALT TRANSPORT

From the salt heap, humans were used to transfer the salt to vehicle like tractors to transfer the salt to required storage area.



Fig.3. Tractors carrying salt



Fig.4. Women transfer salt to storage area

Without the help of vehicle, humans also used to transfer the salt directly to storage area, if the storage area was available nearby.

#### 1.1.4 SALT STORAGE



Fig.5. Salt stored in open land

Salt were stored in the salt storage area. For the rainy season sales salt have to be stored because we can't produce salt in the rainy season and the produced salt have to be covered with tarpaulins to prevent the salt, dissolve in rain.



Fig.6. Salt storage godown

Salt can also be stored in small godown for storing purposes it give good protection to salt from dissolving in the rain water. But these shed capacities were very low. Salt manufacturer can't make big sheds to stored their salt in these godown because it require huge investment, also the price of the salt was not so high, also these salt are not get degrade if it is exposed to direct sun light and rain. Rain only dissolves the salt, but it can't degrade the salt.

### **1.1.5 CRYSTAL SALT**

Sodium chloride crystals are cubic in form. Table salt consists of tiny cubes tightly bound together through ionic bonding of the sodium and chloride ions. The salt crystal is often used



as an example of crystalline structure. The size and shape of salt crystals can be modified by temperature. Sodium chloride is available in several different particle sizes (gradation) and forms, depending on what the intended end use is. In salt pan we produce only the crystal salt.

### **1.1.6 IODIZED SALT**

Iodized salt is salt that contains small amounts of sodium iodide or potassium iodide. It's normal salt that has been sprayed with potassium iodate. It looks and tastes the same! The majority of table salt used nowadays is iodized, and it comes with many benefits such as Boosts thyroid function, Keeps weight under control, Supports a healthy pregnancy, Removes toxins and prevents bacteria, Promotes heart health and keeps you hydrated.

Health Risks of Iodized Salt Deficiency if people not taken enough iodine amounts can lead to severe health conditions including:

- Impaired fetal and infant development
- Difficulty in learning during childhood
- Fibrocystic breast disease
- Radiation-induced throat cancer
- Hair loss
- Fatigue
- Goiter
- Weight gain
- Increased sensitivity to cold
- Dry skin

### **1.1.6.1 CAUTION TO BE GIVEN IN THE CONSUMPTION ON HIGH AMOUNT OF IODINE**

Iodine is essential for thyroid hormone synthesis. High iodine intakes are well tolerated by most healthy individuals, but in some people, excess iodine intakes may precipitate hyperthyroidism, hypothyroidism, goiter, and/or thyroid autoimmunity. Individuals with preexisting thyroid disease or those previously exposed to iodine deficiency may be more susceptible to thyroid disorders due to an increase in iodine intake, in some cases at intakes only slightly above physiological needs. Thyroid dysfunction due to excess iodine intake is usually mild and transient, but iodine-induced hyperthyroidism can be life-threatening in some individuals. At the population level, excess iodine intakes may arise from consumption of over iodized salt, drinking water, animal milk rich in iodine, certain seaweeds, iodine-containing dietary supplements, and from a combination of these sources.

### **1.1.7 FREE FLOW SALT**

Free flow salt is a common and necessary ingredient in our home. Refined and iodized free flow salt helps prevent growth defects in growing children. The refinement of the salt is fully controlled by state of art machinery right nearby the salt produce. The refined salts provide many benefits, the first being the increase in taste of any food except sweets. It also helps maintain the health through its iodized nature.

### **1.1.8 SALT PACKING**

Crystal and fine powdered salts were packed in polythene bags of 500gm and 1kg. Also salt were packed in the sacks of 50kg and 100 kg. Salt packing was done by both humans and packing machinery.



Fig.7. Salt packing machine

## 1.2 GYPSUM

The marine gypsum is a by-product of solar Salt manufacturing process. Every Salt manufacturing unit will have marine gypsum deposit in tune of about 5% of their annual Salt production at various stages in various condensers.

Marine Gypsum usually has higher in specific gravity than Salt. Gypsum deposits are found in condensers having Boumie between 17o to 23o. Marine Gypsum gets deposited in the range of few millimeters to centimeters every year and so difficult to harvest.

Usually condensers are harvested once in 2 to 3 years to get sufficient bed-thickness to be able to harvest efficiently. Here tractors were used to transport the gypsum from salt water pond to gypsum storage area. For loading the gypsum in the tractors vehicles like Front loader or Backhoe loaders were used.

Marine gypsum specification was given below.

- $\text{CaSO}_4$  : 55% to 70%
- Moisture : 8.0% to 10.0 %

- Insoluble : 1.25% to 2.5%
- Chloride : 1%
- Nacl : Below 2 %
- Size- 00mm to 100mm



Fig.8. Gypsum

### **1.2.1 USE OF GYPSUM**

Most of the marine gypsum as being an important ingredient for the grey cement industry is use for cement manufacturing. High quality washed crystal gypsum is also used for plaster of Paris and white cement.



## **CHAPTER – II**

### **2.1 CONCEPT**

Business is an economic activity undertaken with the motive of earning profits and to maximize the wealth for the owners. Business cannot run in isolation. Largely, the business activity is carried out by people coming together with a purpose to serve a common cause. This team is often referred to as an organization, which could be in different forms such as sole proprietorship, partnership, body corporate etc. The rules of business are based on general principles of trade, social values, and statutory framework encompassing national or international boundaries. While these variables could be different for different businesses, different countries etc., the basic purpose is to add value to a product or service to satisfy customer demand.

### **2.2 IMPORTANCE OF COST ACCOUNTING**

According to the Chartered Institute of Management Accountants (CIMA), Cost Accountancy is defined as “application of costing and cost accounting principles, methods and techniques to the science, art and practice of cost control and the ascertainment of profitability as well as the presentation of information for the purpose of managerial decision-making.” It is a branch of accounting dealing with the classification, recording, allocation, summarization and reporting of current and prospective costs and analyzing their behaviours. Cost Accounting is frequently used to facilitate internal decision making and provides tools with which management can appraise performance and control costs of doing business. It primarily involves relating the costs to the different products produced and sold or services rendered by the business.

### **2.2.1 SALARY EXPENDITURE**

Salaries expense is the fixed pay earned by employees. The expense represents the cost of non-hourly labor for a business. It is frequently subdivided into a salaries expense account for individual departments, such as: Salaries expense - accounting department, maintenance department, production department.

### **2.2.2 VEHICLE MAINTENANCE EXPENDITURE**

All the expenses relating to repair and maintenance of official vehicles are booked under vehicle maintenance expenses. These vehicles include all heavy vehicles which are used for transportation of goods or employees of the business firm and light vehicles which are used by the employees of the company. The amount spent for purchasing the petrol, general repair, insurance of the vehicles and the salaries of the drivers are debited in vehicle repair expenses. Some time for the purpose of control of the vehicle maintenance expenses, sub-account heads are created under vehicle maintenance expenses like petrol expenses account, insurance expense account, general repair account and driver's salary account etc.

### **2.2.3 PRODUCTION EXPENDITURE**

Production costs, which are also known as product costs, are incurred by a business when it manufactures a product or provides a service. These costs include a variety of expenses. For example, manufacturers have production costs related to the raw materials and labor needed to create the product.

## **2.2.4 PRODUCT SALES CALCULATION**

The formula to calculate gross sales is  $\text{Total Units Sold} \times \text{Original Sale Price} = \text{Gross Sales}$ .

A company's gross sales are the total sales of all its products and/or services over a period of time.

## **2.3 MICROSOFT EXCEL SOFTWARE**

Managing expenses with a busy life can be a challenge. Use this smartly designed expense calculator template in excel help us to keep track of your costs. Add dates to specific transactions, and Excel will automatically bucket them for monthly viewing. Calculate expenses in business world is easy one with the help of excel.

## **2.4 PROCESS LEARNED**

- Setting objectives.
- Find the skills required.
- Finding opportunities to improve the skill.
- Finding suitable organization.
- Applying for job or internship.
- How to communicate with business people.
- Gaining work experience.

## **2.5 SKILLS ACQUIRED**

During my internship program, I learned how to improve the skill required in our workplace.

I learned how to communicate with the work place peoples, especially the way to interact with the business people and clarifying the doubt. I came to know that we have to gaining experience is the important one to grow in our professional life. Minimum two years is

required to learn the full management process in one company. Also when we work in the same company for some years we can get knowledge as well as salary hike according to our performance also we can get ESI and EPF benefits.

I learned how to make professional email communication to others. To improve the skill we have to do hard work to get the deep knowledge in our work area. In the work place, I learned how the management decisions were taken. Roles and responsibility is very important to run the organization smoothly.

In this internship, I came to know, what are the skills required and how to achieve it. Developing our skill is the only way to achieve success in our life.

I learned the following things in this internship:

- Maintaining attendance
- Maintaining vehicle expenditure data
- Maintaining sales record
- How to calculate salary for employees
- How to make bill



## **CHAPTER – 3**

### **3.1 LIMITATION**

- Unable to acquire deep knowledge in my work area due to limited time.
- Some people did not explain deeply in their work.
- Some processes were only explained as a theory.

### **3.2 SUGGESTIONS**

- Separate systems can be allotted for the interns to work.
- Work procedure can be shared to interns

### **3.3 CONCLUSION**

This internship program in Mathava Salt Company helped me to acquire the profession skills required for my career. I sincere thanks to Mr. Mathavan M (M.D) to give this opportunity and allotted his precious time to guide me in this internship program.

## **ANNEXURE**

### **A) REFERENCE**

- 1) <https://www.britannica.com/science/salt/Salt-manufacture>
- 2) <https://www.investopedia.com/ask/answers/041615/what-are-main-objectives-cost-accounting.asp>
- 3) Farebrother J, Zimmermann MB, Abdallah F, Assey V, Fingerhut R, Gichohi-Wainaina WN, Hussein I, Makokha A, Sagnoli K, Untoro J, Watts M, Andersson  
Effect of Excess Iodine Intake from Iodized Salt and/or Groundwater Iodine on  
thyroid Function in Nonpregnant and Pregnant Women, Infants, and Children: A  
Multicenter Study in East Africa.
- 4) <https://seasalt.com/salt-101/about-salt>

### **B) COMPLETION CERTIFICATE**

### **C) WORK DIARY**

# MATHAVA SALT COMPANY

## Certificate of internship

This internship program certificate is proudly awarded to

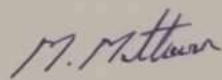
MADHUMITHA M

Student of B.Com department doing U.G course from St.Mary's College (Autonomous) affiliated to Manonmaniam Sundaranar University has successfully completed her internship program in our company from 02.03.2023 to 18.03.2023 under the guidance of M.Mathavan (Managing Director)

During the internship, she did her work with full dedication it shows the interest of her in learning new things. In this program she learned the real world business accounts. Her dedication and hard work will help to face the challenging task in the competitive world.

We wish the best of luck in her future endeavors.

Date: 20.03.2023



TEL. 08354111111 Phone: 229025  
MATHAVA SALT COMPANY  
SALT MERCHANT & EXPORTERS  
80 DHAMOTHARA VAGAR  
TUTICORIN-628002

2.3.2023

Thursday

1. Company Introduction was given.
2. Instructed me to see some basics in Excel.

tel. DRYSALT. Phone. 2295  
MAITHAVA SALT COMPANY  
SALT MERCHANT & EXPORTERS  
80 DHAMOTHARA NAGAR  
TUTICORIN-628002  
*M. Mathan*



3.3.2023

Friday

1. My input data's were received in Manager's mail id.
2. Manager Taught me how to input datas in Excel file and to maintain document.
3. Attendance of workers.
4. Expenditure carried out for vehicles like Tractors, JCB
5. Advance salary got by employees.
6. Sales of Salt on Trucks.
7. Salary calculation have to be done on Friday only.

TEL. 08152151171      PHONE. 279025  
MAIHAVA SALT COMPANY  
SALT MERCHANT & EXPORTERS  
80 DHAMOTHARA NAGAR  
TUTICORIN-628003

*M. Mathan*

4.3.2023

Saturday

I did the documents of

- i) Attendance of workers.
- ii) Expenditure carried out for vehicles fuel.
- iii) Advance salary got by employees.
- iv) No sales happened.
- v) vehicles repair cost.

Wet DRY SALT  
MATHAVA SALT COMPANY  
SALT MERCHANT & EXPORTERS  
DHAMOTHARA NAGAR  
TUTICORIN-628002  
M. Mathur

6.9.2023

Monday

I did the documents of

- i) Attendance of workers
- ii) Expenditure carried out for vehicles fuel.
- iii) Advance Salary got by employees.
- iv) Sales of salt data entry.

TEL. DRY SALT. Phone: 22929  
MATHAVA SALT COMPANY  
SALT MERCHANT & EXPORTERS  
RD. DIAMOTIARA NAGAR  
TIFICORIN-628003  
*M. Mathava*

1.3.2023

Tuesday

I did the documents of

- i) Attendance of workers
- ii) Expenditure carried out for vehicles fuel.
- iii) Advance salary got by employees.
- iv) Sales of salt on trucks and bundles.
- v) Repair cost of motors.

TEL: 08281111111 PHONE: 08281111111  
MATHAV SALT COMPANY  
SALT DEALERS & EXPORTERS  
80 D. AMULIARA VASAR.  
TEL: 08281111111

M. Mathan



9.9.2023

wednesday

I did the documents of

- i) Attendance of workers
- ii) Expenditure carried out for vehicles fuel.
- iii) Advance salary got by employees.
- iv) Sales of salt on trucks and bundles.
- v) Construction materials purchase entry.

TEL. 0815413. Phone. 27125  
MAIHAVA SALT COMPANY  
SALT MERCHANT & EXPORTERS  
80 DHAMOTHARA NAGAR,  
TUTICORIN-628003

*M. Mathur*

9.3.2023

Thursday

I did the documents of

- i) Attendance of workers.
- ii) Expenditure carried out for vehicles fuel.
- iii) Advance salary got by employees.
- iv) Sales of salt on trucks and bundles.
- v) construction materials purchase entry.

TEL. DRY SALT. Phone. 22105  
MATHAVA SALT COMPANY  
SALT MERCHANT & EXPORTERS  
90 DHAMOTHARA NAGAR  
TUTICORIN-628002

M. Mathan

10.3.2023

Friday

I did the documents of

- i) Attendance of workers.
- ii) Expenditure carried out for vehicles fuel.
- iii) Sales of salt on trucks and bundles.
- iv) Salary calculation for all employees.

TEL. DRYSALT. Phone. 2505  
MATHAVA SALT COMPANY  
SALT MERCHANT & EXPORTERS  
80 DHAMOTHARA NAGAR  
TUTICORIN-628003

M. Mathan

11.3.2023

Saturday

I did the documents of

- i) Attendance of workers.
- ii) Expenditure carried out for vehicles fuel.
- iii) Rent Vehicles details.
- iv) Sales of salt on trucks and bundles.
- v) Weekly expenditure calculation.

TEL. DRY SALT      PHONE. 27925  
MAITHAVA SALT COMPANY  
SALT MERCHANT & EXPORTERS  
80, DHAMOTHARA NAGAR  
TUTICORIN-628003

*M. Mathan*



13.3.2023

Monday

I did the documents of

- i) Attendance of workers.
- ii) Expenditure carried out for vehicles fuel.
- iii) Sales of salt on trucks and bundles.
- iv) Advance salary got by employees.

tel. DRYSALT. Phone. 22959  
MAIHAVA SALT COMPANY  
SALT MERCHANT & EXPORTERS.  
80 DHAMOTHARA NAGAR.  
TUTICORIN-628003.  
*M. Mathan*

14.3.2023

Tuesday

I did the documents of

- i) Attendance of workers.
- ii) Expenditure Carried out for vehicles fuel.
- iii) Sales of salt in bundles.
- iv) Advance given for temporary employee.

TEL. 0875411. Phone. 27925  
MAIHAVA SALT COMPANY  
SALT MERCHANT & EXPORTERS  
80 DHAMOTHARA NAGAR  
TUTICORIN-628003  
*M. Mathur*

15.3.2023

Wednesday

I did the documents of

- i) Attendance of workers.
- ii) Expenditure carried out for vehicles fuel.
- iii) Sales of salt in trucks.
- iv) construction materials purchase entry.
- v) vehicles spare parts purchase entry.

TEL. 0975413. Phone. 22959  
MATHAVA SALT COMPANY  
SALT MERCHANT & EXPORTERS  
80 DHAMOTHARA NAGAR.  
TUTICORIN-628003.

*M. Mathan*

16.3.2023

Thursday

I did the documents of

- i) Attendance of workers.
- ii) Expenditure carried out for vehicles fuel.
- iii) Advance given for temporary employees.
- iv) Advance salary got by employees.
- v) Payment closed for contract employees.

TEL. DRESSALL. Phone. 1995  
MAITHAVA SALT COMPANY  
SALT MERCHANT & EXPORTERS  
80 DHAMOTHARA NAJAN  
TUTICORIN-628003

*M. M. Thann*



17.3.2023

Friday

I did the documents of

- i) Attendance of workers.
- ii) Expenditure carried out for vehicles fuel.
- iii) Advance salary given for employees.
- iv) Salary calculation for all employees.
- v) Manual billing done for one bill.

rel. DRY SALT. PHONE: 270001  
MAITHAVA SALT COMPANY  
SALT MERCHANT & EXPORTERS  
80 DHAMOTHARA NAGAR  
TUTICORIN-628002  
*M. Mathavan*

18.3.2023

Saturday

I did the documents of

- i) Attendance of workers
- ii) Expenditure carried out for vehicles fuel.
- iii) Sales of salt in trucks.
- iv) weekly expenditure calculation.
- v) payment closed for contract employees.

tel. DRYSALT.

Phone. 22955

**MATHAVA SALT COMPANY**

SALT MERCHANT & EXPORTERS

80 DHAMOTHARA NAGAR

TITICORIN-628003

*M. Mathava*

**A REPORT ON THE INTERNSHIP PROJECT AT  
MADHAVA SALT COMPANY**

Submitted to

**ST. MARY'S COLLEGE (AUTONOMOUS), THOOTHUKUDI**

Affiliated to

**MANONMANIAM SUNDARANAR UNIVERSITY, TIRUNELVELI**

in partial fulfillment of the requirements for the award of the degree of

**BACHELOR OF COMMERCE**

By

**MADHUMITHA N**

**REG.NO:21AUCO43**



Under the guidance of

**Dr. Fernando Alexandria M.com., Ph.D.**

**PG AND RESEARCH DEPARTMENT OF COMMERCE**

**ST. MARY'S COLLEGE (AUTONOMOUS), THOOTHUKUDI**

(Re-accredited with A+ grade by NAAC)

**APRIL 2023**

## **Acknowledgement**

I, Thank God, who show his grace upon me and extended his helping hand in each step for the completion of my internship training programme. It is my profound privilege to thank our Principal **Rev.Sr.Dr.A.S.J. Lucia Rose** for giving me this opportunity to undergo internship training, which helped me to acquire practical knowledge.

I express my sincere thanks to the Head of the Department of Commerce, **Dr.G. Stella Beatrice Nirmala M.Com.,M.Phil.,Ph.D.,MBA.,DFA.,PGDIT.,DGT** Head and the Associate Professor of the Department of Commerce, and my internship guide **Dr. Fernando Alexandria M.com., Ph.D.** Associate Professor of Commerce, for allowing me to undertake institutional training and for their valuable support and encouragement throughout this programme and for the completion of this internship.

Finally, I would like to take the opportunity to thank Mr.Madhavan M Manager of **MADHAVA SALT COMPANY**, for guiding me throughout my period of internship and helping me to acquire necessary skills for my productive career.

I would like to thank my family members and friends for motivating me to complete my internship successfully.

MADHUMITHA N

(21AUCO43)



## **Declaration**


I, hereby declare that this report of internship training done at MADHAVA SALT COMPANY from 2<sup>ND</sup> March 2023 to 18<sup>TH</sup> March 2023 is my original work and no part of this report has been submitted for the award of any other degree, Diploma, Fellowship or other similar titles

Place: Thoothukudi

Date : 15.04.2023

Madhumitha . N .  
MADHUMITHA N

(21AUCO43)



## Table of Content

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## **Chapter – I**

### **Introduction**

#### **1. COMPANY INTRODUCTION**

Mathava Salt Company is a salt manufacturing company. It started its journey in the year 1985. The company manufactures both industrial grade salt as well as food grade salt with high quality and it also has other by product in salt manufacturing i.e gypsum.

In the beginning it was a salt trading company, to almost all the states of South India and also to Kolkata. Over the years, the company concentrated on salt manufacturing especially high quality food grade salt. By producing and marketing the high quality salt to their customers, the demand for the company's salt got increased. To fill demand of the company's product, every year the capacity of salt production was increased. They also provide high quality gypsum to their customers.

The company has a good management system with excellent staff force and good relationship with the customer, make them to achieve the status of, one of the largest salt manufacturing company in Thoothukudi. They have salt manufacturing sites in Thoothukudi, Tharuvaikulam and Kalurini.

#### **1.1 SALT**

Salt is a mineral composed primarily of sodium chloride (NaCl). Salt in the form of a natural crystalline mineral is known as rock salt or halite. Salt is present in vast quantities in seawater. The open ocean has about 35 g (1.2 oz) of solids per liter of sea water, a salinity of 3.5%. Salt is essential for life in general, and saltiness is one of the basic human tastes. Salting, brining, and pickling are also ancient and important methods of food preservation.

Some of the earliest evidence of salt processing dates to around 6,000 BC, when people living in the area of present-day Romania boiled spring water to extract salts, salt-works in China dates to approximately the same period. Salt was also prized by the ancient Hebrews, Greeks, Romans, Byzantines, Hittites, Egyptians, and Indians.

Salt is processed from salt mines, and by the evaporation of seawater (sea salt) and mineral-rich spring water in shallow pools. The greatest single use for salt (sodium chloride)



is as a feedstock for the production of chemicals. It is used to produce caustic soda and chlorine; it is also used in the manufacturing processes of polyvinyl chloride, plastics, paper pulp and many other products. Of the annual global production of around three hundred million tonnes of salt, only a small percentage is used for human consumption. Other uses include water conditioning processes, de-icing highways in cold countries, and agricultural use.

### **1.1.1 SALT MANUFACTURING FROM SEA WATER OR BORE WELL WATER OR WELL WATER**

Only a certain quantity of salt will dissolve in water at any temperature. Once the solution contains as much salt as it can hold, it is said to be saturated; any further additions of salt will not dissolve.

Evaporation is the reverse of this process. When an aqueous solution of several salts (seawater or bore well water or well water for example) is evaporated, each of the salts precipitates as it reaches its point of saturation in the solution. Thus, the different salts in seawater will precipitate at different times, forming layers on the bottom of the evaporating pond. For seawater and many brines, the order of deposition is calcium carbonate, calcium sulphate, sodium chloride, magnesium sulphate, potassium magnesium chloride, and magnesium chloride. These process takes place in ponds, before the concentration of water reaches enough to produce salt crystal.



Fig.1. Salt water pond



Due to exposure of low content salt water in the sun light, the water gets evaporated, it leads to increase the salt content in the water. We can find the salt content in the water with the help of density hydrometer. With experience helps to control the flow of water in the ponds and makes the water high content salt water which is enough to produce salt crystal at the same time the salty water must reach the last pond available in our land area.

After that, the high content salt water has to be transferred to salt scraping pan. The salt starts to get sediment in the scraping pan. We have to keep that salty water in the scraping area only for a particular period of time. When we keep the water in that same scraping pan due to evaporation, density of the water keeps on increasing. At the same time the water starts to lose the salt content by producing salt in the scraping area as a salt sediment. After the salt content of the water get decreased, other chemicals starts to sediment in these pans. So we have to remove the water from the scrapping pan. The removed water can be used for chlorine but which requires separate chlorine production plant.

### 1.1.2 SALT SCRAPING

In the scraping area the sediment salt is collected at regular intervals. Salt scraping days vary according to the size of the salt crystal. Size of the crystal is also one of the important parameter in salt manufacturing process. Workers scrap the salt by using wooden scrapers and make the salt heap in the available area, near the salt scraping pan.



Fig.2. Men scrapping salt

### 1.1.3 SALT TRANSPORT

From the salt heap, the salt is transferred to vehicle like tractors which is then taken to the storage area.



Fig.3. Tractors carrying salt

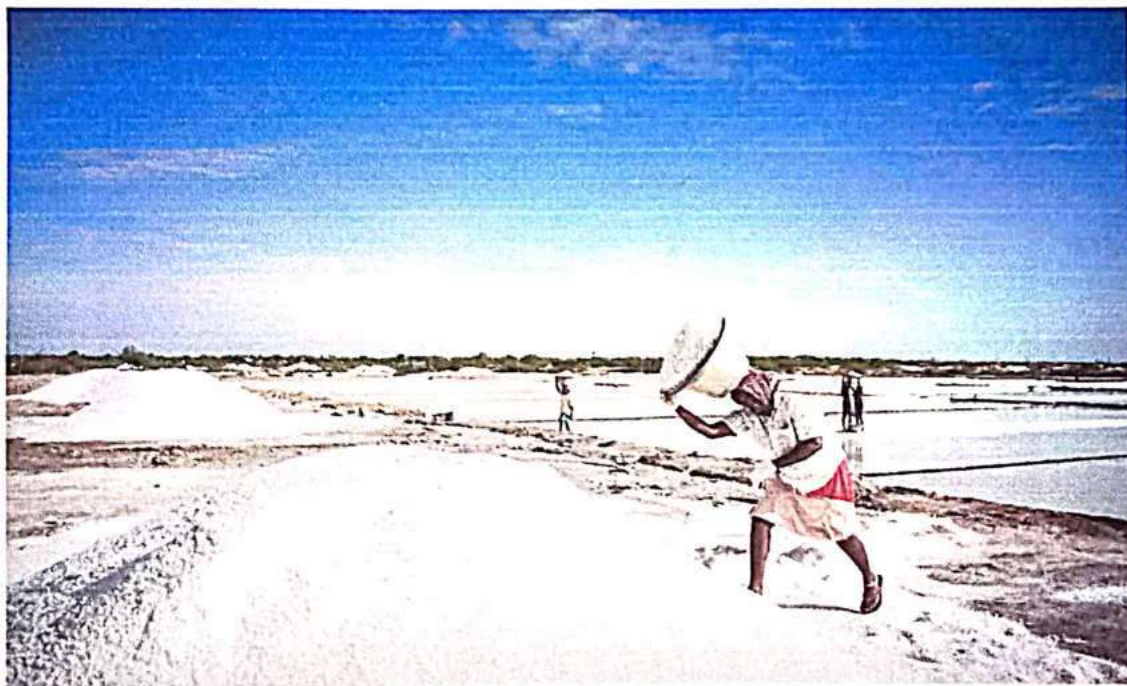


Fig.4. Women transfer salt to storage area

If the storage area is nearby, workers transfer the salt directly to the storage area.



#### 1.1.4 SALT STORAGE



Fig.5. Salt stored in open land

Salt is stored in the salt storage area. For the rainy season sales salt has to be stored because we can't produce salt in the rainy season and the produced salt has to be covered with tarpaulins to prevent the salt, from dissolving in the rain.



Fig.6. Salt storage godown

Salt can also be stored in small godown for storing purposes. It gives good protection to salt from getting dissolved in the rain water. But the storage capacity of the shed is less. Salt manufacturers cannot have big sheds as the investment is huge. These salt do not get degraded.

### **1.1.5 CRYSTAL SALT**

Sodium chloride crystals are in cubic form. Table salt consists of tiny cubes which are tightly bound together through ionic bonding of the sodium and chloride ions. The salt crystal is often used as an example of crystalline structure. The size and shape of salt crystals can be modified by the temperature. Sodium chloride is available in several different particle sizes (gradation) and forms, depending on the intended end use. In salt pan we can produce only crystal salt.

### **1.1.6 IODIZED SALT**

Iodized salt is the salt that contains small amounts of sodium iodide or potassium iodide. It is normal salt that has been sprayed with potassium iodate. It looks and tastes the same. The majority of table salt used nowadays is iodized, and it comes with many benefits such as boosts thyroid function, keeps weight under control, supports a healthy pregnancy, removes toxins and prevents bacteria, promotes heart health and keeps you hydrated.

The health risks of iodized salt deficiency. If people do not take enough iodine it may lead to health issues like

- Impaired fetal and infant development
- Difficulty in learning during childhood
- Fibrocystic breast disease
- Radiation-induced throat cancer
- Hair loss
- Fatigue
- Goiter
- Weight gain
- Increased sensitivity to cold
- Dry skin



### **1.1.6.1 CAUTION TO BE GIVEN IN THE CONSUMPTION ON HIGH AMOUNT OF IODINE**

Iodine is essential for thyroid hormone synthesis. High iodine intakes are well tolerated by most healthy individuals, but for some people, excess iodine intakes may precipitate hyperthyroidism, hypothyroidism, goiter, and/or thyroid auto-immunity. Individuals with pre existing thyroid disease or those previously exposed to iodine deficiency may be more susceptible to thyroid disorders due to an increase in iodine intake. Thyroid dysfunction due to excess iodine intake is usually mild and transient, but iodine-induced hyperthyroidism can be life-threatening in some individuals. At the population level, excess iodine intakes may arise from consumption of over iodized salt, drinking water, animal milk rich in iodine, certain seaweeds, iodine-containing dietary supplements, and from a combination of these sources.

### **1.1.7 FREE FLOW SALT**

Free flow salt is a common and necessary ingredient in our home. Refined and iodized free flow salt helps to prevent growth defects in growing children. The refinement of the salt is fully controlled by a state of art machinery nearby the salt pan. The refined salts provide many benefits, like increasing in the taste of any food. It also helps to maintain the health through its iodized nature.

Marine gypsum specification are given below.

- $\text{CaSO}_4$  : 55% to 70%
- Moisture : 8.0% to 10.0 %
- Insoluble : 1.25% to 2.5%
- Chloride : 1%
- NaCl : Below 2 %
- Size- 00mm to 100mm



Fig. 6. Gypsum

### 1.2.1 USE OF GYPSUM

Most of the marine gypsum as being an important ingredient for the grey cement industry is used for cement manufacturing. High quality washed crystal gypsum is also used for plaster of Paris and white cement.

## **CHAPTER – II**

### **2.1 CONCEPT**

Business is an economic activity undertaken with the motive of earning profits and to maximize the wealth of the owners. Business cannot run in isolation. Largely, the business activity is carried out by people coming together with a purpose to serve a common cause. This team is often referred to as an organization, which could be in different forms such as sole proprietorship, partnership, body corporate etc. The rules of business are based on general principles of trade, social values, and statutory framework encompassing national or international boundaries. While these variables could be different for different businesses, different countries etc., the basic purpose is to add value to a product or service to satisfy customers demand.

### **2.2 IMPORTANCE OF COST ACCOUNTING**

According to the Chartered Institute of Management Accountants (CIMA), Cost Accountancy is defined as “application of costing and cost accounting principles, methods and techniques to the science, art and practice of cost control and the ascertainment of profitability as well as the presentation of information for the purpose of managerial decision-making.” It is a branch of accounting that deals with the classification, recording, allocation, summarization and reporting of current and prospective costs and analyzing their behaviours. Cost Accounting is frequently used to facilitate internal decision making and provides tools with which management can appraise performance and control costs of doing business. It primarily involves relating the costs to the different products produced and sold or services rendered by the business.

#### **2.2.1 SALARY EXPENDITURE**

Salaries expense is the fixed pay earned by employees. The expense represents the cost of non-hourly labour for a business. It is frequently subdivided into a salaries expense account for individual departments, such as: Salaries expense - accounting department, maintenance department, production department.



### **2.2.2 VEHICLE MAINTENANCE EXPENDITURE**

All the expenses relating to repair and maintenance of official vehicles are booked under vehicle maintenance expenses. These vehicles include all heavy vehicles which are used for transportation of goods or employees of the business firm and light vehicles which are used by the employees of the company. The amount spent for purchasing the petrol, general repair, insurance of the vehicles and the salaries of the drivers are debited in vehicle repair expenses. Sometime for the purpose of control of the vehicle maintenance expenses, sub-account heads are created under vehicle maintenance expenses like petrol expenses account, insurance expense account, general repair account and driver's salary account etc.

### **2.2.3 PRODUCTION EXPENDITURE**

Production costs, which are also known as product costs, are incurred by a business when it manufactures a product or provides a service. These costs include a variety of expenses. For example, manufacturers have production costs related to the raw materials and labour needed to create the product.

### **2.2.4 PRODUCT SALES CALCULATION**

The formula to calculate gross sales is  $\text{Total Units Sold} \times \text{Original Sale Price} = \text{Gross Sales}$ . A company's gross sales are the total sales of all its products and/or services over a period of time.

## **2.3 MICROSOFT EXCEL SOFTWARE**

Managing expenses with a busy life can be a challenge. Use of smartly designed expense calculator template in excel help us to keep track of your costs. Add dates to specific transactions, and Excel will automatically bucket them for monthly viewing. Calculate expenses in business world is an easy one with the help of excel.

## **2.4 PROCESS LEARNED**

- Setting objectives.
- Find the skills required.
- Finding opportunities to improve the skill.
- Finding suitable organization.



- Applying for job or internship.
- How to communicate with business people.
- Gaining work experience.

## 2.5 SKILLS ACQUIRED

During my internship program, I learnt how to improve the skill required in our workplace. I learnt how to communicate with people at work place, especially the way to interact with the business people and clarifying the doubt. I came to know that gaining experience is the important one to grow in our professional life. Minimum two years is required to learn the full management process in one company. Also when we work in the same company for some years we can get knowledge as well as salary hike according to our performance also we can get ESI and EPF benefits.

I learnt how to make professional email communication. To improve the skill we have to work hard to get the deep knowledge in our work area. In the work place, I learnt how the management decisions are taken. Roles and responsibilities are very important to run the organization smoothly.

In this internship, I came to know, what are the skills required and how to acquire it. Developing our skill is the only way to achieve success in our life.

I learnt the following in this internship:

- Maintaining attendance
- Maintaining vehicle expenditure data
- Maintaining sales record
- How to calculate salary for employees
- How to make bill

## **CHAPTER – 3**

### **3.1 LIMITATION**

- Unable to acquire deep knowledge in my work area due to limited time
- Some people did not explain their work clearly
- Some processes were only explained as a theory

### **3.2 SUGGESTIONS**

- Separate systems can be allotted for the interns to work
- Work procedure can be shared to interns

### **3.3 CONCLUSION**

This internship program in Mathava Salt Company helped me to acquire the profession skills required for my career. I sincerely thank to Mr. Mathavan M (M.D) for giving this opportunity and allotting his precious time to guide me in this internship program.

13.2023

Thursday :-

2.30pm to 4.30 pm

1. Company Introduction was given.
2. Instructed me to see some basies in Excel.

Ret. DRY SALT. Phone. 22985  
MATHAVA SALT COMPANY  
SALT MERCHANT & EXPORTERS  
80 DHAMOTHARA NAGAR  
TUTICORIN - 620017  
*M. Mathura*

2.30pm to 4.30pm

Saturday

2023

Documents which were done by myself.

(i) Attendance of workers.

(ii) Expenditure carried out for Vehicles

Fuel.

(i) Advance salary got by employees.

(i) No sales happened.

(i) Vehicles Repair Cost.

tel. DRYSALT.  
MATHAVA SALT COMPANY  
SALT MERCHANT & EXPORTERS  
80 DHAMOTHARA NAGAR  
TUTICORIN-628003  
*M. Mathan*



Tuesday.

2.30pm to 4.30pm

2023

Documents of .

1. attendance of workers.
2. Expenditure Carried out For Vehicles fuel.
3. Advance salary got by Employees.
4. Sales of Salt on trucks and bundles.
5. Repair Cost of motors were documented  
by myself .

ref. DRY SALT.  
MAHAVA SALT COMPANY  
SALT MERCHANT & EXPORTERS  
80 DHAMOTHARA NAGAR.  
TUTICORIN 628003  
M. Mahava

Phone. 22951

09. 2023

Wednesday.

2.30pm to 4.30pm

Documents of.

1. Attendance of workers.
2. Expenditure carried out For Vehicles Fuel.
3. Advance salary got by Employees.
4. Sales of Salt on trucks and bundles.
5. Construction materials purchase entry were documented by me.

TEL. DRY SALT.  
MATHAVA SALT COMPANY  
SALT MERCHANT & EXPORTERS  
80 DHAMOTHARA NAGAR.  
TUTICORIN-628003.  
*M. Mathan*

# MATHAVA SALT COMPANY

## Certificate of internship

This internship program certificate is proudly awarded to

MADHUMITHA N

Student of B.Com department doing U.G course from St.Mary's College (Autonomous) affiliated to Manonmaniam Sundaranar University has successfully completed her internship program in our company from 02.03.2023 to 18.03.2023 under the guidance of M.Mathavan (Managing Director)

During the internship, she did her work with full dedication it shows the interest of her in learning new things. In this program she learned the real world business accounts. Her dedication and hard work will help to face the challenging task in the competitive world.

We wish the best of luck in her future endeavors.



cel. DRY SALT. Phone: 27935  
MATHAVA SALT COMPANY  
SALT MERCHANT & EXPORTERS  
90 DHAMOTHARA NAGAR  
CHICOPIN-628002

Date: 20.03.2023



**A REPORT ON INTERNSHIP PROJECT AT  
PEARL APPLIANCES**

Submitted to

**ST. MARY'S COLLEGE(AUTONOMOUS), THOOTHUKUDI**

Affiliated to

**MANONMANIAM SUNDARANAR UNIVERSITY, TIRUNELVELI**

In partial fulfilment of the requirements for the award of the degree of

**BACHELOR OF COMMERCE**

by

**MARIA SHARU SURUTHI.S**

*(Reg. No. 21AUC045)*

Under the guidance of

*Dr. S.Bulomine Regi*



**PG AND RESEARCH DEPARTMENT OF COMMERCE**

**ST. MARY'S COLLEGE(AUTONOMOUS), THOOTHUKUDI**

*(Re-accredited with A+ grade by NAAC)*

April 2023



**A REPORT ON INTERNSHIP PROJECT AT  
PEARL APPLIANCES**

Submitted to

**ST. MARY'S COLLEGE(AUTONOMOUS), THOOTHUKUDI**

Affiliated to

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## ACKNOWLEDGEMENT

Firstly, I thank the Lord Almighty who has showered his grace upon me for the successful completion of my internship project.

I extend my heartfelt gratitude to our Principal **Rev.Sr.Dr.A.S.J.Lucia Rose** and Secretary **Rev.Sr.Dr.C.Shibana** for giving the opportunity to gain the practical knowledge through the internship project.

I extend my sincere thanks to **Dr. G.Stella Beatrice Nirmala**, Head and Associate Professor of Commerce and my internship guide **Dr.S.Bulomine Regi**, Assistant Professor of Commerce for their constant support and guidance with helpful suggestions throughout my internship project.

I express my sincere thanks to the Proprietor of **PEARL APPLIANCES**, the management and the staff members in Pearl Appliances for their support in completing my internship project and to gain the exposure of this field.

I also extend my sincere thanks to my parents, friends and well-wishers for their encouragement.

*Shuruthi*  
**S.Maria Sharu Suruthi**

Maria Sharu Suruthi.S

II.B.Com

PG and Research Department of Commerce,

St.Mary's College(Autonomous)

Thoothukudi.

### **DECLARATION**

I, **S.Maria Sharu Suruthi** , II B.COM, PG and Research Department of Commerce St.Mary's College (Autonomous), Thoothukudi hereby declare that I have completed the internship project at **PEARL APPLIANCES**. This report is authentically prepared by me after the completion of the 15 days internship. I also confirm that the report is submitted in the partial fulfilment of the requirements for the internship for awarding the Degree of Bachelor of Commerce.

**Place:** Thoothukudi

**Date:**15.04.2023



  
**S.Maria Sharu Suruthi**

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# CHAPTER-1

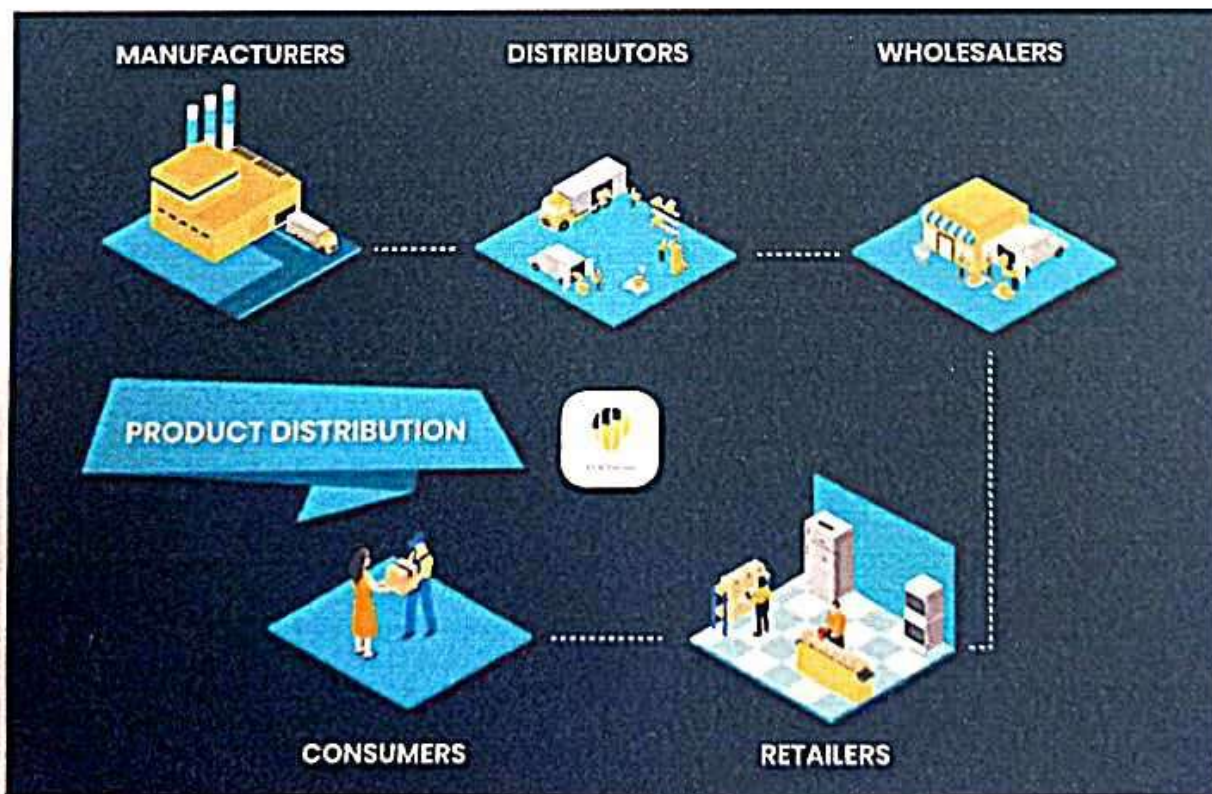
## INTRODUCTION

# CHAPTER-1

## INTRODUCTION

### 1.1 INTRODUCTION

A distributor is an intermediary between a producer of a product, or manufacturer, and to the end person of the supply chain. A distributor is an integral supply chain component, acting as an intermediary between the manufacturer and the downstream entity. The distributor bridges the gap between upstream and downstream entities while adding important services that help smooth the distribution process. For each manufacturer, the distributor serves as an agent that enters into an agreement with the manufacturer to sell its products to retailers or wholesalers.



### **Distribution involves doing the following things:**

- A good transport system to take the goods into different geographical areas.
- A good tracking system so that the right goods reach at the right time in the right quantity.
- A good packaging, which takes the wear and tear of transport.
- Tracking the places where the product can be placed such that there is a maximum opportunity to buy it.
- It also involves a system to take back goods from the trade.

### **Description:**

Distribution can make or break a company. A good distribution system simply means the company has greater chance of selling its products more than its competitors. The company that spreads its products wider and faster into the market place at lower costs than its competitors will make greater margins, absorb raw material, price rise better and last longer in tough market conditions. Distribution is critical for any type of industry or service. The best price product, promotion and people come to nothing if the product is not available for sale at the points at which consumers can buy.

## **Main Activities of Marketing Distribution**

Marketing distribution activities can vary depending on the product or service offered and the channels used, but some common activities are involved in most strategies. These include:

### **1. Packaging**

The packaging of a product is essential for two main reasons. First, it protects the product. Second, it acts as a marketing tool to attract attention and interest.



### **2. Inventory management**

Businesses have a good inventory management system to ensure that products are available when and where customers want them. This includes keeping track of stock levels, re-ordering products when necessary, and knowing where products are. It's the responsibility of the marketing distribution team to make sure that inventory is well managed.



### 3. Order processing

Another important part of marketing distribution is taking orders from customers, processing payments, and shipping products. It's important to have an efficient and easy system to use. A more effective system can result in greater customer satisfaction.

### 4. Transport



Getting products to customers is one of the most critical aspects of marketing distribution. There are many transportation options available, and the best one depends on the type of product, the quantity, and the destination. There may be paperwork and regulations to navigate if you're shipping products internationally.

## 5.Communication



Communication is vital in marketing distribution, as it helps ensure that everyone is on the same page. This includes sending out sales reports, keeping track of customer orders, and coordinating between different team members. Clear and effective communication can make a big difference in the success of a marketing distribution strategy.

### **Typical intermediaries**

The typical intermediaries involved in distribution includes:

#### **a) Wholesaler:**

A merchant intermediary who sells chiefly to retailers, other merchants, or industrial, institutional, and commercial users mainly for resale or business use. The transactions are B2B (Business to Business). Wholesalers typically sell in large quantities.

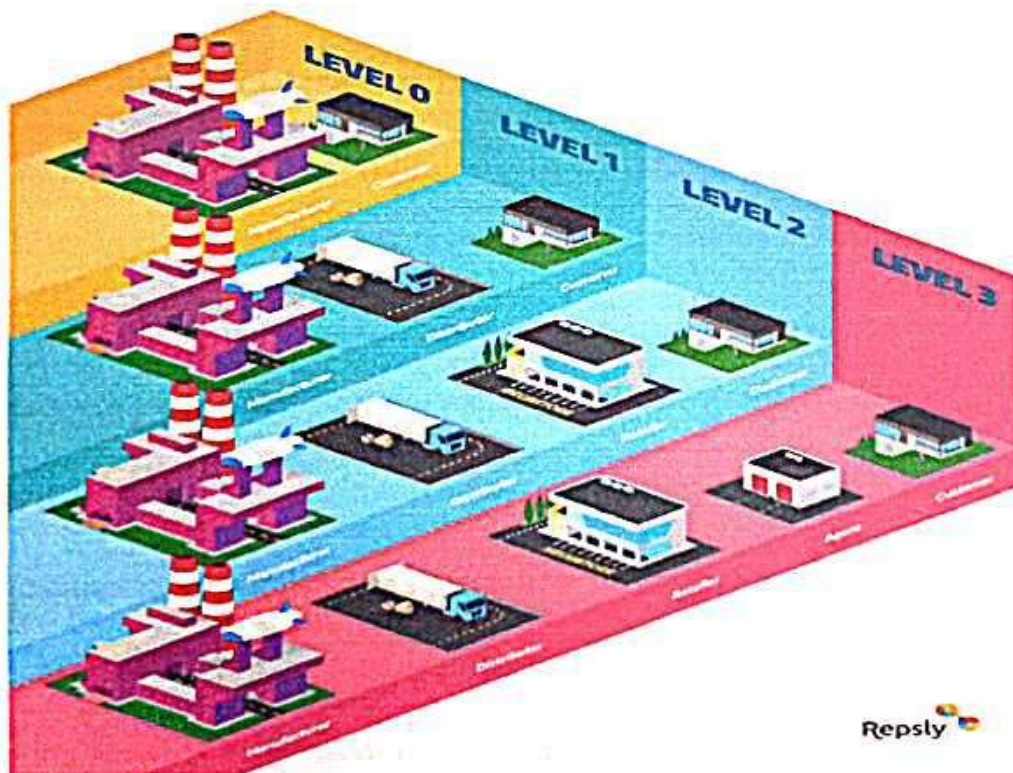
b) Retailer:

A merchant intermediary who sells direct to the public. There are many different types of retail outlet - from hypermarkets and supermarkets to small, independent stores. The transactions in this case are B2C (Business to Customer).

c) Agent

An intermediary who is authorized to act for a principal in order to facilitate exchange. Unlike merchant wholesalers and retailers, agents do not take title to goods, but simply put buyers and sellers together. Agents are typically paid via commissions by the principal. For example, travel agents are paid a commission of around 15% for each booking made with an airline or hotel operator.

## Channels of Distribution





d)Jobber:

A special of wholesaler, typically one who operates on a small scale and sells only to retailers or institutions.

**1.2. TYPES OF DISTRIBUTORS:** It is helpful to know about different types of distributors. Here are few types of distributors to consider:

### 1. Direct

With direct distribution, the producer of a product directly sells to a consumer. It is often the simplest distribution method, with no intermediary between the product manufacturer and the consumer, though it can also be costly depending on your location, product and ability to distribute your goods. Benefits of direct distribution include creating a trust with the customer, controlling the consumer experience and providing excellent customer service.

### 2. Indirect

Indirect distribution uses other channels besides the direct consumer method. It can be helpful for manufacturers with limited lines of products or financing or when retailers and wholesalers specialize in certain goods and promotional support. Manufacturers can involve one more indirect channel to create a larger distribution network to reach more customers.



### 3. Exclusive

Exclusive distribution is the approach of using limited sales outlets only available in specific locations or stores with the mindset of creating rarity and exclusivity of an item or brand. It is most common for marketing and distributing luxury brands, though a variety of brands and products use exclusive distributors sometimes.

### 4. Intensive

This distribution method aims to penetrate the market thoroughly by selling in as many sales outlets as possible.

### 5. Reverse

Reverse distribution flows from the consumer back to a company, rather than the other way around. It typically follows a path of going from a consumer to an intermediary and then to a business, and is most often used for recycling, refurbishing or disposal of items.

## **CHAPTER-2**

### **PROFILE OF THE COMPANY**

## **CHAPTER-2**

### **PROFILE OF THE COMPANY**

#### **2.1 INTRODUCTION**

The company **PEARL APPLIANCES** is an industry of Professional and Commercial Equipment and Supplies Merchant Wholesalers. This entity was established in the year 2013, which was inaugurated by the founder's or partner's owner of the company he previously worked. The partners' dedication, understanding among them and their first preference towards customer satisfaction are the main reasons for the company's success. Pearl Appliances, in Tuticorin, is a top player in the category of Home Appliances Dealers. This well-known establishment acts as a one-stop destination servicing customers both local and from other parts of Thoothukudi. Over the course of its journey, this business has established a firm foothold in its industry.

The entity is divided into two i.e., regarding the collection and supply of orders and the other is the internal works such as accounting of all the daily transactions, billing and checking of physical and computerized stock. There are

division of two teams to carry out the process. The internal works are carried out by around 30 to 40 members and the external works are carried out by a big network of people around 50 to 60 members and more. The Sales Executives meet every Friday to report about the weekly orders and sales of different products in different places and the stock requirements and settle the weekly accounts also.

Other than this the firm motivates its dealers through different schemes to be achieved by them in order to be applicable for any tour (either local or abroad, based on the scheme) that are arranged as a method of appreciation. They also conduct various meetings where the dealers are motivated by presenting of awards. Sathya Agencies is the top customer of this firm. The most important thing is that the firm not only focuses on customers' satisfaction but also the welfare of the employees of the firm.

The company has been awarded as the South's Best Dealer of Kenstar twice and more other achievements.

As PEARL APPLIANCES is a partnership firm which is undertaking the distribution of home appliances for the past 9 years, I've understood more about the terms; Partnership and Distribution.

### **2.1.1Partnership**



A partnership is a group of two or more members, formed to carry on a business under an agreement.

PEARL APPLIANCES is a partnership firm with five partners. Three of them; Mr.G.Suresh Kumar, Mr.Subramanian and Mrs.S.Thomas Ammal are active partners of the firm whereas the other two of them; Mr. Mohan and Mrs.S. Krishnaveni are sleeping partners.

### **2.1.2 Distribution**

A distributor is an intermediary entity between a producer of a product, or manufacturer, and a downstream entity in the distribution channel or supply chain. The downstream entity is typically a retailer or maybe a wholesaler. The distributor bridges the gap between upstream and downstream entities while adding important services that help smooth the distribution process.



A distributor typically works with multiple manufacturers and multiple downstream entities. Similar to that PEARL APPLIANCES deals with the distribution of the following companies:

- d) Butterfly (Kitchen wares, Stove, Mixer Grinder)
- e) Crompton (All types of Fans and Lightings)
- f) R R Cables (Wiring cables)
- g) Kenstar (Air coolers)



- h) Wildcraft (School ad tourist bags and Luggage)
- i) Spotzero (Cleaning essentials)
- j) Premier (Stabilizers)

The company started only with the distribution of Butterfly and USHA products and has now reached this height. This has been possible only through the direct contact of the partners with their customers or dealers.

# **CHAPTER-3**

## **DAY REPORT**



## CHAPTER-3

### DAY REPORT

#### Day 1:

On 02.03.2023, the manager introduced the staff members and explained about the process of the works. To know more about myself and job interests, the manager further inquired me. At the end of the day, it was comfortable for me with the staff members.

#### Day 2:

On 03.03.2023, the manager introduced Mrs.Diana to guide me with the works. She explained about the transportation of goods to various places and the process of recording the transportation expenses and to upload the details of the goods transported.

#### Day 3:

On 04.03.2023, the guide taught me about the preparation of Day Sheets and recording of items in petty cash book. She also taught me the method of checking the balance of the Cash Book with the cash in hand.

Day 4:

On 06.03.2023, Mr.Sathish guided me with the posting of Sathiya Agency ledgers. He further explained me about the different schemes of Butterfly products.

Day 5:

On 07.03.2023, the schemes of Kenstar air coolers and discount percentages for Wildcraft Bags were explained to me. The process of checking the stock availability and the process of ordering products was also taught by him.

Day 6:

On 08.03.2023, Ms.Pratheepa explained me about the bank transactions and the payments to be transferred to different companies through RTGS.

Day 7:

On 09.03.2023, the godown goods were checked, if the physical stock matched with the computerized stock.

Day 8:

On 10.03.2023, the Sales persons of various areas met the owner of the entity to report about the status of this week. The collection money was checked and prepared for depositing the money the next day.

Day 9:

On 11.03.2023, there was a loading of new stocks. The products were scanned using the codes and were stored in the respective places.

Day 10:

On 13.03.2023, the whole day billing was handed over to me. The order summary was sent through mail or message. The goods were checked with reference to the bills and were transported.

Day 11:

On 14.03.2023, the schemes of Kenstar heaters were taught to me and prices of Butterfly products were revised which were uploaded.

Day 12:

On 15.03.2023, Mrs.Viji taught about the filing of credit notes and to make the required entries in tally.

Day 13:

On 17.03.2023, the goods transportation bills were filed and entries were recorded.

Day 14:

On 18.03.2023, the partner asked me to post mails to the higher officials of the different companies of different issues faced during the financial year 2022-2023.

Day 15:

On 19.03.2023, the receipt vouchers were filed. And since it was the last day of the internship, the staff members were happy about my improvement and wished me the best for my future endeavours.



## **CHAPTER-4**

**SKILLS ACQUIRED,**

**LIMITATIONS AND CONCLUSION**

## **CHAPTER-4**

### **SKILLS ACQUIRED, LIMITATIONS AND CONCLUSION**

#### **4.1. INTRODUCTION**

Initially, it was something very anxious, about this new beginning which is the next step of my life. This is also a base of my career for I've acquired different things, conversation with different people and also my increase of speed to understand new things as quick as possible. Here are few concepts that was learnt by me during the internship.

#### **4.2. PROCESS LEARNT**

Though it is a distribution company my work was only in the internal activities of the organisation. The routine processes were been taught to me and the manager gave me different tasks each day as described in the day report. At first, the concepts were not easy to adapt as it was completely different from the theory learnt. But soon I went well with the same and was immensely grateful when my works appreciated.

#### **4.3 SKILLS ACQUIRED**

- Ethical behaviour in the work area.
- Know how to handle customers with different attitudes and behaviours.
- Work spirit.
- Creating good relationship between customers and the company.

- Know how to maintain customers satisfaction and retention.
- To know how to protect the company's image and reputation among customers and competitors.

#### **4.4 Limitations:**

- As a matter of fact, 15 days was too short to give best effort to enhance my learning purpose.
- Due to constant work pressure the staff members were at times not ready to clearly explain the concepts.
- Also due to confidentiality issues, I was not shared many information of the entity.

#### **4.5 Conclusion**

The learning experience that I have gained throughout my internship training at PEARL APPLIANCES was really excellent. Though I didn't meet with any issues, I was able to figure out the different ways to overcome the situation through the members whom I worked with. Because of the entity's better relationship with their customers and also through uninterrupted services, they were able to continue to retain their businesses. Throughout the internship training, I learnt not only the operational activities of certain important divisions but also, certain business ethics and professional decorum one need to adopt.

# **ANNEXURE**

**1.CERTIFICATE**

**2.DAY REPORT**



19-03-2023

**CERTIFICATE OF COMPLETION OF INTERNSHIP**

This is to certify that **Ms. Maria Sharu Suruthi.S**, II B.Com,  
St. Marys College (Autonomous) Thoothukudi, has successfully  
completed her internship for a period of fifteen days in our Company  
from 02.03.2023 to 19.03.2023.

During the tenure of her Internship, we found her studious, regular  
and inquisitive.

We wish her all the best in all her future endeavors.

For Pearl Appliances.













NAME: MARIA SHARU SUPRIYITH.S






PLACE: PEARL APPLIANCES

REGI. NO.: 21AUC0115

DURATION: 2:30 p.m - 4:30 p.m

DATE	WORK DESCRIPTION	SIGNATURE
02.03.2023	INTRODUCTION OF THE COMPANY	
03.03.2023	RECORDING OF TRANSPORTATION EXPENSES IN TALLY	
04.03.2023	Day Sheet and Petty Cash Book	
06.03.2023	Sathya Agency Ledgers, Butterfly Schemes	
07.03.2023	Kenstar and Wildcraft schemes	
08.03.2023	Banking transactions (RTGS)	
09.03.2023	Stock checking	
10.03.2023	collection of money from Sales Persons	
11.03.2023	Scanning of new goods.	
13.03.2023	Billing	



DATE	WORK DESCRIPTION	SIGNATURE
14.03.2023	Kenstar Heater's Schemes	
15.03.2023	Credit note	
17.03.2023	Transportation Vouchers	
18.03.2023	Mailing	
19.03.2023.	Receipt Vouchers	



**PEARL APPLIANCES**  
332/1, SOUTH COTTON ROAD,  
TUTICORIN - 628 001.

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in partial fulfillment of the requirements for the award of the degree of  
**BACHELOR OF COMMERCE**

Submitted by

**MARY ASHLY.G**

**RegNo : 21AUCO47**



Under the supervision and guidance of

**Dr.Mary Judith Reene Fernando M.Com.,M.Phil.,Ph.D.,**

**PG and Research Department of Commerce**

**April 2023**



## **ACKNOWLEDGEMENT**

It is my profound privilege to thank our Principal **Rev. Sr.Dr. A.S.J.Lucia Rose** for giving me this opportunity to undergo internship training which helped me to acquire practical knowledge about the organizational activities.

I express my sincere thanks to **Dr. G. Stella Beartice Nirmala** head,department of commerce and my guide **Dr Mary Judith Reese Fernando** for their valuable support and encouragement in completing this project

Finally I would like to take the opportunity to thank **Mr. Paniyama Gladwin Manoj**, Proprietor, **Marion Logistics**, and the staff of the company for guiding me throughout my period of internship and helping me to acquire necessary skills for my productive career.

**MARY ASHLY.G**

**( 21AUCO47)**

## **DECLARATION**

I hereby declare that I have undergone internship training at **Marion Logistics**, Thoothukudi, and the report is prepared based on information gathered during the period of my internship (15 days) at **Marion Logistics**.

**PLACE: TUTICORIN.**

**DATE: 15.04.2023**

**MARY ASHLY.G**

**(21AUCO47)**

## CONTENT

CHAPTER	TOPIC	PAGE.NO
I	INTRODUCTION	1-6
II	✦ CONCEPTS ✦ METHODS ✦ PROCESS LEARNT ✦ SKILLS ACQUIRED	7-9
III	✦ LIMITATIONS ✦ SUGGESTION ✦ CONCLUSIONS	10
	ANNEXURE:  (1)Daily Attendance  (2) Certificate	

# **CHAPTER 1**

## **INTRODUCTION**

**MARION LOGISTICS** was established in the year 2017 as a Shipping & Freight Forwarding Company to provide worldwide containerized and conventional cargo transportation & logistics services by sea, air, rail and road. The Company provides services viz , Freight Forwarding, Customs clearance & Logistics in Tuticorin, focused on Import / Export. Trade It provides the clients with freight services and acts as agents to exporters and importers, as well as statutory agencies for the provision of logistics support and documentations for export and import of goods.

The company has a good experience in Shipping, and is equipped with an expert team who are well trained in Logistics. It maintains an excellent relationship with Carriers, Customs terminals. and other local authorities, It provides efficient and cost-effective international freight solutions and multi-modal transportation services to its clients.

Marion logistics is located in Thoothukudi, Tamil Nadu, India and is part of the Freight Transportation Arrangement Industry. Marion logistics has 9 total employees across all of its locations (Employees figure is modelled).

Industry: Freight Transportation Arrangement, Support Activities for Transportation , Transportation and Warehousing , Agents, shipping



## LOGO



### Vision

To provide Multimodal logistics solutions globally and assurance of most reliable & broadest range of services at a competitive price, quality & committed delivery to its clients. **Marion logistics** is aware of the present economic crunch and thus, it offers good and considerable price packages for its services and is always ready to accommodate suggestions and reasonable negotiations that will facilitate service delivery and clients' satisfaction respectively. The quality of service rendered has to meet customer's expectations, which can be achieved only by a uniform worldwide quality standard.

### Motto

*"Competitive rates , Quality of service and trustworthiness"*

### **Products Exported by Marion Logistics**

- ❖ COCO PEAT
- ❖ NEEM PRODUCTS
- ❖ ORGANIC MANURE
- ❖ SALT
- ❖ CONTAINER DESICCANT

### **COCONUT**

The Company is the one of leading manufacturer and exporter of fresh matured husked and semi husked coconut from India. Coconut is natural product used for cooking. The dry coconuts are used for extracting Oil. Many people use it as cultural and religious significance too. Consumption of coconut has huge health benefits like high protein content; destroy intestinal parasites, good for kidney and urinary bladder, etc.



### **DESICCATED COCONUT POWDER**



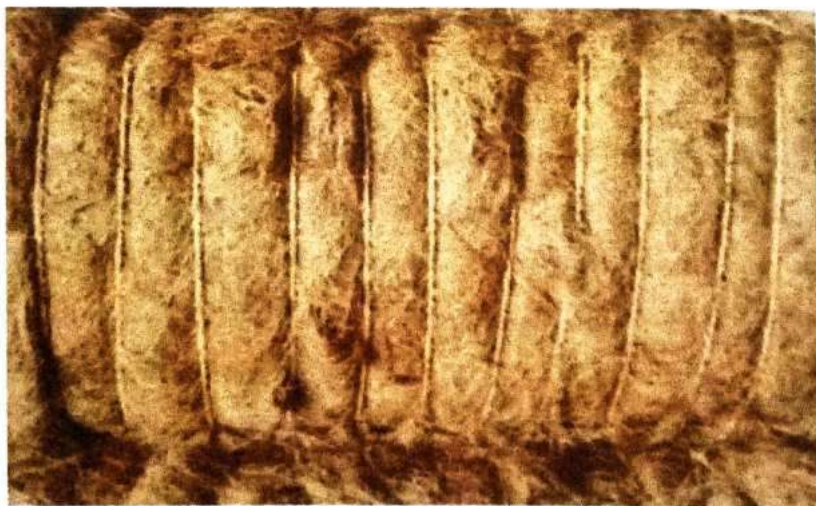
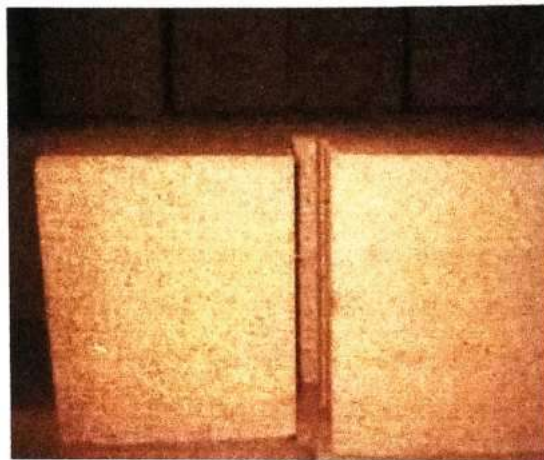
Desiccated coconut powder is obtained by drying ground or shredded coconut kernel after the removal of brown testa. It finds extensive use in confectioneries, puddings and many other food preparations and as a substitute to raw grated coconut. Natural coconut fat in the diet leads to a normalization of body lipids, protects against alcohol damage to the liver, and improves the immune system's anti-inflammatory response.

## **COCOPEAT**

The company exports vast range of cocopeat which is 100% natural and does not include any harmful chemicals. Coco peat is also known as coir pith, coir fibre pith, coir dust. It is made from coconut husks which are used in agro industries. Cocopeat is mainly used as water storage media for plantation. Its easy to store, handle and use. Coir Fibre Pith is also used as a growing medium for professional greenhouse growers and intensive agriculture.

## **COCONUT FIBRE**

Coconut Coir Fiber is extracted from the fibrous outer cover of the fruit of the Coconut Plant. They are white or light brown in color. Coir Fiber is baled with the assistance of plastic straps, to ensure its high quality and utility. Coir fibre is a natural fibre extracted from the husk of coconut and used in products such as floor mats, doormats, brushes, mattresses, etc. Coir bristle fibre can also be bleached and dyed to obtain hanks of different colours.





## **GROW BAG**

A grow bag is a large plastic bag filled with a growing medium and used for growing plants. The growing medium is usually based on a soilless organic material such as peat, coir, composted green waste, composted bark or composted wood chips, or a mixture of these. Various nutrients are added, sufficient for one season's growing, so only planting and watering are required by the end-user.



## **ACTIVATED CARBON**

Activated carbon presently has a wide range of applications in air, gas and liquid purification and precious metal recovery. It is also widely used in solvent recovery, waste treatment, gold recovery from ore, automobile cabin air filters, automobile vapor recovery canisters, military/industrial gas masks, high purity water for the electronics industry, medical applications, cigarette filters and pharmaceutical industry.

## **CHARCOAL**

Shell Charcoal is an important product obtained from coconut shell. Shell charcoal is used widely as domestic and industrial fuel. It is also used by blacksmiths and goldsmiths and in laundries. Shell Charcoal is also used to produce activated carbon. The shell charcoal is manufactured by burning shells of fully matured nuts in limited supply of air sufficient only for carbonization, but not for complete destruction



## **ARECA PLATE**

The use and throw Palm Leaf Plates / Natural Leaf Plates/ Areca Leaf Plates and Cups made out of Areca Leaf are 100% biodegradable and compostable. These hygienic, non-odorous, non-toxic, light weight plates and cups made out of Areca leaf are environment friendly. An economical disposable alternative for all catering occasions. These areca leaf plates and areca leaf cups need no wash. Bags are available in different sizes and also can be customised according to requirements.

## **SALT**

The Company also exports finest quality and hygienic salt. Salt is a Crystalline Mineral processed from the deposits of Sea water. The chemical name is Sodium Chloride (NaCl). Salt is of various types viz., Crystal Salt, Iodized Salt, Table Salt and Fine powder salt. Salt is used for human consumption and also for industrial purpose. It is processed in a safe and hygienic environment and hence, it is free from adulteration .

## **PAPAD**

**Marion Logistics** company is an eminent suppliers & traders of fine quality papad from India. The other name of papad is Appalam. It is a thin, crisp, disc shaped Indian side dish. It is fried in oil and directly taken as a food item. It is very favourite dish of South Indians. The company is highly focused on its quality such as taste, reliability, nutritious value and its aroma. A dish that defines the Indian palette, the company exports a variety of appalam viz., papad, indian papad, crisp papad and masala papad that makes a perfect addition to any vegetarian meal.

## **CHAPTER II**

### **CONCEPTS ,METHODS,PROCESS LEARNT AND SKILLS ACQUIRED**

#### **CONCEPTS**

Marion logistics ensures best quality services with the aim of building trust and simplifying the lives of consumers, small businesses and large enterprises. It strives to bring cost efficiency and worldwide reach for a number of businesses. It is driven by the vision to become the number one freight platform for commerce in India, through a combination of world-class infrastructure and logistics operations.

The company is an international team, united by a passion for logistics and working in a unique environment. Its mission is to bridge the gap of time and distance, making the world easily accessible for its customers, to reach and serve billions of other customers.

#### **METHODS**

- ❖ Air Freight Services
- ❖ Sea Freight Services
- ❖ Warehousing Services
- ❖ Project Cargo Services
- ❖ Specialised Cargo Services
- ❖ Packaging and Crating

### **Air Freight Services**

Marion logistics provides professional and comprehensive Air Freight services committed to the safe, reliable and cost effective delivery of consignments.

### **Sea Freight Services**

Marion logistics provides a highly cost-effective method of transporting a range of large, heavy or normal loads.

### **Warehousing Services**

Warehousing is an extremely dynamic Logistics service, wherein each client demands a tailor made solution for his/her business model.

### **Project Cargo Services**

Handling Project Cargo is a specialized job which calls for expertise and experience in this particular field.

### **Specialised Cargo Services**

Together with the best shipping companies and agent network the company takes care of all kind of cargoes for imports into India as well as for exports worldwide.

### **Packaging and Crating**

The company is capable of providing quality packing services for different kinds of products, office equipments and machinery.

## **PROCESS LEARNT**

- ❖ Receiving the order
- ❖ Processing the order
- ❖ Fulfilling the order

### **Receiving the order**

Once the order is received, it is necessary to make sure that there is enough inventory in stock to process the order.

### **Processing the order**

Processing a customer order refers to the process of verifying order data and making sure it is accurate and that the items ordered are in stock.. Much of this process is often done using automation and technology, which can help to speed up the order processing stage. From there, the order status is updated in real-time and customers can be notified that the order is being processed.

### **Fulfilling the order**

Once the order has been processed, the order fulfillment stage can begin. This involves picking the right items for the order and preparing them to be shipped.

## **SKILLS ACQUIRED**

During my internship I learned how to interact with officials. I also had a good learning experience with entrepreneurs and business owners and how to communicate and build relationships with the people.

I had a handbook and took notes every day about new things I learnt. I noticed my strengths and weaknesses. This helped me to understand myself more and identify the areas where I need to improve myself.



## **CHAPTER III**

### **LIMITATIONS , SUGGESTIONS AND CONCLUSION**

#### **LIMITATIONS:**

- ❖ Some information can't be accessed due to its confidential nature
- ❖ Time is one of the major constraints which limits the effectiveness of the study

#### **SUGGESTIONS :**

- ❖ The employees could be kept happy and contented at work which could lead to higher degree of efficiency and effectiveness.
- ❖ Employees emotional problems could be taken care of by arranging counselling sessions

#### **CONCLUSION:**

It was a good experience for me in my life to realize the practical difficulties of workers . I met different people and their traits in the organization during the time of internship. I have also learnt to interact with officials and other employees of the company. During the internship programme I have improved my practical skills, and communication skills.

# Day report

Day 1 : 1.03.2023

Introduction about shipping

Day 2 : 04.03.2023

Connection between logistics & shipping

Day 3 : 06.03.2023

Billing

Day 4 : 07.03.2023

Import and Export

Day 5 : 08.03.2023

Debit note & Credit note



Day 6 : 11.03.2023

product explanation

Day 7 : 13.03.2023

warehouse

Day 8 : 14.03.2023

Crst & its types

Day 9 : 15.03.2023

Bank challas

Day 10 : 16.03.2023

preparing the Invoice Bill



Day 11 : 17.03.2023

Customers clearance in Import

Day 12 : 18.03.2023

Types of cargo shipping

Day 13 : 20.03.2023

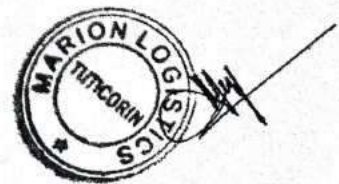
Container

Day 14 : 21.03.2023

3 types of logistics

Day 15 : 22.03.2023

Customers clearance in Export





Date : 23-03-2023

**TO WHOMSOEVER IT MAY CONCERN**

This is to certify that Ms.G.Mary Ashly, a student of commerce St.Mary's College (Autonomous) Tuticorin – 628001 has successfully completed 15 days ( From 01-03-2023 to 22-03-2023) internship training programme at this company.

During this period of her internship programme with us she was found punctual, hardworking and inquisitive.

We wish her all the best for her upcoming career.

Regards

FOR MARION LOGISTICS

  
Proprietor

**A REPORT ON THE INTERNSHIP AT  
SEAMAX SHIPPING INDIA PRIVATE LIMITED**

Submitted To

**ST. MARY'S COLLEGE (AUTONOMOUS), THOOTHUKUDI**

Affiliated To

**MANONMANIAM SUNDARANAR UNIVERSITY,**

**TIRUNELVELI**

In partial fulfilment of the requirements for the award of the degree of

**BACHELOR OF COMMERCE**



By

**I. Mary Elizabeth Shalini**

**REG.NO:21AUCO48**

Under the guidance of

**Dr. Frenando Alexandria M. com., Ph.D.**

**PG AND RESEARCH DEPARTMENT OF COMMERCE**

**ST. MARY'S COLLEGE (AUTONOMOUS), THOOTHUKUDI**

**(Re-accredited with A+ grade by NAAC)**

**APRIL 2023**

**A REPORT ON THE INTERNSHIP AT  
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**APRIL 2023**



## ACKNOWLEDGEMENT

It is my profound privilege to thank our **Principal Rev.Sr.Dr.A.S.J Lucia Rose** for giving me this opportunity to undergo internship training, which helped me to acquire practical knowledge.

I express my sincere thanks to **DR.G.Stella Beatrice Nirmala**, HEAD of the department of commerce and my guide **Dr.Fernando Alexandria** for their valuable support and encouragement in completing this project.

I am indebted to thank **Mr. P. Sankara Subramanian**, Director, **Seamax Shipping India Pvt Ltd** and all the employees of the company or guiding me throughout my period of internship and helping me to acquire necessary information and skills during my training,

I.Mary Elizabeth Shalini

21AUCO48



### Declaration

I hereby declare that I have undergone internship training at Seamax Shipping India Pvt Ltd, thoothukudi and the report is prepared based on the information gathered during the period of my internship (15 days) at Seamax Shipping India Pvt Ltd.

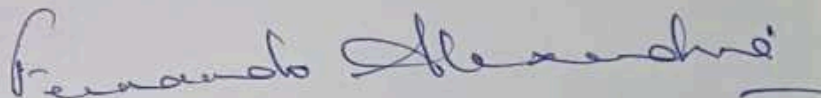
Place : Thoothukudi

Date : 14.04.2023

D. Mary Elizabeth Shalini.

I. Mary Elizabeth Shalini

(21AUCO48)



### Content

CHAPTER	TOPIC	PAGE.NO
I	INTRODUCTION AND PROILE OF ORGANIZATION	1-2
II	CONCEPTS METHODS PROCESS LEARNED AND SKILLS ACQUIRED	3-5
III	LIMITATION SUGGESTIONS AND CONCLUSION	6
IV	ANNUEXURE 15 DAY REPORT CERTIICATE	

## **CHAPTER I**

### **Introduction and profile of the company**

#### **Introduction:**

Seamax Shipping India Pvt Ltd, since 2003, is uniquely positioned to handle all aspects of your shipments from launch to catch. Since its inception, SSIPL is one of leading Total Logistics service provider in the southern part of India. Initially SSIPL was confirmed to cater to need of our exporters in Tirupur. Later through sheer hard work and commitment towards service, they opened their own office in the port city of Tuticorin, Chennai, Madurai and Coimbatore. Not stopping there, they extended their service to all other major ports/ICDs of India through their associates. They are handling outbound cargo 850 containers, inbound cargo 350 containers and air cargo of 55 MT\ month approximately.

As a total logistics service provider, SSIPL offers services in sea Road Transportation, NVOCC operations, consolidation, customs broking, VAS on imports and exports, buyer groupage, less than container load (LCL) & full container load (FCL). Thus, providing a ONE STOP SHOP for all your logistic needs.

SSIPL being very choosy in selection of agents are proud to present a network of reliable agents. Their global network services are exemplary. Their network agents are well established service providers operating in the field for more than a decade and have the Infrastructure and technical expertise to handle any kind of shipment and cater to every need of the shipper and consignee to the core.

Their experienced teams of professionals are trained to guide through the complexities of global shipping. They offer a single-source solution to and from any point worldwide keeping you informed of your shipment status at every step.



SSIPL possessing its own insured bill of landing offers a full array of ocean related services including ocean forwarding, NVOCC operation, consolidation, buyer groupage, clearing & forwarding services & FCL container management as well as customer-in-house service.

SSIPL works closely with most carriers to provide you with better coverage, more sailings and better rates. As one of the leading forwarders, SSIPL enjoys leveraged pricing with many carriers.



#### **Overview:**

Established in 2004, Seamax Shipping India Pvt Ltd is carrying Exim business throughout the world. They are expertise in supply chain management, Import and Export logistics, consolidation and vendor services, warehousing and distribution, global freight management and logistics support.

#### **Vision:**

Become a competent logistics it saves across the world.

#### **Mission:**

To reach our global with fulfilling o customer logistics needs and expectations.



## CHAPTER II

### CONCEPTS

Activities of other transport agencies of freight, organisation and document preparation, consolidation and break bulk of freight rate information and sampling of freight.

### METHODS

Sea freight Through their ocean division one gets complete, professional service with their "can do" attitude.

#### **Our services include:**

- Cargo booking and pick up
- Cargo tracking and tracing
- Customer\purchase order management
- Palletization\packing
- Delivery verification
- Destination customs clearance
- Warehousing
- Freight forwarding
- Consolidation
- Insurance services
- Project logistics
- Quality control
- Shipment alerts and confirmation
- Shipment pre planning

- Vendor coordination
- Ex works
- Cross trade shipment from to India
- RORO shipments
- 3PL Logistics

## **AIR FREIGHT**

### **Our Air Freight Products & Services**

- Airport to Airport
- Airport To Door
- Door To Airport
- Door To Door [Ex-Works]
- Consolidation

## **LANDSIDE SERVICE**

The importance of smooth, effective and timely landside activities is often underestimated. Getting goods to and from the port, and getting all the paperwork done right often involves multiple parties and processes with the potential for costly delay and errors. SSIPL offers a unique and costly delay and errors. SSIPL offers a unique and seamlessly integrated solution that enhances and simplifies landside activities in close coordination with ocean and air transport.

### **Value added services:**

SSIPL offers a full range of forwarding services including a complete package of value-added landside services. As a local and global logistics partner, they offer the expertise, global reach, and global buying power to

guarantee a complete and complete range of forwarding services that enhances every single step of the supply chain from the factory to the customer door.

### **Process learned and skills acquired**

- Teamwork
- Problem solving skills
- Work ethics
- Adaptability skills
- Communication skills
- Responsibility
- Time management

### **My experience**

This is the good experience for me in my lie to realise the practical difficulties of the workers. It was very interesting to watch the preparing process day by day. I have met different people with different characters during the internship. It will help me to behave positively people in future life also. Because of this I learned what customs clearance is a thus I had a good experience for future scope.

## **CHAPTER III**

### **LIMITATION:**

- The time limit to complete the project was less.
- All the data collections were based on books, internet and employee of different companies.
- The information provided by the company is not very specified and not clear in order to analyse the statement.
- Most of employees do not really share the information.

### **SUGGESTIONS:**

It was a very positive experience that gave me skills for the life. If I could sum it all off, through this experience I have learnt that this is something that I am not only good at could also love it.

#### **There are some suggestions:**

- They are to be selective.
- Be supportive.
- Hold them accountable for their job.
- Offer work options.
- Schedule regular check in.

### **CONCLUSION:**

When we went to internship we have learnt about the basic knowledge about the logistics, willing, filing, the report and about the container and shipment.



## Day Report.

Day 1 : 28.02.2023 - 2:30 : 4:30 PM

Introduction about Shipping

Day 2 : 01.03.2023 - 2:30 PM - 4:30 PM

Connection between logistics & shipping.

Day 3 : 03.03.2023 : 2:30 PM - 4:30 PM

Billing.

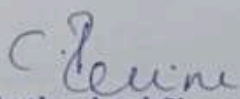
Day 4 : 07.03.2023 - 2:30 PM - 4:30 PM

Import and Export.

Day 5 : 08.03.2023 - 2:30 PM - 4:30 PM

debit note & credit note.

For SEAMAX SHIPPING INDIA PVT LTD

  
Authorised Signatory

14.03.2023 - 2:30 pm - 4:30 pm

TDS

Day 7 : 15.03.2023 - 2:30 pm - 4:30 pm

Warehouses.

Day 8 : 17.03.2023 - 2:30 pm - 4:30 pm

Cist & its types

Day 9 : 21.03.2023 - 2:30 pm - 4:30 pm

Bank Challas

Day 10 : 22.03.2023 - 2:30 pm - 4:30 pm

Preparing the invoice Bill.

For SEAMAX SHIPPING INDIA PVT LTD

C. Jeyan.  
Authorised Signatory

Day 11 : 23.03.2023 - 2:30pm - 4:30pm

Customs clearance in import

Day 12 : 24.03.2023 - 2:30pm - 4:30pm

Types of cargo ship

Day 13 : 27.03.2023 - 2:30pm - 4:30pm

Container

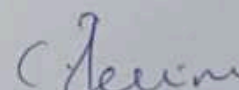
Day 14 : 28.03.2023 - 2:30pm - 4:30pm

3 types of logistics

Day 15 : 29.03.2023 - 2:30pm - 4:30pm.

Customs clearance in Export.

For SEAMAX SHIPPING INDIA PVT LTD

  
Authorised Signatory



**Seamax Shipping India Private Limited**  
(Global Logistics Solution Provider)

This is to certify that Miss. I. Mary Elizabeth Shalini student of St.Mary's College (Autonomous) has successfully completed an internship in the Seamax Shipping India Pvt Ltd from 28.02.2023 to 28.03.2023 (15 Days) under the guidance of Mrs. C. Roseline during her internship; she has demonstrated her skills with self-motivation to learn new skills. Her performance exceeded our expectations and she was able to complete on time.

We wish her all the best for her upcoming career.

For Seamax Shipping India Pvt Ltd,

Director

(P.Sankara Subramanian)





**A REPORT ON INTERNSHIP PROJECT**

**AT  
ZAHARA SHIPPING LINES**

Submitted to

**ST. MARY'S COLLEGE(AUTONOMOUS), THOOTHUKUDI**

Affiliated to

**MANONMANIAM SUNDARANAR UNIVERSITY, TIRUNELVELI**

In partial fulfillment of the requirements for the award of the degree of

**BACHELOR OF COMMERCE**

By

**D.MASTIGA**

**Register Number: 21AUCO49**

**UNDER THE GUIDANCE OF**

**Dr. G. STELLA BEATRICE NIRMALA**

**(M.Com, M.Phil, PH.D, MBA, DFA, PGDIT, DGT)**

**HEAD AND ASSOCIATE PROFESSOR OF COMMERCE**



**PG AND RESEARCH DEPARTMENT OF COMMERCE**

**ST. MARY'S COLLEGE(AUTONOMOUS),  
THOOTHUKUDI**

**(Re-accredited with A++ grade by NAAC)**

**APRIL 2023**

## **ACKNOWLEDGEMENT**

It is my profound privilege to thank our Principal Rev.Sr.Dr.A.S.J.LuciaRose for giving me this opportunity to undergo internship training, which helped me to acquire practical knowledge

I express my sincere thanks to Dr. G. Stella Beatrice Nirmala Head and Associate Professor, Department of commerce and my internship guide for allowing me to undertake institutional training and for their valuable support and encouragement throughout this programme for the completion of this project.

Finally, I would like to take the opportunity to thank Mrs.Shakthi, Supervisor Zahara Shipping lines and staffs of the firm, for guiding me throughout my period of internship and helping me to acquire necessary skills for my productive career.

**D.MASTIGA**

**21AUCO49**

## DECLARATION

I hereby declare that I have undergone internship training at Zahara Shipping lines Thoothukudi and the report is prepared based on the information gathered during the period of my internship (15 days) at Zahara Shipping lines.

Place: Thoothukudi

D.Mastiga  
D.MASTIGA

Date: 10.04.2023

21AUCO49

## **TABLE OF CONTENT**

<b>CHAPTER NO.</b>	<b>CONTENTS</b>	<b>PAGE NO.</b>
<b>I</b>	<b>INTRODUCTION</b>	<b>01</b>
<b>II</b>	<b>RESEARCH METHODOLOGY</b>	<b>18</b>
	<b>OBJECTIVES OF THE STUDY</b>	<b>19</b>
	<b>SCOPE OF THE STUDY</b>	<b>20</b>
<b>III</b>	<b>ANALYSIS AND INTERPRETATION</b>	<b>21</b>
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<b>V</b>	<b>LIMITATIONS SUGGESTIONS CONCLUSION</b>	
	<b>ANNEXURE</b>  <b>A1 REFERENCE B1 COMPLETION CERTIFICATE C1 WORK DIARY</b>	



## **CHAPTER-I**

### **INTRODUCTION**

#### **INDUSTRY PROFILE:**

Logistics is the process of planning, implementing, and controlling the movement and storage of goods and services from the point of origin to the point of consumption. It is a crucial part of supply chain management and involves managing the flow of materials, information, and financial resources.

The logistics industry is vast and comprises several sub-sectors, including transportation, warehousing, freight forwarding, customs brokerage, and supply chain management. The industry is driven by the need to optimize supply chain operations and improve efficiency, thereby reducing costs and improving customer satisfaction.

The transportation sub-sector is the largest within the logistics industry and includes various modes of transportation, such as air, sea, road, and rail. It involves the movement of goods and services from one location to another, using various transportation modes and carriers. The warehousing sub-sector is responsible for the storage and management of goods and services before they are transported to their final destination.

The freight forwarding sub-sector plays a critical role in the logistics industry, as it is responsible for arranging the transportation of goods from one location to another, using various transportation modes and carriers. It also handles customs clearance, documentation, and other related activities.

The customs brokerage sub-sector is responsible for ensuring that goods comply with import and export regulations and are cleared through customs. This involves preparing and submitting customs documents, paying duties and taxes, and communicating with customs officials.

The supply chain management sub-sector involves the coordination and

integration of all logistics activities across the supply chain. This includes managing suppliers, inventory, transportation, and distribution channels to ensure that products are delivered on time and at the right cost.

The logistics industry is vital to the global economy, as it enables the movement of goods and services across borders and facilitates trade. It is also an essential component of e-commerce, as it provides the infrastructure for online retailers to deliver products to customers worldwide.

In recent years, the logistics industry has undergone significant changes, driven by technological advancements, changing consumer behavior, and the rise of e-commerce. The industry has embraced digital technologies such as automation, robotics, and artificial intelligence, to improve efficiency and reduce costs. It has also focused on sustainability and reducing its carbon footprint, by adopting eco-friendly practices and technologies.

Overall, the logistics industry is a dynamic and rapidly evolving sector, driven by the need to meet the demands of an increasingly globalized and connected world.

## **WATER TRANSPORTATION**

Sea logistics is a critical industry that plays a key role in global trade. According to the United Nations Conference on Trade and Development (UNCTAD), around 80% of global trade by volume and over 70% by value is carried by sea. This underscores the importance of sea logistics in facilitating international trade.

The sea logistics industry involves a wide range of players, including shipping companies, port operators, freight forwarders, customs brokers, and logistics service providers. These companies work together to ensure that goods are transported safely and efficiently from one location to another.

The sea logistics industry is highly competitive, with companies competing on factors such as price, service quality, and efficiency. Key factors that influence the industry include fuel prices, shipping rates, port capacity, and regulatory



changes. The industry also faces various challenges such as piracy, weather-related disruptions, and environmental concerns.

Advancements in technology and digitalization are also having a significant impact on the sea logistics industry. New technologies such as blockchain, artificial intelligence, and the Internet of Things (IoT) are being adopted to improve supply chain visibility, increase efficiency, and enhance customer experience.

In terms of global trade, the sea logistics industry is dominated by a few key players. The top five container shipping companies in the world, for example, account for around 60% of global container shipping capacity. However, the industry also features a large number of smaller players that specialize in specific trade routes or types of cargo.

Overall, sea logistics is a critical industry that is essential for facilitating global trade and supporting economic growth. As global trade continues to grow, the sea logistics industry is likely to remain a key player in the global economy.

## **IMPORT**

In shipping, "import" refers to the process of bringing goods or products into a country from another country. Export goods may involve several parties, including the exporter, the importer, the carrier, and customs officials. It involves various steps and procedures, including obtaining the necessary import permits, paying the applicable duties and taxes, complying with customs regulations, and ensuring that the goods are safely transported to their final destination.

The import process begins with the importer placing an order with a foreign supplier and arranging for the goods to be shipped to the destination country. The importer must then provide the necessary documentation to customs officials, such as a commercial invoice, packing list, and bill of lading. Customs officials will examine the goods to ensure they comply with import regulations, and may also conduct inspection tests to ensure they meet quality and safety standards.

Once the goods have been cleared by customs, they can be transported to the importer's warehouse or distribution center, or directly to the endcustomer. Importers may use various modes of transportation, such as air, sea, or land, depending on the nature of the goods and the urgency of delivery.

Importing goods can be a complex process, and requires careful planning, coordination, and compliance with regulations. Importers may also need to work with freight forwarders, customs brokers and other logistics providers to ensure that the goods are transported and delivered in a timely and cost-effective manner.

## **EXPORT**

Export in shipping refers to the transportation of goods or products from a domestic market to a foreign country. It involves the movement of goods across international borders and requires compliance with various customs and export regulations.

Exporting goods may involve several parties, including the exporter, the importer, the carrier, and customs officials. The exporter is responsible for preparing the goods for shipment, obtaining necessary permits, and ensuring compliance with all relevant regulations. The importer is responsible for arranging for the transportation of the goods and clearing the goods through customs in the destination country.

## **CONTRIBUTION OF SHIPPING LOGISTICS IN ECONOMY:**

Shipping logistics plays a crucial role in the global economy as it enables the efficient movement of goods and products from one place to another. The shipping industry, which includes shipping logistics, maritime transport, and port operations, is responsible for moving around 90% of world trade in terms of volume.

### **Facilitating trade:**

Shipping logistics enables the movement of goods across borders and



between countries. This in turn, facilitates international trade and supports economic growth.

**Generating employment:**

The shipping industry provides employment opportunities for millions of people around the world, both directly and indirectly. For example, shipping companies require a wide range of skilled workers, including ship crew, port workers and logistics managers.

**Reducing transportation costs:**

By enabling efficient transportation of goods over long distances, shipping logistics helps to reduce transportation costs for businesses. This in turn, makes products more affordable for consumers.


**Supporting supply chains:**

Shipping logistics is a critical component of global supply chains. This allows businesses to source raw materials and components from around the world and to distribute finished products to customers in different countries.

**Contributing to GDP:**

The shipping industry contributes significantly to the GDP of many countries. For example, in the United States, the maritime industry generates around \$154 billion in annual GDP and supports over 650,000 jobs.

## COMPANY PROFILE

COMPANY NAME	-Zahara Shipping lines
CORPORATE OFFICE ADDRESS	97G/2A/3, 1 <sup>st</sup> Floor, 4 <sup>th</sup> St W, Teachers Colony, Tuticorin 628002 INDIA
WEBSITE	Zaharalines.com
FOUNDED	-1979
MANAGING DIRECTOR	-Mr. Rafiq
COMPANY CLASS	-Private Limited Company
INDUSTRY	-Logistics
COMPANY STATUS	-Active
COMPANY LOGO	 ZAHARA SHIPPING LINES LLC

## INTERNATIONAL HEADQUARTERS THOOTHUKUDI

### 1.4 NON-VESSEL OPERATING COMMON CARRIERS (NVOCC)

Large organizations and companies often ship-in their requirements of raw material and ship-out the finished goods. For this, they deal directly with the

shipping lines or get it done through Freight Forwarders who offer service at the point of loading as well as unloading. They may hire containers for this purpose or ship as consolidated cargo, the costs of which they will recover easily.

However, small business units or individuals may find it difficult to deal directly with large shipping lines and freight forwarders as they might not need an entire container to ship their goods in or out. Such small business units and individuals may also not find it cost-effective to deal with such large companies.

This is where special agencies known as Non-Vessel Operating Common Carriers NVOCC. NVOCCs make the entire process of importing or exporting cargo hassle-free and cost-effective by being the single point of contact for the customer. This arrangement is found to suit small and medium-sized organizations rather well.

NVOCC does not own or operate ocean transport vessels. Instead, they make arrangements with ship owners, charterers, or shipping lines for transportation of cargo under their own Bill of Lading known as the House Bill of Lading (HBL).

NVOCCs sell cargo or container space onboard main line transport vessels, to their customers. They lease or rent this space on board ships, and sell it to their clients.

In most cases, they arrange loading of cargo from the customer facility and the transfer of such loaded cargo to the gateway ports. They also undertake the delivery of goods to the consignee at the destination. But it must be noted here that as a general practice, NVOCCs deal mostly with Freight Forwarders directly to maintain unbiased rates. NVOCCs do not generally own warehouses but some of them may have their own container fleet. Depending on the size of their operations, some of them may even own warehouses or other storage sites. They may also offer services such as cargo consolidation, deconsolidation and using out-sourced services such as container cleaning and repair.



When shipping freight through containers, one has to consider many factors such as delivering goods to a container yard or Container Freight Station (CFS), proper packing and stuffing of goods, safe passage during a journey, Proper deconsolidation at the destination and lastly, clearing the goods through customs and other checks.

### **DOCUMENTATION IN NVOCC:**

NVOCC is that it undertakes to transport cargo under its own Bill of Lading also called the House Bill of Lading (HBL), through transport vessel operators.

On the other hand, the Master Bill of Lading (MBL) is issued by the ocean carrier to their agent or the NVOCC. The HBL is issued directly by the NVOCC to the consignor or shipper.

The consignee in an MBL will be the ocean carrier's agent or destination NVOCC, while an HBL will show the actual importer or receiver as the consignee. The two documents will therefore be almost similar except in the shipper, consignee and notify party fields.

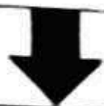
The HBL, like the Original Bill of Lading (OBL), is a negotiable document and proof of ownership of goods by the customer. Some NVOCCs have agents who take care of issuance of the House Bill of Lading and other such related paper work. The NVOCC, therefore, acts as agents to these ocean transport carriers.

An NVOCC normally enters into an agreement with ocean carriers to provide business to them. This could mean, for example, a certain number of TEUs (Twenty Equivalent Units) for a specified period. The ocean carriers may offer them preferential rates and payment conditions for their bulk orders.

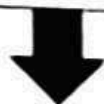


## PROCESS OF NVOCC EXPORT

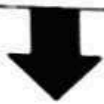
Booking request from shipper



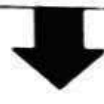
Negotiating Local Charges and Freight Rate



Container Release Order (CRO)



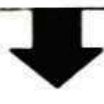
Equipment Interchange Receipt (EIR) Submit in Terminal



Sending Bill of Lading Draft



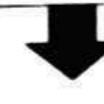
Confirmation of Bill of Lading by consignor



Order received by agent or customer



Invoice Send to Shipper After Vessel Sailed



Import General Manifest (IGM) submission



Export General Manifest File in ICE GATE

Vessel arrival notice send to customer



Consignee gives delivery order to CFS for get goods



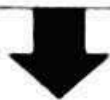
CFS and CHA confirmed by customer



Invoices send to customer after vessel berthing



Documents send by consignee to NVOCC to get delivery order



Delivery order send to consignee

## **EXPORT CHARGES:**

- Terminal handling charges
- Tuticorin port additional charges
- Ocean freight charges
- Documentation charges.
- Bill of lading charges
- Mandatory user charges.
- Seal charges
- Surrender bill charges

## **IMPORT CHARGES:**

- Terminal handling charges
- ISPS charges.
- Tuticorin port additional charges
- Average documentation charges.
- Container cleaning & washing charges.
- Container facilitation charges.
- Survey charges.
- Mandatory user charges.
- Delivery order charges

## **CHAPTER II**

### **RESEARCH METHODOLOGY**

#### **RESEARCH DESIGN:**

The study is Analytical Research

#### **NATURE OF DATA:**

Secondary Data.

#### **SOURCE OF DATA:**

The secondary data was collected from the NVOCC department of the Zahara shipping lines limited.

#### **PERIOD OF STUDY:**

28.02.2023 to 23.03.2022

#### **OBJECTIVES OF THE STUDY**

To calculate the various average charges per cubic meter for Export from VOC Port Trust Thoothukudi to various destinations through ZAHARA SHIPPING Lines Limited.

- To calculate the various average charges per cubic meter for Imports through Zahara Shipping lines limited, VOC Port Trust Thoothukudi from various destinations.
- To calculate the Revenue generated through consignment charges for certain activities both exports and imports through Zahara Shipping lines Limited.



## **SCOPE OF THE STUDY:**

This study helps to understand the various average charges per cubic meter for Export from VOC Port Trust Thoothukudi to various destinations through Zahara Shipping Lines Limited.

Limited, and also the various average charges per cubic meter for Imports through Zahara Shipping Lines Limited, VOC Port Trust Thoothukudi from various destinations is calculated then the revenue generated through consignment charges for certain activities for both export and imports through Zahara Shipping Lines Limited is founded.





### **Inference:**

During the year 2022, 307 containers were shipped to Colombo, 24 containers were sent to JEBEL ALI port in UAE, 22 containers were sailed to Malaysia, various goods in 29 containers were exported to Singapore and 31 containers were used to ship goods to China, from Thoothukudi VOC port. The rates are fixed as per the size of the containers length. Hence, average charges per Cubic Meter was calculated.

Hence, it is inferred from the above table that, the average Terminal Handling Charges for Colombo is Rs 153 per CBM, Jebel Ali port, UAE is Rs 179 per CBM, Malaysia is Rs 134 per CBM Singapore is Rs 139 per CBM and for China it is Rs 156 per CBM.

**TABLE NO.3.2**

PORT	NO. OF CONTAI NERS	TYPE OF CONTA INER	CBM PER CONTA INER	TOT AL CB M	GRA NTT OTA L CBM	RATE PER CONTA INER (InR s)	TOTAL INCLU SIVE OFTAX (InRs)	AVER AGEC HARG ESPE R CBM (InRs)
COLOMBO	214	20ft	33	7,062	13,293	800	3,77,600	28
	93	40ft	67	6,231		1,600		
JEBEL ALI	24	20ft	33	792	792	800	22,656	28
	---	---	---	---		---		
MALAISIYA	7	20ft	33	231	1,236	800	40,528	33
	15	40ft	67	1,005		1,600		
SINGAPORE	13	20ft	33	429	1,501	800	42,480	28
	16	40ft	67	1,072		1,600		
CHINA	23	20ft	33	759	1,295	800	36,816	28
	8	40ft	67	536		1,600		
							5,20,080	

**EXPORT TUTICORIN PORT ADDITIONAL CHARGES**

**Inference:**

It can be inferred from the above table that the average Tuticorin Port Additional Charges for Colombo is Rs 28 per CBM, Jebel Ali, UAE is Rs 28 per CBM, Malaysia is Rs 33 per CBM, Singapore is Rs 28 per CBM, China is Rs 28 per CBM.



**TABLE NO 3.3**  
**EXPORT**  
**OCEAN FREIGHT CHARGES**

PORT	NO.OF CONTAINERS	TYPE OF CONTAINER	CBM PER CONTAINER	TOTAL CBM	GRANT TOTAL CBM	TOTAL INCLUSIVE OFTAX (InRs)	AVERAGE CHARGES PER CBM (InRs)
COLOMBO	214	20ft	33	7,062	13,293	2,69,28,768	2,026
	93	40ft	67	6,231			
JEBEL ALI, UAE	24	20ft	33	792	792	15,71,558	1,984
	---	---	---	---			
MALAYSIA	7	20ft	33	231	1,236	12,33,411	998
	15	40ft	67	1,005			
SINGAPORE	1	20ft	33	33	1,105	16,28,667	1,474
	16	40ft	67	1,072			
CHINA	23	20ft	33	759	1,295	22,79,255	1,760
	8	40ft	67	536			
						3,23,20,455	

**Inference:**

From the above table, it is inferred the average Ocean Freight Charges for Colombo is Rs.2026 per CBM, Jebel Ali, UAE is Rs1984 per CBM, Malaysia is Rs998 per CBM, Singapore is Rs 1474 per CBM, and China is 1760per CBM.

TABLE NO.

3.4

## EXPORT

PORT	NO.O F CONTAINERS	TYPE OF CONTAINER	CBM PER CONTAINER	TOTAL CBM	GR AN TI OT AL CBM	RATE PER CONTAINER (In Rs)	TOTAL INCLU SIVE OF TAX (InRs)	AVER AGEC HAR GESP ER CBM (InRs)
COLOMBO	214	20ft	33	7,062	13,2 93	500	2,08,5 74	16
	93	40ft	67	6,231		750		
JEBEL ALI, UAE	24	20ft	33	792	79 2	500	14,1 60	18
	---	---	---	---		---		
MALAYSIA	7	20ft	33	231	1,2 36	500	17,4 10	14
	15	40ft	67	1,005		750		
SINGAPORE	13	20ft	33	429	1,5 01	500	22,2 36	15
	16	40ft	67	1,072		750		
CHINA	23	20ft	33	759	1,2 95	500	20,6 52	16
	8	40ft	67	536		750		
							2,83,0 32	

## DOCUMENTATIONCHARGES

## Inference:

It can be inferred from the above table that the average Documentation charges for Colombo is Rs 16 per CBM, Jebel Ali, UAE is Rs 18 per CBM, Malaysia is Rs 14 per CBM, Singapore is Rs 15 per CBM, China is Rs 16per CBM.

**TABLE NO.****3.5**

<b>PORT</b>	<b>NO. OF CONSIGNMENT</b>	<b>RATE PER CONSIGNMENT (InRs)</b>	<b>TOTAL INCLUSIVE OF TAX (InRs)</b>
<b>COLOMBO</b>	42	3,000	1,47,146
<b>JEBEL ALI, UAE</b>	7	3,000	24,780
<b>MALAYSIA</b>	6	3,000	21,240
<b>SINGAPORE</b>	7	3,000	24,780
<b>CHINA</b>	4	3,000	14,160
			2,32,106

**Inference:**

It can be inferred that the Total Bill of Lading charges for Colombo port is Rs1,47,146. Rs 24,780 for Jebel Ali, UAE, Rs21,240 for Malaysia, RS 24,780 for Singapore and 14,160 for China.

**TABLE NO.3.6**  
**EXPORT**  
**SURRENDER BILL**

<b>PORT</b>	<b>NO. OF CONSIGNMENT</b>	<b>RATE PER CONSIGNMENT (InRs)</b>	<b>TOTAL INCLUSIVE OF TAX (InRs)</b>
<b>COLOMBO</b>	<b>42</b>	<b>2,000</b>	<b>99,120</b>
<b>JEBEL ALI, UAE</b>	<b>7</b>	<b>2,000</b>	<b>16,520</b>
<b>MALAYSIA</b>	<b>6</b>	<b>2,000</b>	<b>14,160</b>
<b>SINGAPORE</b>	<b>7</b>	<b>2,000</b>	<b>16,520</b>
<b>CHINA</b>	<b>4</b>	<b>2,000</b>	<b>9,440</b>

**Inference:**

It can be inferred that the Total Surrender Bill charges for Colombo is Rs99,120, Rs16,520 for Jebel Ali, UAE, Rs 14,160 for Malaysia, Rs16,520 for Singapore, and Rs for 9,440 for China.



## **CHAPTER- IV**

### **FINDINGS**

#### **COLOMBO**

- i. The average Terminal Handling Charges is Rs. 153 per cubic metre for Exports and Rs. 142 per cubic meter for Imports.
- ii. The average Tuticorin Port Additional Charges is Rs. 28 per cubic metre for Exports and Rs. 28 per cubic metre for Imports.
- iii. The average Documentation Charges is Rs. 16 per cubic metre for Exports and Rs. 15 per cubic metre for Imports.
- iv. The Total Mandatory User Charges is Rs. 89,571 for Exports and Rs. 32,700 for Imports.
- v. The average Ocean Freight Charges is Rs. 2,026 per cubic metre for Exports.
- vi. The total Bill of Lading Charges is Rs. 1,47,146 for Exports.
- vii. The total Seal Charges is Rs. 1,53,500 for Exports.
- viii. The total Surrender Bill Charges is Rs. 99,120 for Exports.
- ix. The average ISPS charge is Rs. 17 per cubic metre for Imports.
- x. The average Container Cleaning And Washing Charges is Rs. 41 per cubic metre for Imports.
- xi. The average Container Facilitation Charges is Rs. 106 per cubic metre for Imports.
- xii. The total survey charges Rs. 144,255 for Imports.
- xiii. The average Delivery Order Charges is Rs. 6,350 per consignment for Imports.

## **LIMITATION**

- Unable to acquire deep knowledge in my work area due to limited time
- Some people did not explain deeply in their week
- Some processes were only explained as a theory

## **SUGGESTIONS**

- To communicate more with the interns.
- Supervisors can conduct short motivation sessions interns to become more competitive
- To give transport allowances wholly or a part for the interns

## **CONCLUSIONS**

This internship has been an excellent and rewarding experience. I can conclude that there have been a lot I have learnt from my work at ZAHARA SHIPPING LINES LTD .The most important things I have learnt are the importance of time management and being self-motivated. My sincere thanks to the organization.



# ZAHARA SHIPPING LINES LLC

Date : 12.04.2023

This is to certify that Ms. Mastiga .D of St. Mary 's College ( Autonomous ) has  
Successfully completed an internship in the ZAHARA SHIPPING LINES LLC  
From 28.02.2023 to 23.03.2023

Under the guidance of M. SAKTHI ( Manger ) .

During her internship , She has demonstrated her skills with self – motivation to learn new skills .  
Her performance expectation and she was able to complete on time .

We wish her all the best for her upcoming career .

Regards.




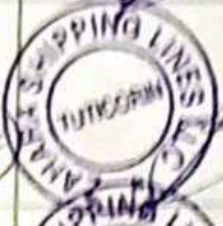
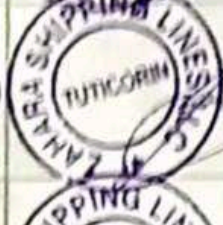
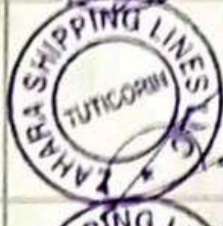


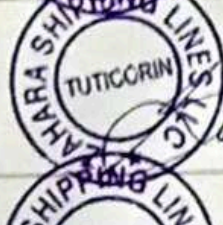
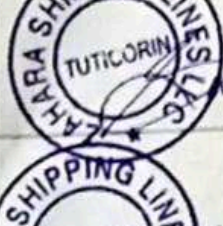



Name: D. Manjiga


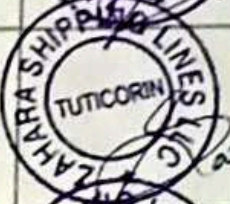
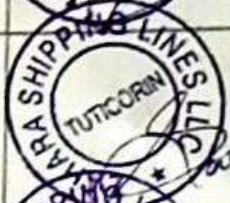



Place: Zahara Shipping Lines

Reg No: 21AVCO49

Duration: 2:30 to 4:30

Date	Work Description	Signature
28. 2. 23	Introduction of the company profile and shipping industry	
01. 3. 23	Import (Detail of Import concept)	
02. 3. 23	Export (Detail of Export concept)	
03. 3. 23	Detail study of containers	
04. 3. 23	Import (NVOCC) Non vessel operator cargo carrier	
07. 3. 23	Export (NVOCC) Non vessel operator cargo carrier	
08. 3. 23	Invoice (Export)	
11. 3. 23	Invoice (Import)	
14. 3. 23	Gst (Goods service tax)	



15. 3. 23	Detail of export charges	
17. 3. 23	Detail of Import charges	
18. 3. 23	contribution of shipping logistics in economics	
21. 3. 23	Documentation process	
22. 3. 23	findings (colombo)	
23. 3. 23	over all recap	

**A REPORT ON INTERNSHIP PROJECT AT  
ZAHARA SHIPPING LINES LLC**

Submitted to

**ST. MARY'S COLLEGE(AUTONOMOUS), THOOTHUKUDI**

Affiliated to

**MANONMANIAM SUNDARANAR UNIVERSITY, TIRUNELVELI**

In partial fulfilment of the requirements for the award of the degree of

**BACHELOR OF COMMERCE**

by

***NOORUL AFFRA.A (21AUC052)***

Under the guidance of

***Dr. S.Bulomine Regi***



**PG AND RESEARCH DEPARTMENT OF COMMERCE**

**ST. MARY'S COLLEGE (AUTONOMOUS),**

**(Re-accredited with A+ grade by NACC)**

**THOOTHUKUDI**

**2022-2023**



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**THOOTHUKUDI**

**2022-2023**

## ACKNOWLEDGMENT

I acknowledge the abundant blessing and grace of God almighty who has been the source of wisdom and knowledge.

It is my profound privilege to thank our **Principal Rev.Sr.Dr.A. S. J. Lucia Rose** and **Secretary Rev.Sr.Dr.C.Shibana**, for giving me this opportunity to undergo Internship training, which helped me to acquire practical knowledge.

I would like to take the opportunity to thank my work guide **Mrs.M.Sakthi** Manager of **ZAHARA SHIPPING LINES LLC** and all the staff members of the firm, for guiding me throughout my period of internship and helping me to acquire necessary skills for my productive career.

I express my sincere thanks to the Head and Associate Professor of Commerce, **Dr.G.Stella Beatrice Nirmala**. And my internship guide **Dr.S.Balomine Regi** for allowing me to undertake institutional training and for their valuable support and encouragement throughout this program and for the completion of this project.

Finally, I record my sincere thanks to my parents and friends for their encouragement during the work.

Noorul Affra.A  
Noorul Affra.A (21AUC052)



Noorul Affra.A,  
II B.Com,  
PG and Research Department of Commerce  
St. Mary's College (Autonomous),  
Thoothukudi.

### Declaration

I Noorul Affra.A, II B.Com, PG and Research Department of Commerce,  
St. Mary's College (Autonomous), hereby declare that I have completed the  
internship project at Zahara Shipping lines llc., I authentically prepare this report  
after the completion of the 15 Days internship project. I also confirm that the report  
is submitted in the partial fulfilment of the requirements for the internship project  
for awarding the Degree of Bachelor of Commerce.

DATE :- 16.04.2023

Signature of the Candidate



Noorul Affra.A

Noorul Affra.A

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# **CHAPTER -1**

## **INTRODUCTION**

## **CHAPTER – 1**

### **INTRODUCTION**

#### **1.1 Introduction**

A Shipping line or Shipping Company is a company whose line of business is ownership and operation of ships. Shipping professionals are responsible for receiving, tracking and sending orders to customers and verifying that products arrive on time and to the right person. They also use radio frequency identification to scan barcodes for organized and through documentation of all inventory.

A shipping company is a corporation that is engaged in maritime transport. It is usually the case that ship owners are either involved in maritime or inland waterway transport. It is interesting to note that not every shipping company has its own ships, but also operates ship charters.

A shipping line or shipping company is a company that operates the cargo vessels that deliver from the load port to the destination port. The freight forwarder doesn't own these cargo ships; they work with the shipping lines to transport their clients' items.



## **1.2 PURPOSE**

It is the physical movement of goods from one point to another, such as the moving merchandise from the warehouse to the customer. The shipping process follows the manufacturing and the packing of goods and is controlled and overseen by a shipping or logistics company. Good shipping companies handle shipping and transportation. They provide forward-thinking warehouse management, order fulfillment, inbound freight coordination, outbound, and delivery. A shipping line is a company that operates the cargo vessels that deliver from the load port to the destination port. The freight forwarder doesn't own these cargo ships; they work with the shipping lines to transport their clients' items.

## **1.3 FUNCTIONS**

A shipping line is the carrier of goods in containers on international routes. Shipping lines typically have a fleet of cargo ships, which they use to transport goods on an international route between two ports. Duty of a shipping company is to transact the goods from a company to another. It acts as an agent between two or more buyer's company.

## 1.4 ROLES

In today's fiercely competitive business environment, ship operators often seek diversification. Many independent ship owners who have their own vessel operating capability, investors, banks, and leasing companies also buy ships but lack the necessary expertise. Some cargo owners also choose to own or control a portfolio of tonnage themselves, partly as a strategy to hedge risk. All such business entities, therefore, may choose to delegate various managerial functions to be third party ship managers. The ship owner and third party manager enter into a ship management contract that describes the services to be provided, the fee to be paid, and much more. The services delegated to the managers may roughly be divided into three categories:

1. Technical Management
2. Commercial Management, and
3. Crewing management.

Ship management companies are located in the world's maritime centers. Many companies manage large fleets on behalf of numerous ship owners. Many of the larger management companies also own vessels. Essentially, the decision to outsource a ship management function is a financially driven one. In most cases, outsourcing of ship management services means that the shipowner can conduct

business at a reduced cost, primarily due to reduced in-house staff and resources. Another advantage to a ship owner in delegating management to a third party ship manager is that the manager will be able to bring all fleets under its supervision to the table for purposes of negotiating contracts for maintenance and repair stores, marine insurance, etc. It generates savings via economies of scale. The ship management company can also represent the ship owner's interests before industry groups and government.

### *Technical Management*

The management contract may require the manager to provide technical management services such as:

- ❖ Insuring that the vessel complies with the requirements of the Flag State
- ❖ Insuring compliance with the ISM Code
- ❖ Insuring compliance with the ISPS Code
- ❖ Providing competent personnel to supervise the maintenance and general efficiency of the Vessel
- ❖ Arranging and supervising dry dockings, repairs, alterations and the maintenance of the vessel

- ❖ Insuring that the vessel complies with all of the requirements and recommendations of the classification society
- ❖ Arranging the supply of necessary stores, spares, and lubricating oil
- ❖ Appointing surveyors and technical consultants as needed
- ❖ Arranging for the sampling and testing of bunkers
- ❖ Providing other related services.

### *Crew Management*

Crew Management services may also be required such as:

- ❖ Crew recruitment
- ❖ Arranging for the deployment of crew to and from the vessel
- ❖ Training of crew and career development
- ❖ Payroll; Insurance and other employee benefits.

### *Commercial Management*

Some owners choose to delegate commercial management functions as well. For example, a bank that forecloses a ship mortgage and repossesses the vessel may choose to operate it while waiting for a more substantial resale market. The bank will ask professional managers to perform commercial management functions, which could include securing vessel employment under charter or other contracts of carriage, as well as the obtaining of proper marine insurance and



tending to other risk management issues. People working as ship manager in New York, Connecticut, Singapore, Rotterdam, or anywhere else, routinely provide services at the request of ship owners from all parts of the world that enable them to operate fleets more efficiently.

### 1.5 TERMS USED IN SHIPPING LINES

- **FREIGHT:** The amount paid (as to a shipping company) for carrying goods: goods or cargo carried by ship, train, truck, or airplane. The carrying of goods from one place to another by vehicle ship the order by freight.
- **CARGO:** The goods that are carried in a ship or an aircraft is known as Cargo.
- **CONTAINER:** A container is a sealed, rigid, reusable metal box used to hold goods that require transport by vessel, truck or rail. The container must be built for repeated use, easy to fill or empty and specially designated to facilitate the carriage of goods without intermediate reloading.
- **BILLS LADING:** Bill of lading has three main purposes. First, it is a document of title to the goods described in the bill of lading. Second, it is a receipt for the shipped products. Finally, it represents the agreed terms and conditions for the transportation of the goods.

- **VOUCHER:** A Voucher is a bond of the redeemable type which is worth a certain monetary value and which may be spent only for specific reasons or on specific goods.
- **DRAFT:** A piece of writing etc., which will probably be changed and improved; not the final version.
- **INVOICE:** An official paper that lists goods and services that you have received and says how much you have to pay for them.
- **CONSIGNEE:** One to whom something is consigned or shipped.
- **CURRENCY:** Currency serves as a means of exchanging commodities and services. Money in the form of paper or coins, issued by a government and accepted at face value, is known as currency.
- **PORT:** A port is a place for ships to stop to trade or refuel.

## **1.6 HISTORY OF SHIPPING COMPANY IN INDIA**

The Swadeshi Steam Navigation Company (SSNC) was India's first indigenous shipping company, established on 16 October 1906, in Tamil Nadu's Tanjore district (present-day Thoothukudi) by V O Chidambaram Pillai to challenge the monopoly of the British India Steam Navigation Company (BISNC) on passenger shipping services and maritime trade in India. This was an

important step towards the Swadeshi Movement's objective of boycotting foreign-made goods and promoting indigenous businesses.

The company, founded with a ten-lakh-rupee capital raised through 40,000 shares, planned to operate a ship between Tuticorin and Colombo before expanding into a full-fledged navigation company. Initially, the company leased ships from the Bombay-based company Essaji Dodgibhoy. Following that, it leased a single large freighter from Sri Lanka before purchasing two French ships, the S S Galia and S S Lavo, which was capable of transporting 1300 passengers and 40,000 bags of cargo. The words 'Vande Mataram' were inscribed on the vessels.

Unfortunately, SNCC's success was fleeting, as the BISNC introduced very competitive rates and reduced its fare per trip to one rupee per person to drive Pillai's company out of business, causing the Swadeshi company to offer a half-rupee fare. The British company then ruthlessly began offering free trips to its passengers. Furthermore, Pillai was arrested and jailed for two years on charges of sedition in 1908 for eulogizing freedom fighter Bipin Chandra Pal, which sparked riots in Tuticorin. As a result of these developments, SSNC was liquidated and sold to its competitors in 1911. Regardless, the SNCC, founded on nationalist principles, left an indelible mark on Indian maritime history.

## 1.7 HISTORY OF TUTICORIN PORT

V.O. Chidambaranar Port Authority is a port in Thoothukudi, Tamil Nadu, and is one of the 13 major ports in India. It was declared to be a major port on 11 July 1974. It is second largest port in Tamil Nadu and third largest container terminal in India. V.O. Chidambaranar Port is an artificial port. This is the third international port in Tamil Nadu and it is second all-weather port. All V.O. Chidambaranar Port Authority's traffic handling has crossed 10 million tons from 1 April to 13 September 2008, registering a growth rate of 12.08 per cent, surpassing the corresponding previous year handling of 8.96 million tons. It has services to USA, China, Europe, Sri Lanka and Mediterranean countries. The Station Commander, Coast Guard Station Thoothukudi is located at V.O. Chidambaranar Port Authority, Tamil Nadu under the operational and administrative control of the Commander, Coast Guard Region (East), Chennai. The Coast Guard Station V.O. Chidambaranar Port Authority was commissioned on 25 April 1991 by Vice Admiral SW Lakhar, NM, VSM the then Director General Coast Guard. The Station Commander is responsible for Coast Guard operations in this area of jurisdiction in Gulf of Mannar. V.O. Chidambaranar Port Authority Thoothukudi is an ISO 9001:2008, ISO 14001:2004 and International Ship and Port Facility Security (ISPS) Code compliant port.





**Fig. 1.1** Port Trust of Tuticorin

## **1.8 TOP EXPORT PRODUCTS**

*Tamilnadu* : Tamil Nadu is a traditional exporter of Textiles & Garments, Leather Goods, Automobiles & Components and Electronic Hardware among others.

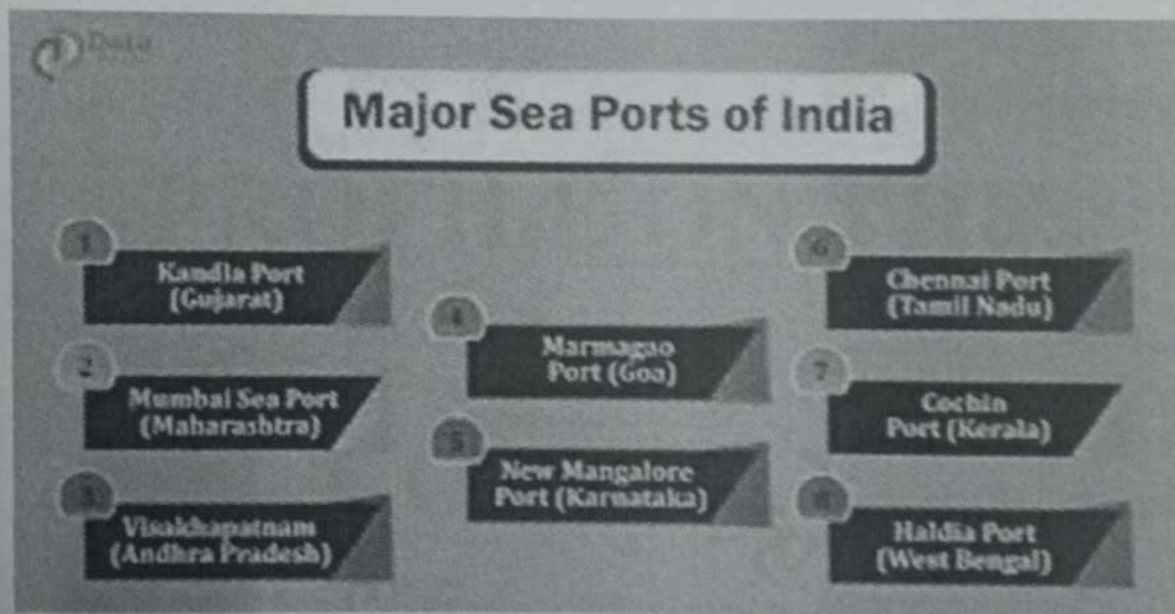
*India:*

- Engineering goods.
- Petroleum products.
- Gems and jewelry.
- Organic and inorganic chemicals.
- Drugs and pharmaceuticals.
- Electronic goods.

- Cotton yarn/fabrics/made-ups, handloom products etc.
- Ready-made garments (RMG) of all textiles...Etc.,

## 1.9 PORTS IN INDIA

On the west coast, there are the ports of Mumbai, Kandla, Mangalore, JNPT, Mormugao, and Cochin. The ones on the east coast are the ports at Chennai, Tuticorin, Visakhapatnam, Paradip, Kolkata, and Ennore. The last one, Ennore is a registered public company with the government owning a 68% stake.



**CHAPTER – 2**

**PROFILE ON THE**

**COMPANY**

## CHAPTER -2

### PROFILE OF THE COMPANY

#### 2.1 INTRODUCTION

Zahara Shipping Lines commenced its operations in the year 2013 with an intention to serve the customers in a unique way in the field of Logistics and freight forwarding. Backed with 10 years of experience in shipping, we are leading in the International Freight Forwarding, Shipping agency, Container trading / leasing & CHA work. We are a well reputed NVOCC agent & an international freight forwarder.



# ZAHARA SHIPPING LINES LLC



## 2.2 ABOUT US

Our Zahara Shipping Lines have a well-established global freight and trade network, offering a single-source solution to manage and transport freight. With an extensive team of experts, Zahara shipping lines offers the best fit solutions. It help our customers with faster and wider access to vital markets globally. We are also able to offer the customers extremely competitive freight rates across multiple locations. Our pros are the excellent relationships with shipping lines to achieve priority shipping.

## 2.3 OUR SERVICES

### *Custom Clearance:*

Zahara provides expert and competitive Customs Brokerage services for any type of commodity. And our online system helps us link with the Indian Customs Authorities to ensure high speed processing of all shipments. Our highly trained and experienced staff uses the most up to date technology to ensure full compliance with all customs requirements.

### *Freight Forwarding:*

The company has a well-established global freight and trade network, offering a single-source solution to manage and transport freight. With an extensive team of experts supervising operations, with its unparalleled access to a

vast agent network of air, ocean, rail or road transport facilities. All of which provides its customers with faster and wider access to vital markets globally.

#### ***NVOCC Operation:***

As a fully-bonded and licensed Non-Vessel Operating Common Carrier (NVOCC), Zahara shipping lines provides shipping rates for major ocean carriers on a global scale. Through our NVOCC services, we can solve your company's international shipping challenges, including ocean freight consolidations to Middle East and the rest of the world.

#### ***Container Trading:***

The company can provide container Leasing and trading services worldwide. Customers can purchase new and used 20' and 40' dry vans, as well as specialized equipment. Our extensive network of depots provides a variety of pick up and drop off locations which facilitate one-way leasing opportunities.

### **2.4 OVERSEAS NETWORK OFFICES**

- Sri Lanka
- Afghanistan
- Male
- Bahrain
- Saudi Arabia

- Iran
- Iraq
- Singapore
- China
- Thailand
- Pakistan
- Bangladesh
- U.A.E
- Kuwait
- Oman
- Yemen
- Malaysia
- Qatar
- Japan
- Taiwan

## 2.5 LOCATION

Established in the year 2013 *Zahara Shipping Lines LLC* in melur Tuticorin, is one of the best player in the category of shipping companies in Thoothukudi. This well-known established acts as a one stop destination servicing both local and form other parts of Thoothukudi. Over the course of its journey, this business has established a firm foothold in its field. They believe that clients satisfaction is the most important, which makes them to grow day by day. It is located in a Main place of Thoothukudi, a busy area, at V.E Road, Near DSF Grand Plaza which makes it easy for first-time visitors in locating this establishment.



## 2.6 PROPRIETOR

The founder of Zahara Shipping Lines LLC is *Mr. S.Mohamedu Rafik*. He worked in a Shipping company for more than 4 years. He gained a required knowledge from there and now he formed a Shipping company by his own. He acted as a Leader and also a friendly person. He didn't show his bossy attitude to us.

**2.7 BRANCHES** Branches of *Zahara ShippingLines LLC* are located in

- Chennai
- Coimbatore

## 2.8 COMPANIES MAJOR WORK

- Export and Import
- Container Sales
- Clearance
- Transportation of Goods

## **2.9 COMPANY'S WORK**

*SALES MARKETING:* Sales person contact the customers and place the bookings in principle rate of the office.

*CUSTOMER SERVICE:* This company provides all time favor to the customer like attending all customer enquiries.

*OPERATION:* It track the product from booking to destination.

*DOCUMENTATION:* It prepares Bills of Lading Draft and Invoice files.

*ACCOUNTING WORK:* Raising invoice, GST return filling, TDS, IT return filling.

*MANAGER'S WORK:* Checking all documents rate approval, Special rate approval and also Sales marketing.

## **2.10 COMPANY WORKING HOURS 8 Hours**

The name of the company is Zahara Shipping Lines LLC which has 6 employees and a Boss who is Mr. Mohammedu Rafik. Goods environment and all facilities are available like Dining room, Washroom, Free WiFi and there are 7 cabins and separate Computer for each employee. There are 6 Employees who gets minimum salary of 10,000 per Month. All the employees are Sincere in their work. And they also helped me in their busy Schedule.

## **CHAPTER – 3**

### **DAY REPORT**

## CHAPTER-3

### *DAY REPORT*

**DAY 1:** On 27.02.2023, visited Zahara shipping lines LLC. It was a small company with calm environment. All the staff members there were very friendly to me. The owner there wasn't authoritative he had good leadership qualities. Everyone there guided me so well.

**DAY 2:** On 28.02.2023, a guide named Ms. Sakthi accompanied me. She explained important terms like invoice, draft, bills of lading etc. which was very clear to me.

**DAY 3:** On 1.3,2023 another guide taught me important financial transactions which was interesting. The process of receiving money was made crystal clear to me.

**DAY 4:** On the next day (2.3.2023) the guide explained about GST an indirect tax. When the goods are sold from a company to another company or to a person by us, the latter pays money for the product along with the GST amount.



**DAY 5:** On 3.3.2023 the guide taught that the entire amount received as GST is divided into two equal amount one part for SGST and the another for CGST.

**DAY 6:** On 7.3.2023 once again the guide explained me about GST she explained the bases of dividing the GST into SGST and CGST.

**DAY 7:** On 14.3.2023, guide taught about cargo dealing which was mostly between colombo ( Srilanka ) and India.

**DAY 8:** On 15.3.2023, I helped the guide to check the draft dealings with the invoice files. It was quite interesting.

**DAY 9:** On 20.3.2023, I continued the same work of checking the details. I helped them to rectify certain errors. I checked the currency values and the totals, which was a bit challenging task.

**DAY 10:** On 24.3.2023, I continued the work of checking the currency values and the totals. I also checked whether the amount received as GST

has been correctly divided into SGST and CGST on the basis of the given percentage.

**DAY 11:** On 27.3.2023, I checked whether the amount is correctly received in accordance with product sold and whether the GST is paid correctly.

**DAY 12:** On 28.3.2023, The guide taught tally briefly. She explained various terms in tally, she explained clearly that I understood tally easily.

**DAY 13:** On 29.3.2023, the guide taught about purchase and sales voucher I myself learnt to make the entries, and I succeeded in getting the appropriate results.

**DAY 14:** On 30.3.2023, both the guides explained once again the entire work process. They asked me few simple questions, which was answered by me correctly, they were happy for that.

**DAY 15:** On 31.3.2023, it was my last day of internship they cleared all my doubts and queries. All of them there wished me on my success and they were so happy on my performance.

## CHAPTER - 4

SKILLS ACQUIRED,

LIMITATIONS

AND CONCLUSION

## CHAPTER- 4

### SKILLS ACQUIRED, LIMITATIONS AND CONCLUSION

#### 3.1 SKILLS ACQUIRED

Internship is an opportunity to test the skills that we have gained in college or previous work experience. The skills we acquired through internship acts as a greatest strength in forth coming jobs endeavors. Skill development is most required in this competitive word which functions more through practical aspect rather than theoretical knowledge.

##### *1. Problem Solving Skills*

An internship introduces you to real life work problem and hence develop problem solving skill.

##### *2. Work Ethics*

It won't really learn about work ethics until you are in a tangible work environment. In college education, we used to make excuses for late submissions, short attendance and what not! But it is only when we are introduced to the actual environment that we learn work ethics and being prompt on time.



### *3. Adaptability Skills*

Not everyone is adaptable from the beginning. In fact, some refuse to be so even during their internship experiences and it causes a major loss. Being adaptive to our surroundings easily is one of the most useful soft skills not only desirable to employers but also important to our self-growth. So, I made the most of my internship and learnt how to adapt and improved my adaptability skills during my internship training.

### *4. Communication Skills*

It's one of the top listed skills that recruiters look for in a resume and something that can get the employees from bottom to top. Communicating well is a gem of a skill which I developed during my internship training.

### *5. Responsibility*

Often missed out in the list of soft skills, being responsible is an integral skill required in the job arena. My internship experience made me more responsible and accountable for what decisions I made and how I execute what been allocated to me.

### *Time Management*

Last on our list, but still as important as the others, is time management. During an internship which is almost the beginning of our work life, we can't mark our absences on our regular basis. Hence, it helps us learn to manage our time better by maintaining a balance between our work and personal life, without harming any of them.

### **3.2 MY EXPERIENCE**

During an internship, we learn to work as a team without focusing entirely on ourselves. We also develop patience in situations when we disagree with another member of the team. Team work is needed to some extent for the work done to be more effective and efficient. Working in a team always makes things easier. People we meet during an internship can later become mentors, sources of job opportunities and references. They may help us develop skills and offer moral support in your early career. Building a strong network of contacts is reason enough to do an internship. This internship program helped me in developing my communication skill to a longer extent with the employees and higher authorities. Self-confidence is more important for a person who wants to develop themselves. It is important for

to guide to motivate the trainee and make him believe that he can do anything if he is confident enough in his work. My trainer was a great hope for me to make things possible.

### **LIMITATIONS:**

- Gained only limited knowledge.
- Too much work pressure.
- In the limited time, many tasks were given to accomplish.
- Wasn't able to get specialized in any field.
- Period of only 15 days were too less.
- Sometimes they didn't even care about me.
- Being a junior there, they underestimated me and my performance.

### 3.4 CONCLUSION:

The internship program was a great way for students to learn about their stream more precisely. My internship program at just being perfumes taught me a great deal about many aspects, it helped me to gain practical knowledge in the field of Shipping industry and various other aspects of the industry. It helped me in enhancing team spirit and coordination. Apart from this, it also helped me to acquire new skills. Moreover, it helped in developing communication, analytical, interpersonal and planning skills. The work experiences I encountered during the internship allowed me to develop interpersonal skills; I think I still need to work on to learn some skills like tally etc. However, the overall experience was positive, and everything I learned would be useful in my future career in this field.

This project is based on the study of how imports and exports are done in a Shipping company and also to do works through agent. Major finding includes that company holds a very good reputation in the market and satisfies customer's needs.



## **Annexure**

- **Certificate of Completion**

- **Work Dairy**



# ZAHARA SHIPPING LINES LLC

Date: 14.04.2023

This is to certify that Ms .Noorul Affra . A. of St . Mary ' s College ( Autonomous ) has  
Successfully completed an internship in the ZAHARA SHIPPING LINES LLC  
from 27.02.2023 to 31.03.2023

Under the guidance of M. SAKTHI ( Manger ) .

During her internship , She has demonstrated her skills with self - motivation to learn new skills .  
Her performance expectation and she was able to complete on time .

We wish her all the best for her upcoming career .

Regards.









INTERNSHIP TRAINING

27<sup>th</sup> February 2023 – 31<sup>st</sup> March 2023




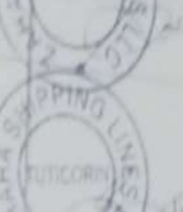





INTERNSHIP WORK DAIRY

NAME: *Noorul Affra. A*

(21AUCO52)

DATE	WORK DESCRIPTION	SIGNATURE
27.2.23	Introduction of the Company Profile and Shipping Industry	
28.2.23	Import (Detail of Import Concept)	
1.3.23	Export (Detail of Export Concept)	
2.3.23	Detail study of Containers	
3.3.23	Import (NVOCC) Non vessel operator Cargo Carrier	
4.3.23	Export (NVOCC) Non vessel operator Cargo Carrier	



DATE	WORK DESCRIPTION	SIGNATURE
14.3.23	Invoice (Export)	
18.3.23	Invoice (Import)	
23.3.23	GST (Goods and Service Tax)	
24.3.23	Detail of Import charges	
1.3.23	Contribution of shipping logistics in economics	
28.8.23	Documentation Process	
29.8.23	Findings (Colombo)	
3.3.23	Detail of Export charges	
3.4.23	Overall recap.	

**A REPORT ON THE INTERNSHIP PROJECT AT  
SEAMAX SHIPPING INDIA PRIVATE LIMITED**

Submitted To

**ST.MARY'S COLLEGE (AUTONOMOUS), THOOTHUKUDI**

Affiliated To

**MANONMANIAM SUNDARANAR UNIVERSITY, TIRUNELVELI**

In partial fulfilment of the requirements for the award of the degree of

**BACHELOR OF COMMERCE**

*By*

**M. Priya Varshini**

**Reg.No.:21AUCO56**

**Under the guidance of**

**Dr.S.Bulomine Regi**



**PG AND RESEARCH DEPARTMENT OF COMMERCE**

**ST.MARY'S COLLEGE (AUTONOMOUS) , THOOTHUKUDI**

**(Re-accredited with A+ grade by NAAC)**

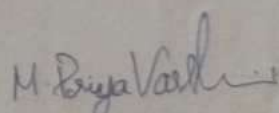
**APRIL 2023**

## ACKNOWLEDGEMENT

It is my profound privilege to thank our **Principal Rev. Sr. Dr. A.S.J. Lucia Rose** for giving me this opportunity to undergo internship training, which helped me to acquire practical knowledge.

I express my sincere thanks to **Dr.G. Stella Beatrice Nirmala**, Head of the Department and guide **Dr. S. Bulomine Regi** for their valuable support and encouragement in completing this project.

I am indebted to thank **Mr.P.Sankara Subramanian**, Director, Seamax Shipping Pvt, Ltd, and all the employees of the company for guiding me throughout my period of internship and helping me to acquire necessary information and skills during my training,

  
M. Priya Varshini


(21AUCO56)

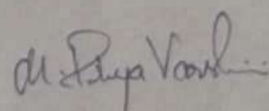
M. Priya Varshini,  
II.B.Com,  
PG and Research Department of Commerce,  
St.Mary's College (Autonomous),  
Thoothukudi.

### Declaration

I M. Priya Varshini, II B.Com, PG and Research Department of Commerce, St.Mary's College (Autonomous), Thoothukudi hereby declare that I have undergone internship training at **Seamax Shipping Company Pvt, Ltd**, Thoothukudi and the report is prepared based on the information gathered during the period of my internship (15 days) at Seamax Shipping India Pvt. Ltd.

Place: Thoothukudi



  
M.Priya Varshini



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I	Introduction and Profile of Organization	1 - 6
II	Day Report	7 - 13
III	Skills Acquired, Limitations, Suggestions And Conclusion	14 - 16
	Annexure 1. Certificate of Completion 2. Work Diary	

## **CHAPTER 1**

# **INTRODUCTION AND PROFILE OF THE COMPANY**

## **CHAPTER 1**

### **INTRODUCTION AND PROFILE OF THE COMPANY**

#### **1.1. Introduction**

Seamax Shipping India Pvt, Ltd, since 2003, is uniquely positioned to handle all aspects of your shipments from launch to catch. Since its inception, SSIPL is one of leading Total Logistics service provider in the southern part of India. Initially SSIPL was confirmed to cater to need of our exporters in Tirupur. Later through sheer hard work and commitment towards service, opened office in the port city of Tuticorin, Chennai, Madurai and Coimbatore. Not stopping there, we they extended our service to all other major ports/ICDs of India through our associates handling outbound cargo 850 containers, inbound cargo 350 containers and air cargo of 55 MT/month approximately. As a total logistics service provider, SSIPL offers services in Sea Road Transportation, NVOCC operations, consolidation, customs broking , VAS on imports and exports, buyer group age. Less than container load (LCL) & full container load (FCL). Thus, providing a ONE STOP SHOP for all logistic needs.

SSIPL being very choosy in selection of agents are proud to present a network of reliable agents our global network services is exemplary. Our network agents are well established service providers operating in the field for more than a decade and have the infrastructure and technical expertise to handle any kind of shipment and cater to every need of the shipper and consignee to the core. Our experienced teams of professionals are trained to guide through the complexities of global shipping. We offer a single-source solution to and from any point worldwide keeping you informed of your shipment status at every step.

SSIPL possessing its own insured bill of lading offers a full array of ocean related services including ocean forwarding, NVOCC operations, consolidation, buyer group age, clearing & forwarding services & FCL container management as well as customer-in-house service. SSIPL works closely with most carriers to provide you with better coverage, more sailings and better rates. As one of the leading forwarders, SSIPL enjoys leveraged pricing with many carriers.



## 1.2. PROFILE OF THE COMPANY



### Overview:

Established in 2004, Seamax Shipping India Pvt, Ltd is carrying EXIM business throughout the world. They are expertise in supply chain management, Import and Export logistics, consolidation and vendor services, warehousing and distribution, global freight management and logistics support

### Vision:

Become a competent logistics to save across the world

### Mission:

To reach our goal with fulfilling of customer logistics needs and expectations.

## Our Best Services

### Sea Freight

SSIPL processing its own insured Bill of Lading offers a full array of ocean related services including Ocean Forwarding, NVOCC operations, Consolidation, Buyer Group ages, Customs Clearance & FCL container management as well as customer-in-house services. SSIPL works closely with most carriers to provide you with better coverage, more sailings and better rates. As one of the leading forwarder, SSIPL enjoys leveraged pricing with many carriers. This leverage means you get the best value.

### Air Freight

SSIPL provides air cargo services to every major continent in the world including North America, Latin and South America, Far and Middle East, Indian Sub-Continent, Europe, Australia, New Zealand, and South Africa. Through SSIPL Air Consolidation Services, we provide the best transit time, frequent flight schedules, competitive rates and cost savings.

Our Air Freight Products & Services include

- Airport To Airport
- Airport To Door

- Door To Airport
- Door To Door (Ex-Works)
- Consolidation

#### **Landside Services**

The importance of smooth, effective, and timely landside activities is often underestimated. Getting your goods to and from the port, and getting all the paperwork done right, often involves multiple parties and processes with the potential for costly delays and errors. SSIPL offers a unique and seamlessly integrated solution that enhances and simplifies landside activities in close coordination with ocean or air transport.

#### **Value Added Services**

The importance of smooth, effective, and timely landside activities is often underestimated. Getting goods to and from the port, and getting all the paperwork done right, often involves multiple parties and processes with the potential for costly delays and errors. SSIPL offers a unique and seamlessly integrated solution that enhances and simplifies your landside activities in close coordination with ocean or air transport.

#### **Our serves include:**

- Cargo booking and pick up

- Cargo tracking and tracing
- Customer/purchase order management
- Palletization /packing
- Delivery verification
- Destination customs clearance
- Warehousing
- Freight forwarding
- Consolidation
- Insurance services
- Project logistics
- Quality control
- Shipment alerts and confirmation
- Shipment pre planning
- Vendor coordination
- Ex works
- Cross trade shipment from to India
- RORO shipments
- 3PL Logistics



## **CHAPTER 2**

### **DAY REPORT**

## **CHAPTER 2**

### **DAY REPORT**

#### **Day 1 – Introduction about Shipping**

On 28.02.2023, the manager, Mr. Subramaniam introduced about the processes of the company. He gave a nut shell of the works done by each team.

#### **Day 2 – Logistics and Shipping**

On 01.03.2023, the manager introduced Mrs. Roselin and she was my guide for that day. She explained the connections between Logistics and shipping and some other concepts of the company.

#### **Best Services**

- Sea Freight
- Air Freight
- Landside Services
- Value Added Services

#### **Day 3 – Billing**

On 02.03.2023, Mr. Siva taught me the process of billing and filing them. The billing for that day was assigned to me. Billing information can be defined as any data that enables any person to access a customer or donor's account. These accounts could be a credit card, checking account, savings

account or any similar account. It could also be access to your utility bills, mortgage loan account or your debit card.

#### **Day 4 – Import and Export**

On 03.03.2023, the guide explained me about the import and export of goods of the company.

The import export procedure is a systematic business procedure that is to be followed for gaining creditworthiness in the international market. Without proper export and import procedure, the movement or transport of goods from one country to another (and vice versa) is not possible. Very few import export institutes in India help the candidates to gain systematic and basic procedure. Remember, the basics of the export import process are very important to learn. Once you hold the import export basic knowledge and expertise for the import export business along with the understanding of the product exporting process, you can gain easy and effortless success in the field with import trade as well as export trade (import and export trade).

#### **Day 5- Debit Note and Credit Note**

On 07.03.2023, Mrs. Jaya, my guide taught the process of recording debit and credit notes.

A debit note is issued when the customer or buyer of the goods returns them to the vendor or supplier of those goods. But a credit note is issued when the vendor or supplier of the goods gets products back from the customer to whom they were sold.

#### **Day 6 -TDS**

On 08.03.2023, the concept of TDS (Tax Deducted at Source) was explained.

TDS on transportation charges are required to be deducted under Section 194C of the Income Tax Act, 1961 at the rate of 1% or 2% (as the case may be) for payments to Residents

#### **Day 7 – Warehouses**

On 14.03.2023, Mr. Narayanan took me to the warehouse of the company and explained the uploading and storage of the imported goods and the downloading and transferring of the goods to be exported.



### **The six fundamental warehouse processes:**

- Comprise receiving
- Putaway
- Storage
- Picking
- Packing
- Shipping.

### **Day 8 - GST**

On 15.03.2023, the concept of GST and its types was explained to me.

State Goods and Services Tax or **SGST**.

Central Goods and Services Tax or **CGST**.

Integrated Goods and Services Tax or **IGST**.

### **Day 9- Bank Challan**

On 17.03.2023, Ms. Shanthi taught me of the filling of Bank Challans. A

Chillan or bank challan is defined as an official document, form, or piece of paper used to credit money from one account to another. It is almost similar to

the deposit slip available in the bank with which you can deposit money into someone's account in cash.

#### **Day 10- Preparing the Invoice Bills**

On 21.03.2023, the guide taught me the preparation of the invoice bills.

Invoice processing involves the complete cycle of receiving a supplier invoice, approving it, establishing a remittance date, paying the invoice, and then recording it in the general ledger. It is a critical aspect of running a business.

#### **Day 11- Customs Clearance in import**

On 22.03.2023, the concept of customs clearance in import was explained to me.

A customs clearance services procedure includes obtaining, preparing, and submitting the documentation required to facilitate export procedures and imports into the country, informing the client about the customs examination, evaluation, and payment of duty, and bringing the cargo into the country after it has been.

## **Day 12- Types of Cargo Ship**

On 23.03.2023, Mrs. Laxmi explained about the different types of Cargo ships.

**There are five main cargo types:**

Containers. This is the cargo that most laymen are familiar with. Dry Bulk Cargo. Next, we have dry bulk cargo which is usually homogenous, in large quantities, and unpacked.

- Liquid Bulk Cargo.
- Break Bulk.
- Roll-On Roll-Off.
- Getting Freight Management Services

## **Day 13- Container**

On 24.03.2023, the storage of goods container was introduced to me.

### **Average Cost to Move a Shipping Container**

- Average Cost \$3,000
- Highest Cost \$7,500-plus
- Lowest Cost \$1,200

### **Day 14- 3 Types of Logistics**

On 27.03.2023, Mr. Siva explained about the types of logistics.

Three types inbound

- Logistics
- outbound logistics
- Reverse logistics.

### **Day 15- Customs Clearance in Export**

On 28.03.2023, the recording of customs clearance in export was introduced to me.

Export customs clearance is a government requirement to allow goods to be shipped outside of its trade zones. The export customs clearance procedure is the process of goods leaving one country to be shipped to another.



**CHAPTER 3**  
**SKILLS ACQUIRED,**  
**LIMITATIONS, SUGGESTIONS**  
**AND CONCLUSION**

## CHAPTER 3

### SKILLS ACQUIRED, LIMITATIONS, SUGGESTIONS AND CONCLUSION

#### 3.1 Process learned and skills acquired

- Teamwork
- Problem solving skills
- Work ethics
- Adaptability skills
- Communication skills
- Responsibility
- Time management

#### 3.2 My experience

This is the good experience for me in my life to realize the practical difficulties of the workers. It is very to watch the preparing process day by day. I have met different people and their characters during the internship .it will help me to behave with the people in future life also. Because of this I learned what customs clearance. Thus, I had good experience for future scope.

### **3.3 Limitations**

- The time limit to complete the project with loss.
- All the data collections in based on books, internet and employee of different companies.
- The information provided by the company is not very specified and not clear in order to analyses the statement.
- Most of employees are not really to share the information.

### **3.4 Suggestions**

It was a very positive experience that gave me skills for the life. If I could sum it all up through this experience and learned that this is something that I am not only good but well as love it. There are five suggestions they are be selective be supportive hold them accountable. Offer flexible work options and schedule regular check in.

### **3.5 Conclusion**

The internship program was a great way for students to learn about their stream more precisely. My internship program at just being perfumes taught me a great deal about many aspects, it helped me to gain practical knowledge in the field of Shipping industry and various other aspects of the

industry. It helped me in enhancing team spirit and coordination. Apart from this, it also helped me to acquire new skills. Moreover, it helped in developing communication, analytical, interpersonal and planning skills; I think I still need to work on to learn some skills like tally etc. However, the overall experience was positive, and everything I learned would be useful in my future career in this field.



# ANNEXURE

## Day Report

Day 1 : 28. 02. 2023

Introduction about shipping

Day 2 : 01. 03. 2023

Connection between logistics & shipping

Day 3 : 02. 03. 2023

Billing

Day 4 : 03. 03. 2023

Import and Export

Day 5 : 07. 03. 2023

Debit Note and Credit Note

For SEAMAX SHIPPING INDIA PVT LTD

*C. Devim.*  
Authorised Signatory

Day 6 : 08. 03. 2023

TDS - Tax Deducted at source

Day 7 : 14. 03. 2023

Ware houses

Day 8 : 15. 03. 2023

Gst and its types.

Day 9 : 17. 03. 2023

Bank Challans

Day 10 : 21. 03. 2023

Preparing the Invoice Bills

For SEAMAX SHIPPING INDIA PVT LTD

C. Kumar

Authorised Signatory

Day 11 : 22. 03. 2023

Customs clearance in import

Day 12 : 23. 03. 2023

Types of cargo ship

Day 13 : 24. 03. 2023

Container

Day 14 : 27. 03. 2023

3 types of logistics

Day 15 : 28. 03. 2023

Customs clearance in export.

For SEAMAX SHIPPING INDIA PVT LTD

C. Srinivas.

Authorised Signatory





**Seamax Shipping India Private Limited**  
(Global Logistics Solution Provider)

This is to certify that Miss. M. Priya Varshini student of St.Mary's College (Autonomous) has successfully completed an internship in the Seamax Shipping India Pvt Ltd from 28.02.2023 to 28.03.2023 (15 Days) under the guidance of Mrs. C. Roseline during her internship; she has demonstrated her skills with self-motivation to learn new skills. Her performance exceeded our expectations and she was able to complete on time.

We wish her all the best for her upcoming career.

For Seamax Shipping India Pvt Ltd,

Director

(P.Sankara Subramanian)



**A REPORT ON THE INTERNSHIP PROJECT AT  
FREEDOM SHIPPING AGENCIES**

Submitted to

**ST.MARY'S COLLEGE (AUTONOMOUS), THOOTHUKUDI**

Affiliated to

**MANONMANIAM SUNDARANAR UNIVERSITY, TIRUNELVELI**

In partial fulfillment of the requirements for the award of the degree

**BACHELOR OF COMMERCE**

By

**R.RESHMA**

**21AUCO58**



Under the guidance of

**Ms. D. Daisy Bai M. Com., M. Phil.**

**PG AND RESEARCH DEPARTMENT OF COMMERCE**

**ST.MARY'S COLLEGE (AUTONOMOUS), THOOTHUKUDI**

**(Re-accredited with A+ grade by NAAC)**

**APRIL 2023**

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**APRIL 2023**

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2.	CONCEPTS, METHODS AND PROCESS LEARNT	4 - 11
3.	FINDINGS, SUGGESTIONS AND CONCLUSION	12 - 13
ANNEXURE	➤ CERTIFICATE ➤ DAILY REPORT	



## **ACKNOWLEDGEMENT**

I acknowledge the abundant blessings and grace of **God Almighty** who has been my source of energy and knowledge.

I extend my special thanks to our Principal, **Rev. Sr. Dr. A.S.J. Lucia Rose** for her constant encouragement and blessings for doing this work successfully.

It is my pleasure to extend my thanks to the Head and Associate Professor, Department of Commerce, **Dr. G. Stella Beatrice Nirmala.**, for her valuable suggestions and encouragement in completing the work.

I express my deepest sense of gratitude to my guide **Ms. D. Daisy Bai**, Associate Professor of Commerce, for her excellent and the untiring guidance throughout the entire process of completing my project work.

Finally, I record my sincere thanks to my parents and friends for their encouragement during this work.

**RESHMA.R**

## DECLARATION

I hereby declare that, this report of internship training done at **"Freedom Shipping Agencies"** is an original work of mine and does not form part of any previous certificate/Diploma/Degree. This report is authentically prepared by me after the completion of the 15 days internship and submitted to the Department of Commerce, St. Mary's College (Autonomous) in partial fulfillment of requirements for the award of the Degree of **B.Com.**

PLACE: THOOTHUKUDI

DATE: 15/04/2023

*R. Reshma*  
NAME: RESHMA.R

21AUCO58

*Darig Beri*

## **CHAPTER 1**

### **INTRODUCTION AND PROFILE OF THE ORGANISATION**

#### **INTRODUCTION:**

A shipping agent is a person who deals with the the transactions of a ship in every port that the ship visits or docks. In simple terms, it is a shipping agent who deals with a local expert acts as a representative of the owner of the ship and carries out all essential duties and obligations required by the crew of the ship.

Freedom Shipping Agency is entrusted with taking care of every need and requirement of the crew like customs clearance, booking cargo on behalf of shipping line and frieght forwarding. The responsibilities as well as the remuneration of the agent may be explicitly entered into a contract which has been concluded between himself and the ship owner. This practice is very common in the cargo trade, booking agents, etc.

#### **CUSTOMS BROKER:**

A customs broker is a professional who provides expert services by arranging the customs clearance process during a shipment. The customs broker ensures that a shipment meets all standards and regulations for the import or export of goods. These brokers organize and submit the necessary documentation, review the invoices and the packing lists, and verify whether the taxes and duties are calculated properly. Use of the services of a specialized agent or customs broker for the sometimes complex clearance formalities is a fully legitimate and useful business decision.



### **STEAMER AGENT:**

The steamer agent books cargo for or on behalf of a shipping line. For getting more cargo he advertises, canvasses, including giving advertisement in newspapers, bulletins, magazines. The steamer agent also provides container feeder services whereby goods are transhipped from larger port to smaller ports.

### **FREIGHT FORWARDING:**

A freight forwarder or forwarding agent is a person or a company who, for a fee, organizes shipments for the shipper by liaising with carriers. A forwarder does not move the goods but acts as an agent in the logistics network. The carriers can use a variety of shipping modes including ships, airlines, trucks and railroads, and often use multiple modes for a single shipment.

### **Organisation Profile – Freedom Shipping Agency**



**FREEDOM SHIPPING AGENCY  
2G/117, KOKKURMAIN  
RAJIV NAGER (WEST)  
TUTICORIN 628 008  
PH : 91 461 2312118**

Freedom Shipping Agency is known to satisfactorily cater to the demands of its customer base. Freedom Shipping Agency is a prominent landmark in the area and this establishment is in close proximity to the same. The business strives to make for a positivity experience through its offerings.



Customer centricity is at the core of Freedom Shipping Agency and it is this belief that has led the business to build long – term relationships. Ensuring a positive customer experience, making available goods and/or services that are top – notch quality is given prime importance.

#### **LOCATION:**

Freedom Shipping Agency is located at 2G/117 Kokkur Main Road, Freedom House, Rajiv Nagar – 628008.

#### **SCOPE OF THE STUDY:**

Freedom Shipping Agency in Thoothukudi has a wide range of product offerings and the product/catalogue list includes Air Customs Clearance Service, Clearing Agents Services, Clearing and Freight Forwarding Services, Clearing Services, Custom Clearance Services etc.

#### **OBJECTIVES OF THE STUDY:**

- To know the various services provided by the freedom shipping agency
- To know the level of satisfaction of employees working in Freedom Shipping Agency.

#### **LIMITATIONS:**

- Some information cannot be accessed due to its confidential nature.
- Time is one of the major constraints which limits the effectiveness of the study.

## **CHAPTER 2**

### **CONCEPTS AND METHODS LEARNT**

- ❖ **CUTOMS BROKER**
- ❖ **PARTNERSHIP**
- ❖ **DOCUMENTATION**
- ❖ **PACKING LIST**
- ❖ **IMPORT DOCUMENT**
- ❖ **INVOICE DETAILS**
- ❖ **BILL OF LANDING**
- ❖ **IEC, APEDA, FSSAI**
- ❖ **SHIPPING BILL**
- ❖ **FUMIGATION**
- ❖ **PHYTOSANTIARY CERTIFICATE**
- ❖ **CERTIFICATE OF ORIGIN**
- ❖ **HSN CODE**

## **CUTOMS BROKERS :**



Freedom shipping company's core business is customs broking. Therefore they are very good at this. In our country customs brokers are licensed by the commissioner of customs & are governed by customs brokers licensing Regulations. Whenever you are clearing the cargo from, exporter import, you will be hard pressed to find Freedom custom broking team.

## **PARTNERSHIP FIRM:**



Freedom shipping is a partnership firm with three partners who share their profit/loss equally. Freedom shipping company is a registered partnership firm. They have registered it to avoid some difficulties.

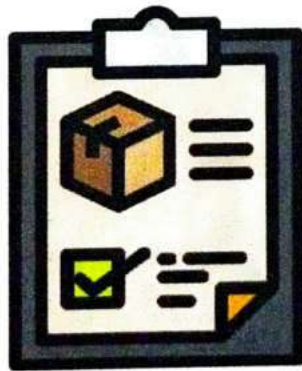


## **DOCUMENTATION:**



Freedom shipping company is maintaining a perfect documentation through documentation department. Documents needed for Import and export are maintained properly & documents for past five years to six years are kept safely for reference.

## **PACKING LIST:**



Packing list is maintained for every exporting products which contains the information about exporter, consignee and about the package methods, weight of cash package. Etc., It is not a technically required document for customs, but freedom shipping company is maintain packing list for every products.



## **IMPORT DOCUMENT:**



Import document such as Import deposit slip, Import tax invoice number, checklist Bill of Entry, Import License, Certificate of origin are being maintained.

## **INVOICE DETAILS:**



Invoice details specifies the information about the products sent by the seller to the buyer. It also gives a clear info about the payment items.

## **IEC: (IMPORT AND EXPORT CODE)**



Import and Export code number which is issued by directorate General of foreign trade which functions under finance ministry. It is mandatory for Importing and Exporting Freedom shipping checks over the IEC number for further processing.

## **APEDA: (AGRICULTURAL AND PROCESSED FOOD PRODUCTS EXPORT DEVELOPMENT AUTHORITY)**



Freedom Shipping exports Agriculture products like Onion, Rice, etc., so they it is mandatory for them to register under APEDA

## **FSSAI: (FOOD SAFETY AND STANDARD ACT)**



For exporting and importing any food item FSSAI registration is required. Being customs broker Freedom Shipping collects Invoice, Packing list, and other documents from the Exporters.

## **PHYTOSANITARY CERTIFICATE:**



Freedom shipping acquires Phytosanitary certificate from the Exporters of plant related products like Coco peat, Coir pots, Coco husk, etc., Phytosanitary certificate is issued under Ministry of Agriculture & Farmer Welfare.



## **CERTIFICATE OF ORIGIN:**

It is a certificate which is issued by the Indian chamber of commerce as well as trade Promotion Council of India. It certifies that the goods are produced & exported from a particular country Freedom Shipping is maintaining a record of Certificate of origin for all the products which they export.

## **HSN CODE: (HARMONISED SYSTEM NOMENCLATURE)**



Harmonised system Nomenclature is for better identification of goods in India. Each products has unique HSN CODE. Freedom shipping ensure that every documents for exporting and Importing contains HSN CODE.



## INCENTIVES FOR EXPORTERS:



Government encourages the exporters by providing some incentives. Drawback amount are offered by the government up to 3%.

## **CHAPTER – 3**

### **FINDINGS, SUGGESTIONS AND CONCLUSION**

#### **PROCESS LEARNED:**

- Setting goals
- Matching goals with the internship
- Exploring academic credit
- Locating opportunities
- Applying for jobs
- Communicating in an efficient ways
- Gaining work experience
- Co - ordinating with the employers and manager.

#### **SKILLS ACQUIRED:**

During my internship, I learned how to communicate and build relationships with the people I worked with. I learned how to introduce myself, talk about my interests, knowledge and skills with entrepreneurs and business owners, as well as how to ask questions and gain a better understanding of business .

As an intern, I discovered it is essential to be enthusiastic and open to learning new skills, asking for more and being curious to learn and ask questions. This attitude will show that you enjoy being part of the team and that you're keen to help. Having curiosity and enthusiasm also means that, as an intern, you get a lot out of what you're doing, which opens lots of opportunities.



During my internship, I had a diary and took notes everyday about new things I learned, feedback I was given by my manager, strengths and weakness I noticed, and things I wanted to research and learn more about. This helped me to understand myself more and identify the areas that I needed to improve in.

Asking for and receiving professional feedback is very important. It is essential to take note of both the positive and negative points for the future, so I can grow and excel in my career. I learned that sometimes asking for feedback or receiving feedback is difficult to hear, but it will have a significant impact on my future career and success.

### **SUGGESTIONS :**

- The employees should be kept happy and contented at work.
- Employees emotional problems should also be considered by the employers.
- Active participation of employees should be designed in the work culture.

### **CONCLUSION:**

To conclude I would say that human resource is the most sensitive factor of production. Involvement and presence of human touch makes rest of the elements outside the scope of being sensitive in a crucial way. Thus healthy practices could be adopted in each department and each office organization and active participation of all employees should be designed in work culture to have better work place and job satisfaction.

**ANNEXURE:**

- **WEBSITE REFERRED:**  
<https://freedomshipping.in/>
- **COMPLETION CERTIFICATE**
- **WORK DIARY**





# **FREEDOM SHIPPING AGENCY**

**CUSTOMS BROKER, SHIPPING & LOGISTICS SERVICES**

## **Certificate of Internship**

### **TO WHOM SO EVER IT MAY CONCERN**

This is to certify that *Ms. R. Reshma*, student of B.Com — 2<sup>nd</sup> Year, from St Mary's College (Autonomous), Tuticorin, Tamilnadu, has successfully completed her *Internship at our Company from 02<sup>nd</sup> March 2023 to 18<sup>th</sup> March 2023.*


During the tenure of her internship we found her sincere, punctual, hardworking, Inquisitive and key learner..

We wish her all the very best in her future endeavors.






Date: April 12, 2023






Place: Tuticorin.

**A. Anto Hillary**  
**Partner**

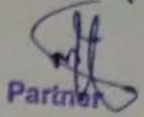

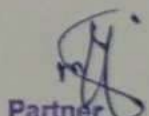

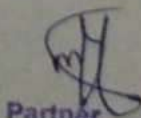


# DAY REPORT.

Day	Date	Task Discussed	Signature
1.	02/03/2023	<ul style="list-style-type: none"> <li>* Introduction of shipping company</li> <li>* Documentation</li> <li>* Customs Brokers</li> </ul>	<p>For FREEDOM SHIPPING AGENCY</p>  <p>Partner</p>
2.	03/03/2023	<ul style="list-style-type: none"> <li>* Partnership firm</li> <li>* Registration.</li> </ul>	<p>For FREEDOM SHIPPING AGENCY</p>  <p>Partner</p>
3.	04/03/2023	<ul style="list-style-type: none"> <li>* Packing List</li> <li>* Import Document.</li> </ul>	<p>For FREEDOM SHIPPING AGENCY</p>  <p>Partner</p>
4.	06/03/2023	<ul style="list-style-type: none"> <li>* Export file</li> <li>* Invoice details.</li> </ul>	<p>For FREEDOM SHIPPING AGENCY</p>  <p>Partner</p>
5.	07/03/2023	<ul style="list-style-type: none"> <li>* Tally</li> <li>* Stock exchange.</li> </ul>	<p>For FREEDOM SHIPPING AGENCY</p>  <p>Partner</p>

Day	Date	Task Discussed	Signature
6.	08/03/2023	* Bill of Lading * Content of Bill of Lading.	For FREEDOM SHIPPING AGENCY  Partner
7.	09/03/2023	* IEC Code.	For FREEDOM SHIPPING AGENCY  Partner
8.	10/03/2023	* APEDA * FSSAI.	For FREEDOM SHIPPING AGENCY  Partner
9.	11/03/2023	* Incentive to Exporters.	For FREEDOM SHIPPING AGENCY  Partner
10.	13/03/2023	* Shipping Bill for export.	For FREEDOM SHIPPING AGENCY  Partner



Day	Date	Task Discussed	Signature.
11.	14/03/2023	* Phytosanitary Certificate * Fumigation certificate.	For FREEDOM SHIP PING AGENCY  Partner
12.	15/03/2023	* Contents of Phytosanitary certificate.	For FREEDOM SHIP PING AGENCY  Partner
13.	16/03/2023	* Contents of fumigation certificate.	For FREEDOM SHIP PING AGENCY  Partner
14.	17/03/2023	* Certificate of origin.	For FREEDOM SHIP PING AGENCY  Partner
15.	18/03/2023	* HSN Code.	For FREEDOM SHIP PING AGENCY  Partner



**A REPORT ON THE INTERNSHIP PROJECT AT**

**CLASSY LOGISTICS**

Submitted to

**ST.MARY'S COLLEGE (AUTONOMOUS), THOOTHUKUDI**

Affiliated to

**MANONMANIAM SUNDARANAR UNIVERSITY, TIRUNELVELI**

In partial fulfilment of the requirements for the award of the degree

**BACHELOR OF COMMERCE**

By

**S.ROWENA**

**REG.NO:21AUCO61**



Under the guidance of

**Dr. P. Banumathi M.Com., M. Phil., Ph.D**

**PG AND RESEARCH DEPARTMENT OF COMMERCE**

**ST.MARY'S COLLEGE (AUTONOMOUS), THOOTHUKUDI**

(Re-accredited with A+ grade by NAAC)

APRIL 2023

## ACKNOWLEDGEMENT

It is my profound privilege to thank our principal **Rev.Sr.Dr.A.S.J.Lucia Rose** for giving me this opportunity to undergo internship training, which helped me to acquire practical knowledge.

I express my sincere thanks to **Dr.G.Stella Beatrice Nirmala, Head, Department of Commerce** and my guide **Dr.P.Banumathi**, for their valuable support and encouragement in completing this project.

I am indebted to thank **Ms.S.Kavitha, Proprietor of Classy Logistics** and all the employees of the firm for guiding me throughout my period of internship and helping me to acquire necessary information and skills during my training.

ROWENA.S

(21AUCO61)

## DECLARATION

I declare that this report of internship training done at Classy Logistics is an original work of mine and does not copy from part of any previous certificate / Diploma / Degree / and submitted to the department of commerce, St.Mary's college (Autonomous) in partial fulfilment of requirements for the award of degree of B.Com. under the guidance of **Dr.P.Banumathi, M.Com.,M.Phil.,Ph.D. Associate Professor of Commerce.**

**Place:** Thoothukudi

Rowena.S

**Date:**

21AUCO61

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2.	CONCEPTS, METHODS, PROCESS LEARNT AND SKILLS ACQUIRED	3-8
3.	LIMITATIONS, SUGGESTIONS AND CONCLUSIONS	9
	ANNEXURE 1. COMPLETION CERTIFICATE 2. DAILY REPORT	



# CHAPTER 1

## INTRODUCTION AND PROFILE

### OF THE ORGANISATION

#### INTRODUCTION:

The CLASSY LOGISTICS is one of the leading Clearing & Forwarding Agent and import & export trader, established in the year 2018. The company handling custom clearance of containerized cargo transport, freight forwarding through our associates and well versed with dry/reefer containerized cargo, etc. The company have a good relationship with CFS, Customs officials, Transporters, Plant quarantine, PHO & FSSAI etc. The company had a rich experience in shipping industry in the area of Clearing & Forwarding, Freight Forwarding and Liner Operations.

Our company having a good relationship with customs authority, Port Officials, Liner agents and all other Clearing and Forwarding agents at Tuticorin. Moreover the company having enthusiastic, efficient and professionalized employees who can able to Handle and Lead Teams for Export & Import.

Our company prove by providing round the clock service to our customers. Our company have a license to act as a Custom House Agent for transaction of any business relating to import trading at a customs station.

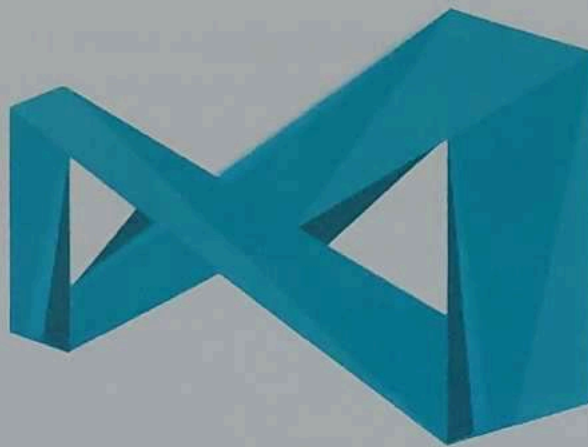
Our company function as a legal advisor, who puts forth the precise classifications of goods. In short, the A-to-Z customs clearance process is done by our company. The company provide freight forwarding, clearance and documentation, document warehouse facilities and all other logistics support through sea cargo. It has acquired expertise in providing low cost efficient services to our clients in the shortest time.

Our company is a leading 3<sup>rd</sup> Party Logistics Service Provider (3PL) through constant innovation, asset utilization and value creation. It creates and manages logistics, supply chain solutions and services to improve efficiency and effectiveness. Pioneers in handling and transporting of ODC, freight forwarding and custom clearance of containerized cargo, project cargo etc.

## **PROFILE OF THE ORGANISATION:**

CLASSY LOGISTICS is located in Thoothukudi. Ms.S.Kavitha is the sole proprietor of the classy logistics and has 6 employees across all of its location.

## **LOGO:**



Our company Logo denotes 'infinity'. There is no end for our company and its service to our customers. Our company agents provide limitless, endless and best quality service to get goods cleared through customs formalities.

## CHAPTER 2

### CONCEPTS, METHODS LEARNT AND SKILLS ACQUIRED

#### CONCEPT:

The classy logistics ensures best service with the aim of building trust and simplifying the lives of customers. Our Company agents are experts who provide assistance to get goods cleared through customs formalities, coordinate with the carrier and handle shipping and delivery.

Our company perform as an agent who completes all port and customs formalities on behalf of the consignee or receiver of cargo at the destination port and also manages shipment's journey from the country of origin to the warehouse.

Our mission is to bridge the gap of time and distance, making the world easily accessible for our customers, to reach and serve their customers.

#### METHODS:

- Customs Broking [CHA]
- Freight forwarding [sea]
- 3PL/ End to End logistics service
- Warehouse arrangement
- Special cargo service
- Packaging and palletisation

#### CUSTOMS BROKING (CHA):

Regulation-18 needs CHA to uphold up-to-date and comprehensive records of transactions associated with import and export, pursuing each phase of all the shipments. Our company perform as a custom broker, sorting out all the essential documentation in the best interests of importers and exporters concerning the service they need.

Our company make proper bills of entry and shipping bills that are crucial for clearance of proper goods or conveyances. Our company examine the



goods or conveyances physically prior to permitting them to leave or enter the country.

The company acts as a counsellor to our clients. Regulation-14[d] entails CHA to deliver the clients with precise legal information and counsel them to abide by all the provisions mentioned in the regulations as well as the Customs Act, 1962.

### **FREIGHT FORWARDING (SEA):**

- Our company offer our services from anywhere in the universe and also arrange door pickup and door deliver. If in case a cargo is special handling / special requirement, it will cater to the requirement based on studying about the fullest requirement and provide our efficient logistics solution. If a cargo needs to be sent across the nation / globe, the company will be honouring our services according the needs of the customers.
- Our company offer our services with cost efficient, timely by due diligence of considering and forecasting various factors such as cargo size, weight, nature of the cargo, origin / destination domestic issues, weather conditions, etc.
- Our company offer FCL services across the globe and currently planning to offer Irrespective of whether the load is at full container capacity (full container load – FCL) or not (less than container load – LCL).
- Our Team is capable to carry any Over dimension cargo or special handling of cargo at any shipping acceptable size for ODC cargo (special goods) – if the cargo is oversized or sized to get into the standard containers. Our Team of Expert in customer service desk will provide daily routine cargo status from On-carrier to till delivery, concern updates will be posted to Customer periodically.
- Offering Door-to-door delivery of shipments (Door to door services, dedicated, safe, personalized secure handling of cargo from origin to



destination). Offering Personal Effects by analysing the cargo standards the company providing our professional services to the needy.

- Offering for purchasing brand new containers or Old containers for the customer export or import requirement. Offering special cargo handling services at the door steps of the customers by arranging special equipment according to the requirement of the customers.
- Offering consultancy services for executing various documentation formalities and requirement to the needy. Offering great care of documentation issues carried to the requirement of the customers based on analysing the customer requirement by studying well in advance to avoid their routine documentation issues.

### **3PL/ END-TO-END LOGISTICS SERVICES:**

Classy Logistics is one of the leading providers of integrated logistics solutions. Our company manage and improve the orchestration of our customers' supply chain, from the time of planning and procurement through to the arrival and delivery of the products at their final destination.

A warehouse team member gets a picking list to collect the items that have been ordered.

The items are packed in boxes with the receipt and order details.

The 3PL prints the shipping label or uses one of its shipping carrier partners.

The shipping carrier collects the package from your 3PL's distribution centre and delivers it to our customer.

Tracking information is uploaded to the 3PL system and synced with the order management software.

A 3PL (Third-Party Logistics) is a partner or service that helps ecommerce merchants manage their supply chain. Common 3PL services include warehouse and inventory management, order fulfilment, shipping coordination, retail distribution, exchanges, and returns.

Instead of managing the own warehouses and doing distribution in-house, one can store their stock in a 3PL vendor's warehouse, with the stock shipped

directly from the manufacturers. When a customer places an order online, items are then automatically shipped from the 3PL's warehouse.

Because the process is simple and seamless with a 3PL, customers never think twice about the handoff between received orders and fulfilment. That gives ecommerce merchants the capacity to do what they do best: develop, market, and sell products.

## **WAREHOUSE ARRANGEMENT:**

Facilities from Safe Storage:

- Regular pest control services.
- All Household goods are stored on wooden pallets.
- Integrated with Fire control and Fire alarm systems
- 24 X 7 Security and CCTV coverage
- Clean, dry, individual and secure storage facilities, so one know that their belongings are safe from harm and theft.
- A choice of long term or short term storage solutions, so only pay for the time that it is needed.
- A wide range of packing materials, including cardboard boxes, bubble wrap and more.
- Great introductory offers and friendly professional advice on storage rentals.
- Low rent on storage space - only pay for the space that one need.
- Pick up from the door step.

## **SPECIAL CARGO SERVICE:**

Our Team is capable to carry any Over dimension cargo or special handling of cargo at any shipping acceptable size for ODC cargo (special goods) – if the cargo is oversized or sized to get into the standard containers.

Our company is expert of exporting JCB Machine on flat rack container which is unique dimensions and have most risk factor to process of export. Our company book the container and bring it to the loading point. This container is not as easily available as other containers.

Our company complete customs procedures in a proper manner. The company fit/ tie the machine into the flat rack container with proper labours.



Even when travelling on the road, we give information in advance to the EB office so that we do not get stuck in the electric poles.

Our company ship it before the vessel cut off time. It track the shipment till it is reached to the importer. Our clients never get any worry in this export process. Our company is taking complete response for exporting all cargoes.

### **PACKAGING AND PALLETIZATION:**

- Our company is able of providing quality packing services for different kinds of office equipment and machinery
- Our company is doing on palletisation for required export shipment by sea like food products, Fertilizer, coir pith, etc. Our company is taking Guarantee for palletisation.
- Our company is using high quality angle board, stretch wrap film, strapping rolls, LDPE sheet, corrugated sheet, and other all material require for palletisation.
- Our company is involving experience labours for palletisation.

### **PROCESS LEARNT:**

- Time management
- Communicating in an efficient way
- Teamwork and co-operation
- Co-ordinating with employees and manager
- Willingness to learn
- Gaining work experience

## SKILLS ACQUIRED:

During my internship, I learned how to communicate and build relationships with the people I worked with. I learned how to introduce myself, talk about my interests, knowledge and skills with entrepreneurs and business owners, as well as how to ask questions and gain a better understanding of business not only in the co-working space, but also others in the market. This process overall helped me develop my professional network and emphasized the importance of creating these connections.

As an intern, I discovered it's essential to be enthusiastic and open to learning new skills, asking for more work and being curious to learn and ask question. This attitude will show that you enjoy being part of the team and that you're keen to help. Having curiosity and enthusiasm also means that, as an intern, you get a lot out of what you're doing, which opens lots of opportunities.

During my internship, I had a journal and took notes everyday day about new things I learned, feedback I was given by my manager, strengths and weakness I noticed, and things I wanted to research and learn more about. This helped me understand myself more and identify the areas that I needed to improve it.

Asking for and receiving professional feedback is very important. It is essential to take note of both the positive and negative points for the future, so you can grow and excel in your career. I learned that sometimes asking for feedback or receiving feedback is difficult to hear, but it will have a significant impact on your future career and success.



### **CHAPTER-3**

## **LIMITATIONS, SUGGESTIONS AND CONCLUSION**

### **LIMITATIONS:**

- Less practical experience, only theoretical experience was gained.
- Lack of collection of information as some of the employees were beginners for the work.
- There is no participation of women in the field of customs operations.
- Routes and timetables are usually inflexible.

### **SUGGESTIONS:**

- Do not wait until the last minute to file the documents with customs.
- Be available while receiving the order.
- Be aware to select a cargo that are allowed by the Indian government only.
- To communicate more with the interns.

### **CONCLUSION:**

It was a good experience for me in my life to realize the practical difficulties of a workers. I met different people and their traits in the organisation during the time of internship. This internship helped me a lot to behave with a people in future life also. The most important things I have learnt are the importance of time-management, perfection in simple things and experience of other workers. My sincere thanks to the organization.

Wednesday, 12 April 2023

**INTERNSHIP COMPLETION LETTER**

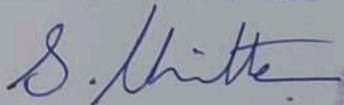
We are glad to inform you that **Ms.S.Rowena** from **St.Mary's College (Autonomous)** has successfully completed his internship at **CLASSY LOGISTICS** from **28<sup>th</sup> February, 2023 to 21<sup>st</sup> March, 2023.**

During his internship, she was exposed to the various activities in clearing & Forwarding division.

We found her extremely inquisitive and hard working. She was very much interested to learn the functions of our core division and also willing to put her best efforts and get in to the depth of the subject to understand it better.

Her association with us was very fruitful and we wish her all the best in her future endeavours.

**For CLASSY LOGISTICS**



**Authorised Signatory**

## Daily Report

Day 1 :  
(28/2/23) Overview of Import and Export

Day 2 :  
(1/3/23) About Carrier, Vessel and Vay  
Containerized Vessel  
Bulk Vessel

Day 3 :  
(2/3/23) Role of Seller & Buyer (Exporter & Importer/  
Consignor & Consignee)

Day 4 :  
(3/3/23) Required Documents : Commercial  
Invoice, Packing list, Certificate  
of origin and Bill of lading

Day 5 :  
(4/3/23) Issuing of Documents:  
Commercial Invoice & Packing list - Shipper  
Certificate of origin - Origin country  
Bill of lading - Carrier



## Daily Report

Day 1 :  
(28/2/23)

Overview of Import and Export

Day 2 :  
(1/3/23)

About Carrier, Vessel and Voy  
Containerized Vessel  
Bulk Vessel

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(2/3/23)

Role of Seller & Buyer (Exporter & Importer/  
Consignor & Consignee)

Day 4 :  
(3/3/23)

Required Documents : Commercial  
Invoice, Packing list, Certificate  
of origin and Bill of lading

Day 5 :  
(4/3/23)

Issuing of Documents:  
Commercial Invoice & Packing list - Shipper  
Certificate of origin - Origin country  
Bill of lading - Carrier





Day 6  
7/8/23

: Vessel tracking - When Consignment reach POD (port of destination) from POL (Port of Loading)

Day 7  
8/8/23

: CFS (container freight station)  
movement: Apply online movement of our containers to our preferred CFS

Day 8  
10/8/23

: Bill of Entry: Filing Documents with customs before Arrival of Subject Vessel and get BE number.

Day 9  
11/8/23

: Examination: Send operation staff from the holder with required documents to the CFS where our containers (cargo) located. Producing of document to custom officer to examine the cargo.



Day 10  
10/3/23

Custom officers - Examine the cargo, verify the container number & seal number  
Verifying of documents  
Customs approval to print Original BE & Gate pass

Day 11  
11/3/23

Delivery order : Producing of ORIGINAL BILL OF LADING with required documents like indemnity bond, etc to the carrier for getting delivery order

Day 12  
12/3/23

About completion of all the formalities and delivery of cargo from customs control.

Day 13  
13/3/23

Arrangement of Transport  
Payment update in online

Day 14  
14/3/23

Arrangement of document  
Export - Preparing of BL draft

Day 15  
15/3/23

Preparing of Certificate of origin  
Billing to Customer



A REPORT ON THE INTERNSHIP AT  
THE TUTICORIN AGRICULTURAL PRODUCERS  
COOP MARKETING SOCIETY LIMITED

Submitted to

ST. MARY'S COLLEGE (AUTONOMOUS), THOOTHUKUDI

Affiliated to

MANONMANIAM SUNDARANAR UNIVERSITY, TIRUNELVELI

In partial fulfilment of the requirements for the award of the degree of

BACHELOR OF COMMERCE

by

S. SHARMILA

Reg. No. 21AUCO66



Under the guidance of

DR. FERNANDO ALEXANDRIA M.Com., Ph.D.,

PG AND RESEARCH DEPARTMENT OF COMMERCE

ST. MARY'S COLLEGE (AUTONOMOUS), THOOTHUKUDI

(Re-accredited with A grade by NAAC)

April 2023

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**(Re-accredited with A grade by NAAC)**

**April 2023**



## **ACKNOWLEDGEMENT**

It is my profound privilege to thank our Principal Rev.Sr.Dr.A.S.J.Lusia Rose for giving me this opportunity to undergo internship training which helped me to acquire practical knowledge.

I express my sincere thanks to Dr.G.Stella Beatrice Nirmala,Head,Department of Commerce and my guide DR.FERNANDO ALEXANDRIA M.Com.,Ph.D for their valuable support and encouragement in completing this internship.

I am indebted to thank the manager and all the employees for guiding me throughout my period of internship and helping me to acquire the necessary information and skills during my training.

SHARMILA.S

(21AUCO66)

## DECLARATION

I hereby declare that I have undergone internship training at THOOTHUKUDI AGRICULTURAL PRODUCERS COOPERATIVE MARKETING SOCIETY and the report is prepared based on the information gathered during the period of my internship (15 days).

PLACE: Thoothukudi.

DATE: 17.3.2023.



SHARMILA.S

21AUC066.



## CONTENT

CHAPTER	TOPIC	PAGE NO
1	INTRODUCTION AND PROFILE OF THE ORGANIZATION	5-8
2	CONCEPTS, METHODS, PROCESS LEARNT AND SKILLS ACQUIRED	9-18
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	ANNUEXURE DAY REPORT CERTIFICATE	

## **CHAPTER 1**

### **INTRODUCTION AND PROFILE OF THE ORGANIZATION**

#### **1.1 INTRODUCTION**

The Tuticorin Agricultural Producers Cooperative Marketing Society Limited is a registered cooperative society functioning at Door no.136 Polepettai, Thoothukudi Melur Tuticorin S.O 628002. The Assessee is a cooperative Institution working under the control of Government of Tamil Nadu governed by Tamil Nadu Cooperative Societies Act and rules and it was registered by the Competent Authorities

The Cooperative society was registered in the office of the Deputy Registrar of Cooperative Societies, Thoothukudi Region, Thoothukudi. Herewith the Registration No i.e. 0831 has been mentioned for your reference. Their Cooperative Society have filed the Return of Income within the due date specified u/s 139(1) as per Income Tax Act, 1961 and also submitted their audit report u/s 44AB within due date of filing of audit report. The Cooperative society has not made any default in the area of Legal Compliances with respect to Government related matters.

#### **1.2 PROFILE OF THE ORGANISATION**

The Cooperatives for the distribution of agricultural inputs, Marketing, Processing and Storage of agricultural produce consist of two tier namely,

1. At apex level-

Tamil Nadu Cooperative Marketing Federation

Supplies to Primary Marketing Societies

Marketing of Agricultural Produce



The Cooperative Marketing Societies help the member farmers in processing, storing and marketing their Agricultural produce to get reasonable price for them by eliminating middlemen. The Marketing Societies arrange for auction sale of agricultural produce and also make outright purchase from members and sell them to the consumers. The Tamil Nadu Cooperative Marketing Federation purchases agricultural commodities from Coop. Marketing Societies and sell them to Consumer Cooperative Stores or occasionally to the merchants also when the prices are favourable. Thus Cooperative Marketing Societies serve as a bridge between producers and consumers.

The Cooperative Marketing Societies enroll the borrowers of Primary Agricultural Cooperative Credit Societies as members and assist in the sales of the produce brought to the Cooperative marketing society by the borrower - members of the Primary Agricultural Cooperative Credit Societies. These efforts help the Primary Agricultural Cooperative Credit societies to recover the dues besides assisting the farmers in selling their produce at a remunerative price.

### **Issue of Produce Pledge Loan**

To prevent distress sales of agricultural produce during the harvest season by the farmers and to meet their urgent financial needs and store their produce and sell them at remunerative price during favourable market conditions, the Agricultural Producers Cooperative Marketing Societies issue produce pledge loan to the farmers. During 2020-21, Agricultural Producers Cooperative Marketing Societies have proposed to issue Jewel loan of Rs.3,17,31,384.00 and pledge loan amounting to Rs. 11,42,000.00.

## **Activities of the Corporation**

The key objective of the Corporation is to procure, store and distribute rice, sugar, wheat, pulses, palmolein oil, kerosene etc., at the rates fixed by the State Government for the smooth functioning of Public Distribution System and Special Public Distribution System.

## **Services Provided by THE TUTICORIN AGRICULTURAL PRODUCERS CO - OPERATIVE MARKETING SOCIETY LTD:**

### **1. Farm Fresh Vegetable Shops**

Vegetables, fruits and related products are sold through the shop named as Pannai Pasumai which is under the control of THE TUTICORIN AGRICULTURAL PRODUCERS CO-OPERATIVE MARKETING SOCIETY LTD at fair price to public at large, under public distribution system so that general public can make use of it in covid-19 situation also.

### **2. Public Distribution System**

The Government of Tamil Nadu has adopted Universal Public Distribution System (UPDS) for the past 40 years, extending the umbrella of food security to all categories of people without discrimination of income or social status.

The movement and availability of foodgrains at various points of supply is monitored on real time basis. It has brought transparency and easy access of the services rendered by the Department to the public.

To control the price of pulses and edible oils in the open market, as well as to improve the nutritional value of the food basket of common people.

This scheme 1 Kg of Toor dal and 1 Litre pouch of Palmolein oil are given to all the public at highly subsidized rate.

### **3. Amma Medical:**

Wherein we are providing Pharmaceutical and its related products are provided under the shop name AMMA MEDICAL which is under the control of THE TUTICORIN AGRICULTURAL PRODUCERS CO-OPERATIVE MARKETING SOCIETY LTD and is issued of at a discounted rate for the benefit of general public at large.

### **4. Petrol and Diesel Bunks :**

The Indian oil Petrol and Diesel bunks have been incorporated in the assessment year of 2021-2022 and they have a closing stock amounting to Rs. 10,15,104.00. No sales revenue has been affected in the respective assessment year.

## **CHAPTER 2**

### **CONCEPTS, METHODS, PROCESS LEARNT AND SKILLS ACQUIRED**

#### **THOOTHUKUDI AGRICULTURAL PRODUCERS' COOPERATIVE SALES VARIOUS BUSINESS ACTIVITIES CONDUCTED BY THE ASSOCIATION**

1) O.831 Thoothukudi Agricultural Producers Co-operative Marketing Society (Limited) was registered under the Tamil Nadu Co-operative Societies Act on 10.01.1933 and commenced its work on the same day.

Area of activity of the Sangam is the five taluks of Thoothukudi, Thiruvaikundam, Tiruchendur, Ottapidaram, Kadampur, and Sathankulam in Tuticorin district. It will include the farmers residing within its areas as its members. Sangam Headquarters is near the new bus station in the heart of Tuticorin city. The association's office and kalimani are spread over an area of 1.80 acres.

The association operates 25 Fair Price Shops, 1 Kerosene Dispensing Station, 1 Amma Dispensary, 1 Farm Green Consumer Store and 1 Petrol and Diesel Dispensing Station.

The association has 13,425 members as on 31.03.2022 and a turnover of Rs. 3.66 lakh as share capital and Rs.7.09 lakh as government share capital and other affiliated association share capital of Rs.0.20 lakh.

#### **2) ADMINISTRATION:**

A Secretary is appointed in the post of Registrar of Co-operatives and supervises the Society.



### **3) OBJECTIVE OF THE ASSOCIATION:**

- Sale of agricultural inputs
- Purchase and sale of agricultural produce
- Automated Loan Disbursement
- Credit program linked to sale.
- Affiliate marketing program with consumers
- Jewellery lending,
- Public Service Centre of District E-Governance Scheme, Primary Society and Undertaking under Public Distribution Scheme acting as an association.
- Selling unregulated products
- Catering to customer needs through Farm Green Store, Amma Pharmacy and Petrol Bulk Station.

### **4) ADDITIONAL BUSINESS ACTIVITIES CARRIED ON BY THE SOCIETY:**

- The association is within its scope of affairs buying Agri products from members for their agricultural produce in cash.
- It is buying and selling in the open market.
- Members sell agricultural produce on agent basis.
- Pledge loan by receiving the agricultural products of the members as payment,
- A security room with a security door has been set up in the association.
- Cash loan is provided.
- Sale of fertilizers to farmers

### **5) PUBLIC DISTRIBUTION SCHEME:**

Since 1990, the Association has been the primary association moving essential commodities to 78 Fair Price Shops across Tuticorin and Ottapidaram Taluks. It is also moving special public distribution program items needed by the public through the above fair price shops. Through this association, 25 Fair Price Shops are being run in Thoothukudi Municipal Corporation.

#### **6. KEROSENE STATION:**

A kerosene dispensing station is being run by this association. Around 9463 family cards of 15 fair price shops which are connected through the said kerosene dispensing station are being distributed kerosene at the rate of 500 family cards per day.

#### **7) GODOWNS:**

The association owns 2 godowns in Tuticorin, 4 in Kadambur and 1 in Kurukkuchalai. Its total capacity is 2713 MT, out of which 3 kits are broken. Its capacity is 1250 MT. In this, under the RIDF project, a 500 MT tank has been completed in the Kadambur branch. In Kadambur godown, farmer's produce is being served on security basis on rental basis.

Construction of another 500 mt kittanki is also underway at Kadambur branch with a financial assistance of Rs.41.40 lakhs under NABARD scheme in the financial year 2020-21.

In the financial year 2020-21 under the NABARD scheme, a 100 MT Kitangi has been completed at Tuticorin Head Office with a financial assistance of Rs.17,10 Lakhs.

#### **8) FUNDING FOR THE ASSOCIATION:**

Funds are raised for the society through share funds paid by the members, amount received from the State Government, loans from the District Central Cooperative Bank, share funds received through the Integrated Cooperative Development Scheme, loans and species permitted by the Registrar.

**Tuticorin District Central Cooperative Bank Tuticorin Market Branch  
Cash Loan Details (for the year 2023)**

1) Public Distribution Scheme Cash Loan	Rs. 30.00 lakhs
2) With clustering	Rs. 50.00 lakhs
3) Cash loan for jewelry	Rs. 400.00 lakhs
4) Farm Green Cash Loan	Rs. 2.00 lakhs
5) Amma Pharmacy Cash Loan	Rs. 30.00 lakhs
6) Petrol and Diesel Dispensing Station Cash Loan	Rs. 40.00 lakhs
Total	Rs. 552.00 lakhs

**9) ACTIONS RELATED TO SETTING UP PETROL STATION :**

After the Hon'ble Chief Minister of Tamil Nadu announced the establishment of a petrol station by the Oil Corporation under Rule 110 in the legislative session, the work of setting up a petrol station by O.831 Thoothukudi Agricultural Producers Cooperative Sales Association has been completed. Agreement and rent fixing for 20 years with Indian Oil Corporation for the frontage of the head office premises of the association.

According to Tamil Nadu Co-operative Societies Rule No.87 of 1988, providing construction work and infrastructure facilities for setting up petrol station in collaboration with Indian Oil Corporation "There is no financial investment at the society level for this purpose" and sales staff to buy and sell

petrol and diesel at the society level. Outsourcing will be implemented, so that petrol will be available to the society as per current status at Rs.3/- per litre and Rs.2/- per litre.

There is a 20000 litre storage tank for petrol storage and a 20000 litre storage tank for diesel storage. 4 petrol nozzles and 4 diesel nozzles are connected to the automatic computer through 2 pumps. Their aim is to provide the right quantity and quality of petrol and diesel.

#### 10) JEWELLERY LOAN HIGHLIGHTS:

- Low interest
- Simple documents
- Instant payment facility
- Complete protection for your jewelry
- Friendly fast service
- A maximum of Rs.10.00 lakh for jewelry loan to an individual

#### 11) ADVANCEMENTS IN JEWELLERY CREDIT

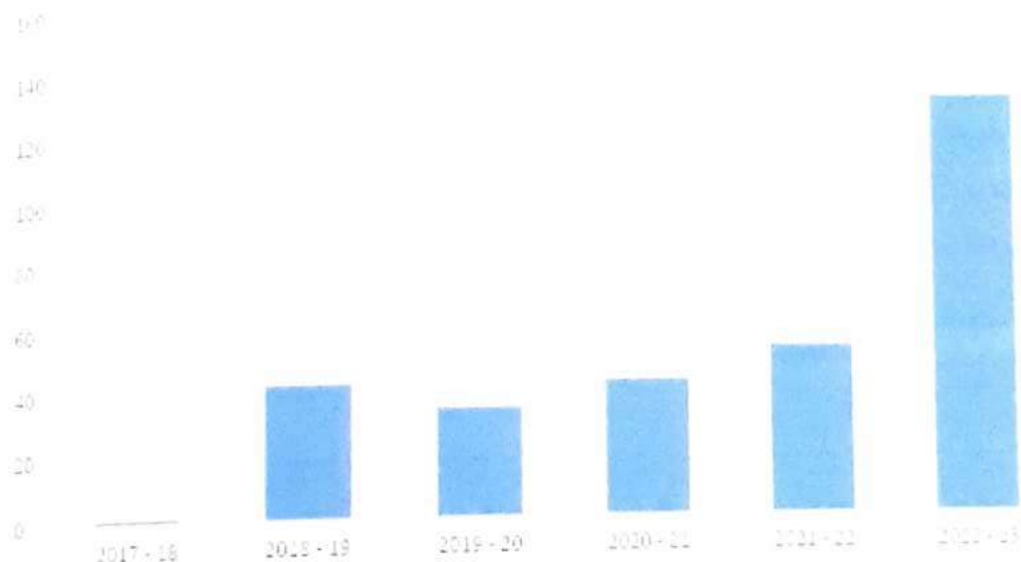
Year	Amount (in lakhs)
2017 - 18	268.05
2018 - 19	357.05
2019 - 20	394.14
2020 - 21	498
2021 - 22	311.34
2022 - 23 (Feb 2023)	532.96

#### 12) DEVELOPMENT OF ASSOCIATION:

Year	Amount (in lakhs)
------	-------------------



2017 - 18	0.89
2018 - 19	41.6
2019 - 20	33.92
2020 - 21	42.18
2021 - 22	53
2022 - 23	133.53



### 13) FARM GREEN CONSUMER STORE:

According to the Tamil Nadu Government notification, the first farm green consumer store was opened in Chennai. Farm Green Consumer Store is located in Thoothukudi Agricultural Producers Co-operative Sales Association premises near New Bus Stand, Thoothukudi Municipal Corporation in Thoothukudi.

#### Launch of Farm Green Consumer Store:

Farm Green Consumer Store was launched on 23.08.2014. Thoothukudi District Collector Mr. M. Ravikumar, E.A.P. inaugurated in their presence. Initially it was started in a building of around 600 square feet and this store has gained great popularity among the general public.

#### **Expansion of Stores with Refrigeration:**

The shop which was functioning in an area of about 600 sq.ft is now spread over an area of about 1600 sq.ft in 2 rooms with air conditioning (1.5 ton  $\times$  4 and 1.5 ton  $\times$  2). Also, 2 storage rooms of 98 square feet area have been set up for stocking and grading of vegetables. The store is currently equipped with 4 computerized billing machines to provide vegetables at accurate weight and price to consumers.

#### **Financial support from Infrastructure Research and Development Fund:**

This Farm Green Consumer Shop was started with the aim of providing quality vegetables at low prices to the consumers and fair price to the farmers in Tuticorin district. This Farm Green Consumer Store has received financial assistance in the form of interest free loan of Rs.6 lakh from the Cooperative Research and Development Fund.

#### **Purchase of Vegetables:**

14 types of vegetables are produced by farmers in Thoothukudi district, viz. are Amla, tomato, aubergine, eggplant, Bitter gourd, bitter melon, drumstick, spinach, curry leaves, chickpeas, chickpeas etc.

The agricultural units set up by the Department of Horticulture are procured directly without intermediaries and about 72 types of hilly vegetables and other vegetables are procured instantly from Madurai, Pavoorchatram, Ottanchatram and Tirunelveli wholesale markets.

#### **Determination of selling price:**

In Thoothukudi wholesale vegetable market, selling price of vegetables is reported daily at 6.00 a.m. by the Agriculture Department and then prices of vegetables are fixed at or below wholesale market price and lower than local retail selling price. Daily selling price is fixed by Tuticorin Agriculture Producers Cooperative Marketing Association Secretariat.

### **Achievement in Sales:**

About 5 to 6 tons of vegetables are purchased and sold daily through this shop. Currently, the daily average is Rs.1,82,380. The highest single day sale was on 13.01.2021 at Rs.741,790. An average of 800 to 1000 consumers visit this shop daily to buy vegetables. Also through this store vegetables are being sold at the rate of Rs.11,000 per day from 01.10.2014 to 10 Amma restaurants run by Thoothukudi Municipal Corporation. In 2821 days from 23.08.2014 to 30.06.2022 when the store was opened, vegetables worth Rs.47.42 crores were purchased and Rs.54.31 crores were sold.

### **Employee Details:**

Farm Green Consumer Store has 1 Responsible Officer and 20 Outsourcing employees.

### **Highlights of Thoothukudi Farm Green Consumer Store:**

- Graded vegetables
- Low price
- Accurate weight
- Refrigeration facility
- Electronic sales receipt
- Direct purchase from farmers
- Parking facility
- Fast service
- Bulk distribution for home auspicious events

- New bus station for easy access of consumers
- A shop is set up nearby.

### **State Level Best Store:**

The farm was selected as the State Level Best Farm Green Consumer Store and felicitated with the shield during the State Level 61st All India Cooperative Week held at Thiruvannamalai on 18.11.2014.

### **Monitoring:**

Every month a survey is conducted by the Thoothukudi District Collector on the purchase and sale of vegetables by the farm consumer shop. In this meeting, Thoothukudi Zonal Coordinator, Sub-Registrar, Secretary along with Agriculture Department Horticulture Department and Agriculture Sales Department officers participate in this meeting. In this meeting, according to the instructions given by the district governor, the purchase and sale of the farm green consumer store is going on.

### **Special features of Corona period:**

- The mobile vegetable vending scheme was implemented during the prohibition order 144 and vegetables were transported to all locations.
- The scheme was launched on 30th March 2020 with the help of Thoothukudi Corporation and was rolled out directly.
- Also, in the rural areas of Vanaramutti, Ramalingapuram and Kayathar in Thoothukudi vegetables were taken for sale in every street.
- In this project, 207 mega tons of vegetables were sold for 52 lakhs. Vegetable packs are classified into Rs. 100, Rs. 150, Rs. 200 per pack.
- Through this scheme, the price rise was under control during the corona period.

### **14) AMMA PHARMACY:**



Tamil Nadu Government scheme 'Amma Pharmacy' was started on 24.05.2015. In 2514 days since its inception, it has been purchased for 18.90 crores and sold for 20.30 crores and is performing well. Average sales per day is Rs. 0.80 lakhs.

15% to 20% discount on medicines to customers, 20% to 25% for surgical species and up to 35% for some life-saving drugs. 6% for nutritious food are provided at wholesale price.

Medicines procured through ERP software are computerized and computer bills issued to customers.

**Highlights:**

- Continuous service from 8.00 am to 10.00 pm
- Service all week
- Computer bill for sale
- Refrigerated pharmacy
- Parking facility
- Free door delivery

**Future plan**

- Preparatory work after taking advice from the Agriculture Department regarding preparation of natural compost using waste of vegetables is being carried out.

- Sales are being done through Swipe Machine to implement the concept of cashless transaction.

## **CHAPTER 3**

### **LIMITATIONS, SUGGESTIONS AND CONCLUSION**

#### **LIMITATIONS:**

- ❖ Some information is accessed due to its confidential nature.
- ❖ Time is one of the major constraints which limits the effectiveness of the study.

#### **SUGGESTIONS :**

- ❖ The employees could be kept happy and active at work which could lead to higher degree of efficiency and effectiveness.
- ❖ Employees emotional problems could be taken care of by arranging counseling sessions.

#### **Conclusion:**

An internship at The Tuticorin Agricultural Producers Coop Marketing Society Limited provided me with practical experience in the agricultural industry, specifically in the marketing and distribution of agricultural products. This experience has given me a better understanding of the challenges and opportunities in the agricultural sector, as well as the importance of efficient marketing and distribution channels in ensuring the success of agricultural products. Overall, this internship has been a valuable learning opportunity and helped me develop my skills and knowledge that could be useful in my future career endeavours.

2023 Day - Wednesday

Time - 4.30 - 6.30 p.m

Sales Marketing

- General Instruction
- Farm Fresh Consumer outlet (FFCO)



Cooperative Sub-Registrar / Administrator  
0.831 Thoothukudi Agricultural Producers  
Cooperative Marketing Society  
136, Polpettai, Thoothukudi - 620 006

2023 Day - Thursday

Time - 4.30 - 6.30 p.m

- FFCO , Purchased details



Cooperative Sub-Registrar / Administrator  
0.831 Thoothukudi Agricultural Producers  
Cooperative Marketing Society  
136, Polpettai, Thoothukudi - 620 006

2023 Day - Friday

Time - 4.30 - 6.30 p.m

- FFCO , Sales details  
and billing system



Cooperative Sub-Registrar / Administrator  
0.831 Thoothukudi Agricultural Producers  
Cooperative Marketing Society  
136, Polpettai, Thoothukudi - 620 006

3 Day - Saturday

Time - 4:30 - 6:30 pm

- Petrol bunkers General Instructions



Cooperative Sub Registrar / Administrator  
0.831 Thoothukudi Agricultural Producers  
Cooperative Marketing Society  
136, Polpettai, Thoothukudi - 628 002.

Day - Monday

Time - 4:30 - 6:30 pm

- Petrol bunkers Computerised  
based purchased and Sales

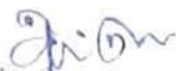


Cooperative Sub Registrar / Administrator  
0.831 Thoothukudi Agricultural Producers  
Cooperative Marketing Society  
136, Polpettai, Thoothukudi - 628 002.

Day - Tuesday

Time - 4:30 - 6:30 pm

- Additional Value Product  
Sales



Cooperative Sub Registrar / Administrator  
0.831 Thoothukudi Agricultural Producers  
Cooperative Marketing Society  
136, Polpettai, Thoothukudi - 628 002.



Day - Wednesday Time - 4:30 - 6:30pm

- Amma Medical General Instruction

  
Cooperative Sub-Registrar / Administrator  
0.831 Thoothukudi Agricultural Producers  
Cooperative Marketing Society  
136, Polpettai, Thoothukudi - 628 002


Day - Friday Time - 4:30 - 6:30 p.m

- Amma Medical Purchased and  
Inventory System

  
Cooperative Sub-Registrar / Administrator  
0.831 Thoothukudi Agricultural Producers  
Cooperative Marketing Society  
136, Polpettai, Thoothukudi - 628 002

Day - Saturday Time - 4:30 - 6:30pm

- Amma Medical Sales and  
Pos System

  
Cooperative Sub-Registrar / Administrator  
0.831 Thoothukudi Agricultural Producers  
Cooperative Marketing Society  
136, Polpettai, Thoothukudi - 628 002

Day - Monday

Time - 4:30 - 6:30 pm


- TAPCMS - Produce Pledge loan  
General Instruction

  
Cooperative Sub-Registrar / Administrator  
0.831 Theothukudi Agricultural Producers  
Cooperative Marketing Society  
136, Polpettai, Theothukudi - 625 002

Day - Tuesday

Time - 4:30 - 6:30 pm


- TAPCMS - Produce Pledge  
loan documentation  
Procedure

  
Cooperative Sub-Registrar / Administrator  
0.831 Theothukudi Agricultural Producers  
Cooperative Marketing Society  
136, Polpettai, Theothukudi - 625 002

Day - Wednesday

Time - 4:30 - 6:30 pm

- TAPCMS - Produce Pledge  
loan Sales details.

  
Cooperative Sub-Registrar / Administrator  
0.831 Theothukudi Agricultural Producers  
Cooperative Marketing Society  
136, Polpettai, Theothukudi - 625 002

Day - Friday

Time - 4:30 - 6:30 pm

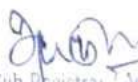
- Head Office Overall  
Marketing Instruction

  
Cooperative Sub-Registrar / Administrator  
0.831 Thoothukudi Agricultural Producers  
Cooperative Marketing Society  
136, Polpettai, Thoothukudi - 628 002

Day - Saturday

Time - 4:30 - 6:30 pm

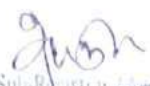
- Overall marketing  
Purchase method

  
Cooperative Sub-Registrar / Administrator  
0.831 Thoothukudi Agricultural Producers  
Cooperative Marketing Society  
136, Polpettai, Thoothukudi - 628 002

Day - Tuesday

Time - 4:30 - 6:30 pm

- Overall Marketing  
Performance

  
Cooperative Sub-Registrar / Administrator  
0.831 Thoothukudi Agricultural Producers  
Cooperative Marketing Society  
136, Polpettai, Thoothukudi - 628 002

0461-2345487

**O 831 Thoothukudi Agricultural Producers  
Cooperative Marketing Society Ltd.,  
136, Polpettai, Thoothukudi – 628 002**

---

Date : 06.04.2023

This is to certify that Ms. S. Sharmila student of St. Mary's College (Autonomous) has successfully completed an internship in the O831 Thoothukudi Agricultural Producers Cooperative Marketing Society Ltd., from 01.03.2022 to 21.03.2022 under the guidance of Thiru. V. Antony Patturaj ( Managing Director).

During her internship, she has demonstrated her skills with self – motivation to learn new skills. Her Performance exceeded our expectations and she was able to complete on time.

We wish her all the best for her upcoming career.

Regards

*Signature* 6/4/2023

Cooperative Sub-Registrar / Administrator  
O 831 Thoothukudi Agricultural Producers  
Cooperative Marketing Society,  
136, Polpettai, Thoothukudi - 628 002.



**A REPORT ON THE INTERNSHIP**

**AT**

**VILSONS SHIPPING PVT LTD**

Submitted to

**ST.MARY'S COLLEGE (AUTONOMOUS), THOOTHUKUDI**

Affiliated to

**MANONMANIAM SUNDARANAR UNIVERSITY TIRUNELVELI**

In partial fulfillment of the requirements for the award of the degree of

**BACHELOR OF COMMERCE**

**BY**

**MS .H. SHEBANI**

**(21AUC067)**



**UNDER THE GUIDANCE OF**

**DR.P.JAYAMARY**

**PG AND RESEARCH DEPARTMENT OF COMMERCE**

**ST.MARYS COLLEGE (AUTONOMOUS), THOOTHUKUDI.**

(Re-accredited with A+ grade by NAAC)

**APRIL 2023**

## ACKNOWLEDGEMENT

It is my privilege to thank our, **Secretary Rev. Dr. Sr. C. Shibana, Principal Rev. Dr. Sr. A. S. J. Lucia Rose**, for giving me this opportunity to undergo internship training which helped me to acquire knowledge.

I express my sincere thanks to the Head of the Department of Commerce, **Dr. G. Stella Beatrice Nirmala Head & Associate Professor of Commerce** and my internship guide of **Dr. P. Jayamary, Assistant Professor of the Department of Commerce** for allowing me to undertake institutional training and for their valuable support and encouragement throughout this program and for the completion of this internship.

The internship opportunity I had with **VILSONS SHIPPING PVT LTD.** was a great chance for learning and professional department. I am also grateful for having got a chance to meet wonderful people and professionals who led me through this internship period.

I am using this opportunity to express my deepest gratitude and special thanks to **Ditto Mascarenhas, Deputy Manager of Vilsons Shipping Private Ltd.,** who inspite of being busy with his duties, took time out to hear, guide and keep me on the correct path and allowing me to carry out my training programme at their esteemed organization.

SHEBANLH

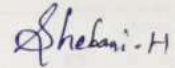
21AUCO67

## DECLARATION

I solemnly declare that this report of internship training done at '**VILSONS SHIPPING PVT LTD.**' is an original work of mine and does not form part of any previous certificate / Diploma/ Degree and submitted to the Department of Commerce, St. Mary's College (Autonomous) in partial fulfillment of requirements for the award of the Degree of B.Com under the guidance of **DR.P.JAYAMARY**, Assistant professor Department of Commerce, St. Mary's college (Autonomous), Thoothukudi.

**PLACE:** TUTICORIN

**DATE:**



**NAME:** SHEBANI

(21AUCO67)

**COUNTER SIGN**

## CONTENT

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3.	3.1 LIMITATIONS 3.2 SUGGESTIONS 3.3 CONCLUSIONS	15
	ANNEXTURE: A)REFERENCE B)COMPLETION CERTIFICATE C)WORK DAIRY	16



## **CHAPTER 1**

### **INTRODUCTION AND PROFILE OF THE ORGANISATION**

#### **1.1 INTRODUCTION :**

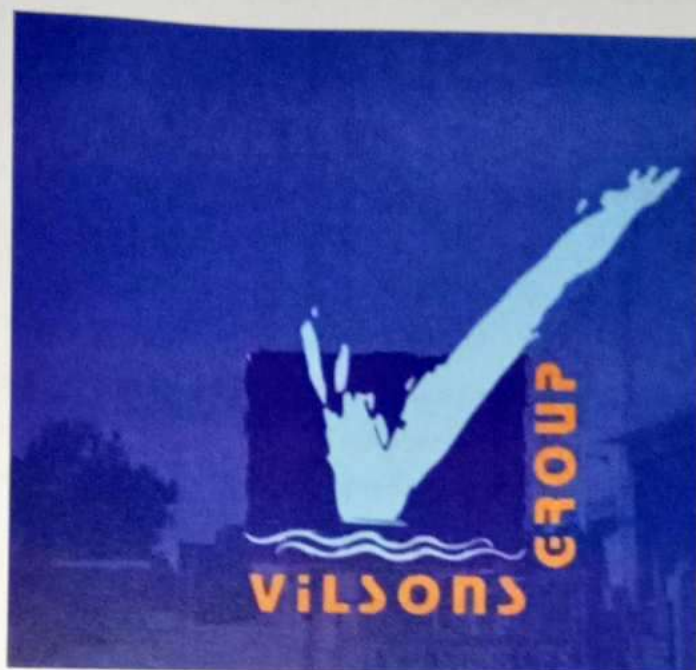
**GLOBAL TRADE** is the lifeblood of the maritime industry. Without it, the industry would simply not exist. The shipping industry is responsible for transporting and delivering more than 95% of global trade by volume roughly 11 billion tons annually. In a world where goods and products are available at the click of a button, it's easy to forget about the global supply chains that make our lives possible.

As a result, the UK's maritime industry often goes unnoticed despite the fact that it's responsible for transporting more than 95% of global trade. The maritime industry is responsible for the transportation of goods, products, and people by sea. This includes everything from container ships, and oil tankers, to cruise and passenger ferries to smaller vessels like fishing boats.

In addition to transportation, the maritime industry also encompasses activities like shipbuilding, repair and maintenance, port operations, and marine engineering. It is hard to overstate how much we rely on the stability and efficiency of this complex network of merchantship and ports.

## 1.2 ORGANISATIONAL PROFILE :

### 1.2 PROFILE OF THE ORGANISATION:



**Vilsons Shipping Pvt. Limited** is a Private Company incorporated on 06 February 1992. It is classified as Non – government company and is registered at Registrar of Companies. Its authorized share capital is Rs.50,00,000 and its paid up capital is Rs. 515,300. It is involved in supporting and auxiliary transport activities; activities of travel agencies.

The company's business is based in the city of Tuticorin. The company is duly registered at Registrar of Companies, Chennai (RoC - Chennai) and is classified as the Indian Non-Government Company. Vilsons Shipping Private Limited trade service provider company with the National Industrial Classification (NIC) code of 63090.

Based on this activity code, the company is involved in the business activities such as Activities of other transport agencies, Activity of bill auditing and freight-rate information,

activity of consolidation and break bulk of freight, Activity of custom house brokerage, Activity of forwarding of freight, Activity of freight brokerage, Activity of organization or arrangement of transportation on behalf of shipper, Activity of packing & crafting and unpacking and decorating, Activity of receiving & acceptance of freight, Activity of transportation documents preparation, Activity of weighing and sampling of freight, etc.,

### **HANDLING OF CARGO SHIPS:**

1.50 Million Tonnes of Cargo Handled Per Annum, Coal, Rock Phosphate, Sulphur, Grain, Sulphuric Acid, Ammonia, Furnace oil, Heavy lift & ODC.

### **CFS & EMPTY CONTAINER TERMINAL:**

Their Facility is licensed by government of India and services Export House, Traders, Merchandiser, Industries an Import/Export of container Cargo Facilitating Cargo Examination, Warehousing. Our Empty Container Terminal serves major container liners in containers storage, EMR.

## **CHAPTER: 2**

### **2.1 CONCEPT & METHODS:**

#### **2.1.1 CONTAINER FREIGHT STATION:**



The container freight stations offer EDI connectivity and access to customs, officials on the premises for easy, hassle-free clearances. The facilities equipped with vast storage facilities for import containers, covered and open storage area for export cargoes, Export on Wheel Examination, 24\*7 CCTV Surveillance, Integrated Transport Services to Hinterland for import & export containers (First Mile /Last Mile).

#### **2.1.2 CLEARING & FORWARDING:**



Vilsons as a Customs House Agent, plays effective advisory role in guiding and updating clients with the customs regulations and with ever changing notifications of the customs their clients are guided on foreign trade policies, exchange controls influencing EXIM trade.



### 2.1.3 STEVEDORING:



Stevedoring involves operations relating to loading and discharging of cargo to and from vessels to dock and stevedoring services include the supply of equipments and labours, orchestrating the handling of cargo, loading and unloading of ships in the port. Their ability lies in effectively planning and handling of cargo with the highest safety, establishing good liaisons with port and customs authorities, providing prompt and correct documentations at all stages so that it ensures fast loading and discharging which in turns results in a faster turnaround of the vessel.

### 2.1.4 STEAMER AGENCY:



Vilsons shipping is established Steamer Agents, well versed in our domain knowledge of berthing procedures& norms that are complex and dynamic, requiring a daily diligence to really deliver excellent and error- free services of providing better permutations & combinations of

berthing prospects and their differences in waiting time etc., thereby making the ship owners more tuned & prepared for ensuring faster berthing and turnaround of the ship.

### **2.1.5 CHARTERING:**



Vilsons company is a team of young and dynamic professionals, with core and competence in Dry Cargo Chartering Viz., Dry Bulk Cargo chartering. They are conversant with the latest freight market conditions for various kinds of cargo and have a thorough knowledge of the commercial bearings of charter party agreement terms for the cargo principal or the ship owners, whom they represent.

### **2.1.6 CONTAINER DEPOT & EMR:**



Vilsons Container Terminal, is one of the largest depot in Thoothukudi. We as single entity lead the way to provide complete Empty Container Management Services round the clock throughout the year to the major Container Lines and Container Leasing Companies. The infrastructure at container depot is created to serve the container lines and leasing companies with a proper and systematic storage of empty of empty containers as per FIFO norms. They provide additional value added services for the repair of damaged containers. They maintain a complete

transparency in the repairs and clarify to our clients about the extent of the damage and the repairs.

### **2.1.7 HINTERLAND TRUCKING & COASTAL SHIPPING:**

Their fleet of Trucks & Trailers move Cargoes & Containers in-land to Customer premises. Their fleet is augmented by market trucks based on respective project capacity. They own about 40 vehicles and 150 market trucks for cargo movement of cargo movement from VOC Port, Thoothukudi. Seamless movement of cargo on digital platform are value added service provided to EXIM.

### **2.1.8 SHIPPING SUPPORT SERVICES:**

They undertake a range of Materials Handling Operations on Turnkey basis, In-Plant for Fertilizers, Power Projects, etc., The Firm offers Consultancy Services to EXIM Policy, Project Cargo Survey, Data Management, Customs/ GST Policies & Procedures.

### **2.3 PROCESS LEARNED:**

- Setting goals
- Matching goals with the internship
- Exploring academic credit
- Locating opportunities
- Applying for jobs
- Communicating in an efficient ways
- Gaining work experience
- Co - ordinating with the employers and manager.

### **2.4 SKILLS ACQUIRED:**

During my internship, I learnt how to communicate and build relationships with the people I worked with. I learnt how to introduce myself, talk about my interests, knowledge and skills with entrepreneurs and business owners, as well as how to ask question and gain a better understanding of businesses not only in the co-working space, but also others in the company.

This process overall helped me develop my professional network and emphasized the importance of creating these connections.

As an intern, I discovered that it's essential to be enthusiastic and open to learning new skills, asking for more work and being curious to learn and ask questions. This attitude will show that I enjoy being part of the team and that I'm keen to help. Having curiosity and enthusiasm also means that, as an intern, I get a lot out of what I'm doing, which opens lots of opportunities.

During my internship, I had gone through journals and took notes everyday about new things I learnt. Feedback was given by my manager about my strengths and weaknesses and things I wanted to search and learn more about. This helped me understand myself more and identify the areas that I need to improve in.

Asking for and receiving professional feedback is very important. It is essential to take note of both the positive and negative points for the future, so that I can grow and excel in my career. I learnt that sometimes asking for feedback or receiving feedback is difficult to hear, but it will have a significant impact on my future career and success.



## **CHAPTER: 3**

### **LIMITATIONS, SUGGESTIONS, CONCLUSION**

#### **3.1 LIMITATIONS**

- Unable to gather more information as there was only limited time.
- Lack of information as many of them were confidential.
- Some employers give mindless works that did not build any new skills

#### **3.2 SUGGESTIONS**

- To communicate more with the interns.
- Supervisors can conduct short motivation sessions for interns to become more competitive.
- To give transport facilities wholly or a part for the interns.

#### **3.3 CONCLUSIONS**

- This internship has been an excellent and rewarding experience. I can conclude that there have been a lot I've learnt from my work at VILSONS SHIPPING PVT LTD. The most important things I've learnt are the importance of time- management and being self-motivated. My sincere thanks to the organization.

**ANNEXTURE:**

**A) REFERENCE**

<https://www.vilsonsshipping.com>

**B) COMPLETION CERTIFICATE**

**C) WORK DIARY**

**VILSONS GROUP**

**PRESENTS**

**VILSONS  
AWARDS**

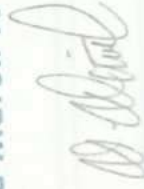
# **CERTIFICATE**

**OF INTERNSHIP**

**This certificate is presented ....**

*Shebani.H*

of **St.Mary's College (Autonomous)., Tuticorin**  
for her second year **B.Com** internship program  
at **VILSONS SHIPPING PRIVATE LIMITED., Tuticorin**  
from **2nd March to 21st March, 2023**







**D.DITTO MASCARENHAS**  
Deputy Manager







**J.CELESTINE VILLAVARAYAR**  
Director







Internship at  
Vilsons Shipping Pvt Ltd.

Date	Task Discussed	Signature
2.3.23 1 3:00 P.M to 5:00 P.M	<ul style="list-style-type: none"><li>→ Preparing for Banking Exam</li><li>→ Introduction to Logistics</li><li>→ Mode of transports</li><li>→ Sea Borne transport</li><li>→ Evolution of Tuticorin port</li></ul>	 
3.3.23 2 3:00 P.M to 5:00 P.M	<ul style="list-style-type: none"><li>→ States in India</li><li>→ Parties ruling the States</li><li>→ States capital</li><li>→ Chief Ministers of States</li><li>→ Union Territories</li></ul>	 



Date	Task Discussed	Signature
<p>4.3.23</p> <p>3</p> <p>11:00 A.M to 1:00 P.M</p>	<p>Companies Act 2013</p> <p>→ Regarding Share Capital of the company</p> <p>→ One-person company</p> <p>→ Financial Year 31<sup>st</sup> March.</p>	 
<p>07.3.23</p> <p>4</p> <p>3:00 P.M to 5:00 P.M</p>	<p>Demand &amp; Supply</p> <ul style="list-style-type: none"> <li>- Import &amp; Exports</li> <li>- Import</li> <li>- Taxes           <ul style="list-style-type: none"> <li>- Direct &amp; Indirect Taxes</li> <li>- Direct               <ul style="list-style-type: none"> <li>- Income Tax</li> <li>- Property Tax</li> <li>- Corporation Tax</li> </ul> </li> <li>- Indirect               <ul style="list-style-type: none"> <li>- Customs Duty</li> <li>- Excise Duty</li> <li>- GST</li> </ul> </li> </ul> </li> </ul>	 

Date	Task Discussed	Signature
3.23 3:00 PM to 5:00 PM	→ Public Company → Government Company → Articles of Association → Sole Proprietorship	 
3.23 4:30 to 6:30 PM	→ Annual Meeting → Minutes → Quorum of the meeting	 

Date

Task Discussed

Signature

1.03.23

7

11:00 AM to 1:00 PM

→ Stock Exchange

→ Receipt

→ Payment



3.03.23

8

4:30 PM to 6:30 PM

→ Debit Note

→ Credit Note



Date

Task Discussed

Signature

4.03.23

9

→ Packing List

↳ Item description

↳ Drawing number

↳ Quantity in number

↳ Net weight

→ Import Document



5.03.23

6

→ Invoice Details

→ Net weight and Gross weight.

→ HSN code.

↳ Harmonised System  
Nomenclature



3:00PM to 5:00 PM



te

Task Discussed

Signature

03.23

=

4:30PM to 6:30PM

- Pan Card for company
- ↳ To identify the company with Pan card Number.
  - ↳ The 4<sup>th</sup> letter of pan card is used to identify what type of business.



03.23

12

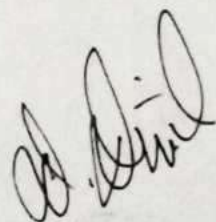
3:00 P.M. to 5:00PM





→ GST:

- \* Details in Gst certificate are Business details, No. of branch, Partner details.

→ Partnership firm:-

- \* Pan card registration is compulsory.
- \* Registered office for registration is optional



Date	Task Discussed	Signature
18.03.23 13 3:00 PM to 5:00 PM	<p>Types of Stock Exchange</p> <p>↳ NSE → National Stock Exchange.</p> <p>↳ BSE → Bombay Stock Exchange.</p>	 
20.03.23 14 4:30 PM to 6:30 PM	<p><u>IEC</u></p> <p>↳ It is an code of import and Export code number which is mandatory for importer and exporter. For Import to India and export from India.</p>	 

Date

Task Discussed

Signature.

21.03.23

15

3:00 PM to 5:00 PM

APEDA:

It is for agricultural products such as Onion, Rice, etc., The exporters have to register under APEDA.

FSSAI :

Exporters cannot export or Import food items without registered under FSSAI.



**A REPORT ON THE INTERSHIP PROJECT  
AT**

**VILSONS SHIPPING PVT LTD**

Submitted to

**ST. MARY'S COLLEGE (AUTONOMOUS), THOOTHUKUDI**

Affiliated to

**MANONMANIAM SUNDARANAR UNIVERSITY, TIRUNELVELL**

In partial fulfillment of the requirements for the award of the degree of  
**BACHELOR OF COMMERCE**

By

**SIVAGAMI S**  
(21AUC068)

**UNDER THE GUIDANCE OF  
Dr. G.STELLA BEATRICE NIRMALA**

M.Com, M.Phil, Ph.D, MBA, DFA, PGDIT, DGT.

**HEAD AND ASSOCIATE PROFESSOR OF COMMERCE**



**PG AND REASEARCH DEPARTMENT OF COMMERCE  
ST. MARY'S COLLEGE (AUTONOMOUS), THOOTHUKUDI**

(Reaccredited with A+ grade by NAAC)

2022-2023.



## **ACKNOWLEDGEMENT**

It is my privilege to thank our **Secretary Rev. Dr. Sr. C. Shibana, Our Principal Rev. Dr. Sr. S. J. Lucia Rose**, for giving me this opportunity to undergo internship training which helped me to acquire knowledge.

I express my sincere thanks to our Head of Commerce and my internship guide **Dr .G. Stella Beatrice Nirmala**, Associate Professor of Commerce for allowing me to undertake institutional training and for their valuable support and encouragement throughout this program and for the completion of this internship.

The internship opportunity I had with **VILSONS SHIPPING PVT LTD.** was a great chance for learning and professional department. I am also grateful for having got a chance to meet wonderful people and professionals who led me through this internship period.

I am using this opportunity to express my deepest gratitude and special thanks to **Mr. Ditto Mascarenhas, Deputy Manager of Vilsons Shipping Private Ltd.**, who inspite of being busy with his duties, took time out to hear, guide and keep me on the correct path and allowing me to carry out my training programme at their esteemed organization.

**SIVAGAMI S**

## **DECLARATION**

I solemnly declare that this report of internship training done at '**VILSONS SHIPPING PVT LTD.**' is an original work of mine and does not form part of any previous certificate / Diploma/ Degree and submitted to the Department of Commerce, St. Mary's College (Autonomous) in partial fulfillment of requirements for the award of the Degree of B.Com under the guidance of, **Dr. G. Stella Beatrice Nirmala** , Head and Associate Professor, Department of Commerce, St. Mary's college (Autonomous), Thoothukudi.

**PLACE:** TUTICORIN

**DATE:** 13.03.2023

*Sivagami S.*  
**SIVAGAMI S**

(21AUCO68)

<b>CHAPTER</b>	<b>TOPIC</b>	<b>PAGENO.</b>
1	INTRODUCTION PROFILE OF THE ORGANISATION	1 - 3
2	CONCEPTS METHODS PROCESS LEARNED SKILLS ACQUIRED	4 - 8
3	LIMITATIONS SUGGESTION CONCLUSION	9
	ANNEXURE A) REFERENCE B) COMPLETION CERTIFICATE C) WORK DIARY	10

# **CHAPTER I**

## **INTRODUCTION AND PROFILE OF THE ORGANIZATION**

### **1.1 INTRODUCTION**

**GLOBAL TRADE** is the lifeblood of the maritime industry. Without it, the industry would simply not exist. The shipping industry is responsible for transporting and delivering more than 95% of global trade by volume roughly 11 billion tons annually. In a world where goods and products are available at the click of a button, it's easy to forget about the global supply chains that make our lives possible.

As a result, the UK's maritime industry often goes unnoticed despite the fact that it's responsible for transporting more than 95% of global trade. The maritime industry is responsible for the transportation of goods, products, and people by sea. This includes everything from container ships, and oil tankers, to cruise and passenger ferries to smaller vessels like fishing boats.

In addition to transportation, the maritime industry also encompasses activities like shipbuilding, repair and maintenance, port operations, and marine engineering. It is hard to overstate how much we rely on the stability and efficiency of this complex network of merchant ship and ports.



## 1.2 ORGANISATIONAL PROFILE



Fig.1 Company logo

**Vilsons Shipping Pvt. Limited** is a Private incorporated on 06 February 1992. It is classified as Non govt company and is registered at Registrar of Companies. Its authorized share capital is Rs. 5,000,000 and its paid up capital is Rs. 515,300. It is involved in supporting and auxiliary transport activities; activities of travel agencies.

The company's business is based in the city of Tuticorin. The company is duly registered at Registrar of Companies, Chennai (ROC-Chennai) and is classified as the Indian Non-Government Company. Vilsons Shipping Private Limited trade service provider company with the National Industrial Classification (NIC) code of 63090.

Based on this activity code, the company is involved in the business activities such as Activities of other transport agencies, Activity of bill auditing and freight-rate

information, Activity of consolidation and break bulk of freight, Activity of custom house brokerage, Activity of forwarding of freight, Activity of freight brokerage, Activity of organization or arrangement of transportation on behalf of shipper, Activity of packing & crafting and unpacking and decorating, Activity of receiving & acceptance of freight, Activity of transportation documents preparation, Activity of weighing and sampling of freight, etc.,

### **1.2.1 HANDLING OF CARGO SHIPS**

1.50 Million Tones of Cargo Handled Per Annum, Coal, Rock Phosphate, Sulphur, Grain, Sulphuric Acid, Ammonia, Furnace oil, Heavy lift & ODC.

### **1.2.2 CFS & EMPTY CONTAINER TERMINAL**

Our Facility is licensed by government of India and services Export House, Traders, Merchandiser, Industries an Import/Export of container Cargo Facilitating Cargo Examination, Warehousing. Our Empty Container Terminal serves major container liners in containers storage, EMR.

## **CHAPTER II**

### **2.1 CONCEPT & METHODS**

#### **2.1.1 SEA BASED TRANSPORT**



Fig.2. Container ship for transport

Sea based transport is a transport of people (passengers) or goods (cargo) via waterways. Maritime transport accounts for roughly 80% of international trade, according to UNCTAD in 2020. It can be realized over any distance by boat, ship, sailboat or barge, over oceans and lakes, through canals or along rivers. It is mainly for commerce, recreation, or military purposes.

#### **2.1.2 HSN CODE**

HSN (Harmonized System of Nomenclature) was developed by the World Customs Organisation (WCO) and is used to classify goods. They are similar in the countries that are under the WCO. 6-digit HSN codes are typically used for the goods. However, some countries use 8-digit codes to subclassify goods.

### **2.1.3 PACKING LIST**

A packing list itemizes the contents of each package. It includes weights, measurements and detailed lists of the goods in each package. The packing list should be included in package and can be attached to the outside of a package with a copy inside.

### **2.1.4 IMPORT**



Fig.3. Ship in unloading bay

An import is a good or service bought in one country that was produced in another. Imports and Exports are the components of international trade. If the value of a country's imports exceeds the value of its exports, the country has a negative balance of trade, also known as trade deficit.

### **2.1.5 EXPORT**

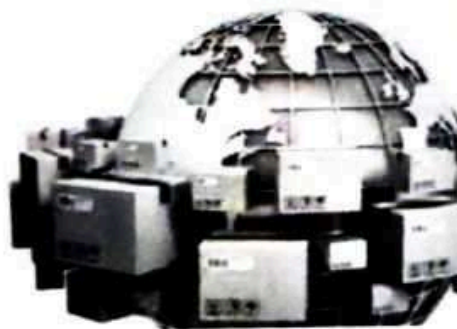


Fig.4. Cargo exports to all over the world



In global trade, exporting is the process by which companies from one country sell their goods and services to companies or consumers in a different country. Common exports exchanged from one country to another include energy and natural resources, raw materials, etc....,

#### **2.1.6 APEDA:**



Fig.5. APEDA Logo

Agricultural and Processed Food Products Export Development Authority is an Indian Apex- Export Trade Promotion Active government body. APEDA is the premier body of export promotion of fresh vegetables and fruits. The exporters should have to registered under APEDA.

#### **2.1.7 FSSAI:**



Food Safety and Standards Authority of India is a statutory body established under ministry of Health& Family Welfare. FSSAI has been created for laying down science

based standards for articles of food and to regulate their manufacture, storage, distribution, sale and import to ensure availability of safe and wholesome food for human consumption.

## **2.2 PROCESS LEARNED**

- Setting goals
- Matching goals with the internship
- Exploring academic credit
- Locating opportunities
- Applying for jobs
- Communicating in an efficient ways
- Gaining work experience
- Co - ordinating with the employers and manager.

## **2.3 SKILLS ACQUIRED**

During my internship, I learned how to communicate and build relationships with the people I worked with. I learned how to introduce myself, talk about my interests, knowledge and skills with entrepreneurs and business owners, as well as how to ask question and gain a better understanding of businesses not only in the co-working space, but also others in the company. This process overall helped me develop my professional network and emphasized the importance of creating these connections.

As an intern, I discovered it's essential to be enthusiastic and open to learning new skills, asking for more work and being curious to learn and ask questions. This attitude will show that you enjoy being part of the team and that you're keen to help. Having curiosity and enthusiasm also means that, as an intern, you get a lot out of what you're doing,

which opens lots of opportunities.

During my internship, I had a journal and took notes everyday about new things I learned, feedback I was given by my manager, strengths and weaknesses I noticed, and things I wanted to research and learn more about. This helped me understand myself more and identify the areas that I needed to improve in.

Asking for and receiving professional feedback is very important. It is essential to take note of both the positive and negative points for the future, so you can grow and excel in your career. I learned that sometimes asking for feedback or receiving feedback is difficult to hear, but it will have a significant impact on your future career and success.

## **CHAPTER III**

### **3.1 LIMITATION**

- Unable to acquire deep knowledge in my work area due to limited time
- Some people did not explain deeply in their work.
- Some processes were only explained as a theory

### **3.2 SUGGESTIONS**

- To communicate more with the interns.
- Supervisors can conduct short motivation sessions for interns to become more competitive.
- To give transport allowances wholly or a part for the interns.

### **3.3 CONCLUSIONS**

This internship has been an excellent and rewarding experience. I can conclude that there have been a lot I've learnt from my work at VILSONS SHIPPING PVT LTD. The most important things I've learnt are the importance of time- management and being self-motivated. My sincere thanks to the organization.



## **ANNEXTURE**

### **a. REFERENCE**

➤ <https://www.vilsonsshipping.com>

### **b. COMPLETION CERTIFICATE**

### **c. WORK DIARY**

PRESENTS



**VILSONS  
AWARDS**

# **CERTIFICATE**

## **OF INTERNSHIP**

**This certificate is presented ....**

*Swagami. J*

of **St.Mary's College (Autonomous)., Tuticorin**  
for her **second year B.Com** internship program  
at **VILSONS SHIPPING PRIVATE LIMITED., Tuticorin**  
from **2nd March to 21st March, 2023**

**D.DITTO MASCARENHAS**  
Deputy Manager

**J.CELESTINE VILLAVARAYAR**  
Director

Task discussed

signature

⇒ Preparing for Banking Exams

⇒ Introduction to Logistics.

⇒ Mode of transport

⇒ Seaborne transport

⇒ Evolution of Thoothukudi port.



⇒ States in India.

⇒ Parties ruling the state.

⇒ State capital.

⇒ Chief minister's of state.

⇒ Union Territory.



Tax discussed

Signature

3) → Companies Act 2013

⇒ Regarding share capital of the

⇒ One person company

⇒ financial year 31<sup>st</sup> mar.



4) → Demand & supply

→ Import & Export.

→ Import

→ Taxes

- Direct Tax

- Indirect Tax

Direct Tax

↳ Property Tax

↳ Corporation Tax

↳ Income Tax

Indirect Tax

↳ Customs Duty

↳ Excise





Task Discussed

Signature



- Public Company
- Government Company
- Articles of Association
- Solo proprietorship.



- Annual Meeting
- Minutes
- Quorum of the meeting



Task Discussed	Signature
<ul style="list-style-type: none"><li>→ Stock Exchange</li><li>→ Receipt</li><li>→ Payment</li></ul>	 
<ul style="list-style-type: none"><li>→ Debit Note</li><li>→ Credit Note</li><li>→</li></ul>	 

Task Discussed	Signature
<p>→ Packing list</p> <ul style="list-style-type: none"> <li>↳ Item descri</li> <li>↳ Drawing number</li> <li>↳ Quantity in Number</li> <li>↳ Net weight</li> </ul> <p>→ Import document</p>	
<p>→ Invoice Details</p> <p>→ Net weight at Gross weight</p> <p>→ HSN code</p> <ul style="list-style-type: none"> <li>↳ Harmonised system Nomenclature</li> </ul>	

Task Discussed

Signature

→ Pan Card for Company

↳ To identify the company with Pan Card Number

↳ The 4th letter of Pan Card is used to identify what type of business.



→ GST:

\* Details in GST Certificate are business details, No of branch, Partner details.

→ Partnership firm

\* Pan Card registration is compulsory.

\* Registered Office for Registration is optional





Task Discussed

Signature

Types of Stock Exchange

↳ NSE - National Stock Exchange

↳ BSE - Bombay Stock Exchange



IEC

↳ It is an code of import or Export code number which is mandatory for importer and Exporter. For import to India and Export from India.



Task Discussed

Signature

APEDA:

It is for agricultural products  
such as Onion, Rice etc.. The  
Exporters have to register Under APEDA  
FSSAI

Exporters cannot Export or  
import food items without registered  
Under FSSAI



**A REPORT ON THE INTERNSHIP PROJECT AT  
CO-OPERATIVE BANK (HEAD OFFICE), THOOTHUKUDI**

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In partial fulfillment of the requirements for the award of the degree

**BACHELOR OF COMMERCE**

By

**SUBATHRA.P**

**21AUCO69**



Under the guidance of

**Ms. D. Daisy Bai M. Com., M. Phil.**

**PG AND RESEARCH DEPARTMENT OF COMMERCE**

**ST.MARY'S COLLEGE (AUTONOMOUS), THOOTHUKUDI**

**(Re-accredited with A+ grade by NAAC)**

**APRIL 2023**

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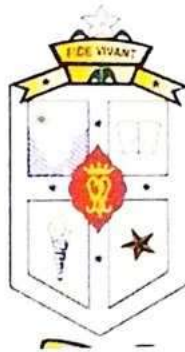
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**APRIL 2023**



## ACKNOWLEDGEMENT

I acknowledge the abundant blessings and grace of **God Almighty** who has been my source of energy and knowledge.

I extend my special thanks to our Principal, **Rev. Sr. Dr. A.S.J. Lucia Rose** for her constant encouragement and blessings for doing this work successfully.

It is my pleasure to extend my thanks to the Head and Associate Professor, Department of Commerce, **Dr. G. Stella Beatrice Nirmala.**, for her valuable suggestions and encouragement in completing the work.

I express my deepest sense of gratitude to my guide **Ms. D. Daisy Bai**, Associate Professor of Commerce, for her excellent and the untiring guidance throughout the entire process of completing my project work.

Finally, I record my sincere thanks to my parents and friends for their encouragement during this work.

SUBATHRA.P

## DECLARATION

I hereby declare that, this report of internship training done at **Co-operative Bank** is an original work of mine and does not form part of any previous certificate/Diploma/Degree. This report is authentically prepared by me after the completion of the 15 days internship and submitted to the Department of Commerce, St. Mary's College (Autonomous) in partial fulfillment of requirements for the award of the Degree of **B.Com.**

**PLACE:** THOOTHUKUDI

**DATE:** 15/04/2023

*P. Subathra .*

**NAME:** SUBATHRA.P

21AUCO69

*Dairg Bai*

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## CHAPTER – 1

### INTRODUCTION AND PROFILE OF THE BANK

#### Co-Operative Bank In Thoothukudi

#### 1.1 INTRODUCTION :

A Co-Operative banks is a small-sized, financial entity, where its members are the owners and customers of the Bank. They are regulated by the Reserve Bank of Thoothukudi (RBI) and are registered under the States cooperative Societies Act.

The Co-Operative Banks have recently been in news after RBI's restriction on one of the leading banks, where they were denied any kind of money withdrawal. This incident of the Punjab and Maharashtra Co-Operative Bank (PMC) has raised questions over the reliability of such financial entities.

In this article, we shall discuss the history, structure, benefits, and disadvantages of Co-Operative Banks in India. To know more about the different Types of Bank in India, visit the linked article.

Co-Operative Banking has proved to be an asset in terms of acting as a financial intermediary to agricultural and allied activities, small scale industries, and self employed workers.

For information regarding the banking sector in general and the various Bank Exams conducted in the country, visit the linked article.

#### 1.1.1 CO-OPERATIVE BANKING IN INDIA:

The Co-Operative Banks in India are governed as per the Banking Regulations Act 1949 and Banking Laws (Co-Operative Societies) Act, 1955. These Banks have been opened with the motto of no-profit-no-loss and thus, do not seek for profitable ventures and customers only. As the name suggests, the main objective of Co-Operative Banks is mutual help.



### **1.1.2 FEATURES OF CO-OPERATIVE BANKS IN INDIA:**

- They work on the principle of one person, one vote. Since these banks are owned by the members, a Board of Directors is chosen democratically and then they are responsible for controlling the organisation.
- Farmers can avail agricultural loans on minimum interest rates from the Co-Operative Banks
- Providing easy and accessible loans and credit benefits in the rural areas with scarce banking facilities
- The annual profit earned is spent on financial reserves and required resources and a part of it is distributed among the Co-Operative members, as per the prescribed limitations.

### **1.1.3 SCOPE OF THE STUDY:**

The Co-Operative banks have acted as a boon to various sectors of Indian society and also played an important role in the development of the economy.

Given below are a few advantages of the Co-Operative Banks in India.

- These banks have provided aid to the rural population by granting loans and credits with interest rates, lower in comparison to that asked by local money lenders
- They have their reach at every corner of the country and have managed to maintain a personal rapport with the customers
- Since the banks is owned and governed by the members themselves, they do not seek huge profits and believe in mutual help.
- The interest rate on deposits is high and on loans is low.
- They promote productive borrowing, in order to reduce the risk of loss.

#### **1.1.4 OBJECTIVE OF THE STUDY:**

- To know the customers perception towards Co-operative bank .
- To know the various services provided by the Co-operative bank in Thoothukudi.

#### **1.1.5 LIMITATIONS :**

- Some information cannot be accessed due to its confidential nature.
- Time is one of major constraints which limits the effectiveness of the study.



**CO-OPERATIVE  
BANKING SERVICE**



## CHAPTER II

### CONCEPTS, METHODS AND PROCESS LEARNED

#### 2.1 CO-OPERATIVE BANK:

Co-Operative Bank is defined as (S1) – a Co-Operative registered as a co-op bank whose members. Are of similar occupation or profession or who are employed by a common employer or who are employed within the same business district or have common membership in an association or organization, including religious, social, co-operative, labor, business or educational groups. Or resides within the same defined community or geographical area.

##### 2.1.1 PROFILE OF THE BANK:

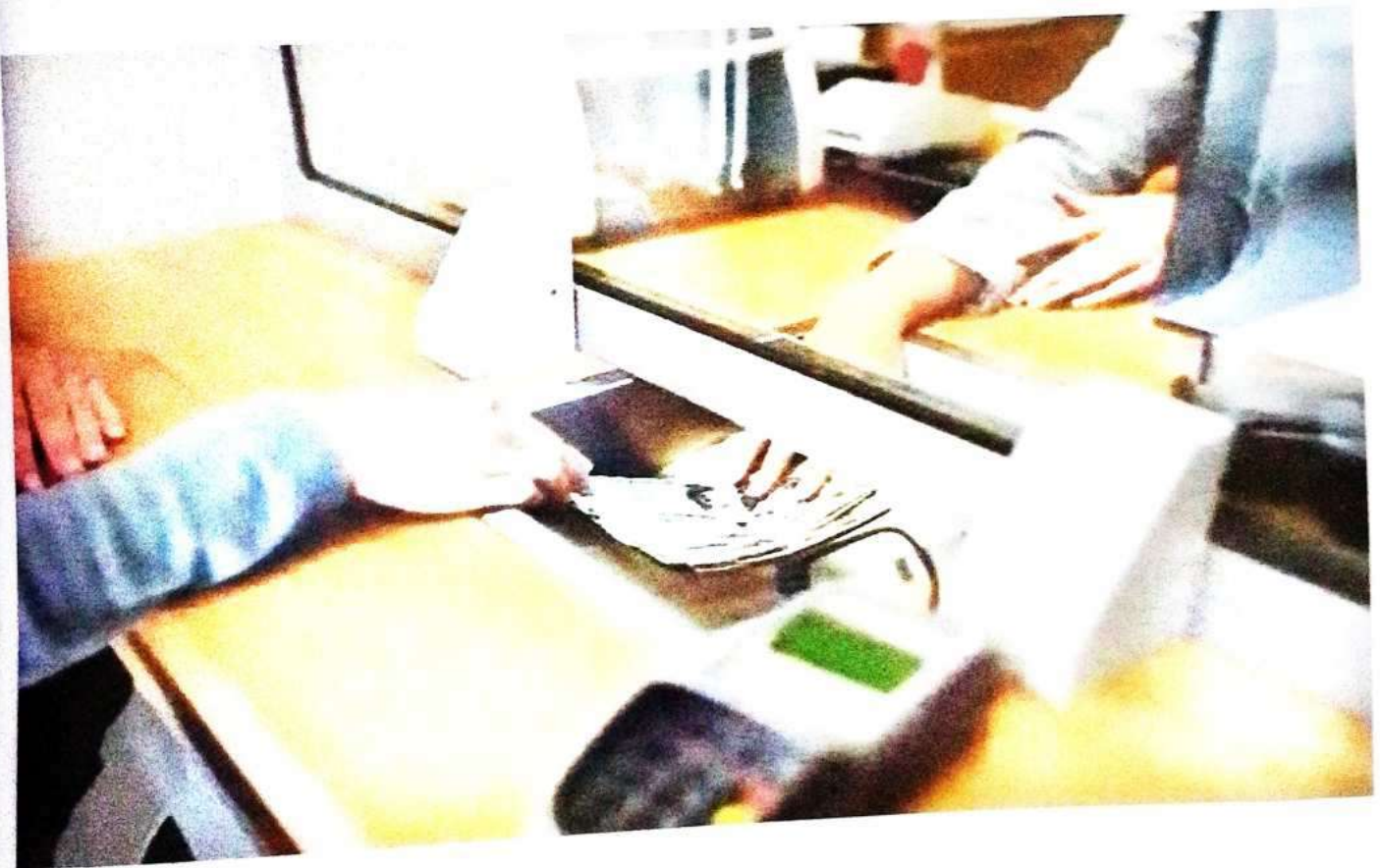


### 2.1.2 STRUCTURE OF COOPERATIVE BANKING:

There are different types of cooperative credit institution working in India. These institutions can be classified into two broad categories-agricultural and non-agricultural. Agricultural credit institutions dominate the entire cooperative credit structure.

The major difficulties faced by the Co-operative Banks in Thoothukudi

- To lend money, they need investors which are tough to find.
- Over the years, the number of NPAs and over dues have been increasing.
- Since the lack of investors and money, few of them have not been delivering the credits and money to the rural population.
- Rather than small industrialists, the benefits from Co-operative Banks have been enjoyed by rich landowners.





### 2.1.3 ORGANIC GROWTH:

Another speaker at the conference, Frances Coppola, former banker turned financial writer, said co-operatives should commit to organic growth by attracting new members, rather than by a list of acquisition. She argued co-operative should be kept small enough so that members exercise control, but not too small because very small co-operatives are risky.



### 2.1.4 FEATURES:

- Deeply anchored within the local economy
- Property of their own members/customers
- One person = one vote
- Sound business practices and resilient structures
- Financing the real economy
- Leading the way in the field of social responsibility.



## CHAPTER III

### FINDINGS, SUGGESTIONS AND CONCLUSION

#### 3.1 PROCESS LEARNED:

- Learned Banking structure Regulation and system.
- How to deal with the queries of the customer.
- Filling forms.
- Skill development
- Communicating in an efficient ways
- Gaining work experience
- Co-ordinating with the employers and manager.

##### 3.1.1 SKILLS ACQUIRED:

During my internship, I learned how to communicate and build relationships with the people I worked with. I learned how to introduce myself, talk about my interests, knowledge and skills with entrepreneurs and business owners, as well as how to ask questions and gain a better understanding of business.

As an intern, I discovered it is essential to be enthusiastic and open to learning new skills, asking for more and being curious to learn and ask questions. This attitude will show that you enjoy being part of the team and that you're keen to help. Having curiosity and enthusiasm also means that, as an intern, you get a lot out of what you're doing, which opens lot opportunities.

During my internship, I had a diary and took notes everyday about new things I learned, feedback I was given by my manager, strengths and weakness I noticed, and things I wanted to research and learn more about. This helped me to understand myself more and identify the areas that I needed to improve in.



Asking for and receiving professional feedback is very important. It is essential to take note of both the positive and negative points for the future, so I can grow and excel in my career. I learned that sometimes asking for feedback or receiving feedback is difficult to hear, but it will have a significant impact on my future career and success.

### **3.1.2 SUGGESTIONS:**

- The employees should be kept happy and contented at work.
- Employees emotional problems should also be considered by the employers
- Active participation of employees should be designed in the work culture

### **3.1.3 CONCLUSION:**

The Co-operative banks provides various services to its customers they offers best services in regards to opening of accounts lending of loans etc., In this present scenario where customers have high expectations about services provided by banks. They will not hesitate in shifting banks if better service is provided in another banks. Banks should keep on improving and innovating. Their services if they want to remind competitive.



## ANNEXURE

➤ **WEBSITE REFERRED:**

<https://Co-operativebank.in/>

➤ **COMPLETION CERTIFICATE**

➤ **WORK DIARY**



# THE TUTICORIN CO-OPERATIVE BANK LTD., A.188

email id : tutycoopbanka188@gmail.com

**S.Muthumary**  
Co-op. Sub-Registrar / Managing Director









H.O. : 2320524  
Branch : 2333897







## CERTIFICATE

This is to Certify that SUBATHRA.P, a student of the Department of Commerce St.Mary's College (Autonomous) Thoothukudi has successfully completed the 15 Days (From 07.03.2023 to 29.03.2023) Internship Training Program in The Tuticorin Cooperative Bank Limited A.188, Thoothukudi in the field of urban Cooperative Bank Provided by R.Krishnamoorthy








General Manager (IC)

date	work description	signature
1/3/23	Share capital, Deposits, Current account, Interest, cheque insurance, fixed deposits, savings.	 
1/3/23	Loan application. Long term, short term loan, Assets liabilities management, Borrowings	 
1/3/23	Assets earning Costs of calculation, Project reports, Project Commissions documents, assets management, Policies wealth management	 
1/3/23	Central Government Types of Bank in Tamilnadu, NABARD Non-Banking finance Company, Small financial Bank, Payment Bank.	 

15/3/23	<p>loan documents</p> <p>Parties application</p> <p>loan process, invoice.</p> <p>Sales deed, education loan</p>	
17/3/23	<p>risk management</p> <p>development</p> <p>Types of risk management</p> <p>Project report.</p>	
18/3/23	<p>Indian Bank association</p> <p>one time settlement (OTS)</p> <p>Types of customers exiting old loans.</p> <p>Security creditor</p>	
20/3/23	<p>Company Social Responsibility</p> <p>company process,</p> <p>Interview process.</p> <p>Short cut Keys.</p>	
21/3/23	<p>market Growth</p> <p>Strategy</p> <p>Government job.</p>	
22/3/23	<p>cyber security</p> <p>Awareness</p> <p>Top ten apps in social media</p> <p>Brick countries</p>	



6/3/22	Mutual fund, Share Market Commodity, Types of Share Market	
13/3/22	Micro creditor, Petty Cash, Street Counter, Women loan, Education loan, Income Tax, Tamil Nadu Remuneration Act	
7/3/22	Permanent Account Cyber crime, Security, Employee Management	
8/3/22	Basic Balance Sheet (i.) Short term loan (ii.) Medium term loan (iii.) Long term loan	
9/3/22	Deposit Insurance, Profit / Loss account, Director Fees and allowance, auditor fees, repairs and maintenances, provisions of I.D - Expenditure and Income	

**A REPORT ON INTERNSHIP PROJECT AT  
AYYANAR ENGINEERING WORKSHOP**

Submitted to

**ST. MARY'S COLLEGE(AUTONOMOUS), THOOTHUKUDI**

Affiliated to

**MANONMANIAM SUNDARANAR UNIVERSITY, TIRUNELVELI**

In partial fulfilment of the requirements for the award of the degree of

**BACHELOR OF COMMERCE**

by

**THANUSIYA THASINA MARY. A (21AUCO70)**

Under the guidance of

**Dr. S. Bulomine Regi**



**PG AND RESEARCH DEPARTMENT OF COMMERCE**

**ST. MARY'S COLLEGE(AUTONOMOUS),**

(Re-accredited with A+ Grade by NAAC)

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**THOOTHUKUDI**

**2022 - 2023**



## ACKNOWLEDGMENT

I acknowledge the abundant blessing and grace of God almighty who has been the source of wisdom and knowledge.

It is my profound privilege to thank our **Principal Rev. Sr .Dr . A.S.J. Lucia Rose** and **Secretary Rev. Sr. Dr. C. Shibana**, for giving me this opportunity to undergo Internship training, which helped me to acquire practical knowledge.

I would like to take the opportunity to thank my work guide **Mrs. USHA** Manager of **AYYANAR ENGINEERING WORKSHOP** and all the staff members of the firm, for guiding me throughout my period of internship and helping me to acquire necessary skills for my productive career.

I express my sincere thanks to the Head and Associate Professor of Commerce, **Dr .G. Stella Beatrice Nirmala**. And my internship guide **Dr.S.Bulomine Regi** for allowing me to undertake institutional training and for their valuable support and encouragement throughout this program and for the completion of this project.

Finally, I record my sincere thanks to my parents and friends for their encouragement during the work.

*Thanusiya Thasina Mary. - A*  
**Thanusiya Thasina Mary.A**



Thanusiya Thasina Mary. A  
II.B. Com,  
PG and Research Department of Commerce,  
St. Mary's College(Autonomous),  
Thoothukudi.

### Declaration

I, **Thanusiya Thasina Mary.A**, II B. Com, PG and Research Department of Commerce, *St.Mary's College (Autonomous)*, hereby declare that I have completed the internship project at *Ayyanar Engineering Workshop*. This report is authentically prepared by me after the completion of the 15 Days internship project. I also confirm that the report is submitted in the partial fulfilment of the requirements for the internship project for awarding the Degree of Bachelor of Commerce.

Date : 15.04.2023

Signature of the Candidate

*Thanusiya Thasina Mary. A*  
Thanusiya Thasina Mary.A



### LIST OF CONTENT

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Chapter-3	Day Report	6 - 8
Chapter-4	Skills acquired, Limitations and Conclusion	9 - 11
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## **CHAPTER -1**

### **INTRODUCTION**



## **CHAPTER-1**

### **1.1 INTRODUCTION**

Workshop where they provide the service of preventive maintenance of motor vehicles as well as for the repair and overhauls, preventive maintenance cuts down time and increase, life of the vehicle a reliable and well equipped automobile workshop is a must for this purpose. And also they provide the service of engines, and doing FC work for the four wheelers like buses, lorry, cars and trucks etc. According to government order each and every four wheelers have to do the FC work for their vehicles with in a period of particular required time the FC work also done there. A workshop is a period of discussion or practical work on a particular subject in which a group of people share their knowledge or experience.

An automobile repair shop (also known regionally as a garage or a workshop) is an establishment where automobiles are repaired by auto mechanics and technicians.

### **1.2 Types of Automobile workshop**



**Service station:**

First appearing in the early 1900s many filling stations offered vehicle repair services as part of their full service operation. This once popular trend has declined significantly over the years as many locations found it more profitable to exchange vehicle service bays for grocery isles, which ultimately lead to the emergence of the quick oil change industry.

**Lubrication:**

Commonly referred to as a quick lube or express service shop, this type of facility specializes in preventive maintenance and safety inspections rather than repairs. Product sales are typically limited to automotive fluids, belts and hoses. With a focus on basic procedures, labor is often performed by entry-level technicians which simplifies the business overhead resulting in a less expensive service as compared to a traditional automotive workshop.

**New car dealership:**

In the United States, new car dealerships have service departments that are certified by their respective OEM (Original Equipment Manufacturer) to perform warranty and recall repairs. Customer-pay repairs can also be completed, however most service departments tend to only work on the vehicle brand of which they are a dealer. Dealership technicians must complete additional training provided by the

OEM, and in doing so become specialized and certified for that particular vehicle make.

### **Independent repair shop**

Independent repair shops are businesses that are independently owned and operated. These may also include regional or national chains and franchises. It is rather common for a dealership technician to start this type of competing business after leaving the employment of a new car dealership. Independent automobile repair shops in the US may also achieve OEM certification through manufacturer sponsored programs

### **Fleet shop**

A shop that is dedicated to repairing and maintaining a particular group of vehicles is called a fleet shop. Common examples of a fleet include taxi cabs, police cars, mail trucks and rental vehicles. Similar to a lubrication/safety shop, a fleet shop focuses primarily on preventative maintenance and safety inspections, and will often outsource larger or more complex repairs to another repair facility.

### **Engine machine shop**

Shops that specialize in cylinder head and cylinder block machining are called engine machine shops. These facilities utilize large electromechanical machines that are not found in the average automotive repair shop. Engine machining is typically



performed by an ASE certified machinist in order to correct worn or damaged engine components as an alternative to component replacement. Performance engine building is another popular service frequently offered by this type of workshop

### **Mission**

The mission of F & R Auto Repair is to provide high quality, convenient and comprehensive auto repair at low cost. The most important aspect of our business is trust. It is the goal of our firm to have 100% customer satisfaction in regards to quality, friendliness, time to completion and to discover new ways to exceed the expectations of our clients.

## **CHAPTER-2**

### **PROFILE OF THE COMPANY**



## CHAPTER-2

### 2.1 Profile of the company:

The company which I did my internship was AYYANAR ENGINEERING WORKSHOP. It was founded by Mr.Bala Murugan the owner of the company. And it was started from 2003 February 15. And it is a sole proprietorship business.

There they have a manager named M|r. Arumugam. From first it was not well they didn't have any works to repair the vehicle. But then it went well as days gone. Then there the income turnover was increased to lakes to crores. Then they began the branches somewhere.

And the company was approved by the Government. Still it was running successfully with the same owner. And the owner Mr.Bala Murugan recently he was expand the company's structure. And rhe facilities of the company.

## **CHAPTER – 3**

### **DAY REPORT**

## **CHAPTER – 3**

### **DAY REPORT**

#### **DAY 1:**

Introduced myself to others to know about the manager and employer and employees to cope up with them. I saw the overall structure of the company and I came to know about the accountant, owner and manager of the company.

#### **DAY 2:**

Gained knowledge about Goods and service tax (GST).

#### **DAY 3:**

Learnt about how to enter GST transactions in the computer and learnt about the company's previous GST transaction

#### **DAY 4:**

Learnt about the salary package and wages to labourers and learnt about the annual turnover of the company and annual income of the company.

#### **DAY 5:**

Gained knowledge about Lathe work. Lathe work is the process of repairing the engine and greasing and oiling the engine



**DAY 6:**

Entered the financial transactions of the company in MS Excel and learnt about how to work in MS Excel

**DAY 7:**

Learnt about the types of engines like S4, A4, E4, S3, A3, E3 and collected various information from the workers to know more about engines.

**DAY 8:**

Entered the bills of parts of the engines in MS Excel.

**DAY 9:**

Gained knowledge about the assembly work of engine and painting work of Lorries and Busses.

**DAY 10:**

Entered the assembly work of engine in a hand written form to study more about assembly work.

**DAY 11:**

Entered the details and information of Lathe work in a note and studied about Lathe work.



**DAY 12:**

Entered the financial bills in the accounts note of the company

**DAY 13:**

Learnt about the import of spare parts and I noted how many spare parts came to the company.

**DAY 14:**

Learnt about the salary package and they provided 45000 to the manager, 25000 to experienced workers, 10000 to freshers and 5000-7000 to the cleaners of the company.

**Day 15:**

They made an interview with me and asked about the experience of the work and company and usage of the company.

**CHAPTER -4**

**SKILLS, LIMITATIONS**

**AND CONCLUSION**

## **CHAPTER – 4**

### **SKILLS ACQUIRED, LIMITATIONS AND**

### **CONCLUSION**

#### **SKILLS ACQUIRED**

##### **Basic knowledge**

I learnt many skills after going for the Internship. I learnt the meaning of workshop, the works that are done in the workshop and also about the different types of engines in vehicles and how they work.

##### **Financial Works**

I never knew that there were many financial works to be done in a workshop. There are many work related to purchase, commission, etc. I learnt a lot about the financial activities done in a workshop.

##### **Cleaning Work**

After visiting the workshop I came to know that Petrol and Diesel are used for the purpose of cleaning.



## **LIMITATIONS**

As an intern I had many limitations and they are mentioned below

### **Limitation to study**

The main limitation of the study is the collection of information because of the information are confidential.

### **Lack of knowledge**

As a student, I have no past practical experience of GST Filing, data calculation, data analyzing and about the workshop works. So it is a limiting factor for obtain accurate information.

### **Lack of information**

The greatest limitation I had was lack of information as the employees were beginners.

### **Time management**



In a professional workshop time management is not acceptable and hence managing time can be really difficult. A balance between work, academics, and personal life.

## **CONCLUSION**

Finally I like to say I learnt a lot through this internship. I came to learn a lot and had a very good experience. And I hope it will definitely help me in my career and also my future.

## **ANNEXURE**

- **CERTIFICATE OF COMPLETION**

- **WORK DIARY**

**INTERNSHIP TRAINING**

**25<sup>th</sup> February 2023- 30<sup>th</sup> March 2023**

**INTERNSHIP WORK DIARY**

**NAME : Thanusiya Thasina Mary.A**

**(21AUCO70)**





Ph : 0461 2348217  
Cell : 94423-06850

## AYYANAR AUTOMOBILE ENGINEERING WORKS

(Approved by Govt. of Tamil Nadu)

73G/13A, Polepettai, THOOTHUKUDI - 628 002.

Date : 01.04.2023

### CERTIFICATE

This is to certify that **A.THANUSIYA THASINA MARY** student

of **St.MARY'S COLLEGE** in the trade of **B.COM II Year** has *undergone*

**INTERNSHIP** at our company 25.02.2023 to 30.03.2023.

Authorized signature:

Ayyanar Automobile Engineering Works

R. Balu

Proprietor



# Internship

Name : Thanusiya Thasina Mary. A

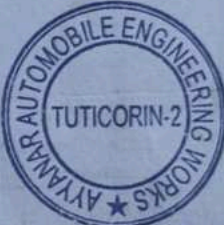
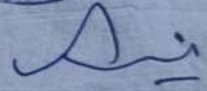
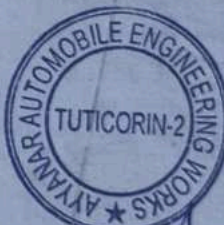


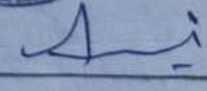
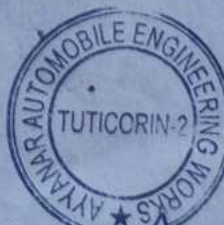

Class : II B.Com

Reg.No : 21AUC070

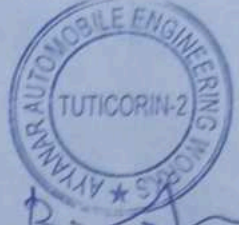


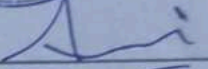

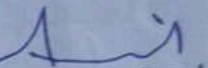
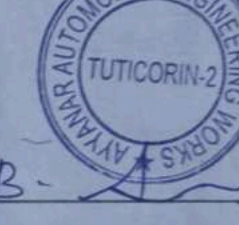


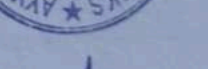


Place : AYYANAR Engineering Workshop & Co

Duration: 15 days






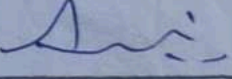



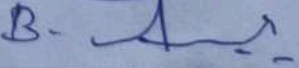
Timing : 2:30 - 4:30

Date	Work Description	Signature
5.02.23	<p>⇒ Intro about the company.</p> <p>⇒ Introducing myself to the company members.</p>	 B. 
7.02.23	<p>⇒ One day visit to the company's management and the work places.</p>	 B. 
02.23	<p>⇒ Learning about the GST and computer works.</p>	 B. 
01.03.23	<p>⇒ Uploading the income and expenses of the company to the system.</p>	 B. 



Date	Work Description	Signature
2.03.23	⇒ Engineer Entering the details about the engines to the computer.	 B. 
3.03.23	⇒ Entering the details about engines assembly and upload it into the system.	 B. 
4.03.23	⇒ Collected the information about 84. Engines and entered it into the system (parts, spare parts etc...)	 B. 
8.03.23	⇒ Learned about the Tally and software.	 B. 
9.03.23	⇒ Entering the bills of receipts and payments for the goods purchased in the bill note.	 B. 
4.03.23	⇒ Entering the bills about purchasing the spare parts into the system.	 B. 



Date	Work Description	Signature
03.23	⇒ Entering the bills about oils and paints for Fc works in the company	 B. 
3.03.23	⇒ Entering the GST bill into the system.	 B. 
03.23	⇒ Collected the bills of spare parts and entered into the system.	 B. 
7.03.23	⇒ We saw the assembly of the engine in the company.	 B. 
03.23	⇒ Entered the data about the employment salary in the system.	 B. 

**A REPORT ON THE INTERNSHIP PROJECT AT  
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Submitted to

**ST. MARY'S COLLEGE (AUTONOMOUS), THOOTHUKUDI**

Affiliated to

Manonmaniam Sundaranar University, Tirunelveli

in partial fulfillment of the requirement for the award of the degree of

**BACHELOR OF COMMERCE**

By

**VARSHINI. A**

**(21AUCO71)**



**UNDER THE GUIDANCE OF**

**Ms. A. AMORA M.com.,M.phil.,SET.**

**PG AND RESEARCH DEPARTMENT OF COMMERCE**

**ST. MARY'S COLLEGE(AUTONOMOUS)**

**THOOTHUKUDI**

**(Re-accredited with A<sup>+</sup> Grade by NAAC)**

**APRIL-2023**



## ACKNOWLEDGEMENT

I thank God, who showered his grace upon me and extended his helping hand in each step for the completion of my internship-training programme.

I extend my thanks to Dr Rev St A.S.J. Lucia Rose, Principal of St. Mary's College (Autonomous) Thoothukudi, for giving me the excellent opportunity to take up this internship project.

I take this opportunity to extend my heartfelt thanks to Dr. G. Stella Beatrice Nirmala M.Com., M.Phil., Ph.D., MBA,DEA, PADIDGT, Head of the Department of Commerce, St. Mary's College (Autonomous) Thoothukudi, who has given the opportunity to do an internship programme. It is my privilege to thank my guide Ms. A. AMORA M.Com., M.Phil., SET, Assistant Professor, Department of Commerce, St. Mary's College (Autonomous) Thoothukudi, for her inspiration, positive criticism, and thoughtful guidance at every stage of my internship-training programme.

I extended my sincere thanks to the owner of Mr. KRISHNA MOORTHY for allowing me to get a good experience.

As Finally, I thank my family members and friends for their guidance and support.

**VARSHINI A**

**(21AUC071)**

## DECLARATION

I MS. VARSHINI. A hereby declare that I have undergone internship training at Co-Operative Bank, Thoothukudi, and the report is prepared based on the information gathered during the period of my internship (15days) at Co-Operative Bank. I also confirm that the report is submitted in the partial fulfillment of the requirements for the internship project for the award of the degree of bachelor of commerce.

Place: Thoothukudi

Date: 15.04.2023



VARSHINI. A

(21AUC071)



Dean of UGC Affairs  
Assistant Professor of Commerce  
St. Mary's College (Autonomous)  
Thoothukudi - 628001

## CONTENTS

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## **CHAPTER – 1**

### **INTRODUCTION AND PROFILE OF THE BANK**

#### **Co-Operative Bank (Head office) In Thoothukudi**

##### **1.1 Introduction:**

A Co-Operative bank is a small-sized, financial entity, where its members are the owners and customers of the Bank. They are regulated by the Reserve Bank of India (RBI) and are registered under the States Cooperative Societies Act.

The Co-Operative Banks have recently been in news after RBI's restriction on this one of the leading banks, where they were denied any kind of money withdrawal. The incident of the Punjab and Maharashtra Co-Operative Bank (PMC) has raised questions over the reliability of such financial entities.

In this article, we shall discuss the history, structure, benefits, and disadvantages of Co-Operative Banks in India. To know more about the different types of banks in India, visit the linked article.

Co-Operative Banking has proved to be an asset in terms of acting as a financial intermediary to agricultural and allied activities, small-scale industries, and self-employed workers.

##### **1.1.1 Co-Operative Banking in India**

The Co-Operative Banks in India are governed as per the Banking Regulations Act 1949 and Banking Laws (Co-Operative Societies) Act, 1955. These Banks have been opened with the motto of no-profit-no-loss and thus, do not see for profitable ventures and customers only. As the name suggests, the main objective of Co-Operative Banks is mutual help.

##### **1.1.2 Features of Co-Operative Banking in India:**

- They work on the principle of one person, one vote. Since these banks are owned by the members, a Board of Directors is chosen democratically and then they are responsible for controlling the organization.
- Farmers can avail of agricultural loans at minimum interest rates from the Co-Operative Banks
- The annual profit earned is spent on financial reserves and required resources and a part of it is distributed among the Co-Operative members, as per the prescribed limitations.



### 1.1.3 Scope of the study

The Co-Operative banks have acted as boons to various sectors of Indian society and also played an important role in the development of the economy.

Given below are a few advantages of Co-Operative Banks in India.

- These banks have provided aid to the rural population by granting loans and credits with interest rates, lower in comparison to that asked by local money lenders
- They have their reach at every corner of the country and have managed to maintain a personal rapport with the customers
- Since the banks are owned and governed by the members themselves, they do not seek huge profits and believe in mutual help.
- They promote productive borrowing, in order to reduce the risk of loss.

### 1.1.4 Objectives of the Bank:

- To know the customers perceptions towards Co-Operative bank
- To know the various services provided by the Co-operative Banks in Thoothukudi
- To examine the satisfactory level of customers of co-operative banks in Thoothukudi
  - **Profile of the Bank**



## Chapter II

### Concepts, Methods, Process

Co-operative Bank is defined as (S1) – a Co-operative registered as a co-op bank whose members. Are of similar occupation or profession or who are employed by a common employer or who are employed within the same business district or have common membership in an association or organization, including religious, social, co-operative, labor, business or educational groups. Or resides within the same defined community or geographical area.

#### 2.1.1 Structure of Co-operative Banking

There are different types of cooperative credit institution working in India. These institutions can be classified into two broad categories agricultural and non-agricultural. Agricultural credit institutions dominate the entire cooperative credit structure.

#### 2.1.2 Organic growth

Another speaker at the conference, Frances Coppola, former banker turned financial writer, said co-operatives should commit to organic growth by attracting new members, rather than by a list of acquisition. She argued co-operative should be kept small enough so that members exercise control, but not too small because very small co-operatives are risky.

#### 2.1.3 Features

- Deeply anchored within the local economy
- Property of their own members/customers
- One person = one vote
- Sound business practices an resilient structures

#### 2.3 Process Learnt

- Time management
- Matching goals with the internship
- Permanent account
- Cyber crime



## **Chapter III**

### **Limitations, Suggestions and Conclusion**

#### **3.1 Limitations**

- Some information cannot be accessed due to its confidential nature.
- Time is one of the major constraints which limit the effective the study.

#### **3.2 Suggestions**

- The employees should be kept happy and contented at work.
- Active participation of employees should be designed in the work culture

#### **Conclusion:**

Co-Operative banks take active part in local communities and local development with stronger commitment and Social responsibilities. These banks are best vehicles for taking banking to doorsteps of common mean, unbanked People in urban and rural areas. Each day I learnt the following terms

#### **3.3 Work Description:**

**Day 01:** Share capital, fixed deposits

**Day 02:** Loan application,

**Day 03:** Long and short-term loan

**Day 04:** Asset earning, commission

**Day 05:** Loan document, education loan

**Day 06:** Types of risk management

**Day 07:** Indian Bank Application (IBA) Types of customer

**Day 08:** Company interview process

**Day 09:** Market growth and strategy

**Day 10:** Cyber security, Awareness

**Day 11:** Types of share market

**Day 12:** Tamil Nadu remuneration act

**Day 13:** Permanent account, employee management

**Day 14:** Basic Balance Sheet

**Day 15:** Deposit Insurance, fees and allowances





# THE TUTICORIN CO-OPERATIVE BANK LTD., A.188

email id tutycoopbanka188@gmail.com

Authumary  
op. Sub-Registrar / Managing Director

H O 2320524  
Branch 2333897

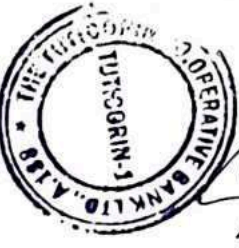

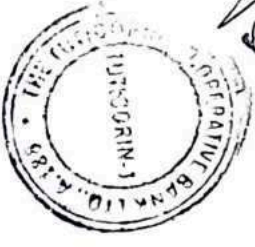

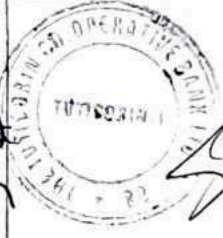

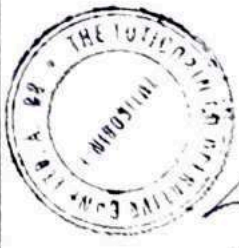
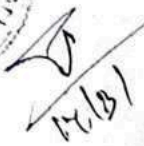
## CERTIFICATE







This is to Certify that VARSHINLA, a student of the Department of Commerce St.Mary's College (Autonomous) Thoothukudi has successfully completed the 15 Days (From 07.03.2023 to 29.03.2023) Internship Training Program in The Tuticorin Cooperative Bank Limited A.188, Thoothukudi in the field of urban Cooperative Bank Provided by R.Krishnamoorthy



  
General Manager (IC)



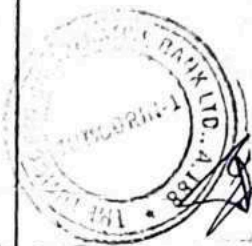
Date	Work Description	Signature.
7/3/23	Share Capital, Deposits Current account, Interest cheque, Insurance, Fixed Deposits, Savings	 
3/3/23	Loan application. long term, Short term loan, Assets liabilities management	 
1/3/23	Assets earning, costs of calculation, project reports & commission	 
4/3/23	Central Government Types of Bank in Tamilnadu, NABARD. Non-Banking finance Company. Small financing Bank, Payment Bank.	 

15/3/23	loan documents parties application loan process. invoice, sales deed.	15/3/23 
17/3/23	risk management development Types of risk management Project report.	 17/3/23
18/3/23	Indian Bank association one time settlement (OTS) Types of customers existing old loans existing creditors.	 18/3/23
20/3/23	company social Responsibilities Company process, Interview process. Short cut keys.	 20/3/23
21/3/23	market Growth Strategy Government job.	 21/3/23
23/3/23	cyber security Awareness. top ten apps Brick countries	 23/3/23



3/22

Mutual fund, Share Market  
Commodity, Types of  
Share Market.



3/23

Micro Creditor, Petty Cash,  
Street Counters, Women  
loan, Education loan  
Income Tax, Tamil Nadu  
remuneration Act.



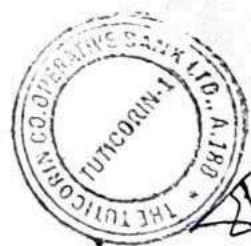
3/23

Market growth Strategy,  
Cyber Security Awareness,  
Deposit Insurance, Profit /  
loss account.



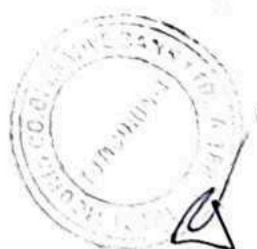
3/23

Basic Balance Sheet,  
(i) Short term.  
(ii) Medium term  
(iii) Long term loan



3/23

Permanent Account,  
Cyber Crime, Security,  
Employee Management.



**A REPORT ON THE INTERNSHIP PROJECT AT  
FREEDOM SHIPPING AGENCIES**

Submitted to

**ST.MARY'S COLLEGE (AUTONOMOUS), THOOTHUKUDI**

Affiliated to

**MANONMANIAM SUNDARANAR UNIVERSITY, TIRUNELVELI**

In partial fulfillment of the requirements for the award of the degree

**BACHELOR OF COMMERCE**

By

**R. VASUKI DEVI**

**REG. NO: 21AUCO72**



Under the guidance of

**Dr. P. Bhanumathi M. Com., M. Phil., Ph.D**

**PG AND RESEARCH DEPARTMENT OF COMMERCE**

**ST.MARY'S COLLEGE (AUTONOMOUS), THOOTHUKUDI**

(Re-accredited with A+ grade by NAAC)

APRIL 2023



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By

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**REG. NO: 21AUC072**



Under the guidance of

**Dr. P. Bhanumathi M. Com., M. Phil., Ph.D**

**PG AND RESEARCH DEPARTMENT OF COMMERCE**

**ST.MARY'S COLLEGE (AUTONOMOUS), THOOTHUKUDI**

(Re-accredited with A+ grade by NAAC)

**APRIL 2023**

## ACKNOWLEDGEMENT

It is my profound privilege to thank our principal **Rev. Dr. Sr. A. S. J. Lucia Rose** for giving me this opportunity to undergo internship training, which helped me to acquire practical knowledge.

I express my sincere thanks to **Dr. G. Stella Beartice Nirmala**, Head Department of Commerce and my guide **Dr. P. Bhanumathi** for their valuable support and encouragement in completing this project.

I am indebted to thank **Mr. Anto Hellary** proprietor of **Freedom Shipping Agencies** and all the employees of the company for guiding me throughout my period of internship and helping me to acquire the necessary information and skills during my training.

**VASUKI DEVI. R**

**21AUCO72**

## DECLARATION

I declare that is report of internship training done at Freedom shipping Agencies is an original work of mine and does not copy from part of any Previous Certificate / Diploma / Degree and submitted to the department of Commerce, St. Mary's college (Autonomous) in partial fulfilment of requirement for the award of degree of B.Com, under the guidance of Dr. P. Bhanumathi, M.Com., M.Phil., Ph.D., Associate Professor of commerce.

PLACE: Thoothukudi

DATE: 15 04 2023

*R Vasuki Devi*  
VASUKI DEVI R

21AUC072

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## **CHAPTER I**

### **INTRODUCTION AND PROFILE OF THE ORGANISATION**

#### **INTRODUCTION:**

A shipping agent is a person who deals with the transactions of a ship in every port that the ship visits or docks. In simple terms, it is a shipping agent who deals with a local expert acts as a representative of the owner of the ship and carries out all essential duties and obligations required by the crew of the ship.

Freedom Shipping Agency is entrusted with taking care of every need and requirement of the crew like customs clearance, booking cargo on behalf of shipping line and freight forwarding. The responsibilities as well as the remuneration of the agent may be explicitly entered into a contract which has been concluded between himself and the ship owner. This practice is very common in the cargo trade, booking agents, etc.

#### **CUSTOMS BROKER:**

A customs broker is a professional who provides expert services by arranging the customs clearance process during a shipment. The customs broker ensures that a shipment meets all standards and regulations for the import or export of goods. These brokers organize and submit the necessary documentation, review the invoices and the packing lists, and verify whether the taxes and duties are calculated properly. Use of the services of a specialized agent or customs broker for the sometimes complex clearance formalities is a fully legitimate and useful business decision.

#### **STEAMER AGENT:**

The steamer agent books cargo for or on behalf of a shipping line. For getting more cargo he advertises, canvasses, including giving advertisement in newspapers, bulletins, magazines. The steamer agent also provides container feeder services whereby goods are transhipped from larger port to smaller ports.

## **FREIGHT FORWARDING:**

A freight forwarder or forwarding agent is a person or a company who, for a fee, organizes shipments for the shipper by liaising with carriers. A forwarder does not move the goods but acts as an agent in the logistics network. The carriers can use a variety of shipping modes including ships, airlines, trucks and railroads, and often use multiple modes for a single shipment.

### **Organisation Profile – Freedom Shipping Agency**



**FREEDOM SHIPPING AGENCY  
2G/117, KOKKURMAI  
RAJIV NAGER (WEST)  
TUTICORIN 628 008  
PH : 91 461 2312118**

Freedom Shipping Agency is known to satisfactorily cater to the demands of its customer base. Freedom Shipping Agency is a prominent landmark in the area and this establishment is in close proximity to the same. The business strives to make for a positivity experience through its offerings.

Customer centricity is at the core of Freedom Shipping Agency and it is this belief that has led the business to build long – term relationships. Ensuring a positive customer experience, making available goods and/or services that are top – notch quality is given prime importance.

**LOCATION:**

Freedom Shipping Agency is located at 2G/117 Kokkur Main Road, Freedom House, Rajiv Nagar – 628008.

**PRODUCTS AND SERVICE OFFERED:**

Freedom Shipping Agency in Thoothukudi has a wide range of product offerings and the product/catalogue list includes Air Customs Clearance Service, Clearing Agents Services, Clearing and Freight Forwarding Services, Clearing Services, Custom Clearance Services etc.

## CHAPTER 2

### CONCEPTS AND METHODS LEARNT

- ❖ CUSTOMS BROKER
- ❖ PARTNERSHIP
- ❖ DOCUMENTATION
- ❖ PACKING LIST
- ❖ IMPORT DOCUMENT
- ❖ INVOICE DETAILS
- ❖ BILL OF LANDING
- ❖ IEC, APEDA, FSSAI
- ❖ SHIPPING BILL
- ❖ FUMIGATION
- ❖ PHYTOSANITARY CERTIFICATE
- ❖ CERTIFICATE OF ORIGIN
- ❖ HSN CODE

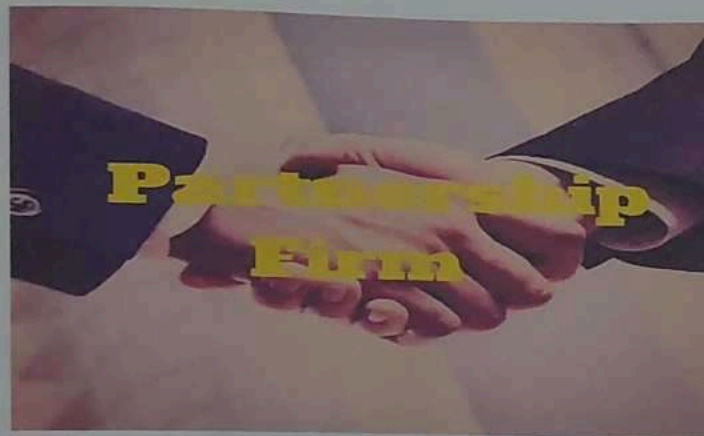


## CUSTOMS BROKERS:



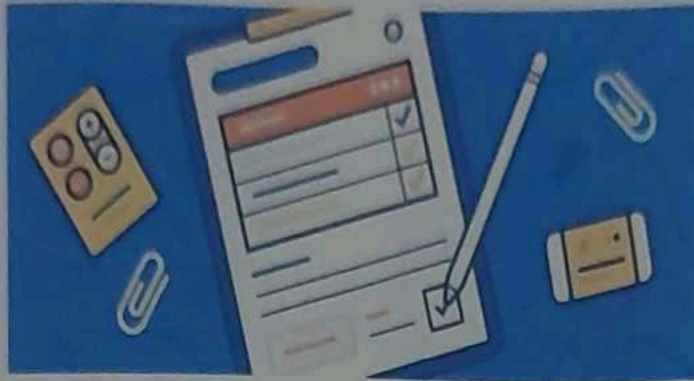
Freedom shipping company's core business is customs broking. Therefore they are very good at this. In our country customs brokers are licensed by the commissioner of customs & are governed by customs brokers licensing Regulations.

## PARTNERSHIP FIRM:



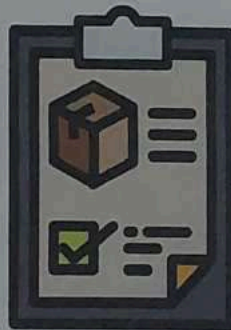
Freedom shipping is a partnership firm with three partners who share their profit/loss equally. Freedom shipping company is a registered partnership firm. They have registered it to avoid some difficulties.

## DOCUMENTATION:



Freedom shipping company is maintaining a perfect documentation through documentation department. Documents needed for Import and export are maintained properly & documents for past five years to six years are kept safely for reference.

## PACKING LIST:



Packing list is maintained for every exporting products which contains the information about exporter, consignee and about the package methods, weight of cash package etc., It is not a technically required document for customs, but freedom shipping company is maintain packing list for every products.

## IMPORT DOCUMENT:



Import document such as Import deposit slip, Import tax invoice number, checklist Bill of Entry, Import License, Certificate of origin are being maintained.

## INVOICE DETAILS:



Invoice detail specifies the information about the products sent by the seller to the buyer. It also gives a clear info about the payment items.

## IEC (IMPORT AND EXPORT CODE)

Import Export Code



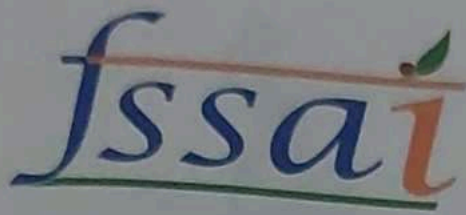
Import and Export code number which is issued by directorate General of foreign trade which functions under finance ministry. It is mandatory for Importing and Exporting Freedom shipping checks over the IEC number for further processing.

## APEDA: (AGRICULTURAL AND PROCESSED FOOD PRODUCTS EXPORT DEVELOPMENT AUTHORITY)



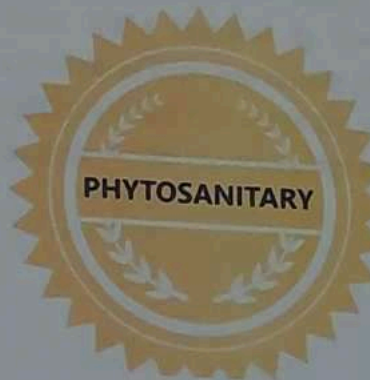
Freedom Shipping exports Agriculture products like Onion, Rice, etc., so they it is mandatory for them to register under APEDA





For exporting and importing any food item FSSAI registration is required. Being customs broker Freedom Shipping collects Invoice, Packing list, and other documents from the Exporters.

### PHYTOSANITARY CERTIFICATE:



Freedom shipping acquire Phytosanitary certificate from the Exporters of plant related products like Coco peat, Coir pots, Coco husse, etc., Phytosanitary certificate is issued under Ministry of Agriculture & Farmer Welfare.

**CERTIFICATE OF ORIGIN:**

Supplier Name Supplier Address Supplier City Supplier State Supplier Zip Supplier Phone Supplier Fax Supplier E-mail Supplier Website	<b>Certificate of Origin</b>  Item Description Quantity Unit of Measure Date of Shipment Shipper's Name Shipper's Address Shipper's City Shipper's State Shipper's Zip Shipper's Phone Shipper's Fax Shipper's E-mail Shipper's Website
Declaration of Origin I hereby certify that the above information is true and correct to the best of my knowledge and belief.	
Signature of Supplier Printed Name of Supplier Title of Supplier Date of Signature	Signature of Shipper Printed Name of Shipper Title of Shipper Date of Signature

It is a certificate which is issued by the Indian chamber of commerce as well as trade Promotion Council of India. It certifies that the goods are produced & exported from a particular country. Freedom Shipping is maintaining a record of Certificate of origin for all the products which they export.

### **HSN CODE: (HARMONISED SYSTEM NOMENCLATURE)**



Harmonised system Nomenclature is for better identification of goods in India. Each product has unique HSN CODE. Freedom shipping ensure that every documents for exporting and Importing contains HSN CODE.

### **INCENTIVES FOR EXPORTERS:**



Government encourages the exporters by providing some incentives. Drawback amount are offered by the government up to 3%.

## **PROCESS LEARNT:**

- Setting goals
- Matching goals with the internship
- Locating opportunities
- Communicating in an efficient ways
- Co - ordinating with the employers and manager.
- Exploring academic credit
- Applying for jobs
- Gaining work experience

## **SKILLS ACQUIRED:**

During my internship, I learned how to communicate and build relationships with the people I worked with. I learned how to introduce myself, talk about my interests, knowledge and skills with entrepreneurs and business owners, as well as how to ask questions and gain a better understanding of business .

As an intern, I discovered it is essential to be enthusiastic and open to learning new skills, asking for more and being curious to learn and ask questions. This attitude will show that you enjoy being part of the team and that you're keen to help. Having curiosity and enthusiasm also means that, as an intern, you get a lot out of what you're doing, which opens lots of opportunities.



During my internship, I had a journal and took notes everyday about new things I learned, feedback I was given by my manager, strengths and weakness I noticed, and things I wanted to research and learn more about. This helped me understand myself more and identify the areas that I needed to improve in.

Asking for and receiving professional feedback is very important. It is essential to take note of both the positive and negative points for the future, so I can grow and excel in my career. I learned that sometimes asking for feedback or receiving feedback is difficult to hear, but it will have a significant impact on my future career and success.

## CHAPTER – 3

### LIMITATIONS, SUGGESTIONS, CONCLUSION

#### LIMITATIONS

- Unable to gather more information as there was only limited time.
- Lack of collection of information as many of them were confidential.
- Some employers give mindless works that did not build any new skills

#### SUGGESTIONS

- To communicate more with the interns.
- Supervisors can conduct short motivation sessions for interns to become more competitive.
- To give transport allowances wholly or a part for the interns.

#### CONCLUSION

This internship has been an excellent and rewarding experience. I can conclude that there have been a lot I've learnt from my work at FREEDOM SHIPPING AGENCY. The most important things I've learnt are the importance of time- management and being self motivated. My sincere thanks to the organization.



# **FREEDOM SHIPPING AGENCY**

**CUSTOMS BROKER, SHIPPING & LOGISTICS SERVICES**

## **Certificate of Internship**

### **TO WHOM SO EVER IT MAY CONCERN**

This is to certify that *Ms. R. Vasuki Devi*, student of B.Com — 2<sup>nd</sup> Year, from St Mary's College (Autonomous), Tuticorin, Tamilnadu, has successfully completed her *Internship at our Company from 02<sup>nd</sup> March 2023 to 18<sup>th</sup> March 2023.*

During the tenure of her internship we found her sincere, punctual, hardworking, Inquisitive and key learner..

We wish her all the very best in her future endeavors.

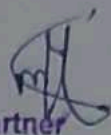
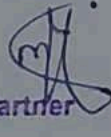

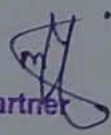
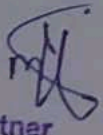
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Place: Tuticorin.




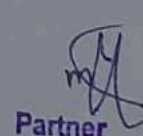
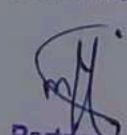
  
**A. Anto Hillery**  
**Partner**



# Day Report.

Day	Date	Task Discussed	Signature
1.	02/03/2023	<ul style="list-style-type: none"> <li>* Introduction of Shipping Company</li> <li>* Documentation</li> <li>* Customs Broker.</li> </ul>	<p>For FREEDOM SHIPPING AGENCY</p>  <p>Partner</p>
2.	03/03/2023	<ul style="list-style-type: none"> <li>* Partnership firm</li> <li>* Registration.</li> </ul>	<p>For FREEDOM SHIPPING AGENCY</p>  <p>Partner</p>
3.	04/03/2023	<ul style="list-style-type: none"> <li>* Packing List</li> <li>* Import Document.</li> </ul>	<p>For FREEDOM SHIPPING AGENCY</p>  <p>Partner</p>
4.	06/03/2023	<ul style="list-style-type: none"> <li>* Export file</li> <li>* Invoice details.</li> </ul>	<p>For FREEDOM SHIPPING AGENCY</p>  <p>Partner</p>
5.	07/03/2023	<ul style="list-style-type: none"> <li>* Tally</li> <li>* Stock exchange.</li> </ul>	<p>For FREEDOM SHIPPING AGENCY</p>  <p>Partner</p>



Day	Date	Task Discussed.	Signature
6.	08/03/2023	* Bill of Lading * Content of Bill of Lading.	For FREEDOM SHIPING AGENCY  Partner
7.	09/03/2023	* IEC Code.	For FREEDOM SHIPING AGENCY  Partner
8.	10/03/2023	* APEDA * FSSAI.	For FREEDOM SHIPING AGENCY  Partner
9.	11/03/2023	* Incentive to Exporters.	For FREEDOM SHIPING AGENCY  Partner
10.	13/03/2023	* Shipping Bill for Export.	For FREEDOM SHIPING AGENCY  Partner

Day	Date	Task Discussed	Signature
11	14/03/2023	* Phytosanitary Certificate. * Fumigation certificate	Partner For FREEDOM SHIPPING AGENCY Partner
12	15/03/2023	* Contents of Phytosanitary certificate	For FREEDOM SHIPPING AGENCY Partner
13	16/03/2023	* Contents of fumigation Certificate.	For FREEDOM SHIPPING AGENCY Partner
14	17/03/2023	* Certificate of Origin.	For FREEDOM SHIPPING AGENCY Partner
15	18/03/2023	* HSN Code.	For FREEDOM SHIPPING AGENCY Partner

**A REPORT ON THE INTERNSHIP PROJECT AT  
CO-OPERATIVE BANK (HEAD OFFICE), THOOTHUKUDI**

Submitted to

**ST. MARY'S COLLEGE (AUTONOMOUS), THOOTHUKUDI**

Affiliated to

Manonmaniam Sundaranar University, Tirunelveli

in partial fulfillment of the requirement for the award of the degree of

**BACHELOR OF COMMERCE**

By

**VIJAYA LAKSHMI. S**

**(21AUCO74)**



**UNDER THE GUIDANCE OF**

**Ms. A. AMORA M.com.,M.phil.,SET.**

**PG AND RESEARCH DEPARTMENT OF COMMERCE**

**ST. MARY'S COLLEGE(AUTONOMOUS)**

**THOOTHUKUDI**

**(Re-accredited with A<sup>+</sup> Grade by NAAC)**

**APRIL-2023**

## **ACKNOWLEDGEMENT**

I thank God, who showered his grace upon me and extended his helping hand in each step for the completion of my internship-training programmer.

I extend my thanks to D.r Rev.Sr.A.S.J. Lucia Rose. Principal of St. Mary's College (Autonomous) Thoothukudi, for giving me the excellent opportunity to take up this internship project.

I take this opportunity to extend my heartfelt thanks to Dr. G. Stella Beatrice Nirmala M.Com., M.Phil., Ph.D., MBA,DFA, PADI,DGT,Head of the Department of Commerce, St. Mary's College (Autonomous) Thoothukudi, who has given the opportunity to do an internship programmer. It is my privilege to thank my guide Ms. A. AMORA M.Com., M. Phil., SET.

Assistant Professor, Department of Commerce, St. Mary's College (Autonomous) Thoothukudi, for her inspiration, positive criticism, and thoughtful guidance at every stage of my internship-training programmer.

I extended my sincere thanks to the owner of Mr. KRISHNA MOORTHY for allowing me to get a good experience.

As Finally, I thank my family members and friends for their guidance and support.

**VIJAYA LAKSHMLS**

**(21AUCO74)**



## DECLARATION

I MS. VIJAYA LAKSHMI.S hereby declare that I have undergone internship training at Co-Operative Bank, Thoothukudi, and the report is prepared based on the information gathered during the period of my internship (15days) at Co-Operative Bank. I also confirm that the report is submitted in the partial fulfillment of the requirements for the internship project for the award of the degree of bachelor of commerce.

Place: Thoothukudi

Date : 15.04.2023

*S. Vijaya Lakshmi*

VIJAYA LAKSHMI.S

(21AUC074)

*A. Anon*

Dean of UGC Affairs  
Assistant Professor of Commerce  
St. Mary's College (Autonomous)  
Thoothukudi - 628001

## CONTENTS

CHAPTER	TOPIC	PAGE.NO
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## CHAPTER – 1

### INTRODUCTION AND PROFILE OF THE BANK

#### Co-Operative Bank (Head office) In Thoothukudi

##### 1.1 Introduction:

A Co-Operative bank is a small-sized, financial entity, where its members are the owners and customers of the Bank. They are regulated by the Reserve Bank of India (RBI) and are registered under the States Cooperative Societies Act.

The Co-Operative Banks have recently been in news after RBI's restriction on this one of the leading banks, where they were denied any kind of money withdrawal. The incident of the Punjab and Maharashtra Co-Operative Bank (PMC) has raised questions over the reliability of such financial entities.

In this article, we shall discuss the history, structure, benefits, and disadvantages of Co-Operative Banks in India. To know more about the different types of banks in India, visit the linked article.

Co-Operative Banking has proved to be an asset in terms of acting as a financial intermediary to agricultural and allied activities, small-scale industries, and self-employed workers.

##### 1.1.1 Co-Operative Banking in India

The Co-Operative Banks in India are governed as per the Banking Regulations Act 1949 and Banking Laws (Co-Operative Societies) Act, 1955. These Banks have been opened with the motto of no-profit-no-loss and thus, do not see for profitable ventures and customers only. As the name suggests, the main objective of Co-Operative Banks is mutual help.

##### 1.1.2 Features of Co-Operative Banking in India:

- They work on the principle of one person, one vote. Since these banks are owned by the members, a Board of Directors is chosen democratically and then they are responsible for controlling the organization.
- Farmers can avail of agricultural loans at minimum interest rates from the Co-Operative Banks
- The annual profit earned is spent on financial reserves and required resources and a part of it is distributed among the Co-Operative members, as per the prescribed limitations.



### 1.1.3 Scope of the study

The Co-Operative banks have acted as boons to various sectors of Indian society and also played an important role in the development of the economy.

Given below are a few advantages of Co-Operative Banks in India.

- These banks have provided aid to the rural population by granting loans and credits with interest rates, lower in comparison to that asked by local money lenders
- They have their reach at every corner of the country and have managed to maintain a personal rapport with the customers
- Since the banks are owned and governed by the members themselves, they do not seek huge profits and believe in mutual help.
- They promote productive borrowing, in order to reduce the risk of loss.

### 1.1.4 Objectives of the Bank:

- To know the customers perceptions towards Co-Operative bank
- To know the various services provided by the Co-operative Banks in Thoothukudi
- To examine the satisfactory level of customers of co-operative banks in Thoothukudi

#### o Profile of the Bank





## Chapter II

### Concepts, Methods, Process

Co-operative Bank is defined as (S1) – a Co-operative registered as a co-op bank whose members. Are of similar occupation or profession or who are employed by a common employer or who are employed within the same business district or have common membership in an association or organization, including religious, social, co-operative, labor, business or educational groups. Or resides within the same defined community or geographical area.

#### 2.1.1 Structure of Co-operative Banking

There are different types of cooperative credit institution working in India. These institutions can be classified into two broad categories agricultural and non-agricultural. Agricultural credit institutions dominate the entire cooperative credit structure.

#### 2.1.2 Organic growth

Another speaker at the conference, Frances Coppola, former banker turned financial writer, said co-operatives should commit to organic growth by attracting new members, rather than by a list of acquisition. She argued co-operative should be kept small enough so that members exercise control, but not too small because very small co-operatives are risky.

#### 2.1.3 Features

- Deeply anchored within the local economy
- Property of their own members/customers
- One person = one vote
- Sound business practices and resilient structures

#### 2.3 Process Learnt

- Time management
- Matching goals with the internship
- Permanent account
- Cyber crime



## Chapter III

### Limitations, Suggestions and Conclusion

#### 3.1 Limitations

- Some information cannot be accessed due to its confidential nature.
- Time is one of the major constraints which limit the effective the study.

#### 3.2 Suggestions

- The employees should be kept happy and contented at work.
- Active participation of employees should be designed in the work culture

#### Conclusion:

Co-Operative banks take active part in local communities and local development with stronger commitment and Social responsibilities. These banks are best vehicles for taking banking to doorsteps of common mean, unbanked People in urban and rural areas. Each day I learnt the following terms

#### 3.3 Work Description:

**Day 01:** Share capital, fixed deposits

**Day 02:** Loan application,

**Day 03:** Long and short-term loan

**Day 04:** Asset earning, commission

**Day 05:** Loan document, education loan

**Day 06:** Types of risk management

**Day 07:** Indian Bank Application (IBA) Types of customer

**Day 08:** Company interview process

**Day 09:** Market growth and strategy

**Day 10:** Cyber security, Awareness

**Day 11:** Types of share market

**Day 12:** Tamil Nadu remuneration act

**Day 13:** Permanent account, employee management

**Day 14:** Basic Balance Sheet

**Day 15:** Deposit Insurance, fees and allowances



## THE TUTICORIN CO-OPERATIVE BANK LTD., A.188

email id: tutycoophanka188@gmail.com

S.Muthumary  
Co-op. Sub-Registrar / Managing Director

2 H.O. 2320524

Branch 2331977





### CERTIFICATE

This is to Certify that VIJAYA LAKSHMIS, a student of the Department of Commerce St.Mary's College (Autonomous) Thoothukudi has successfully completed the 15 Days (From 07.03.2023 to 29.03.2023) Internship Training Program in The Tuticorin Cooperative Bank Limited A.188, Thoothukudi in the field of urban Cooperative Bank Provided by R.Krishnamoorthy










  
General Manager (IC)



e:	work description	
3/23 3/23	Share capital loan Application, current account, Interest, cheque, insurance.	
3/23	loan application, long term, short term loan. Assets Liabilities.	
13/23	Assets earning, costs of calculation, project reports & commission	
3/23	Central Government, Types of Bank in Tamilnadu, NABARD, Non-Banking Finance Company, Small Financing Bank, payment Bank.	



5/3/23	loan document, various loan process, priority application	
11/3/23	risk management develop- ment types of risk management, project report.	
3/3/23	Indian Bank Association (IBA) one time settlement (OTS) Types of customers Existing old loans	
20/3/23	Company Social Responsi- bilities, company, interview process, short cut keys.	
11/3/23	market Growth Strategy Government job.	
3/3/23	cyber security Awareness top ten apps, Brick Countries	
24/3/23	mutual fund, share market, commodity Types of share market	

5/3/23

micro creditor, petty cash  
street counters, women  
loan, educational  
loan, income tax, Tamil  
nadu remuneration act



1/3/23

Permanent Account  
cyber crime, security,  
Employee management.



8/3/23

Basic Balance Sheet,  
i) short term,  
ii) median term,  
iii) long term  
loan.



1/3/23

deposit insurance, profit  
loss account, director  
fees and allowance,  
auditor fees, repairs and  
maintenances, provision of  
T.D. expenditure and income.





# **INTERNSHIP REPORT**

A report submitted in partial fulfilment of the requirements for the  
Award of Degree of

## **MASTER OF COMPUTER SCIENCE**

Submitted by

**KATHIJA APSANA. M**

**REG NO:21SPCS02**



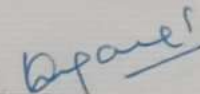
**PG DEPARTMENT OF COMPUTER SCIENCE (SSC)**

St. Mary's College (Autonomous), Thoothukudi- 628002

**TO WHOMSOEVER IT MAY CONCERN**

This is to certify that **Ms. M. Kathija Apsana**, M.Sc., Computer Science, Department of Computer Science, St. Mary's College (Autonomous), Thoothukudi, Tamil Nadu has successfully completed internship from 19<sup>th</sup> January 2023 to 2<sup>nd</sup> February 2023 in POSTULATE INFO TECH PRIVATE LIMITED. During the period she has assigned with Web Development project and found Diligent and Attentive.

We wish all the very best for future endeavors.

  
DIRECTOR-POSTULATE





# INTERNSHIP REPORT

<b>Name</b>	M.KATHIJA APSANA
<b>College Name</b>	St. Mary's College (Autonomous)
<b>Department</b>	M.Sc (Computer Science)
<b>Internship Organisation</b>	Postulate

## Summary

I had the pleasure of completing a 15-day internship at POSTULATE INFO TECH. During my time there, I had the opportunity to gain valuable industry experience and knowledge. I worked closely with the marketing team to develop and implement a comprehensive digital marketing strategy. This included creating and managing social media accounts, developing content for the company's website, and creating email campaigns. I also had the chance to help with research for the company's annual report, as well as creating promotional materials for the company. I feel that this internship was an invaluable learning experience and I am grateful for the opportunity to have worked with such an amazing team. During the internship, I learned the basics of PHP programming language. I studied the syntax, variables, constants, functions, classes, objects and other aspects of the language. I also learned how to develop a simple web application using PHP and MySQL. I also learned how to debug PHP applications and use debugging tools. I learned how to use version control systems such as Git and Mercurial to manage the source code of the applications. Overall, the 15-day internship proved to be a great learning experience. I gained a great insight into the basics of PHP programming language and how to develop web applications using popular web application frameworks and content management systems. I was able to gain hands-on experience in developing web applications and I am sure this will prove to be beneficial in my future projects.

## Worked Projects

**Project:** Anti Phishing on fog networks

**Environment:** HTML,CSS,PHP,MSQL

### HTML:

- HTML stands for Hypertext Markup Language, and is the backbone of webpages. HTML is a markup language, meaning it is used to create the structure of webpages.
- HTML consists of elements, which are denoted with tags that are included in angle brackets.
- HTML is used to create webpages, and can also be used to embed multimedia, such as graphics and videos.
- HTML is the most common way to create webpages, and can be used in combination with other languages, such as CSS and JavaScript.

### CSS:

- CSS stands for Cascading Style Sheets and is the language used to style HTML elements on webpages.
- CSS can be used to set the size, shape, colour, font, and position of HTML elements.
- CSS is a powerful tool for creating consistent, visually appealing webpages.
- CSS can be written directly in an HTML document or linked to a separate file.
- CSS is a versatile language, and is used for both webpages and mobile apps.

## PHP:

- PHP (Hypertext Preprocessor) is a widely used open source scripting language used for web development. It is a server side scripting language used to create dynamic web pages. It can be used to create web applications and can be embedded into HTML.
- It is open source, meaning that it can be used and modified without cost.
- PHP can be used to create dynamic webpages with HTML, CSS, JavaScript, and other programming languages.
- PHP is compatible with many different databases and web servers, making it easy to integrate with existing systems.
- PHP has a range of built-in functions and libraries, making it a powerful and versatile language.

## MySQL:

- MySQL is a free, open-source relational database management system.
- MySQL is designed with a client/server architecture that allows multiple users to interact with a single database.
- MySQL supports a wide variety of data types, including numeric, textual, and temporal data.
- MySQL is ACID-compliant, meaning it ensures data integrity and consistency across transactions.
- MySQL is compatible with many programming languages, including C, C++, Java, and Python.

## **ALGORITHM:**

Phishing is a type of social engineering attack that seeks to take advantage of a flaw in the system at the user's end. For example, a system may be technically secure enough to prevent password theft, but an unwitting user's password may be leaked if the attacker sends a falsified (phished) update password request. When a person visits a bogus website and inputs their login and password, the attacker obtains the victim's credentials, which can be used for harmful reasons.

### **Neuro fuzzy approach for anti phishing on fog networks**

- The fog network is an emerging technology that has become very popular in recent years. This technology is used to provide better control over the distribution of data across various networks. Neuro-fuzzy approach can be used to detect and prevent phishing attacks on fog networks.
- The approach uses artificial intelligence (AI) and fuzzy logic to detect phishing attacks.
- The fuzzy logic component is used to identify patterns that may indicate a potential phishing attack.
- The approach can be used to detect phishing attacks in real time and provide early warning of potential attacks.
- By using this approach, the fog network can be better secured against phishing attacks.

### **Neuro fuzzy approach for anti phishing to getting the age of SSL certificate**

- The Neuro Fuzzy approach for anti-phishing to getting the age of SSL certificate can be a useful approach for detecting phishing attacks.
- This approach uses a hybrid system of artificial neural networks and fuzzy inference systems in order to accurately and quickly identify SSL certificates that are older than a certain age.
- This approach has the advantage of being able to accurately identify SSL certificates that are older than a certain age while also being able to adapt to new types of phishing attacks.
- This approach can also be used to detect other types of suspicious activities, such as domain spoofing. By using this approach, businesses can better protect their customers from phishing attacks and malicious activities.



## Outcome:

The outcome of a phishing project using PHP and MySQL would depend on the project objectives. However, some possible outcomes could include:

- Development of a database of phishing URLs.
- A website or application that can detect and block malicious phishing URLs
- A system that can alert users when a malicious phishing URL is encountered.
- A system that can automatically redirect users away from malicious phishing URLs
- Development of a system that can track malicious phishing URLs and report them to authorities.

## Sample Page:

The screenshot shows a web application interface with a dark theme. At the top, the word "Detection" is displayed in a light-colored font. To the right of the title, there are two links: "HOME" and "REGISTER". Below the title, there is a login section with two input fields (username and password), a "login" button, and a "Remember Me" checkbox. Below the login section, there is a link that says "Not yet member? Click here". At the bottom of the interface, there is a "Check URL" section with an input field and a "Check" button. The footer of the page contains the text "Phishing Website Detection System, Copyright © 2023".

## CONCLUSION

The conclusion of this project is that PHP and MySQL can be used to effectively detect phishing URLs. By using a combination of regular expressions and a database of known malicious URLs, it is possible to identify phishing URLs and take the appropriate action to prevent them from being used. By using this approach, it is possible to keep users safe from malicious URLs and protect their data from malicious actors. In addition, this project has demonstrated how important it is to keep up to date on the latest trends in phishing. New techniques are constantly being developed to bypass traditional methods of detection, which means that security professionals must stay vigilant and update their detection methods accordingly. Finally, it is important to remember that no system is foolproof. Despite the best efforts of security professionals, there is always the possibility of a malicious actor successfully bypassing detection methods. Therefore, it is important to make sure that additional security measures, such as two-factor authentication and encryption, are also in place to protect user data and prevent malicious actors from gaining access.

# **INTERNSHIP REPORT**

A report submitted in partial fulfilment of the requirements for the Award of  
Degree of

**MASTER OF COMPUTER SCIENCE**

Submitted by

**B.MAHALAKSHMI**

**REG NO: 21SPCS03**



**PG DEPARTMENT OF COMPUTER SCIENCE (SSC)**

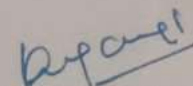
St. Mary's College (Autonomous), Thoothukudi- 628001

08-04-2023

**TO WHOMSOEVER IT MAY CONCERN**

This is to certify that **Ms. B. Mahalakshmi**, M.Sc., Computer Science, Department of Computer Science, St. Mary's College (Autonomous), Thoothukudi, Tamil Nadu has successfully completed internship from 19<sup>th</sup> January 2023 to 2<sup>nd</sup> February 2023 in POSTULATE INFO TECH PRIVATE LIMITED. During the period she has assigned with Web Development project and found Diligent and Attentive.

We wish all the very best for future endeavors.

  
DIRECTOR-POSTULATE





## Internship Report

Name	B.Mahalakshmi
College Name	St. Marys College (Autonomous)
Department	M.Sc (Computer Science)
Internship Organisation	Postulate

### Summary

This internship report is a record of my experience as an intern in the POSTULATE INFO TECH. This report covers the various tasks I was assigned, the projects I worked on, the skills I acquired, and the knowledge I gained during my internship. It also highlights the various challenges I faced during my internship and the solutions I proposed or implemented. This report is intended to provide a comprehensive overview of my internship experience and to provide a detailed analysis of the work I did. During this period, I had the opportunity to get a hands-on experience on MATLAB programming, Flask framework, Tkinter framework and its applications. My hope is that it will serve as a valuable reference for future interns and help them prepare for their internships.

### MATLAB

MATLAB is a high-level language and interactive environment for numerical computation, visualization, and programming. It enables one to perform computations, visualize data, and develop algorithms with an easy-to-use ecosystem. In this report, I discuss the various projects that I have worked on during the internship. I have also discussed the techniques and algorithms used to solve the problems.

Matlab is a multi-paradigm language, meaning that it can be used with a variety of programming styles, including procedural, object-oriented, and functional

programming. It supports many programming languages, including C/C++, Java, Fortran, and Python. Matlab is also compatible with many popular software development tools, such as Visual Studio and Eclipse.

- Matlab is used in a wide range of applications, such as signal and image processing, control systems, communications systems, computer vision, and artificial intelligence.
- It is also used in finance, economics, and other fields. Matlab can be used to create graphical user interfaces, as well as to create numerical algorithms.
- It also provides a wide range of mathematical functions, such as linear algebra, calculus, and numerical integration.

The Matlab environment includes a powerful editor, debugger, profiler, and a comprehensive library of built-in functions. It also includes a large collection of toolboxes, which are specialized collections of functions and data that are used in specific application areas. For example, the Image Processing Toolbox contains functions for image processing and the Optimization Toolbox contains functions for optimization.

Matlab is used extensively in the fields of science and engineering. It is used to develop algorithms for signal and image processing, to design control systems, and to solve mathematical problems. It is also used in finance and economics to analyse data and develop models.

## **FLASK FRAMEWORK**

The Flask application is a web application framework that is written in the Python programming language. Flask is designed to make it easy for developers to create web applications with minimal effort. It also provides a wide range of features that make it a great choice for web application development. It is easy to use, highly extensible, and has an extensive library of third-party modules and

extensions. Flask also includes a number of helpful tools that make it easier to develop, test, and deploy applications.

This report will provide an overview of the Flask application and discuss the advantages and disadvantages of using it for web application development. It will also discuss the main features and functionality of the framework, as well as the tools that are available for developing, testing, and deploying applications. Finally, it will provide a brief overview of the documentation and support that is available for Flask.

### **Advantages of Flask**

Flask is a popular web application framework that is designed to make developing web applications easier and more efficient. Some of the main advantages of using Flask include:

1. **Easy to Use:** Flask is designed to be easy to use for beginners, making it a great choice for developers who are just starting out.
2. **Highly Extensible:** Flask has a large library of third-party modules and extensions that make it easy to extend the functionality of the framework.
3. **Lightweight:** Flask is lightweight and does not require a lot of overhead to get started.
4. **Scalable:** Flask is designed to be scalable, making it a great choice for applications that will need to grow over time.
5. **Security:** Flask provides a number of security features that help to protect applications from malicious attacks.

### **Disadvantages of Flask**

While Flask is a great choice for web application development, there are some drawbacks to the framework that should be considered. Some of the main drawbacks of using Flask include:

1. **Limited Documentation:** Flask has limited documentation, making it difficult for developers to find the information they need.
2. **Limited Support:** There is limited support for Flask, as it is an open-source framework.
3. **Performance Issues:** Flask can be slow and inefficient when compared to other web application frameworks.

### **Main Features and Functionality**

Flask has a number of features and functionality that make it an ideal choice for web application development. Some of the main features and functionality of Flask include:

1. **URL Routing:** Flask makes it easy to create routes for web applications.
2. **Template Rendering:** Flask has a template engine that makes it easy to render HTML pages.
3. **Database Integration:** Flask supports a number of databases, making it easy to integrate data into applications.
4. **Security:** Flask provides a number of security features that help to protect applications from malicious attacks.

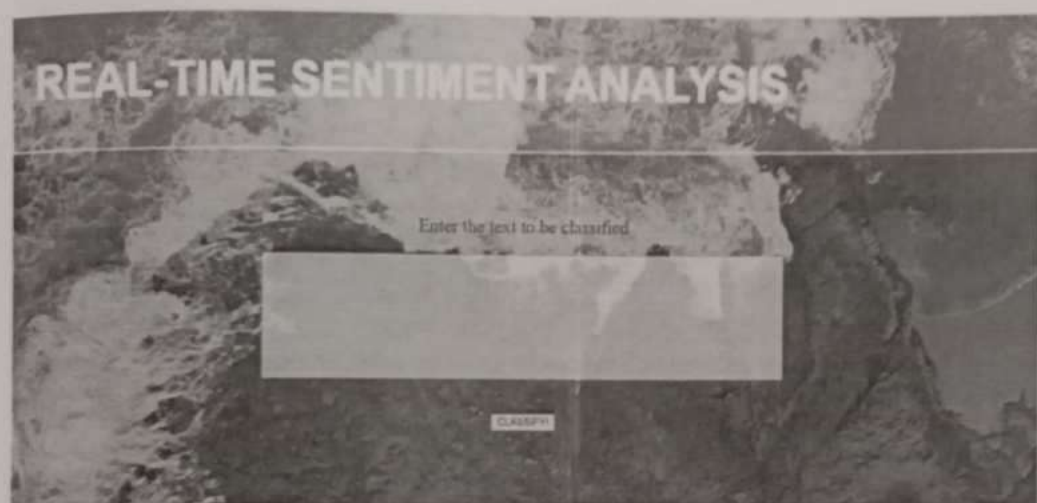
### **PROJECT**

**Title:** Real Time Sentiment Analysis

**Language Used:** Python, Flask



**Outcome:** The outcome of a real time sentiment analysis project will depend on the specific goals of the project. Generally, the outcome of a sentiment analysis project is a better understanding of sentiment, which can be used to inform decisions. Additionally, sentiment analysis can be used to identify trends in sentiment, which can be used to understand and inform the sentiment of the person.



## TKINTER FRAMEWORK

Tkinter is a python based graphical user interface (GUI) library. It is the most commonly used library for the development of GUI applications. Tkinter is a standard package in python and is very easy to learn. It provides a powerful object-oriented interface to the Tk GUI toolkit. Tkinter is used to create a variety of GUI applications such as games, dialog boxes, and more.

Tkinter provides a wide range of widgets. These widgets can be used to create graphical user interfaces (GUIs) for applications. Widgets are the basic building blocks of a GUI application. They provide the user with a way to interact with the application. The most commonly used widgets are buttons, labels, entry fields, radio buttons, check boxes, scrollbars, and spin boxes.

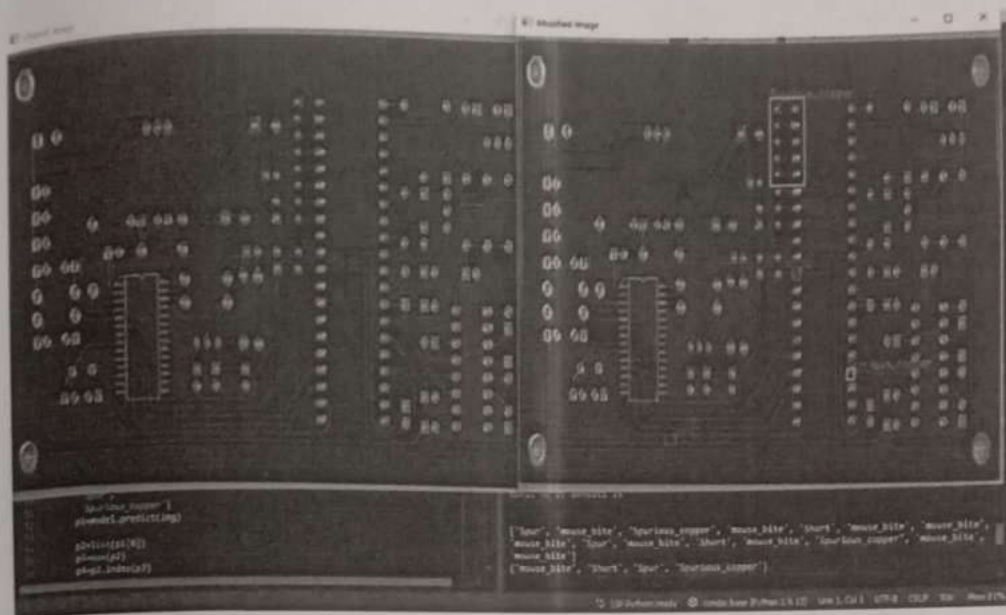
- Tkinter also provides a selection of geometry managers which are used to arrange widgets in a window.
- These geometry managers can be used to create different layouts for your application.
- The most commonly used geometry managers are pack, grid, and place.
- Tkinter also provides a variety of events which can be used to create interactive applications.
- Events are used to detect user interaction with widgets.
- For example, a button click event is used to detect when a user clicks on a button.
- Tkinter also provides a set of tools for creating graphical images.
- These tools can be used to create simple images or complex animations.

## PROJECT

**Title:** Identification of PCB Defect using Computer Vision

**Language Used:** Python, Tkinter

**Outcome:** The outcome of the identification of a PCB defect project will ultimately depend on the scope of the project and the resources available. Generally, the goal is to determine the cause of the defect, identify the root cause, and recommend a corrective action plan. This can involve researching the design and layout, testing components and signals, and utilizing advanced techniques such as X-Ray and Scanning Acoustic Microscopy to further diagnose the issue. When the root cause has been identified and the corrective action plan has been implemented, the outcome of the project should be a fully functional PCB that meets the desired specifications.



## Conclusion

This internship has been a great experience for me. I have been able to gain valuable knowledge and experience. I have had the opportunity to work on various marketing projects, and I have developed my skills in conducting research, developing strategies and managing skills. Overall, this internship has been very rewarding and has helped me to build my professional network. I have also gained an understanding of the frameworks, applications and I am confident that this experience will serve me well in the future.

# **INTERNSHIP REPORT**

A report submitted in partial fulfilment of the requirements for the  
Award of Degree of

## **MASTER OF COMPUTER SCIENCE**

Submitted by

**NISHA RANI. P**

**REG NO:21SPCS04**



**PG DEPARTMENT OF COMPUTER SCIENCE (SSC)**

St. Mary's College (Autonomous), Thoothukudi- 628001

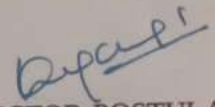


08-04-2023

**TO WHOMSOEVER IT MAY CONCERN**

This is to certify that **Ms. P. Nisha Rani**, M.Sc., Computer Science, Department of Computer Science, St. Mary's College (Autonomous), Thoothukudi, Tamil Nadu has successfully completed internship from 19<sup>th</sup> January 2023 to 2<sup>nd</sup> February 2023 in POSTULATE INFO TECH PRIVATE LIMITED. During the period she has assigned with Web Development project and found Diligent and Attentive.

We wish all the very best for future endeavors.

  
DIRECTOR-POSTULATE



## **Internship Objectives**

- Internships are generally thought of to be reserved for college students looking to gain experience in a particular field. However, a wide array of people can benefit from Training Internships in order to receive real world experience and develop their skills.
- An objective for this position should emphasize the skills you already possess in the area and your interest in learning more.
- Internships are utilized in a number of different career fields, including architecture, engineering, healthcare, economics, advertising and many more.
- Some internship is used to allow individuals to perform scientific research while others are specifically designed to allow people to gain first-hand experience working.
- Utilizing internships is a great way to build your resume and develop skills that can be emphasized in your resume for future jobs. When you are applying for a Training Internship, make sure to highlight any special skills or talents that can make you stand apart from the rest of the applicants so that you have an improved chance of landing the position.

## **Summary**

I wished to do an internship as it will be useful for my future career goals, which is the reason I applied for an internship at Postulate InfoTech. After an interview I was selected as an intern. I worked in a Web developer position under the Software Development team and was responsible for developing assigned websites and various applications during my internship with the company, I learned programming languages like Html, CSS, flask and matlab needed for the projects. I was able to put these skills in practise for the live projects. The work was challenging, and I learned about the work culture, environment, and gained more confidence in myself. It was a valuable experience.

## Worked Projects

**Project:** Bitcoin price prediction

**Environment:** HTML, CSS

### HTML:

HTML is the standard mark-up language for creating Web pages.  
HTML stands for Hyper Text Mark-up Language.  
HTML describes the structure of Web pages using mark-up  
HTML elements are the building blocks of HTML pages  
HTML elements are represented by tags  
HTML tags label pieces of content such as "heading", "paragraph", "table", and so on.

### CSS:

CSS stands for Cascading Style Sheets.  
It is a style sheet language which is used to describe the look and formatting of a document written in markup language.  
It provides an additional feature to HTML.  
It is generally used with HTML to change the style of web pages and user interfaces.

### Outcome:

It is a web application for price prediction. In this project I had developed frontend using the Html & CSS. The application was under deployment and it was not in live yet.

### Sample Page:



## **Conclusion**

Working with Postulate InfoTech as an intern has helped me to understand what is my area of interest. I have gained an immense amount of technical knowledge from this work experience and I plan to continue it for my future career. I believe that my commitment as a web application developer won't solely enhance my career path however additionally I have to learn new technologies to improve my ability to create changes on my career path., I have learned html and css for web application development, and to code in a way that my code can be easily changeable, reusable, and easy to fix bugs and profitable and a new programmer can use it after.



# **INTERNSHIP REPORT**

A report submitted in partial fulfilment of the requirements for the Award of  
Degree of

## **MASTER OF COMPUTER SCIENCE**

Submitted by

**U.PARAMESWARI BHARATHI**

**REG NO: 21SPCS05**



**PG DEPARTMENT OF COMPUTER SCIENCE (SSC)**

**St. Mary's College (Autonomous), Thoothukudi- 628001**

**TO WHOMSOEVER IT MAY CONCERN**

This is to certify that **Ms. U. Parameshwari Bharathi**, M.Sc., Computer Science, Department of Computer Science, St. Mary's College (Autonomous), Thoothukudi, Tamil Nadu has successfully completed internship from 19<sup>th</sup> January 2023 to 2<sup>nd</sup> February 2023 in POSTULATE INFO TECH PRIVATE LIMITED. During the period she has assigned with Web Development project and found Diligent and Attentive.

We wish all the very best for future endeavors.

  
DIRECTOR-POSTULATE

- Machine Learning
- GUI Applications (like Kivy, Tkinter, PyQt etc.)
- Web frameworks like Django (used by YouTube, Instagram, Dropbox)
- Image processing (like OpenCV, Pillow)
- Web scraping (like Scrappy, BeautifulSoup, Selenium)
- Test frameworks
- Multimedia
- Scientific computing
- Text processing and many more.

## FLASK

Flask is often referred to as a micro framework. It aims to keep the core of an application simple yet extensible. Flask does not have built-in abstraction layer for database handling, nor does it have formed a validation support. Instead, Flask supports the extensions to add such functionality to the application. Although Flask is rather young compared to most frameworks, it holds a great promise and has already gained popularity among Python web developers. Let's take a closer look into Flask, so-called "micro" framework for Python.

Flask was designed to be easy to use and extend. The idea behind Flask is to build a solid foundation for web applications of different complexity. From then on you are free to plug in any extensions you think you need. Also you are free to build your own modules. Flask is great for all kinds of projects. It's especially good for prototyping.

Flask is part of the categories of the micro-framework. Micro-framework are normally framework with little to no dependencies to external libraries. This has pros and cons. Pros would be that the framework is light, there are little dependency to update and watch for security bugs, cons is that some time you



will have to do more work by yourself or increase yourself the list of dependencies by adding plugins.

## PROJECT

**Title:** CREDIT CARD FRAUD DETECTION

**Language Used:** Python, Flask



**Outcome:** It is a fraud detection for e-commerce sites. In this project I feed input data for the admin side. The application was under deployment and it was not in live yet.



## **CONCLUSION:**

Working with Postulate InfoTech as an intern has helped me to understand what is my area of interest. I have gained an immense amount of technical knowledge from this work experience and I plan to continue it for my future career I have to learn new technologies to improve my ability to create changes on my career path. I have learned html and css for web application development, and to code in a way that my code can be easily changeable, reusable, and easy to fix bugs and profitable and a new programmer can use it after. Overall, my internship has been a success. I was able to gain practical skills, work in a fantastic environment, and make connections that will last a lifetime. I could not be more thankful.

# **INTERNSHIP REPORT**

A report submitted in partial fulfilment of the requirements for the Award of  
Degree of

## **MASTER OF COMPUTER SCIENCE**

Submitted by

**RESHMA. R**

**REG NO:21SPCS06**



**PG DEPARTMENT OF COMPUTER SCIENCE (SSC)**

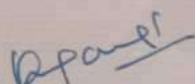
St. Mary's College (Autonomous), Thoothukudi- 628001

08-04-2023

**TO WHOMSOEVER IT MAY CONCERN**

This is to certify that **Ms. R. Reshma**, M.Sc., Computer Science, Department of Computer Science, St. Mary's College (Autonomous), Thoothukudi, Tamil Nadu has successfully completed internship from 19<sup>th</sup> January 2023 to 2<sup>nd</sup> February 2023 in POSTULATE INFO TECH PRIVATE LIMITED. During the period she has assigned with Web Development project and found Diligent and Attentive.

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DIRECTOR-POSTULATE



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## Worked Project

**Title:** Real Time Sentiment Analysis

**Language Used:** Python, Flask

**Flask Framework:**

The Flask application is a web application framework that is written in the Python programming language. Flask is designed to make it easy for developers to create web applications with minimal effort. It also provides a wide range of features that make it a great choice for web application development. It is easy to use, highly extensible, and has an extensive library of third-party modules and extensions. Flask also includes a number of helpful tools that make it easier to develop, test, and deploy applications.

This report will provide an overview of the Flask application and discuss the advantages and disadvantages of using it for web application development. It will also discuss the main features and functionality of the framework, as well as the tools that are available for developing, testing, and deploying applications. Finally, it will provide a brief overview of the documentation and support that is available for Flask.

### Advantages of Flasks:

Flask is a popular web application framework that is designed to make developing web applications easier and more efficient. Some of the main advantages of using Flask include:

1. **Easy to Use:** Flask is designed to be easy to use for beginners, making it a great choice for developers who are just starting out.
2. **Highly Extensible:** Flask has a large library of third-party modules and extensions that make it easy to extend the functionality of the framework.
3. **Lightweight:** Flask is lightweight and does not require a lot of overhead to get started.
4. **Scalable:** Flask is designed to be scalable, making it a great choice for applications that will need to grow over time.
5. **Security:** Flask provides a number of security features that help to protect applications from malicious attacks.

### Disadvantages of Flask :

While Flask is a great choice for web application development, there are some drawbacks to the framework that should be considered. Some of the main drawbacks of using Flask include:

1. **Limited Documentation:** Flask has limited documentation, making it difficult for developers to find the information they need.

2. **Limited Support:** There is limited support for Flask, as it is an open-source framework.
3. **Performance Issues:** Flask can be slow and inefficient when compared to other web application frameworks.

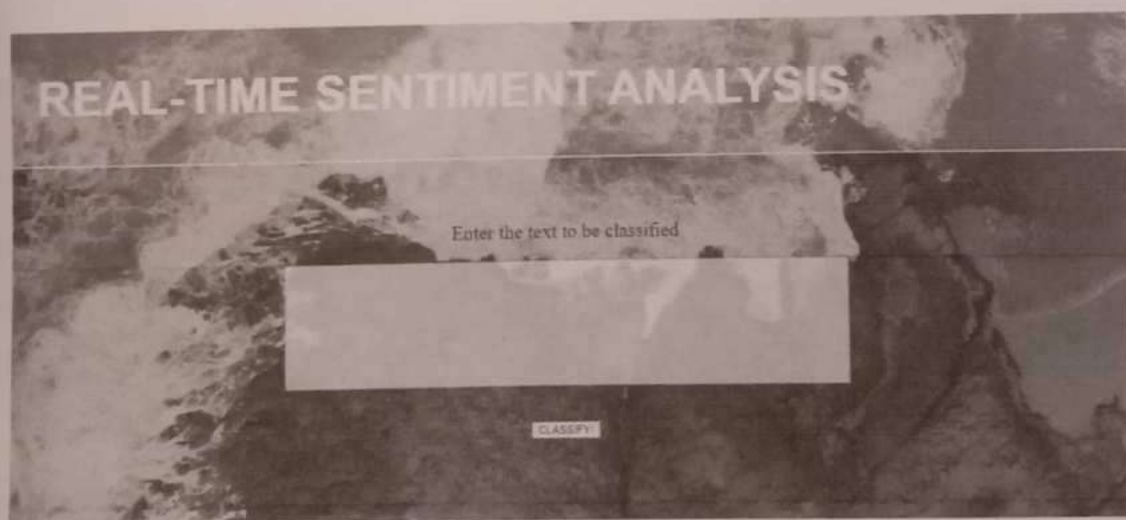
### Main Features and Functionality

Flask has a number of features and functionality that make it an ideal choice for web application development. Some of the main features and functionality of Flask include:

1. **URL Routing:** Flask makes it easy to create routes for web applications.
2. **Template Rendering:** Flask has a template engine that makes it easy to render HTML pages.
3. **Database Integration:** Flask supports a number of databases, making it easy to integrate data into applications.
4. **Security:** Flask provides a number of security features that help to protect applications from malicious attacks.

**Outcome:** The outcome of a real time sentiment analysis project will depend on the specific goals of the project. Generally, the outcome of a sentiment analysis project is a better understanding of sentiment, which can be used to inform decisions. Additionally, sentiment analysis can be used to identify trends in sentiment, which can be used to understand and inform the sentiment of the person.

### Sample Page:



**Conclusion:**

Working with Postulate InfoTech as an intern has helped me to understand what is my area of interest. I have gained an immense amount of technical knowledge from this work experience and I plan to continue it for my future career. I believe that my commitment as a web application developer won't solely enhance my career path however additionally I have to learn new technologies to improve my ability to create changes on my career path.. I have learned html and css for web application development, and to code in a way that my code can be easily changeable, reusable, and easy to fix bugs and profitable and a new programmer can use it after.

**INTERNSHIP REPORT ON PERFORMANCE APPRAISAL WITH  
REFERENCE TO TUTICORIN ALKALI CHEMICALS AND FERTILIZERS  
LIMITED, THOOTHUKUDI**

(As internship report submitted in partial fulfillment of the requirements for the degree) Of

**MASTER OF HUMAN RESOURCE MANAGEMENT  
Of  
ST. MARY'S COLLEGE (AUTONOMOUS)-THOOTHUKUDI**

Submitted by

**P.K. ISHA DHARINI**

**REG NO: 21SPHR01**

Under the guidance of



**Ms. M. FATIMA LUCIA SHEEBA B.Com., MBA., NET**

Department of Human Resource Management

St. Mary's College (Autonomous)

(Re-accredited with 'A+' Grade)

Thoothukudi – 628001.

NOVEMBER 2022



**DEPARTMENT OF HUMAN RESOURCE MANAGEMENT**

**ST.MARY'S COLLEGE (AUTONOMOUS)**

**THOOTHUKUDI-628001**



**CERTIFICATE**

This is to certify that **P.K. ISHA DHARINI** of second year Master of Human Resource Management has undergone Internship training on "**A Study On Performance Appraisal with reference to Tuticorin Alkali Chemicals and Fertilizers .Ltd,**" under the guidance of **Ms. M. FATIMA LUCIA SHEEBA B.Com., MBA., NET** and this is an original work up to my knowledge.

**CO-ORDINATOR**

**FACULTY GUIDE**

**EXTERNAL EXAMINER**

**PRINCIPAL**

Principal

St. Mary's College (Autonomous)  
Thoothukudi - 628 001.

**DIRECTOR**  
Director

Self Supporting Courses  
St. Mary's College (Autonomous),  
Thoothukudi - 628 001.



TFL/S/IPT/2022/1466

Date: 17<sup>th</sup> Sep 2022

### CERTIFICATE

This is to certify that **Ms. P. K. Isha Dharini** bearing Roll No. 21SPHR01, currently pursuing Final Year, MHRM in St.Mary's College (Autonomous), Tuticorin has undergone In-plant Training in our organisation

Corresponding details are as furnished below:

Type of Training Imparted	:	In-plant Training
Period of Institutional Training	:	01 <sup>st</sup> to 15 <sup>th</sup> September 2022
Allotment of Department	:	Human Resource Dept.
Performance, Character & Conduct	:	Satisfactory
Attendance during Training	:	Regular

We wish her a bright future and the best in all her future endeavours.

For Tuticorin Alkali Chemicals and Fertilizers Ltd.

  
17/09/22

**V. Senthilkumar**  
Joint Manager - HR

### **Tuticorin Alkali Chemicals and Fertilizers Limited**

Factory: Harbour Construction Road, Tuticorin - 628 005 | Tel: 0461-2355612 | Fax: 0461-2355376 | E-mail: [admins@tacfert.com](mailto:admins@tacfert.com)  
Regd. Office: 88, Mount Road, Guindy, Chennai - 600 032 | Website: [www.tacfert.in](http://www.tacfert.in) | CIN: L24119TN1971PLC006083 | GSTIN: 33AAACT2770K1ZC

## DECLARATION

I hereby declare that the internship entitled "**A Study on Performance Appraisal with reference to Tuticorin Alkali Chemicals and Fertilizers. Ltd,**" is submitted to St. Mary's College (Autonomous), Thoothukudi, affiliated to Manonmaniam Sundaranar University for the award of degree of **Master of Human Resource Management** is my original work and that no part of this internship has been submitted for any Degree, Diploma, and Fellowship of other similar titles.

Place: Thoothukudi

Date: 11.11.22

*Isha Dharini .PK*  
Signature of the candidate

(P.K. ISHA DHARINI)

## ACKNOWLEDGEMENT

First of all, I thank the Almighty for his abundant grace and blessing for the accomplishment of my internship report. I would like to express my sincere gratitude to Principal **Dr. Sr. A.S.J. Lucia Rose, M.Sc., B.Ed., M.Phil. PGDCA. Ph. D.** for permitting me to do my internship report.

I also thank **Sr. Josephine Jeyarani, M.A.,M.Phil.** Director of Self-supporting Courses for her encouragement.

I express my heartfelt thanks to **Mrs. Mary Judith Reese Fernando, M.Com. M.Phil., Ph.D.,** Co-ordinator of the Department of Human Resource Management and for her kind support and guidance.

I wish a deep sense of gratitude to my internship guide **Ms. M. FATIMA LUCIA SHEEBA B.COM., MBA. NET** Assistant Professor of Department of Human Resource Management St. Mary's College for providing foundation in internship work and I am grateful to her, for giving invaluable guidance to complete my internship report.

I express my sincere thanks to **MR. S.SRIRAM MSW., Senior Executive HR of Tuticorin Alkali Chemicals and Fertilizers. Ltd., Tuticorin,** who in spite of being extraordinarily busy with his duties, took time out to hear, guide and as well as provide necessary information regarding the internship and full support to complete the training.

I also express my sincere thanks to **all the employees of Tuticorin Alkali Chemicals and Fertilizers. Ltd., Tuticorin,** for their kind co-operation extended to me and for providing the necessary data & information to complete my internship report successfully.

Finally, I also thank my parents and my friends for their ethical support and encouragement which has helped me in completing this work



## **ABSTRACT**

A study is planned to be undertaken to determine the employee performance. Appraisal is a continuous process and done annually as a formal exercise before completion of the financial year. Appraisal has tremendous motivational impact on people through meaningful feedback and it is a powerful tool for recognition.

In Tuticorin Alkali chemicals and fertilizers. Ltd, they will measure the performance according to their designation experience. The main objective of this project work is to identify the effect of performance appraisal on individual and organizational development. TFL have been conducting performance appraisal for the past 7 years from the study it has been identified that the performance appraisal is able to identify employee's potential and find the motivating factors of employees.

Since performance appraisal is an upcoming issue this study would help the organization to take necessary step in appraising the performance of employee at right step.

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2	Manufacturing Product	15

# **CHAPTER 1**



## **CHAPTER – I**

### **PERFORMANCE APPRAISAL SYSTEM**

#### **1.1 PERFORMANCE APPRAISAL MEANING:**

It is a systematic evaluation of an employee's performance and commitment to an organization. Companies utilize performance appraisal to provide employees with feedback on their work and to justify pay increments and rewards, as well as termination decisions. They can be executed at any given time but tend to be yearly, semi-annual or quarterly.

- Performance appraisals are usually designed by human resources (HR) departments as a way for employees to develop in their careers. They provide individuals with feedback on their job performance. It ensures that employees are managing and meeting the goals expected of them, giving them guidance on how to reach them if they fall short.
- Performance appraisals help determine how to allocate those funds. They provide a way for companies to determine which employees have contributed the most to the company's growth so companies can reward their top-performing employees accordingly.
- Performance appraisals also help employees and their managers create a plan for employee development through additional training and increased responsibilities, as well as to identify ways the employee can improve and move forward in their career.

#### **1.2 DEFINITION:**

“Performance Appraisal is a process of evaluating an employee's performance of a job in-terms of its requirements”

**-Scot, Clothier and Spriege**

“It is the evaluation or appraisal of the relative worth to the company of a man's services on his jobs.”

**-Alford & Beatty**

### **1.3 OBJECTIVES OF PERFORMANCE APPRAISAL:**

- To motivate employees for better performance of task.
- The ultimate objective of the performance appraisal is to enhance accountability and improve standard of practice.
- To maintain records in order to determine compensation packages, wage structure, salaries etc.
- To identify the strengths and weaknesses of employees to place right men on right job.
- To maintain and assess the potential of a person for further growth and development.
- To provide a feedback to employees regarding their performance and related status.
- To review and retain the promotional and other training programmes.
- To judge the gap between the actual and the desired performance.
- Provide clarity of the expectations and responsibilities of the functions to be performed by the employees.

### **1.4 CHARACTERISTICS OF PERFORMANCE APPRAISAL:**

#### **1. Clear Objectives:**

The objectives of performance appraisal should be clear, specific, timely and open. The appraisal system should be fair and beneficial to both the individual employee and the organization should be linked with other subsystems of personnel management.

#### **2. Reliable and Valid:**

Appraisal system should provide consistent, reliable and valid information and data. Appraisals should measure what they are supposed to measure. For example, if the objective of appraisal is to show potential of an employee for promotion, it should supply the data relating to potentialities of the employee.

#### **3. Standardisation:**

The appraisal form, procedures and rules should be standardised. There should be well-defined performance criteria and standards. Employees should be made fully aware of these standards as appraisal decisions affect all employees of the group.

#### **4. Training:**

Evaluators should be given training in procedures and principles of appraisal. They should be provided with knowledge and skills in designing appraisals, conducting post appraisal interviews and correcting rating errors.

#### **5. Job Relatedness:**

The appraisal system should focus attention on job-related behaviour and performance. It should provide information on job related activities and areas.

#### **6. Mutual Trust:**

Before introducing the appraisal system, a climate of mutual trust, cooperation and confidence should be created in the organisation. Under the system, the employees should be treated in a supportive manner.

#### **7. Feedback and Participation:**

The ratings should be communicated to both the employees and to the raters. The appraisal system should be open and participative. The employees should get information on their performance. The system should involve employees in the goal setting process.

#### **8. Help Focus:**

Appraisal should not be judgemental. It should not be purely control- oriented. The evaluator should also play the role of coach and counsellor. He should- help people reach their full potential. The overall purpose of appraisals should be developmental.

#### **9. Recognition of Differences:**

Organisation differs in terms of work, size, resources, needs and environment. Hence, the appraisal system must be designed to meet the needs of particular organisation.

#### **10. Post Appraisal Interview:**

An appraisal system is only as effective as the manager communicates with their subordinates. Hence, an interview with the employee should be arranged after appraising his performance. It will help to know the difficulties of work and training needs of employees. In interview, problem solving approach should be adopted and counselling should be provided for improving performance.



## **1.5 SCOPE OF PERFORMANCE APPRAISAL:**

The scope of performance management and appraisal should include the following:

- Provide employees with a better understanding of their role and responsibilities.
- Increase confidence through recognizing strengths while identifying training needs to improve weaknesses.
- Improve working relationships and communication between supervisors and subordinates.
- Increase commitment to organizational goals; develop employees into future supervisors.
- Assist in personnel decisions such as promotions or allocating rewards.
- Allow time for self-reflection, self-appraisal and personal goal setting.

## **1.6 BENEFITS OF PERFORMANCE APPRAISAL:**

It is said that performance appraisal is an investment for the company which can be justified by following advantages:

### **1. Promotion:**

Performance Appraisal helps the supervisors to chalk out the promotion programmes for efficient employees. In this regards, inefficient workers can be dismissed or demoted in case.

### **2. Compensation:**

Performance Appraisal helps in chalking out compensation packages for employees. Merit rating is possible through performance appraisal. Performance Appraisal tries to give worth to a performance. Compensation packages which includes bonus, high salary rates, extra benefits, allowances and pre-requisites are dependent on performance appraisal. The criteria should be merit rather than seniority.



### **3. Employees Development:**

The systematic procedure of performance appraisal helps the supervisors to frame training policies and programmes. It helps to analyse strengths and weaknesses of employees so that new jobs can be designed for efficient employees. It also helps in framing future development programmes.

### **4. Selection Validation:**

Performance Appraisal helps the supervisors to understand the validity and importance of the selection procedure. The supervisors come to know the validity and thereby the strengths and weaknesses of selection procedure. Future changes in selection methods can be made in this regard.

### **5. Communication:**

- a. For an organization, effective communication between employees and employers is very important. Through performance appraisal, communication can be sought for in the following ways:
- b. Through performance appraisal, the employers can understand and accept skills of subordinates.
- c. The subordinates can also understand and create a trust and confidence in superiors.
- d. It also helps in maintaining cordial and congenial labour management relationship.
- e. It develops the spirit of work and boosts the morale of employees.

### **6. Motivation:**

Performance appraisal serves as a motivation tool. Through evaluating performance of employees, a person's efficiency can be determined if the targets are achieved. This very well motivates a person for better job and helps him to improve his performance in the future.

## **1.7 LIMITATIONS OF PERFORMANCE APPRAISAL SYSTEM**

### **1. Bias of Appraiser:**

The presence of 'Halo Effect' in evaluation of employees is the biggest weakness of this method. A high rate is given to favoured employees whereas unfriendly employees are rated low.

### **2. Ambiguity in Standards:**

If the standards are not clear, the supervisors may follow different standards for different employees.

### **3. Insufficient Evidence:**

An employee who can impress the boss may get a positive evaluation though his impression in his own department may be very poor. In such cases, the performance appraisal will be superfluous.

### **4. Several Qualities Remain Without Appraisal:**

Through performance appraisal, only few qualities of employees can be measured. All individuals differ from each other in terms of background, values and behaviour.

### **5. Leniency or Strictness Tenancy:**

Every evaluator has his own valuation procedure which is regarded as his own standard for evaluation. For example, some teachers are strict in evaluation of answer books whereas others are lenient. The lenient tendency is known as 'Positive Leniency Error' whereas strict tendency is called as 'Negative Leniency Error'. The rating may be high or low depending upon the nature of evaluators.

### **6. Average Rating Problem:**

In order to give very low or very high rating, the top managers are required to give reasons to justify the rating. The most common error committed in performance appraisal is to give average rating to all employees. Moreover, low rating antagonizes the subordinates.

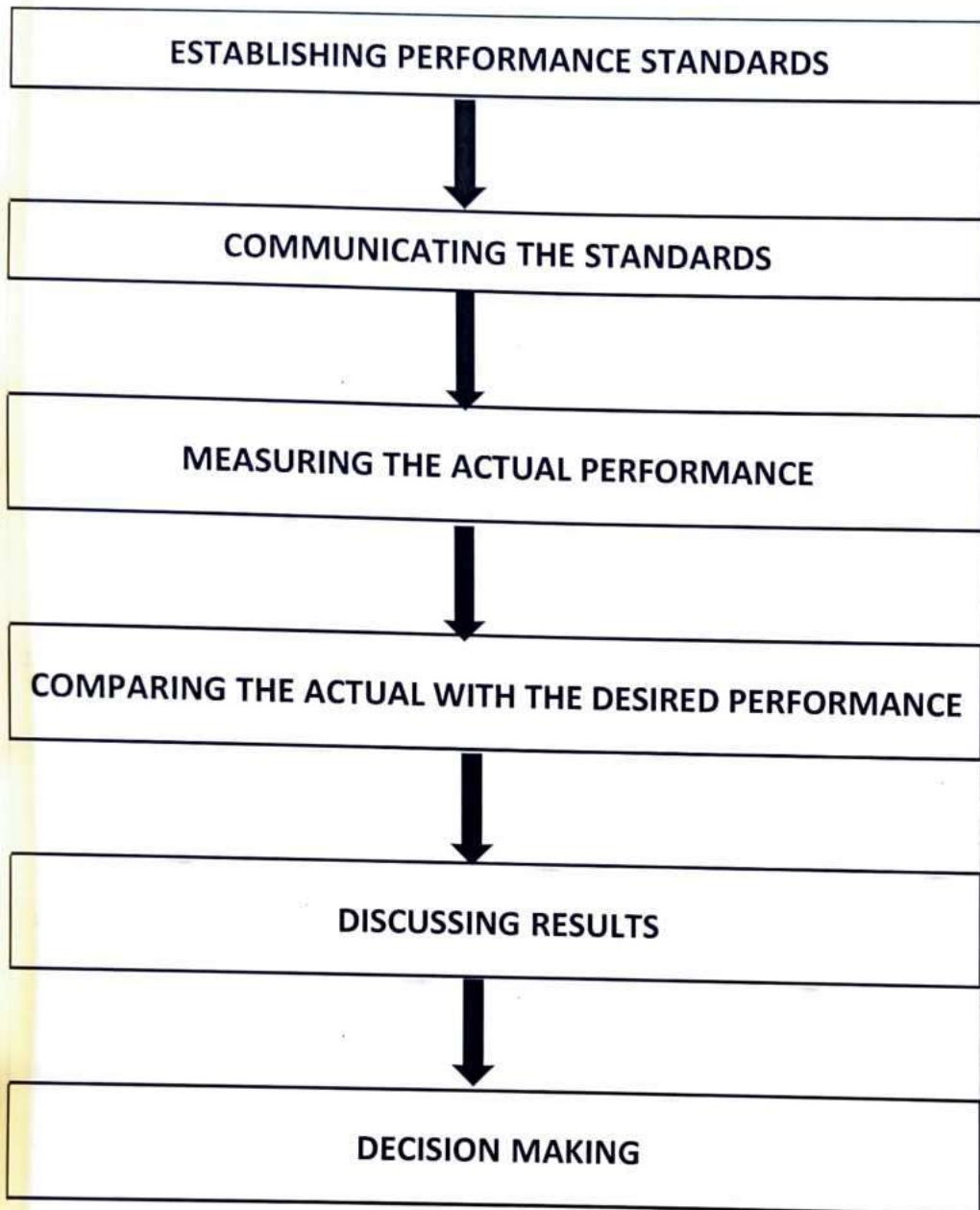
### **7. Influence of Man's Job:**

There is a tendency to give a high rating to highly paid jobs. So a senior employee may get a higher rating than a junior employee.

### 8. Similarity Error:

The evaluator tries to look those qualities in subordinates which he himself possesses. Those who show the similar characteristics are rated high.

### 1.8 PROCESS OF PERFORMANCE APPRAISAL:



### **Establishing Performance Standards:**

The first step in the process of performance appraisal is the setting up of the standards which will be used to compare the actual performance of the employees against the standards set. The standards set should be clear, easily understandable and measurable.

### **Communicating the Standards:**

Once performance standards are set, it is the responsibility of the management to communicate the standards to all the employees of the Organization. The employees should be informed and the standards should be clearly explained to the employees. This will help them to understand their roles and to know what exactly is expected from them.

Every employee will get intimation through EMAIL about the standards fixed for performance appraisal and their superior will also clearly communicate to them.

### **Measuring the Actual Performance:**

It is a continuous process which involves monitoring the performance throughout the year. This is conducted on a quarterly basis (4 times in year). April – June, July- September, October - December, January -March. This will help the organization to record their continuous improvement of employees. It gives a continuous feedback.

### **Comparing the Actual with the Desired Performance:**

The actual performance is compared with the desired or the standard performance. The comparison tells the deviations in the performance of the employees from the standards set. The result can show the actual performance being more than the desired performance.



### **Discussing Results:**

The result of the appraisal is communicated and discussed with the employees on one-to-one basis. The results, the problems and the possible solutions are discussed with the aim of problem solving and reaching consensus. The feedback should be given with a positive attitudes this can have an effect on the employees' future performance. The purpose of the meeting should be to solve the problems faced and motivate the employees to perform better.

### **Decision Making:**

The last step of the process is to take decisions which can be taken either to improve the performance of the employees, take the required corrective actions, or the related HR decisions like rewards, promotions, demotions, transfers etc.

According to the individual performance, the promotion and increment progression are decided by the rating point.

## **1.9 METHOD OF PERFORMANCE APPRAISAL:**

### **Rating Method:**

It is a well-known traditional method of performance appraisal. Performance appraisal method involves the use of a rating scale that spans from 1 to 10. In this performance appraisal method, employees' performance is measured against several factors including their attitude, timeliness, efficiency, and interpersonal skills.

### **Checklist Method:**

The Checklist method is one of the easiest traditional performance appraisal methods. Under this traditional method of performance appraisal, HR prepares a checklist and forwards it to the manager. The checklist may include a list of questions (depicting behaviour and job performance of employees), and the manager has to answer them in just 'YES' or 'NO' form.

The manager analyses the question and the employee and answers them according to their evaluation of the employee. Questions in the checklist carry a numerical value based on their importance to job performance. Therefore, the appraisal score is calculated by adding up the scores of all these individual factors.

### **Forced Distribution Method**

This strategy is widely used in large corporations. It is predicted that employee performance varies widely within an organisation, with some individuals being more productive than others. As a result, with this strategy, the management must distribute employees based on their performance over the entire bell curve. Some are exceptional, while others are average, and still, others are at the bottom of the spectrum.

### **Essay Method**

The management uses this strategy to produce a description of the employee's behaviour and performance. In this method, the review description contains all pertinent information, such as the employee's mind-set, job knowledge, present performance, and potential for growth.

### **Paired Comparison Method**

Employees are evaluated using this method based on any single attribute. Each employee is compared to others on a one-to-one basis, in pairs, based on a particular quality/attribute, for example, creativity. The formula  $N(N-1)/2$  is used to calculate the number of potential pairs. While the letter N denotes the number of employees to be appraised.

### **Field Review Method**

This method is based on the supervisor's assessment of the employee's performance, behaviour, and skills. The HR professional invites seniors to respond to questions about the employee's job and then evaluates the person based on the feedback obtained from managers. This is an evaluation conducted by someone outside of the employee's department.

## **FIVE MODERN PERFORMANCE APPRAISAL METHODS**

### **Management by Objectives (MBO)**

In this method, managers and employees collaborate together to identify, plan, organize, and communicate objectives. This is usually for a specific appraisal period and objectives are validated using the SMART (Specific, Measurable, Achievable, Realistic & Time-sensitive) method.

After setting clear goals, managers and employee interact periodically to discuss the feasibility of achieving set objectives and the progress made. These measures of progress help analyze



The contributions of an employee at the end of the review period. Success is rewarded with appraisals like salary hike or promotion, whereas others are re-evaluated for further training.

### **360-Degree Feedback Method**

Considered a multidimensional method of performance appraisal, 360 degree feedback is gaining popularity lately. The method focuses on collecting feedback from everyone an employee interacts with like managers, customers, peers, etc. When data is collected from multiple sources, the chances of a manager's bias affecting the appraisal are eliminated. Plus, it offers a clearer picture of the employee's competence in terms of work.

Businesses understand that employees seek unbiased and objective feedback on their performance to stay motivated and engaged. A continuous 360 degree digital feedback method opens additional channels of feedback for the employee. The objective evaluation is seen as a fair evaluation and encourages the employee to improve their performance based on the appraisal. In fact, 8.9% greater profitability is seen when managers are offered feedback on their strengths.

### **Assessment Center Method**

Introduced by the German Army in the 1930s, the concept of assessment center has been revamped to suit the current business scenario. The employees are assessed based on their performance like social-stimulating exercises like role-playing, decision-making, informal discussions, etc. The assessment evaluates the performance of employees to identify future leaders and managers.

The effectiveness of the Assessment Centre Method allows employees to get a clear picture of their own performance and how others observe them. The impact of other's perspective on their performance can also be realized from these exercises. It is easier to evaluate the current performance of an employee and also predict future performance.

### **Human Resource Accounting Method**

It also known as Human Resource Cost Accounting Method, it is used to evaluate an employee's performance as per the monetary benefits they yield from the organization. This means the performance of an employee is compared against the salary & other costs the company pays to the employee.

The cost of retaining an employee in regard to their contribution is evaluated to get the cost of that employee for the organization. This method of performance appraisal considers

factors like work quality, overhead cost, unit-wise average service value, interpersonal skills and, so on. The idea is to analyse how the contributions compare with regard to cost (recruiting, hiring, training and development) benefit the organization. In this method, the company appraises employees on the basis of cost to the company and the value they offer.

### **Behaviourally Anchored Rating Scale (BARS)**

In this modern method of performance appraisal, both the qualitative and quantitative aspects of an employee are evaluated. BARS compares an employee's performance with specific behavioural examples that are assigned a numerical rating. As per employee's role and job-level, BARS has a set of predetermined standards called BARS statements. These statements are used as yardsticks to measure the performance on each BARS scale level.

BARS sets typical workplace behaviours as per a job role and evaluates an employee's performance in comparison to these set standards. How an employee should behave in any given situation (critical incidents) is measured as per the expected behaviour. The performance appraisal with BARS provides more accurate and unbiased result.



## **CHAPTER 2**

## CHAPTER-II

### ORGANIZATION HISTORY

#### 2.1 INTRODUCTION:

Tuticorin Alkali Chemicals and Fertilizers Limited (TFL) is a member of the SPIC (Southern Petrochemical Industries Corporation limited) corporate group. It is established in 1971. Headquarters located in Chennai, India. Factory located in Tuticorin, Tamilnadu, contiguous to SPIC. TFL produces all grade of soda ash and co-produces Ammonium chloride fertilizer. The major raw materials are ammonia (imported through Tuticorin port), carbon dioxide gas (separated from boiler flue gas) and the locally produced salt. TFL is the only producer of sodaash in south India. It has adopted an eco-friendly dual process, co-producing ammonium chloride fertilizer.

➤ Awards: Unilever's special award – heroes, partner of the year award, 2020 winner.

➤ Shareholdings

- Public- 25%
- AM international holdings Pvt.ltd – 46.61%
- SPIC Ltd-28.39%

➤ Certifications

- ISO 9001:2008
- Bureau of Indian standards

#### 2.2 COMPANY LOGO:



**Tuticorin Alkali Chemicals  
and Fertilizers Limited**

### 2.3 Vision

"To serve as a global holding company for our core areas of business and foster businesses that are trusted by society."

### 2.4 Mission

"To build robust, market-leading businesses drawing on collaborative team capabilities, focused execution, ethical business conduct and a distinctive regional & global focus to generate long-term value for our stakeholders."

### 2.5 Board of Directors

- Thiru. B.Narendran, Director
- Thiru. S. Asokan, Director
- Tmt. Rita Chandrasekar, Director
- Thiru. G .Ramachandran, Managing, Director
- Thiru. K.R. Anandan, Director
- Thiru. E. Balu, Director

### 2.6 Contact:

Registered Office

Address: Spic House, 88.Mount Road, Guindy, Chennai-600032.

Contact Number: +91 442 2350245

E-Mail:Info@Tacfert.Com

Factory:

Address: Harbour Construction Road, Tuticorin-628005

Contact Number: +91 461-2355612

E-Mail.-Adminstie@Tacfert.Co

## 2.7 MANUFACTURING PRODUCTS:

### SODA ASH

Soda Ash, technically termed Sodium Carbonate, is one of the basic industrial chemicals which has increase in demand of 8% per annum. Sodium Carbonate finds extensive application in various industries - Soaps & Detergents, Glass, Silicates, Dyes & Dyestuffs, Bichromate, Textiles and other products including House cleaning and Petroleum refining agents.

Owing to the adherence to the stringent quality control measures, TFL's Soda Ash is rated thebest in the industry.

### AMMONIUM CHLORIDE FERTILIZER

Ammonium Chloride, a Nitrogenous fertilizer containing 25% N, enjoys a high demand owingto its wide acceptance by the farming community for the various crops including paddy, sugarcane, groundnut, banana, coconut, cotton, chillies, mulberry, etc.,





## **2.8 DEPARTMENT IN TUTICORIN ALKALIC CHEMICAL FERTILIZER LIMITED (TFL)**

- ✓ Administrative department
- ✓ Civil department
- ✓ Distribution department
- ✓ Documentation department
- ✓ Engineering and maintenance department
- ✓ Human resource department
- ✓ Instrumentation department
- ✓ Marketing department
- ✓ Operation department
- ✓ Off-site plant department
- ✓ Production department
- ✓ Purchase department
- ✓ Quality department
- ✓ Research department
- ✓ Safety department
- ✓ Security department
- ✓ Stores department

## **2.9 HUMAN RESOURCE DEPARTMENT**

Human resource or HR is the company department charged with finding, screening, recruiting, training job applicants and administering employee benefit program. As companies reorganize to gain a complete edge, HR plays a key role in helping companies deal with a fast-changing environment and the greater demand for quality employees.

The Human Resource department of the company constitutes the performance of the company. A good labour can effectively enhance the efficiency of the company by their contribution in production sector. The human resource are allocated from the level of low, middle, and higher of authorities

## **2.10 TIME OFFICE:**

Time office consist of manpower planning, leave management, shift management, overtime management, reporting tool and employee self-help application. It is configurable to suit even most unique time office requirements and work flows. It is seamless multi-location system.

### **Registration of Biometric system:**

A biometric attendance system as mentioned before makes use of an employees' fingerprint to allow clocking in and clocking out of their workplace. Every employee's fingerprint is first scanned and mapped out based on various coordinates defined within the system. Here we are using two types of technology in a biometric attendance system, one is the image-based system that captures the image of the fingerprint and stores it the same way. The coordinates are mapped from the image of the finger. The other one is Face recognition attendance system. The system stores a database of faces. A screen is placed at the entrance and employees have to simply walk towards it. A match is triggered with the database and attendance is captured within a second.

### **Verification:**

Employee Id needs to be entered into system for verification purpose. If it matches to registered fingerprint, it authenticates on respective employee to mark attendance.

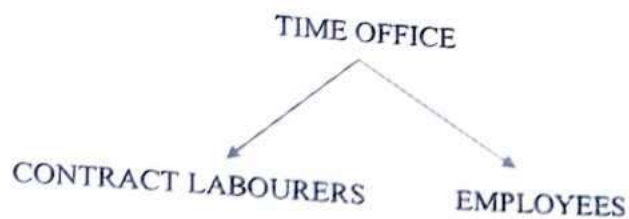
### **Leave Master:**

The Leave and Attendance management module is fully integrated with Payroll module to ensure leave and attendance is reflected in the monthly payroll process taking the hassle of having to verify against an attendance rooster every pay cycle. Employees are able to directly send leave requests electronically, either through the web or through their mobile application. Reporting managers and HR can easily approve or reject a request through their web login or via their mobile applications, Employees can view and monitor their attendance IN/OUT punch, as well Leave Balances etc. Employees can apply or modify or cancel their leave requests.

### Shift Master:

HR Manager can set shift criterion through Shift Master Form. It can define shift time and period as well as Pay period through this form. It allows user to set shift parameters such as time breaks of Late marks, Half day, Low time, early out. You can add, edit and delete shifts here.

### 2.11 INTERPRETATION ON TIME OFFICE:



#### For contract labourers:

#### Punch cards:

The contract labourers are given punch cards to enter into the company. The labourers get punch card with name and card number. They punch it on the machine to note the timings they enter and move out. The punch card machine shows some information, they are:

- ✓ Time and Date
- ✓ Punch card Number
- ✓ Name of the laborer

#### Token System:

If the labourers are new to the contract, they provide token with the number for identification. Mobile phones are prohibited inside the plant, so they provide tokens for the mobile phones too in order to keep it safe.



### **ESI- Employee State Insurance Scheme:**

ESI is must for all the contract labourers in case of any accidents/injuries/ or any other. They claim if any accidents occur while working in the plant or otherwise for their own usage.

### **Gate pass:**

The contract labourers may go out and come back due to personal reasons, so they provide with 2 comeback passes. One pass is to give to the security when they go out and another pass is to bring when they come in.

### **Shifts:**

There are several shifts for the in plant workers and also the contract labourers. There are general shift, shift I, shift II, 6 to 6 shift, 8 to 8 shift and other shifts too.

### **Maintenance of register:**

Register has been maintained for the contract labourers with the contractor or company's name and how many of them went in and all the details are mentioned with total numbers.

### **Photo Identity Card:**

This type of identity Card is also provided for the labourers with the details of passport size photo, name, and date of birth, ESI number and signature of the officers.

### **Safety Measures:**

Safety letter is maintained for the labourers who have attended safety classes. Only after the class, they are permitted to work in the company. Safety letter to the HR manager contains the signature of HR, Chief Security Officer and signature of Safety officer.

### **Information to HR department:**

All the information of manpower in and out has been sent through email to maintain the records and allotment of salary to the contract labourers.



### **Return of Punch Cards:**

Punch cards after return, the details of the punch card are uploaded and deleted to the percentage of 100 and then the new details are uploaded with the details when it is needed. The cards are reused once the name and card number are erased.

### **Time office on Employees:**

- Punch cards are received only after the verification of documents. If it matches with each document, the punch card is given.
- Punch card contains the number and name of the person.
- Once the punch cards are done punching, the information is received after one hour.
- Time and date are also mentioned in the punch card. When there is a time delay, it shows the time column as red. If it is more than 5, warning will be given by the heads of the department, and then it continues again, loss of pay will be deducted from the salary.
- The problems regarding the punch cards like the card not working, not verifying the fingerprints or something, then it is rectified by the Time Office.
- The leaves taken list is also maintained by Time Office. Leaves include casual leave, sick leave, earned leave, accident leave, compensatory off and so on.
- Each department have a separate device for punch cards- finger prints, face detection, eye, palm and so on.
- The complaints and all other activities for the employees are done only through the software called Talentoz and if any problem occurs, it is rectified by Time Office team.

### **Working Hours**

- Work for 48 hours a week.
- One day off for every 7 day period
- Over time work does not exceed 12 hours per employee per week
- Over time work is always remunerated at a premium rate.

## **Remuneration**

- The wages are paid as per "THE MINIMUM WAGES ACT"
- The wages are sufficient to meet the basic needs and provide discretionary income
- The wages are paid regularly and in transparent manner
- The wages are not deducted for disciplinary purposes

### **2.12. Quality Policy:**

- Continual improvement
- Customers' Satisfaction
- Compliance of applicable legal and other requirements
- Pollution prevention practices
- Prevention prevention practices
- Sustained training in quality environment and occupational health & safety management

### **2.13 Quality Management System**

Certifying body

Det Norske Veritas

Standard

ISO 9001:2008

## **CHAPTER 3**

## CHAPTER - III

### A STUDY ON PERFORMANCE APPRAISAL IN TUTICORIN ALKALI CHEMICALS AND FERTILIZERS LIMITED

#### 3.1 INTRODUCTION:

Performance appraisal is defined as the process of assessing the performance and progress of an employee or a group of employees on a given job and his/their potential for future development. It consists of all formal procedures used in working organizations and potential of employees.

#### 3.2 PERFORMANCE APPRAISAL FOLLOWED IN TUTICORIN ALKALI CHEMICALS AND FERTILIZERS LIMITED (TFL):

In Tuticorin Alkali Chemicals and Fertilizers limited performance appraisal is a regular review of an employee's job performance. In TFL performance appraisal is conducted on quarterly basis. As the immediate supervisor, the team leader plays an important role.

##### **Key Responsibility Areas (KRA)**

In TFL, the team leaders in association with the project manager define performance standards for each key area of responsibility on the employee's job description. The employee actively participates in its development. Standards are usually established when an assignment is made, and they are reviewed if the employee's job description is updated.

##### **Expressing Standards used in TFL**

- **Quantity:** Specifies how much work must be completed within a certain period of time.
- **Quality:** Describes how well the work must be accomplished. Specifies accuracy precision, appearance, or effectiveness.
- **Timeliness:** Answer the questions, by when? , how soon? , or within what period?
- **Effective use of resources:** Used when performance can be assessed in terms of utilization of resource: money saved, waste reduced.
- **Effective of efforts:** Addresses the ultimate effect to be obtained
- **Manner of performance:** Describes conditions in which an individual's personal behavior has an effect on performance



- **Method of performing assignments:** assignments describes requirements.it is used when only the officially prescribed policy, procedure, or rule for accomplish the work is acceptable.

### GOALS FIXED IN TFL - HR

S. No	Key Responsibility Areas	Perspective	Type	Key Performance/Indicators/ Measures/Measure of Completion	Target	Weightage
1	Manpower Cost Control - Reduction in OT, LOP, Late Hour LOP, etc.,	Financial	Cost reduction	Percentage	5%reduction YOY	5
2	Manpower availability / Recruitment	Process&safety	Process	zero downtime on manpower	100%	25
3	Training of all	L&D	L&D	Ensuring regular training/every employee should attend one day training	100% on trainees &4 training hours for each employee	5
4	Contract labour management & Security	Process&safety	Process	Compliance	100%	5
5	Employee/Contractor welfare	Process&safety	Process	Timely payments	90%	5
6	Adherence of statutory compliance, compliance of ESI/PF/GST Payments	Process&safety	Process	Compliance	90% compliance	5
7	Recruitment and Retention Cost	Financial	Financial	Percentage	5%reduction YOY	5
8	Employee joining and induction	Process	Process	Compliance	100%	5
9	Employee exit formalities	Process	Process	Compliance	100%	5
10	Payroll processing-Staff Officers, Trainees, Interns & Apprentices	Process	Process	Timely processing&accuracy	100%	5
11	Liasoning with Govt Authorities	Liason	Process	Compliance	100%	15
12	Record keeping and & File Maintenance	Process	Process	Maintenance	90%	15
Total						100

### YOY-YEAR ON YEAR

In TFL, Management will assign job responsibilities as per the educational qualification, background, skill set, interest areas and expertise of employees. The weightage will be assigned according the importance of the work allocated to the employee by the individual department heads.

**Perspective:** May not be a critical aspect of the job and is not required to be result oriented, may be general description of the work.

**Type:** There are measurable components that help drive the organization to its overall goal.

**Key Performance indicators:** KPIs are often the “proof points” associated with Key Result Areas.

**Target:** These describe the overall aim of an organization or department or employee. Goals are more often set for an organization.

**Weightage:** Is a quantifiable metric that helps assess whether an organization, department or employee is meeting certain objectives.

### **3.3 PERFORMANCE MEASUREMENTS**

In TFL, the characteristics of a performance standard is that it can be measured as the team leader identifies how and where the evidence about the employee's performance is gathered. The responsibility assigned in TFL helps the employees to keep track of their progress, as well as helps the team leader in the discussions of future performance.

Methods to monitor and verify performance in TFL,

- Direct observation
- Reports and records, such as attendance, safety, inventory, financial records, etc. are maintained in TFL.

### **OBSERVATION AND FEEDBACK:**

In TFL, the performance objectives and standards are established, the team leader observes the employees performance and provide feedback. The team leader has a responsibility to recognize and reinforce strong performance by an employee as they identify, encourage and improve when it is needed. In TFL, the team leader provides informal feedback almost every day. By observing and providing detailed feedback, the team leader plays a critical role in the employee's continued success and motivation to meet performance expectations.

### **ONE ON ONE SESSIONS**

In TFL, One on one session is conducted to strengthen the communication between the team leader and the employee. It helps to shape performance and increase the likelihood that the employee's results will meet expectations. One on one sessions provide the team leader and employee, the opportunity to discuss the progress towards mutual meetings, established standards and goals. A one on one session focuses on one or two aspects of performance, rather than the total review that takes place in a performance evaluation.

During this session, team leader can help the employee to attain the performance objectives. If there is any deviation team leader can solve the issues immediately and discuss alternative solutions. In TFL, one on one session is conducted within 15 minutes.

### **3.4 METHOD USED IN TFL:**

According to TFL-HR policy, Numerical grading is to be awarded by self for the quality of work output, personal attributes and functional competence. These should be on a scale of 1-10, where 1 refers to the lowest grade and 10 to the highest. The Annual Increment, Promotion and progression will be based on the rating points earned and converted as follows;

- Progression Increment is up to 5%-8% in cost to company (CTC).
- Promotion Increment is up to 10%-14% in cost to company (CTC).

The employee should get minimum 3 rating in all the year and at least 4 rating in any one of the year during the 4 year residential period. If any of the employee gets less than 3 rating, HR will review the reason for poor rating along with concerned employee and the reporting officer. If the employee rating is less than 3 for consecutive two years, TFL management can take a call on termination of employment.

Appraisal is reviewed by self, reporting officer, and reviewing officer. Reviewing officer rating will be final at TFL.

### **3.5 PROCESS OF APPRAISAL IN TFL:**

#### **Self-appraisal**

In TFL, first respective employee will have a chance to self-assess himself to look at their strength and weakness, his achievements, and judge his own performance.

Self-assessment helps employee to think critically about their work, role, and performance. Self-appraisals help the managers and supervisors to review from an employee's unique point of view and complete understanding of an employee's career progression.

Participating in discussions with the reporting officer to facilitate the development and finalization of the individual work plan and maintaining discussions during the reporting period.



### **Reporting officer appraisal:**

Concern with Tuticorin Alkali Fertilizers Ltd., a reporting officer shall be designated for each staff member based on the department they engaged, at the beginning of the performance cycle. The basic responsibility of the Reporting officer on account of Performance review is;

- Developing the work plan with the staff member;
- Conducting the midpoint review and final evaluation;
- Providing on-going feedback on the overall work of the staff member throughout the performance cycle;
- Advising, supporting and coaching the staff member on professional development and in the development of a personal development plan;
- Developing a performance improvement plan in consultation with the staff member in the case of performance shortcomings or underperformance, if applicable;
- Ensuring that all performance appraisal documents of staff supervised are completed in accordance with the prescribed procedures.

### **Reviewing officer appraisal:**

In TFL, the Reviewing officer of the concerned department is to start the process, and engage with the staff member. They will review the staff member's past performance and set the meeting to date and;

- Identify Training Needs in consultation with the staff member.
- Listen to staff member and be cognizant of the barriers staff may meet in their work, and the supports they require to perform.
- He will Listen carefully and act on feedback.
- Provide guidance to the staff member and Evaluate performance objectives – have they been achieved.
- The Reviewing officer will try to maximize potential and work towards personal career aspirations, and goals.
- The Reviewing Officer may modify the assessments in respect of work output, personal attributes, and competencies.
- He would also provide his own pen-picture and if necessary, modify the overall grade.



- The Reviewing Officer would consider the representation of the appraisee, the views of the Reporting Officer, and convey them to the TFL management with his comments. It would be open to the Reporting and Reviewing Officers to accept the comments of the appraisee and modify the appraisal form accordingly, in which case the matter need not proceed to the management.
- The entire Performance Appraisal Review may then be disclosed to the appraisee.

## **CHAPTER 4**

## CONCLUSION

Performance appraisal is a method that encourages high level of employee's performance. The evaluation system helps to identify employees with reward performance equitability and determine employees need for training. Also, it provides a competitive edge to an organization for improving performance, ensuring legal compliance, minimizing job dissatisfaction and labor turnover. The success of an organization depends largely on the performance of its human resources and how they design effective appraisal programs.

In TUTICORIN ALKALI CHEMICALS AND FERTILIZER LIMITED, performance appraisal is conducted for the past 7 years. In TFL, Performance appraisal enumerates good support to productivity and fair allocation of rewards. Thus, it plays a vital role in TFL. They follow clear and correct outline of performance appraisal. In TFL, performance appraisal is conducted on regular basis and it serves as a basis for effective work performance.

Conclusion of my studies indicate that most of employees are satisfied and highly motivated by the performance appraisal system which has been followed in the company. There is always some difference between the quality and quantity of same work on the same job being done by two different people as employees differ in their abilities and aptitudes. Therefore, Performance appraisal is necessary to understand each employee's abilities, competencies and relative merit worth of the organization so that the organization can move in the right direction which emphasizes excellence in performance and commitment of the employees.

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**INTERNSHIP REPORT ON ROLE OF HR DEPARTMENT WITH  
REFERENCE TO SOUTHERN PETROCHEMICAL INDUSTRY LIMITED,  
THOOTHUKUDI**

(As internship report submitted in partial fulfillment of the requirements for the degree) Of

**MASTER OF HUMAN RESOURCE MANAGEMENT  
Of  
ST. MARY'S COLLEGE (AUTONOMOUS)-THOOTHUKUDI**

Submitted by

**J. JENEFA EVANGELINE**

**REG NO: 21SPHR02**

Under the guidance of



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Department of Human Resource Management

St. Mary's College (Autonomous)

(Re-accredited with 'A+' Grade)

Thoothukudi – 628001.

NOVEMBER 2022

**DEPARTMENT OF HUMAN RESOURCE MANAGEMENT**

**ST.MARY'S COLLEGE (AUTONOMOUS)**

**THOOTHUKUDI-628001**



**CERTIFICATE**

This is to certify that **J. JENEFA EVANGELINE** of second year Master of Human Resource Management has undergone Internship training on “**A Study On ROLE OF HR DEPARTMENT WITH REFERENCE TO SOUTHERN PETROCHEMICAL INDUSTRY LIMITED,**” under the guidance of **Ms. M. FATIMA LUCIA SHEEBA B.Com., MBA., NET** and this is an original work up to my knowledge.

**CO-ORDINATOR**

**FACULTY GUIDE**

**EXTERNAL EXAMINER**

**PRINCIPAL**

Principal

St. Mary's College (Autonomous)

Thoothukudi - 628 001.

**DIRECTOR**  
Director

Self Supporting Courses

St. Mary's College (Autonomous)

Thoothukudi - 628 001



Date: 16.09.2022

**CERTIFICATE**

This is to certify that Jenefa Evangeline J, studying Final year MHRM, of St.Mary's College ,Thoothukudi has undergone Internship Training in M/s. Southern Petrochemical Industries Corporation Ltd SPIC Nagar, Tuticorin.

**Internship Training details are as furnished below:**

1) Type of Training Imparted	INTERNSHIP TRAINING
2) Period of Institutional Training	01.09.2022 to 16.09.2022
3) Allotment of Department	HR DEPARTMENT
4) Conduct & Character	GOOD
5) Performance during Training	GOOD
6) Attendance during Training	REGULAR

  
16/9/22  
  
R. Ramkumar  
Joint Manager – Training & Development

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## DECLARATION

I hereby declare that the internship entitled "A Study on **ROLE OF HR DEPARTMENT WITH REFERENCE TO SOUTHERN PETROCHEMICAL INDUSTRY LIMITED**," is submitted to St. Mary's College (Autonomous), Thoothukudi, affiliated to Manonmaniam Sundaranar University for the award of degree of **Master of Human Resource Management** is my original work and that no part of this internship has been submitted for any Degree, Diploma, and Fellowship of other similar titles.

Place: Thoothukudi

Date: 11/11/22



Signature of the candidate

(J. JENEFA EVANGELINE)

## ACKNOWLEDGEMENT

First of all, I thank the Almighty for his abundant grace and blessing for the accomplishment of my internship report. I would like to express my sincere gratitude to Principal **Dr. Sr. A.S.J. Lucia Rose, M.Sc., B.Ed., M.Phil. PGDCA. Ph. D.** for permitting me to do my internship report.

I also thank **Sr. Josephine Jeyarani, M.A., M.Phil.** Director of Self-supporting Courses for her encouragement.

I express my heartfelt thanks to **Mrs. Mary Judith Reese Fernando, M.Com. M.Phil., Ph.D.,** Co-ordinator of the Department of Human Resource Management and for her kind support and guidance.

I wish a deep sense of gratitude to my internship guide **Ms. M. FATIMA LUCIA SHEEBA B.COM., MBA. NET** Assistant Professor of Department of Human Resource Management St. Mary's College for providing foundation in internship work and I am grateful to her, for giving invaluable guidance to complete my internship report.

I express my sincere thanks to **MR. ESAKIAPPAN SENIOR MANAGER, HR of Southern Petrochemical Industry Limited, Tuticorin,** who in spite of being extraordinarily busy with his duties, took time out to hear, guide and as well as provide necessary information regarding the internship and full support to complete the training.

I also express my sincere thanks to **all the employees of Southern Petrochemical Industry Limited, Tuticorin,** for their kind co-operation extended to me providing the necessary data & information to complete my internship report successfully.

Finally, I also thank my parents and my friends for their ethical support which has helped me in completing this work.

## **ABSTRACT**

The study of Role of Human Resource department determines the responsibilities of a HR managers. The HR department plays a significant role in the organization because the HR's look after each and every employee. They help to manage the departments across the organization, improve the productivity and retain employees. The working environment, legal obligations and strategic management of business, HR roles and responsibilities are widening. This study explains the roles of HR department in an organization where they make plans regarding the Job designing, hiring candidates, training and development, designing workplace policies, monitoring the performance, maintaining the workplace culture, resolve the conflict and ensure the health and safety of employees. The role of HR may be crucial but the department of Human Resources handles all the activities with ease.

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# CHAPTER 1

## **CHAPTER 1**

### **INTRODUCTION**

#### **HUMAN RESOURCES:**

An effective Human Resources management can help provide organizational structure and the ability to meet business needs by managing the business's most valuable asset that is the employees. HR professionals make sure that employees have everything they need to perform their day-to-day tasks and they are also responsible for creating a healthy work environment that attracts and retains qualified people.

Human Resources professionals perform a task including recruiting, managing employee relations and creating company policies. HR also administers employee benefit programs. A Human Resource department also handles compensation and employee terminations. It must keep up to date with any laws that may affect the company and its employees. Many companies have moved traditional HR administrative duties such as payroll benefits to outside vendors.

#### **HR ACTIVITIES:**

- Managing and using people effectively
- Tying performance appraisal and compensation to competencies
- Developing competencies that enhance individual and organizational performance
- Increasing the innovation, creativity and flexibility necessary to enhance competitiveness
- Applying new approaches to work process design, succession planning, career development and inter-organizational mobility
- Managing the implementation and integration of technology through improved staffing, training and communication with employees

#### **FUNCTIONS OF HR:**

- Recognize current and future hiring needs
- Ensure compliance with federal, state, and governmental labor rules and regulations
- Attract, recruit, and retain talent
- Manage compensation and employee benefits
- Ensure effective employee relations

- Manage on-boarding, training, and learning and development processes to boost performance
- Apply health and safety measures
- Handle administrative tasks, such as payroll and taxes
- Organize and oversee quarterly or annual performance reviews

## **DEFINITION:**

“HRM is concerned with the people dimension”.

**- Decenzo and Robbins**

“It is basically a method of developing potentialities of employees so that they feel maximum satisfaction of their work and give their best efforts to the organization”.

**- Pigors and Myers**

“Human resource management encompasses those activities designed to provide for and coordinate the human resources of an organization Human resource functions refer to those tasks and duties performed in organizations to provide for and coordinate human resources”.

**- Byars and Rue**

“Human resource management is the function performed in organizations’ that facilitate the most effective use of people (employees) to achieve organizational and individual goals”.

**- Ivancevich and Glueck**

## **OBJECTIVES OF HRM:**

The primary objective of resource management is to ensure a seamless experience for the staff and other people associated with management and organizational goals. Objectives of HRM include ensuring availability of resources, easy access to data, on-time payroll, ensuring compliances, etc.

- ❖ Achieve organizational goals
- ❖ Work culture
- ❖ Team integration
- ❖ Training and Development
- ❖ Employee motivation
- ❖ Workforce empowerment



- ❖ Retention
- ❖ Data and compliance



### **Achieve Organizational Goals:**

HRM function starts here. One major HRM objective is to fulfil organizational goals. Utilizing human resources to achieve business requirements and goals is very important for an effective HRM.

Organizational objectives include workforce handling, staff requirements like hiring and on-boarding, payroll management, and retirement. To succeed at the organizational objectives, HR requires efficient planning and execution. Without a set parameter for goals and mission and resources, HRM is incomplete. After you know your resources and planning at the place, achieving HRM objectives is not so difficult.

**Work Culture:**

When it comes to handling HRM effectively and following objectives, employee and work environment are the prior factors. Work culture plays an important role in defining HRM and business performance.

An HR manager needs to be active while calling for strategies to foster better work culture. Automated activities like leave approvals, reimbursement request acknowledgement, etc. can help you. Quick operations and empowerment to employees help in creating positive vibes at the workplace. Developing and maintaining healthy and transparent relations among team members and teams contribute to building a good example of work culture. Adopting the right solutions like employee management software can solve more than half of your job. Small steps like short and sound on-boarding processes can help build a good image of the workplace.

**Team Integration:**

One of the prime roles and objectives of HRM is to make sure the team coordinates efficiently. Easy communication is the need for teams at an enterprise. An HR here must ensure a tool to assist in making the integration easier and smooth.

The proper connection between individuals is a must to ensure productivity. To make HR management successful, you need to search for better integration portals to make data availability easier for people. Functional objectives like team integration are to produce streamlined operations and tasks.

**Training and Development:**

Workforce being effective and performing are two important and basic elements to work upon for achieving your basic objectives at an organization. With proper training and providing future opportunities, employees feel safe and organized. Effective employment is highly dependent upon the training practices. Providing opportunities to employees is one great step to ensure workforce management.

There might be difficulties such as planning, scheduling, training sessions, and evaluation of each on-boards. To lessen the pain, solutions like training management software can help you with auto-reminders, easy scheduler, reporting, and tracking capability. The HR manager can ensure effective training practice at the firm.

### **Employee Motivation:**

The prime objective of HR folk is to keep things on the right path. Keep distractions and negative vibes away. For this, the employees need to be attended to and kept motivated throughout.

Give powers to them. Take their views on things. Involve them in weekly meets or decisions. Even if it is a fresher, let them join. Keep the morale always high. Employee recognition like yearly appraisal based on their performance can help.

An automated feedback system for performance appraisal management can keep your employees motivated and ensure productivity throughout the service. When the employees are satisfied and fulfilled, nothing else can prevent you from losing your objectives and goals.

### **Workforce Empowerment:**

Employee motivation can work better than empowering them. Empowering them with tools like ESS (employee self-service) portal can help save HR efforts.

With the portal, employees can themselves apply for approvals and track them through their mobile phones. The leave request, generating payslip, checking PF account, remaining leaves, upcoming holidays, manager details, or anything, and HR intervention is least required. Effective HRM measures can definitely help. Look for easy employee management tips.

### **Retention:**

Providing leadership qualities and opportunities, a healthy working area, and employee retention are some prime objectives and deliverables of the HR managers. Keeping employees retained and motivated needs to be a top priority for HRM.

Other than employee hiring, on-boarding, and training cycle, keeping the employees retained for long is the biggest challenge of the HR people. It often occurs that employees leave the organization within 2 months of on-boarding. It can be due to ineffective training management or a rough hiring process.

Employee experience needs to be carefully attended. Keeping your employees retained can help maintain a good state of employee turnover. To keep it stable, the HR manager needs to learn the best retention tips for business.

### **Data and Compliance:**

Functional and organizational objectives also include managing company/ employee data and managing compliances. Managing payroll compliances and keeping the company out of any penalties or fines is a huge challenge for HR people and managers.



Even a small error or miscalculation can owe you huge penalties and even may lose respect. When committing to tasks like employment and payroll, you need to be careful about laws and regulations. The objective here is to keep any unwanted claims at bay for smooth functioning.

Automated software like the HRM system can help to keep errors at the side and leave no window for owing any penalty from IRS. It is the responsibility of HR to follow IRS guidelines and standards for effective employment at the company. Stay assured of all the legalities.

**SCOPE OF HRM:**

The scope of HRM is wide and vast. For the development and understand fare, health and safety, compensation and remuneration, performance appraisal, training and development, Orientation and Induction, Job analysis design, Recruitment and selection etc.



**RECRUITMENT AND SELECTION:**

Recruitment and Selection is a part of multi-layered process. Recruitment involves to the process of attracting potential employees to the organization or company. It is a systematic means of finding and inducing available candidates to apply to the company or enterprise for employment. According to Edwin.B.Flipppo “Recruitment is the process of searching for prospective employees and stimulating them to apply for jobs in the organization”. It is the linking activity bringing together those with jobs and those seeking jobs. Recruitment is



therefore the process of searching prospective workers and stimulating them to apply for jobs in the organization.

## **RECRUITMENT:**

### **STAGE 1: Define Requirements**

- ❖ Job Description- (Tasks, duties and responsibilities)
- ❖ Job Specification- (skills, traits, experience, education)

### **STAGE 2: Attract potential employees**

Job Advertising (announcement of job position)

### **STAGE 3: Select right people**

- ❖ Job Interview
- ❖ Ability tests

## **SELECTION:**

The selection process can be defined as the process of selection and shortlisting of the right candidates with the necessary qualifications and skill set to fill the vacancies in an organization. The selection process varies from industry to industry, company to company and even amongst departments of the same company.

Every organization creates a selection process to have their own requirements.

- Preliminary interview
- Receiving applications
- Screening of applicants
- Employment tests
- Interview
- Reference checking
- Medical examination
- Final selection

If unsuitable for the selection process, Rejection is also done in the process of Employment tests, Interview, Reference checking and medical examination.

## **TRAINING AND DEVELOPMENT:**

Training and development initiatives are educational activities within an organization that are designed to improve the job performance of an individual or group. These programs typically involve advancing a worker's knowledge and skill sets and instilling greater motivation to enhance job performance. Sometimes referred to as Human Resource Development (HRD), most employee training and development efforts are driven by an organization's HRD function. These efforts are roughly divided into two types of programs.

### **Employee Training and Development:**

A strategic tool for improving business outcomes by implementing internal educational programs that advance employee growth and retention.

### **Management Training and Development:**

The practice of growing employees into managers and managers into effective leaders by the ongoing enhancement of certain knowledge, skills and abilities.

The benefits of training and development are:

- ✓ Morale among employees.
- ✓ Reduces employee turnover.
- ✓ Increases employee motivation.
- ✓ Increases efficiencies in processes, resulting in financial gain.
- ✓ Increases capacity to adopt new technologies and methods.
- ✓ Increases innovation in strategies and products.

## **EMPLOYEE BENEFITS:**

Employee benefits covers the indirect pay of the workforce. This can be health insurance, stock options or any other type of things offered to the employees. The purpose of employee benefits is to increase the economic security of staff members and it improves worker retention across the organization. It is also a component of reward management.

Employee Benefits are divided into two types:

- Statutory Benefits
- Non-Statutory Benefits

## **STATUTORY BENEFITS:**

### **Employees Provident Fund:**

Employee Pension Scheme and Employees Deposit Linked Insurance comes under the view of Employees Provident Funds. These are the funds contributed by the employer and the employee.

### **Employee State Insurance:**

It is mandatory for the employees earning upto 21,000 per month. This is a comprehensive benefit scheme covering medical costs for the family including parents and dependent siblings, disability compensation and other benefits. It is funded by employer and employee contributions as well as Government contributions.

### **Statutory Leave:**

Statutory leaves are regulated by each state's shops Establishment Acts or by the Factories Act. These cover sick leave, casual leave, earned leave, national holidays, state founding day and other leaves. Labour laws provide compensatory days off for working on holidays and overtime pay for at least two times wages.

### **Gratuity:**

Gratuity is a gratuitous payment due to an employee after 4 years 8 months continuous service, on termination, on resignation or retirement or earlier in case of death.

### **Maternity Leave:**

Paid Maternity leave of 26 weeks is mandatory. In addition, the maternity benefits requires employers having more than 50 employees to provide a paid creche for children up to the age of 6 years.

## **NON -STATUTORY BENEFITS:**

Non-Statutory benefits are also the employee benefits which is provided by the organization not under the rule or act of the Government. It may be initiated by the organization to the welfare of the employees.

### **Tuition Reimbursement:**

Organizations offering employees to pay back for their education expenses is an excellent employee benefit. Employees have to pay on their before taking up a course. But once the system gets over the employer decides to pay either a part or a full amount for the course. It may be also useful for the child reimbursement where organization pay for the employee's children for their education.

### **Corporate Discounts:**

It is referred to the discounts offered to employees on the original price of goods or services by the employer. They are the discounts that are developed exclusively for corporate employees. Companies also use this method to test their products internally before launching them to the market.

### **Paid Vacation:**

These are the benefits where an employee is paid even when he takes off from work. An extension of this benefit is providing unlimited vacation.

### **Stock options:**

The company offers the employee, the right to buy shares in the company at an agreed price by a particular date. This price is generally lower than the market. This helps employees have ownership over something that they are working to build. It makes the employees feel as one with the organization.

## **FRAMING POLICIES:**

The establishment of policies can help an organization demonstrate, both internally and externally, that it meets requirements for diversity, ethics and training as well as its



commitments in relation to regulation and corporate governance of its employees. For example, in order to dismiss an employee in accordance with employment law requirements, amongst other considerations, it will normally be necessary to meet provisions within employment contracts and collective bargaining agreements. The establishment of an HR Policy which sets out obligations, standards of behaviour, and documents disciplinary procedures, is now the standard approach to meeting these obligations. HR policies provide frameworks within which consistent decisions are made and promote equity in the way in which people are treated.

HR policies can also be very effective at supporting and building the desired organizational culture.

#### **TIME OFFICE:**

Time office consist of manpower planning, leave management, shift management, overtime management, reporting tool and employee self-help application. It is configurable to suit even most unique time office requirements and work flows. It is seamless multi-location system.

#### **Registration of Fingerprint:**

It is mandatory for each employee to mark in/out time every day through his / her finger print. For that employee needs to register his / her finger print into Attendance System. Fingerprint reader scans the given fingerprint and shows whether it is registered or not. System creates Employee ID after successful registration of fingerprint.

#### **Verification:**

Employee Id needs to be entered into system for verification purpose. If it matches to registered fingerprint, it authenticates on respective employee to mark attendance.

#### **Leave Master:**

Leave Master form allows HR Manager to set leaves types. It includes criterion such as time period, pay period, work period. It also has options like add, edit and delete.

**Shift Master:**

HR Manager can set shift criterion through Shift Master Form. It can define shift time and period as well as Pay period through this form. It allows user to set shift parameters such as time breaks of Late marks, Half day, Low time, early out. You can add, edit and delete shifts here.

**Leave Allotments:**

HR Manager can define leave types and can assign it to employees. Leave types can be added, deleted or updated in this form. This form is used to manage Leave Management work flow. Here employees can access the system to punch in the leave application.

These are the roles of HR which stimulate the whole industrial environment to focus and work together for the better future of the company.

## **CHAPTER 2**

## CHAPTER 2

### COMPANY PROFILE

Southern Petrochemical Industries Corporation (SPIC) Limited is one of the leading fertilizer manufacturing companies in the country located at Thoothukudi in the State of Tamil Nadu. It is a joint venture founded by Dr M A Chidambaram and Tamil Nadu Industrial Development Corporation Limited (TIDCO), a state-owned industrial development institution.

SPIC is one of the earliest units set up in the country with a vision to produce high quality fertilizers to improve the agricultural output of the country. SPIC's large fertilizer complex is capable of producing 6.2 lakh tons of Neem Coated Urea. SPIC is a household name within the farming community due to its ability to enrich the soil consistently throughout the agricultural cycle with maximum nutrient use efficiency.

SPIC's products not only help to sustain the health of the soil but also act as an environment-friendly catalyst to increase the productivity to meet the food demand of the nation. To attain a leadership in Fertilizer, Petrochemical, Engineering, Biotechnology through business excellence which maintains the highest standards of ethics and corporate social responsibility.

SPIC was basically an icon for industrial development in the southern part of India. Notable amongst that was in the fertilizer industry. This is the most critical part of business fertilizer vertical, because it deals with the food security of India. SPIC was the first company in the group in 1969. After this, the petrochemical semiconductors and logistics business came, SPIC is the lifeline of the group. Wherever today people who have had the touch point with SPIC they recall their name often that they could be anywhere in the world. But it also became a bit of an affected party with department. They had the most difficult time that there was their assets almost auctioned off. In 2007, there went an expansion of the projects and those were not done well. It was a challenge and they overcome with the promoters support called AMIH. That was the time they tried to change the icon for the future.

AMIH was used as the catalyst trying to readjust from the past to the future, they started to act quickly and they stood by the company in the bad time and really supported to the hilt. It was a smooth ride to manage the expectations of a list of stake holders. They had only one choice, do or die, they fixed it. It was a sea change to the young generations and the young engineers joining in droves. This is the result of how the promoters AMIH stood by the



company and risen again like a phoenix. This group has not only been in fertilizers but long ago they are also in automotive industry. The two wheelers Lambretta scooters produced by one part of the family and the ships were owned by SPIC. SPIC are not new kids on the block, they had been around for some quite some time and overcame all the blocks.

Type	Public company
Founded	1969
Head quarters	Chennai, India
Chairman	Ashwin C Muthiah
Economic sector	Petrochemical Industries
Number of shifts	3 per day
Average number of employees	768

#### Vision:

“To add value to agriculture by being an ethical partner”

#### Mission:

“To double the fertilizer business in five years through innovation and good governance and to serve the agricultural community and stakeholders in a sustainable manner on the strength of empowered employees and a network of trusted service providers by leveraging opportunities in market and technology.

#### Soil Management

SPIC's soil testing laboratory at Thoothukudi analyses macro and micro nutrients, organic carbon, soil texture etc. to advise the farmers on corrective steps to be taken to improve soil health and increase productivity.

An exclusive programme for Soil Health is in operation through which farmers are given soil health cards and guided on soil management for five years. Our Mobile Soil Testing van drives visits rural areas to help small farmers to get their soils analysed and get recommendations on the spot.

## **Farmer Training Centre**

SPIC has been organizing educational and technical programmes for farmers at free of cost across Tamil Nadu.

- Information on current farming practices.
- Skills required for improving the Economic status.
- Technical assistance on seed & soil management and optimal use of fertilizers.
- Monthly motivational training programmes by experts for young farmers.
- Outreach programmes are conducted in every potential village to explain the package of practices for important crops with special emphasis on micronutrients and organic fertilizers.

Women farmers are also trained to bring in extra income to the family.

## **Infrastructure Facility**

The 24-acre campus houses Production Laboratory, Culture Transfer area, Media preparation area, Bottle Wash area, Stores, Office building etc., covering 5,200 sq mt. Bare Root plants from the lab are hardened at the greenhouse (700 sq mt) and at the shade house (28,000 sq mt) to produce healthy ready to plant materials. The production is supported by a state-of-the-art power back up, Air conditioning unit of 200 TR and a Boiler of 1,600 kg for steam generation etc. The production laboratory has Laminar Air Flow Chambers (LAF) to seat 54 operators to work concomitantly. The campus houses a 4-acre model farm for Banana and 250 sq mt of Poly house for Gerbera.

## **Technology**

With the state-of-the-art in-house Research & Development and assimilated knowledge over a period of more than two decades in Plant Tissue Culture, the laboratory is capable of producing Tissue Culture Plants for 32 crop plants at a very reasonable cost within minimum possible time. The technological advancement and adhering to strict production protocols has been appreciated by the Department of Bio-Technology, Government of India

### **Skilled Manpower**

The higher production levels accompanied by high-quality standards are a result of experienced professional staff able to be supported by young graduates. SPIC ABC continues to absorb and integrate the latest technological advancements in Plant Tissue Culture Technology.

### **Industrial Products**

The by products that are being generated in various process plants such as Phosphoric Acid Plant, Sulphuric Acid Plant are value added and marketed as Industrial inputs which are utilised in Cement and Aluminium Industries, Detergents & other chemical processing industries.

### **Departments in SPIC:**

- Administrative Department
- Human Resource Department
- Finance Department
- Purchase Department
- Stores Department
- Production Department
- Marketing Department
- Engineering & Maintenance Department
- Civil Department
- Instrumentation Department
- Safety Department
- Quality Department
- Distribution Department

Here are the details of some departments related to the topic:

### **Administrative Department:**

Administrative Department is the backbone of an organization. An effective administrator is an asset to the organization that he or she is a link between an organization's various departments and ensures the smooth flow of information from one part to another. Thus, without an effective administration, an organization would not run professionally and smoothly.

### **Human Resource Department:**

Human Resource Department is the company's department charged with finding, screening, recruiting, training job applicants and administering employee benefit program. As companies reorganize to gain a competitive edge, HR plays a key role in helping companies deal with a fast-changing environment and the greater demand for quality employees.

### **Production Department:**

A Production department is a group of functions within a business that is responsible for the manufacture of goods. This can include just a few specialized functions with all other work outsourced or a fully functioning departments that converts raw materials, assembles components into finished goods and packages them.

### **Finance Department:**

Financial management is the managerial activity which is concerned with the planning and controlling of the firm's financial resource.

### **Sections in Finance Department:**

- Bills section
- Cash and bank



- Budgeting and costing section
- Final account section

### **Quality Department:**

Quality is a measure of excellence in manufacturing. A typical quality department in manufacturing is engaged in designing inspection plans, control plans and setting up control charts. The main purpose of a quality department is to ensure profit margins by reducing inefficiencies, operation errors and product defects

Thus, SPIC plays a major role in adding value to agriculture by being an ethical partner. All the departments of SPIC work hard to achieve their goals day to day with their untiring hard work and envisioning for the bright future.

## CHAPTER 3

## CHAPTER 3

### INTERPRETATION ON ROLE OF HR DEPARTMENT IN SOUTHERN PETROCHEMICAL INDUSTRIES LIMITED (SPIC)

#### RECRUITMENT AND SELECTION PROCESS IN SPIC:

Recruitment is the process of attracting new employees to the organization. When companies recruit candidates who are not a part of the organisation, it is called External recruitment. It is an intensive process wherein companies have to post the job descriptions on different job boards, create and engage with the talent pool, improve branding and so on. In Southern Petrochemical Industries Limited (SPIC), Job description is designed by the Human Resource department. In SPIC, Recruitment is done through the placement cell organized by the colleges. The candidates register their names in the placement cell with the information regarding educational qualification and personal details.

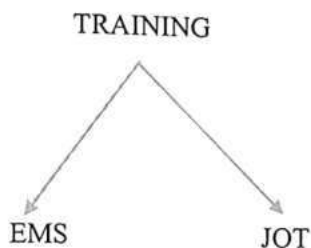
Internal recruitment is when an organization looks to fill jobs with their current employees, sourcing talent from other teams, departments, and job functions within a company. In SPIC, Internal recruitment is done to promote the employee with a reference of the senior employee. If the senior employee's excellence meets the organization's expectations on completing their work on time, then the organization tend to accept them for the internal recruitment without any tests or interview.

#### SELECTION PROCESS IN SPIC:

The Selection process begins with the aptitude test. It is conducted for the beginners as well as the experienced candidates. The candidate's resume and copy of the original schooling and college certificates, conduct certificate if the candidate already worked in other companies. The Evaluation test or aptitude test is held to identify the strength of the candidate's knowledge on the product and other personality test designed by the Human Resource department. The aptitude test written by the candidates will be evaluated by the interviewer. For each question the interviewer gives points for the total of five points. Then the interview will be held for the candidates to test their skills which starts with a self-introduction. Thus the selection process is done by conducting an interview based on their knowledge, discipline, background or self-introduction of the person that he or she is selected for the job. Once the candidate is selected for the concerned job, he/she is informed about the selection with the offer letter through email.

## **TRAINING AND DEVELOPMENT IN SPIC:**

Training and Development Centre is highly beneficial for the trainees who wish to work in this esteemed company. In SPIC, the training and development programme is organized for the trainees to learn more about the job for a certain period of time. The training process is further divided into two categories.



The category EMS and JOT denotes Engineering Management Staff and Junior Officer Trainee.

## **ENGINEERING MANAGEMENT SERVICE (EMS) AND JUNIOR OFFICER TRAINING (JOT) IN SPIC:**

The Engineering candidates are selected for the EMS training, where they have attend training session every day. The candidates are selected through placement cell on the basis of written examination and interview at SPIC. Seminars and training classes are conducted for the candidates to improve their knowledge on respective fields. In the training period, the company offers 18000/- as stipend and special allowance for the trainees. EMS trainees are trained for 24 months and after the training, they are observed in the probationary period for 6 months. After the training, the company conducts a test to grab them into the job.

The organization offers the same procedure for Junior Officer Training (JOT). JOT candidates are selected based on their degree on Arts. These trainees are placed inside the lab for soil testing and other chemicals. The organization offers 12000 /- as stipend and special allowance. At the end of the training program, viva and written examination is conducted to test their knowledge.

The training process is really helpful for the industry as well as the trainees to know each other's worthiness on proceeding to the new job. The company offers training for the internship trainees and also who come to pursue good knowledge about the field. There are many departments which provide training for the students on the relevant fields. It is worth for the students to explore the happenings in certain departments.



## **EMPLOYEE BENEFITS:**

### **Statutory Benefits:**

For every employees at SPIC, Employee Provident Fund is mandatory and employees who gets salary below 21,000, Employee State Insurance is mandatory. All the benefits which are said to be provided by the company is provided under the norms of government. The company provides 7 casual leaves, 10 sick leaves, and 19 earned leaves. It also provides compensatory off and Overtime pay for employees under certain cadres.

### **Non-Statutory Benefits:**

#### **Leave Travel Concession:**

Leaves shall be availed once in a block period January to December of two years. There must be a gap of 6 months between 2 travel concessions.

#### **Mediclaim policy:**

In SPIC, for the medical claim policy, entire amount can be borne by the management employee, spouse, and two unmarried and unemployed children up to the age of 25 years covered in the policy. In case of twin children birth on second delivery, three dependent children will be covered.

#### **Children education Reimbursement:**

Education reimbursement is given at SPIC to the subject of maximum of 2 children or 3 in the case of twins in the second delivery on production of proof of their education. This will be admissible to the first degree or the first diploma course where no scholarships are drawn.

#### **Horlicks Allowance:**

Horlicks allowance is given to the employees in SPIC of various plants such as SA, PA, DAP I, DAP II, ALF 3, SSP, Biomass boiler, Bagging and Weigh Bridge under the present terms and conditions of the company.

#### **Home Library scheme:**

The book subsidy of SPIC in the home library scheme is given in order to enrich their knowledge on their academic studies and other learning activities.

## **TIME OFFICE in SPIC:**

### **For contract labourers:**

The contract labourers are given punch cards to enter into SPIC. The labourers get punch cards with name and card number. They punch it on the machine to note the timings they enter and move out. The punch card machine shows some information, they are:

- Time and Date
- Punch Card Number
- Name of the labourer

### **Token System:**

If the labourers are new to the contract, they provide token with the number for identification. Mobile phones are prohibited inside the plant, so SPIC provides tokens for the mobile phones too in order to keep it safe.

### **ESI-Employee State Insurance Scheme:**

In Southern Petrochemical Industries Limited, ESI is must for all the contract labourers in case of any accidents, injuries or any other. They claim if any accidents occur while working in the plant or otherwise for their own usage.

### **Come-back pass and Out-pass:**

The contract labourers of SPIC may go out and come back for any personal reasons, as they provide with 2 comeback passes. One pass is to give to the security when they go out and another pass is to bring when they come in. These are provided basically for the attendance and to note down the time.

### **Shifts:**

There are several shifts in SPIC for the in-plant workers and also the contract labourers. There are general shift, shift I, shift II, 6 to 6 shift, 8 to 8 shift and some others too.

### **Maintenance of Registers:**

In SPIC, Registers has been maintained for the contract labourers with the contractor or company's name and how many of them went in; all the details are mentioned with total numbers.

### **Photo Identity Card:**

This type of identity card is also provided at SPIC for the labourers with the details of passport size photo, name, and date of birth, ESI number and signature of the officers.

### **Safety Measures:**

Safety letter is maintained for the labourers who have attended safety classes. Only after the class, they are permitted to work in the company. Safety letter to the HR manager contains the signature of HR, Chief Security Officer and safety department.

### **Information to HR department:**

All the information of manpower in and out has been sent to HR department of SPIC through email to maintain the records and allotment of salary to the contract labourers.

### **Return of punch cards:**

After returning the punch cards at SPIC, the details of the punch card are uploaded and deleted to the percentage of 100 and then the new details are uploaded with the details when it is needed. The cards are reused once the name and card number is erased.

### **Time Office on Employees:**

1. Punch cards are received only after the verification of documents. If it matches with each document, the punch card is given in SPIC.
2. Punch card contains the number and name of the person.
3. Once the punch cards are done punching, the information is received after one hour.
4. Time and date are also mentioned in the punch card. When there is a delay, it shows the time column as red. If it is more than 5, warning will be given by the heads of the department, and then it continues again, loss of pay will be deducted from the salary.
5. The problems regarding the punch cards like the card not working, not verifying the fingerprints or any other issues, then it is rectified by the Time Office.
6. The leaves taken list is also maintained by the Time Office. Leaves include casual leave, sick leave, earned leave, accident leave, compensatory off and so on.
7. Each department have a separate device for punch cards, finger prints, face detection, eye, palm and so on.

8. The complaints and all other activities for the employees are done through the software called Talentoz and if any problem occurs, it is rectified by the Time office team. These are the branches which is over viewed by the HR department of SPIC in order to keep the company organized to their work and get success.

### **FRAMING POLICIES IN SPIC:**

HR policies are meant to create a fair environment and positive company culture for the employees. In SPIC, there is a Spic Employee Union (SEU) which specifies the needs of the employees to the organization. They conduct the meeting for once in a year to discuss about the queries of the employees. The queries are taken into account and the organization frame the policies. Here are some of the steps followed on framing the policy in SPIC:

#### **Identifying the need for a new policy:**

The current situation of Southern Petrochemical Industries Limited is analysed by the HR department and taken into consideration. The policy is created when there is a change in legislation. They frame the policies for Recruitment, Holidays, Compensation, Discipline, and Welfare, Health and Safety measures.

#### **Defining clear roles on developing policies:**

Since SPIC is a larger corporation, there are Board of Committees to decide on developing the policies. They write and review the policies as it gives access to accurate information on current practices.

#### **Determining policy content:**

The content of the policy is decided by HR department of SPIC and reviewed by the Board of Committees. The content of the policy is simple and clear to be understood by all the cadres. The language is simple and short as it saves time. The information which are quickly outdated are neglected in framing the policy.

#### **Clarifying eligibility:**

SPIC's policies are discussed within the team or department whether the policies they create are eligible as per Government's legislation.

These are the Human Resource activities handled in Southern Petrochemical Industries Limited which enhances the improvement on economic growth of the organization.



## **CHAPTER 4**

## **CHAPTER 4**

### **CONCLUSION**

Human Resource Management plays a significant role in the daily life. In SPIC, HR department improves employee's motivation and pay attention to company's policies and laws respectively which increases the efficiency of the industry and get higher profits. Human Resource department is intended to protect the company and its employees. With the use of HR professional skills, SPIC boosts its business and sustains in current trend and compete with their competitors.

In SPIC, the Human Resource department provides an understanding of the role and impact of human resource management in an organization. It also provides an understanding of the aspects which helps in enhancing the human resource management of an organization.

In SPIC, HR policies are framed on high standards following the rules and regulations of Government as well as the organization. This involves the aligning of employee's skills with the company's needs. In addition to hiring, training and orienting employees, Human Resource management improved their career opportunities. I conclude that Human Resource not only helps to hire new employees, it also enhances each and every activities in an organization.

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## BIBLIOGRAPHY

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**BRILLIANT SALT REFINERY., THOOTHUKUDI**

(As internship report submitted in partial fulfillment of the requirements for the degree)

of

**MASTER OF HUMAN RESOURCE MANAGEMENT**

of

**ST. MARY'S COLLEGE (AUTONOMOUS)-THOOTHUKUDI**

*Submitted by*

**J.JESU JERUSHA**

**REG NO: 21SPHR03**

*Under the guidance of*

**Mrs . FATIMA LUCIA SHEEBA B.Com., MBA., NET**



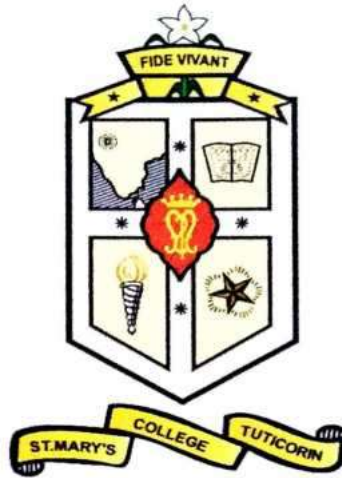
Department of Human Resource Management

**ST.MARY'S COLLEGE (AUTONOMOUS)**

(Re-accredited with 'A+' Grade) Thoothukudi – 628001.

November 2022

**DEPARTMENT OF HUMAN RESOURCE MANAGEMENT**  
**ST. MARY'S COLLEGE (AUTONOMOUS) THOOTHUKUDI-628001**



**CERTIFICATE**

This is to certify that **J. JESU JERUSHA** of second year Master of Human Resource Management has undergone Internship training on **"A STUDY ON TIME MANAGEMENT"** under the guidance of **Mrs. FATIMA LUCIA SHEEBA B.Com., MBA., NET** and this is an original work up to my knowledge.

**CO-ORDINATOR**

**FACULTY GUIDE**

**EXTERNAL EXAMINER**

**PRINCIPAL**

Principal

St. Mary's College (Autonomous),  
Thoothukudi - 628 001.

**DIRECTOR**  
Director

Self Supporting Courses  
St. Mary's College (Autonomous)  
Thoothukudi - 628 001

# Brilliant Salt Refinery

Imports & Exports of Refined Free flow Iodized Salt & Industrial Salt  
B-A, South Raja Street, Thoothukudi - 628 001.  
Tamilnadu, India

REFINED FREE FLOW



IS: 7324



UNIT - 6573964

Date : 12.09.2022

## CERTIFICATE

This is to certify that Mrs. **J.Jesu Jerusha** (Reg No. **21SPHR03**) II MHRM student of **St. Mary's College (Autonomous) Thoothukudi** has done an internship in the topic of "**Time Management**" for the period of **15 days (29.08.2022 to 2.09.2022)** in our organisation.

During this tenure, she gained knowledge on various activities. Her conduct and character were good.

We wish her all success in her career.

Best regards,

For Brilliant Salt Refinery,

  
Partner



Factory: The Tuticorin Co-op, Industrial Estate Ltd., Unit No. SB -14, Korampallam - 628 101.

GSTIN: 33AAFFB4965J1ZC  
CST: 478081 IAC: 298  
PAN: AAFFR49651

Ph: 0461-2321273, 2326961  
0461-2339212

Email: enquiry@gangasalt.com, info@gangasalt.com  
Web: www.gangasalt.com

## DECLARATION

I hereby declare that the internship entitled "**A STUDY ON TIME MANAGEMENT**" is submitted to St. Mary's College (Autonomous), Thoothukudi, affiliated to Manonmaniam Sundaranar University for the award of degree of **Master of Human Resource Management** is my original work and that no part of this internship has been submitted for any Degree, Diploma, and Fellowship of other similar titles.

**Place:** Thoothukudi

**Date:** 11/11/2022

*J. Jesu Jerusha*

**Signature of the candidate**

**J. JESU JERUSHA**



## ABSTRACT

Time management is very important and it may actually affect individual's overall performance and achievements. Students nowadays always commented that they do not have enough time to complete all the tasks assigned to them. In addition, a university environment's flexibility and freedom can derail students who have not mastered time management skills. Therefore, the aim of this study is to determine the relationship between the time management and academic achievement of the students. The factor analysis result showed three main factors associated with time management which can be classified as time planning, time attitudes and time wasting. The result also indicated that gender and races of students show no significant differences in time management behaviours. While year of study and faculty of students reveal the significant differences in the time management behaviours. Meanwhile, all the time management behaviours are significantly positively related to academic achievement of students although the relationship is weak. Time planning is the most significant correlated predictor.

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# CHAPTER 1

# CHAPTER I

## INDRODUCTION

When you think about “time management,” what comes to mind? The word “management” implies taking an active role in choosing how time is used, as opposed to just letting things happen or allowing others to plan. It also implies that there is a degree of decision-making involved, which can include setting goals and priorities, manipulating resources, monitoring progress, and taking responsibility for the outcome.

We can't change or alter time- every day has the number of hours, every hour the same number of minutes, so the term “time management” isn't really an accurate term for this skill. Time management really means self management – we manage ourselves to make the most of time. Time is a static phenomenon, yet minutes may seem to crawl by during a long wait in a line-up, and somehow weekends pass all too quickly. The inconsistencies in our perception of the passage of time are very indicative of the connection between time management and things like motivation concentration. That's why time management is closely connected with learning and study issues at the university level. It's probably the single most important skill necessary for success at university. How you use your time has a major impact on your academic accomplishments, satisfaction, and stress level.

### 1.1 Meaning of Time Management

- Time Management refers to managing time effectively so that the right time is allocated to the right activity.
- Effective time management allows individual to assign specific time slots to activities as per their importance.
- Time management refers to making the best use of time as time is always limited.

### 1.2 Time Management includes:

- ✓ Effective planning
- ✓ Setting goals and objectives
- ✓ Setting deadlines
- ✓ Delegation of responsibilities
- ✓ Prioritizing activities as per their importance



- ✓ Spending the right time on the right activity

#### ❖ **Effective planning**

Plan your day well in advance. Prepare a To Do List or a "TASK PLAN". Jot down the important activities that need to be done in a single day against the time that should be allocated to each activity.

High priority work should come on top followed by those which do not need much of your importance at the moment. Complete pending tasks one by one. Do not begin fresh work unless you have finished your previous task. Tick the ones you have already completed. Ensure you finish the tasks within the stipulated time frame.

#### ❖ **Setting Goals and Objectives**

Working without goals and targets in an organization would be similar to a situation where the captain of the ship loses his way in the sea. Yes, you would be lost. Set targets for yourself and make sure they are realistic ones and achievable.

#### ❖ **Setting Deadlines**

Set deadlines for yourself and strive hard to complete tasks ahead of the deadlines. Do not wait for your superiors to ask you every time. Learn to take ownership of work. One person who can best set the deadlines is you yourself. Ask yourself how much time needs to be devoted to a particular task and for how many days. Use a planner to mark the important dates against the set deadlines.

#### ❖ **Delegation of Responsibilities**

Learn to say NO at workplace. Don't do everything on your own. There are other people as we one should not accept something which he knows is difficult for him. The roles and responsibilities must be delegated as per interest and specialization of employees for them to finish task within deadlines. A person who does not have knowledge about something needs more time than someone whom knows the work well.

#### ❖ **Prioritizing Tasks**

Prioritize the tasks as per the importance and urgency. Know the difference between important and urgent work. Identify which tasks should be done within a day which all

should be done within a month and so on. Tasks which are more important should be done earlier.

❖ **Spending the right time on right activity**

Develop the habit of doing the right thing at the right time. Work done at the wrong time is not of much use. Don't waste a complete day on something which can be done in an hour or so. Also keep some time separate for your personal calls or checking updates on Facebook or Twitter. After all the human beings are not machine.

### **1.3. BENEFITS OF TIME MANAGEMENT**

The ability to manage the time effectively is important. Good time management leads to improve efficiency and productivity, less stress, and more success in life. Here are some benefits of managing time effectively.

- **Stress relief**

Making and following the task schedule reduces anxiety. As you check off items on your "to do" list, you can see that you are making tangible progress. This helps you avoid feeling stressed out with worry about whether you're getting things done.

- **More Time**

Good time management gives you extra time to spend in your daily life. People who can manage time effectively enjoy having more time to spend on hobbies or other personal pursuits.

- **More Opportunities**

Managing time as well leads to more opportunities and less time wasted on trivial activities. Good time management skills are key qualities that employers look for. The ability to prioritize and schedule work is extremely desirable for any organization.

- **Ability to realize goals**

Individuals who practice good time management are able to better achieve goals and objectives. And do so in a shorter length of time.

#### **1.4 Importance of Time Management**

Time management teaches people how to manage their lives and time effectively some reasons to manage time advantageously;

- **Time Is Limited:**

Time is very special resource in that cannot be stored or saved. The save amount of time is what we get each day. But if we didn't use the time profitably and wisely, it may end up losing all the number of man hours for the day .time is limited to 24 hours a day. So we must plan life wisely

- **Time is scarce:**

Lack of time is blamed for everything. Time management helps to use the time wisely and also helps to set priorities.

- **Time helps to obtain what we want in life :**

Waiting for more free time is a losing battle that almost never results in getting time for what is needed. Time management helps us to make conscious choice, so that more time can be spend in doing things that are important and valuable.

- **Time keeps us on track :**

Whether it is a daily work list, or a long -term career, planned – time management helps to be on track. With the goals stated and time allocated, the likelihood of staying within the boundaries becomes higher.

- **Time for relaxation:**

Time management teaches us to relax from time to time. Time management allots some part of time on work, and the other part of time for recreation and relaxation. A person, who balances his time between his work and relaxation, can emerge to be one of the successful individual of his/her time.

#### **Personal time management skills to be looked upon in the organization**

Time management is often presented as a set of skills; theory is that once skills are mastered then it becomes more organized, efficient and happier.



### **Personal time management skills in the organization:**

- ❖ Goal setting
- ❖ Planning
- ❖ Prioritizing
- ❖ Decision making
- ❖ Delegating
- ❖ Scheduling

### **1.5 The Time Management Matrix**

The time management matrix is associated with Stephen Covey's time management under four (4) quadrants, in which tasks, responsibilities, and daily activities belong to. These are: urgent and important (quadrant 1) which include crisis and deadlines, not urgent but important (quadrant 2) which include prevention relation building, planning and recreation, urgent but not important (quadrant 3), which include interruption, some meeting and popular activities, not urgent and not important (quadrant 4) which includes pleasant activity, busy work, time wasters and trivia. According to Covey, one needs to manage those listed under 'urgent but important,' and simply avoid those under quadrants 3 and 4.

### **1.6 Elements of Time management**

There are various elements that have to be considered and managed for effective time management. It's important that in order to manage time well one should be aware of and use the elements of time management diligently. The following are the various elements of time management.

- ✓ Being aware of time
- ✓ Being aware of time wasters
- ✓ Priorities
- ✓ Self-Management
- ✓ Management of personal resources
- ✓ Goal Setting
- ✓ Measure of achievement
- ✓ Planning



### 1.7. Significance of Effective Time Management:

The significance of effective time management is as follows:

#### ❖ Improves Quality Of Life:

Effective time management improves the quality of life by managing the time, some of the most common problems such as stress and lack of time for personal interests can be solved effortlessly.

#### ❖ Reduces frustration:

Time is the only tool that can make or break. This is applicable when we have to create a balance between professional and personal life. In hectic and tiresome mounting, managing time in a proper manner, frustration can be got rid of.

#### ❖ Gives peace of mind:

A Peace of mind is required to lead a healthy and disease free life, restless and stress are the root cause of lack of peace. Stress causes to think and perform work undesirably, and this leads to chains of emotion which adversely effect people around by managing time wisely, it is possible to give loved ones the desired time and attention.

#### ❖ Gives More Quality Of Time:

Effective time management gives more time to make progress and enjoy life to the fullest. This is because there are many things they might be ignored, but still needed for the survival.

#### ❖ Meaningful planning of time by means of block:

Managers agree that meaningful planning of time is actually a relative concept and that planning procedures vary from person to person. In practice manager's work according to month program, others to week programs, and some prefer to schedule activity on a daily basis.

Regardless of the period preferred it remains important that each manager give high priority to the reservation of block times.

By reserving lock time the managers ensure that time are reserved every day for specific activities such as dealing with correspondents, discussion with heads of department's and also that sufficient seclusion time be created for planning and creative thinking.

### **1.8. Disadvantages of time management:**

The first of all, while you are managing your time, is an area of your life that influences other area. To avoid a compromising situation, it is enough to understand that learning time management theory mainly means a change in lifestyle .in other words; it requires a consistent adoption of values for effective time management.

- ✓ Unclear targets
- ✓ Bad management
- ✓ I Cannot say " no"
- ✓ Obstacles
- ✓ Inactivity
- ✓ One load of different jobs at a time
- ✓ Fatigue and stress are part of life
- ✓ No time to rest

### **1.9. Scope of time management**

Time management scope detailed scope of responsibility and the work tasks to be considered in the planning and subsequent cycles of the time management function. Constraints applicable restrictions which will affect the plan. General sequencing- An overview of the order of doing things.

Every project has as its objectives the attainment f its scope to a required level of quality within required time and cost targets. Human Resources and Communications are major management tools utilized to attain those objectives.

Therefore successful project management can be divided into and defined by six functions:

- Human resources management
- Cost management
- Scope management
- Communications management
- Quality management

### 1.10.Objectives

Time management: a set of common sense skills that help you use your time productively and learn to:

- ❖ Determine which things which are important and which can be dropped
- ❖ Use the time in the most effective way possible
- ❖ Control distractions that waste time
- ❖ Give more quality time to relax and enjoy life

### 1.11. Benefits of time management

#### ❖ **Reduced stress and anxiety:**

Poor time management is one of the key sources of stress. If you want to handle large amounts of workload without becoming overly stressed, you might need to work on developing good time management skills. Time management assists in reducing long-term stress and this answers why time management is important for students.

#### ❖ **Helps you in post-college life:**

Learning effective time management skills right from the beginning is a life hack. After graduation, you'll be glad you took the time to acquire and master time management skills, since you will find yourself smoothly handling multiple roles in life, personally and professionally.

#### ❖ **More self-care time:**

Efficient time management teaches you to have more time to sleep well, eat healthily, and exercise on a regular basis. When you manage your time well, then you get more time overall in the day. When we think about why time management is important for students, this is one of our answers. You get time to better take care of your body, hobbies, family and other things in life. Investing a little effort in time management today, is likely to provide you with more energy to get through your days later.

#### ❖ **Better quality of work:**

If you have a proper plan that you are striving to adhere to, you are more likely to complete your tasks quickly and efficiently. To add to that, being unhurried makes you more attentive and centred. Hence, you can deliver better quality work and get better results.



❖ **Never miss deadlines:**

Students sometimes have trouble finishing their assignments on time. Thus, finishing them at the last minute results in scores that are lower than they had imagined. Students who master the art of time management will not only be able to finish the task on time, but will also have extra time for revision. Are we still wondering why time management is important for students?

❖ **Sense of achievement and peace of mind:**

Developing good time management skills can benefit you both inside and outside of the classroom. This gives a sense of confidence, achievement, and brings peace of mind in oneself after finishing the work on time.

**1.12. Time management effectively**

Now that we have spoken a little about what time management is and why it is important, let us go through some tips on managing time effectively.

❖ **Try habit stacking:**

Tie your time management behaviours to habits you already exhibit (e.g., track daily progress every evening when you sit down for dinner).

❖ **Try setting goals that are half the size:**

In order to achieve a goal that appears to be too difficult, create a less difficult version of the original aim.

❖ **Make project plans:**

When studying or doing projects seems daunting, procrastinating is common. The tip here is to break down the study plan or the project into tiny and relatively manageable chunks. You might assign a due date to each segment, to make yourself feel good about completing tiny goals.

❖ **Avoid multitasking:**

In order to study well, avoid multitasking. Keep your attention on one task at a time to maximise your efficiency.



❖ **Reduce distractions:**

Put away superfluous devices, such as smartphones, and turn off social networking notifications during school hours. In addition, they operate as huge distractions, taking you out of your focus zone. So keep them out of sight.

❖ **Regular breaks:**

Too much time spent on a task can cause one to lose attention. Every half hour or so, it is advisable to take short rest to refresh.

❖ **Using time management matrix:**

Using a time management matrix helps students to spend time wisely. It was developed by Steven Covey to help prioritise tasks and identify time wasters. Students can put their daily activities into the relevant quadrant, and get a real picture of what are the activities they can spend more time on, while which are those that they can avoid.

# CHAPTER 2

## CHAPTER II

### COMPANY PROFILE

#### BRILLIANT SALT

We started our salt business in 1930's and we were the pioneer in salt trade in Tuticorin. We had markets all over India and our supplies are concentrated in northeast areas like Calcutta and Assam and west coast like Mangalore and areas of Kerala.

We started the salt production back in year 1958 as a pioneer in the non-licensed sector. These experts had a thorough understanding of the production as well as the significance in daily life.

The group reorganized their company in Tuticorin in the year 1970. The coastal city is known for its ideal conditions for salt production. The weather conditions, natural resources and skilled labor make it a perfect choice for the process. The company gradually grew to over 200 acres of salt pan and has become a significant supplier in south India.

Brilliant salt, which was initially into the harvesting of salt gradually, evolved into the refinery segment in 2001. The organization currently concentrates on the manufacture of salt for domestic and industrial use. They have further diversified into specialty products to cater to the different segments of consumers. The target base has also expanded geographically with a strong presence in Tamilnadu, Kerala and Karnataka.

#### 2.1. Extraction

This is the first and foremost step in the production of salt .this is a crucial aspect of the quality of the product is determined in this step. We have a 200 element. We use the solar evaporation technique that is the purest method for salt harvesting. Our team is educated in the intricate details of the scientific process. This helps us to avoid pollutants and maintain the quality of the product. We maintain the required quality and allied elements to preserve the value of the product.

A part of the harvested salt is send tour new crystal salt automatic iodization plant where iodized crystal salt is packed in consumer packets of different weights. Another part of raw salt is transported to the salt refinery through dedicated trucks and contains ,we keep

sufficient stock in our salt works to supply salt in rainy season to run the salt refinery and supply iodized crystal throughout the year.

## **2.2. Purification**

This purification process involves washing, centrifuging, drying and sorting the raw salt creates a usable refined product that is ready for packaging and distribution. Our refining plant is completely automated and is programmed to function around the clock. All our machinery is continually upgraded to maintain service standards.

We have developed a standard operating procedure aids in seamless operations and helps in quality control. We have an inbuilt 8000 sq.ft area for storage of raw and finished products. All our techniques are reviewed and continuously upgraded. We strive hard to preserve our standards and steps are taken to curb production cost.

## **2.3. Packaging**

A good packaging uplifts the entire value of the product. We use automatic packing machine to maintain the exact weight of the products. As much as the quality is critical, the package attracts the attention of the clients. It creates a significant impact on consumers and improves overall sales. Our creative team works closely with market research firms to understand customer expectation.

Every product has a unique consumer base, and we take extra effort to accommodate their needs. Every product is distinctive and yet beholds the brand value of brilliant salts. We do not just concentrate on the aesthetic elements, but also the durability of the covers.

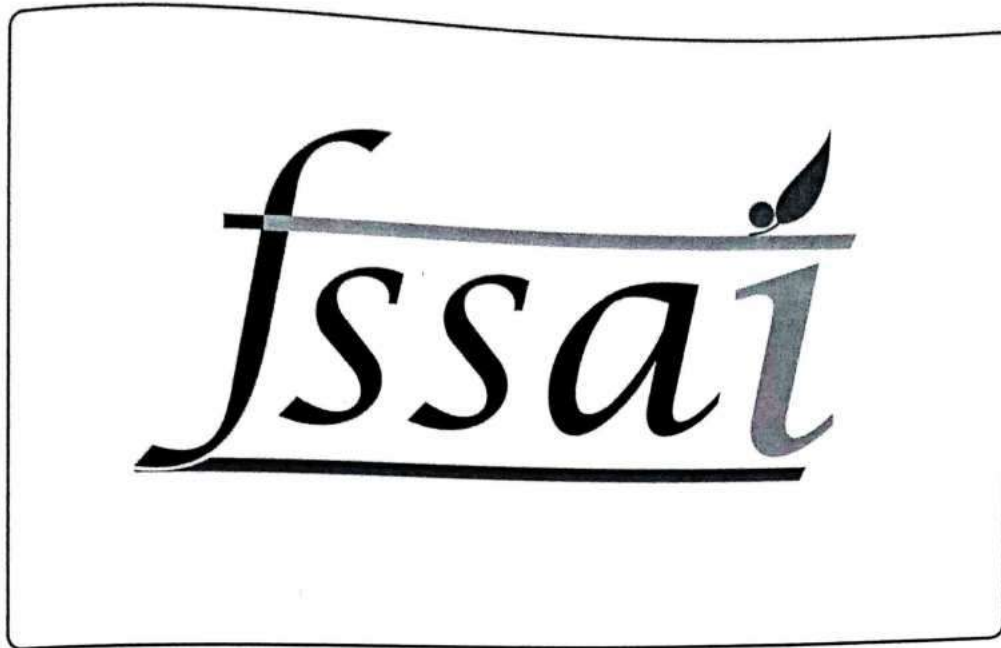
## **2.4. Distribution**

A brilliant salt has an extensive network of partners who help in the distribution of the products across south India. We understand the commercial aspects and the volume ratio of the product. We have designed the ideal schemes to aid our dealers to benefit from our partnership. We provide the necessary materials to help them to market the product in their respective regions.

We pride ourselves in our seamless supply system to ensure that our suppliers are provided with adequate material. We have a strong presence in South India and have established our market even in tier 2 and tier 3 areas. We have partnered with government organization and supply products to central and state organization.



## 2.5. QUALITY CONTROL



Quality is the key characteristics of a great product. The impurities in salt do not just compromise the quality of the product but can have an impact on the health of the consumer. We have deployed a stringent process control system that helps to maintain our quality standards. Our purity levels are relatively higher than our counterparts. We take extra care to remove the minute impurities resulting in excellent products to enhance the consumer's life. All our refined iodized salt are approved and accredited by ISI by bureau of Indian standards. Our salt production and products are approved by FSSAI.

## 2.6. OUR BRANDS

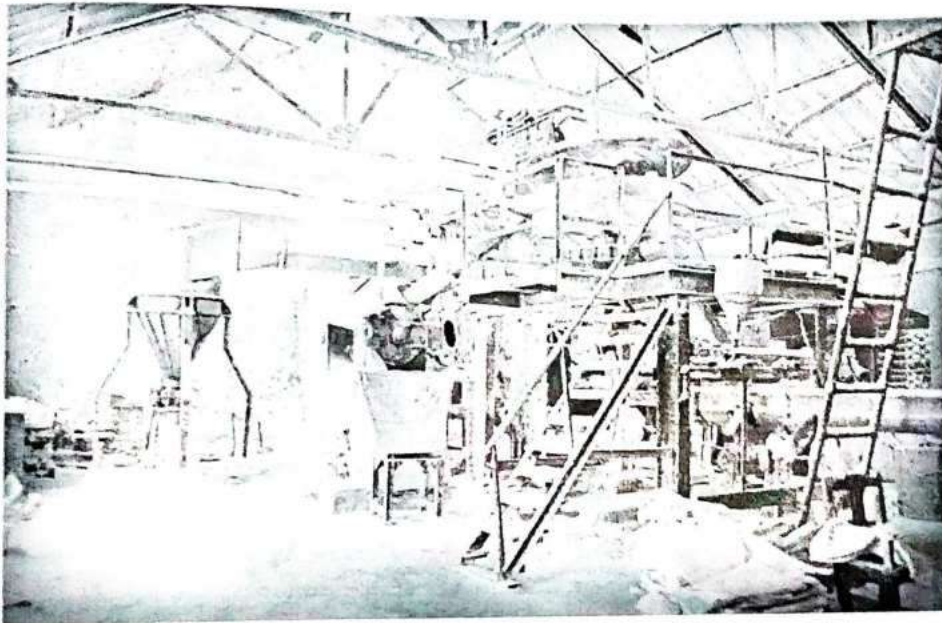
At present, we have 2 brands Ganga and assure to cater to the consumer market in South India. Our brand Ganga is certified by trademark network. We have implemented a bar-coding system in all our packets that assures our quality standards. We are positioned in major super markets and grocery stores .We also exports our products to Malaysia and other countries.





## 2.7. OUR INFRASTRUCTURE

Our factory is well connected with highways towards Tirunelveli Madurai east coast and other prominent locations. Sufficient area of land 200 acres salt pans. Sufficient salt refining of 50 tons production and overall area of 15,000 sq.ft



## 2.8. NEW BUILT SALT PLANTS

Brilliant salt is your dedicated partner for the design, fabrication, installation and start- up of your new salt plant. We offer the latest technologies and innovative designs for the production of;

- ✓ NaCl
- ✓ CaCl<sub>2</sub>
- ✓ KCl
- ✓ K<sub>2</sub>SO<sub>4</sub>
- ✓ Na<sub>2</sub>SO<sub>4</sub>

- ✓ Combined salts
- ✓ Other mineral products

## **2.9. OUR EXPERIENCE COVERS:**

- ✓ Multi- effect vacuum salt plants
- ✓ Vapor recompression salt plants
- ✓ Solar salt plants
- ✓ Salt wash and upgrading plants

## **2.10. SWOT Analysis:**

### **Strength:**

- Strong brand image
- Market leader in big cities
- Easily can get distributor as company members
- Strong customer preference

### **Weakness:**

- Conflicts in SBU
- Weak packaging comparatively with the brand
- Irregular delivery in outside of big cities.

### **Opportunities:**

- Opportunities for potential market
- Can introduce new type salt for use in industry production.

### **Threats:**

- Entry of new competitor
- Bargaining power of customer

# CHAPTER 3



## CHAPTER III

### TIME MANAGEMENT WITH REFERENCE TO BRILLIANT SALT

#### KORAMPALLAM, THOOTHUKUDI

Brilliant salt company remains committed to the general principles of good corporate governance including transparency, accountability, openness, integrity and responsibility. In brilliant salt refinery, they plan their time earlier so that the goal of the organization is fulfilled. Their profitability is based on customer satisfaction through high quality product, on time delivery and services.

They know that the employees entering the company do not have the mindset of managing time in their work, so they are given practice and training through the system which works for them. They have earned a good brand name in the market because of their efficient time management process.

In brilliant salt company, there are 500 employees working in the company. These employees work in various departments. The departments of brilliant salt are:

- Office admin
- Production department
- Quality control
- Vehicle operation
- Maintenance department
- Sanitary department
- Electrical department

#### Time Management at brilliant salt refinery

##### 3.1. Planning in brilliant salt

Planning helps an individual to know what all he needs to do urgently and what all can be done a little later. To plan things better, employees should prepare a task plan where he can jot down tasks against the time slots assigned to each activity. High priority activities must come on top followed by the ones which do not require immediate attention. Planning helps you accomplish urgent and critical tasks way ahead of deadline. Plan as to how your day should look like. Develop the habit of using an organizer. It helps you plan thing better.

they can also use a table top calendar for the same. Individuals who adopt a planned approach finish off work on time as compared to those who just accept anything which comes their way.

Modern methods of underground solution and rock salt mining do not cause subsidence and raise only modest planning issues at surface. Pumping of natural brine is unlikely to be permitted in future, although some old permitted are still in operation and there is still a legacy of subsidence from historic by this method.

It is likely that in the future, the major planning issue will not be the extraction of salt itself, but the subsequent use of the void created for waste disposal and for storage purposes. Of particular interest is the scale of the impact these additional operation at surface.

- Sunday closed
- Saturday 9:30am-4pm
- Monday 9:30am-6pm
- Tuesday 9:30am-6pm
- Wednesday 9:30am-6pm
- Thursday 9:30am-6pm
- Friday 9:30am-4pm

### 3.2. Raw materials

In brilliant Salt raw material is obtained from two sources: rock salt and brine. Rock salt is simply crystallized salt, also known as halite. It is the result of the evaporation of ancient oceans millions of years ago. Large deposits of rock salt are found in the United States, Canada, Germany, Eastern Europe, and China. Sometimes, pressure from deep inside the earth forces up large masses of rock salt to form salt domes. In the United States, salt domes are found along the gulf coast of Texas and Louisiana.

### 3.3. Team work

In brilliant salt company, multidisciplinary team of no-nonsense professionals has years of experience in design, fabrication and operations within the salt industry. We take pride in developing and implementing ingenious solution to not only producing mineral salt, but also perfect the treatment of brine and industrial waste water. Brilliant salt delivers a cost-effective, durable and high-performing system, going above and beyond expectations.

### **3.4. Communication**

In brilliant salt, the communication protects the rights to privacy. At brilliant salt, the conversations between executives, customer and partner are private. Whether the consumers are messaging, calling or sending media from a mobile device, the product acts as a tool to communicate globally with complete privacy.

Brilliant Salt is built with the features & technology to keep your communications private and compliant. Trusted by Government, military, Legal and Enterprise organizations for secure communications

### **3.5. On Time Delivery**

Delivery time is the length of time between the preparation of a product for shipping and the delivery of the product to the end consumer. It is also sometimes referred to as the delivery period. At brilliant salt Company, they keep track of their delivery times for the purpose of being able to provide accurate estimates when orders are placed so that consumers know when to expect a delivery. This tracking is also used internally to monitor efficiency.

When customers place an order, they are usually provided with information about the estimated delivery time. They may be told that a product 'take two to four weeks for delivery,' for example, or that a product' can be delivered by Friday if you order in the next 12 hours.' This is designed to create a frame of reference for the customer.

### **3.6. Vehicle operation**

At brilliant salt company there are two drivers for every vehicle. They change their shift of driving for every 5 hours during long distance travelling. The drivers for these vehicles are well trained. They do not rush to deliver the product. They use their time give to them in a safe manner.

Hence by effectively managing time they have earned a good brand name in the market through which their productivity level is increased to a great extent.

# CHAPTER 4



## CONCLUSION

Working capital management is one of the most important finance functions for any manufacturing company. Brilliant salt refinery ltd as one of the largest company of the county has to manage working capital to maintain current activities and increase profitability. It maintains different types of inventory levels and manages large amount of cash, receivables and payables. As a result brilliant salt refinery ltd face many problem in determining optimum guideline of working capital management. So Brilliant Salt Refinery ltd can reduce inventory periods. Receivable period, and daily sales outstanding and accelerate sales volume to ensure efficient WCM policy.

Brilliant salt's marketing strategy is based on the effective market segmentation, determination of target market and positioning of product differentiation. Basing on this strategy they have set their product, price, placement, and promotion strategy. They believe that strategy. It helped them and will continue to be enabled to achieve their goals.

For brilliant salt consumers income and age is an effective segmentation, which is under demographic segmentation.

Considering the income of consumer, it has divided market into three segments.

- Upper class
- Middle class
- Lower class

I conclude that, the employees follow the time management by planning their time with punctuality, according to the norms and conditions of the company.

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**INTERNSHIP REPORT ON A STUDY ON EMPLOYEES  
MOTIVATION IN BRILLIANT SALT REFINERY., THOOTHUKUDI**  
(As internship report submitted in partial fulfillment of the requirements for the degree)

Of  
**MASTER OF HUMAN RESOURCE MANAGEMENT**  
Of

**ST. MARY'S COLLEGE (AUTONOMOUS)-THOOTHUKUDI**

*Submitted by*

**J.KANAGALAKSHMI**

**REG NO: 21SPHR04**

*Under the guidance of*

**Mrs . M.FATIMA LUCIA SHEEBA B.Com., MBA., NET**



Department of Human Resource Management

**ST.MARY'S COLLEGE (AUTONOMOUS)**

(Re-accredited with 'A+' Grade) Thoothukudi – 628001.

November 2022



DEPARTMENT OF HUMAN RESOURCE MANAGEMENT  
ST. MARY'S COLLEGE (AUTONOMOUS) THOOTHUKUDI - 628001



**CERTIFICATE**

This is to certify that **J.KANAGALAKSHMI** of second year Master of Human Resource Management has undergone Internship training on “**A STUDY ON EMPLOYEES MOTIVATION**” under the guidance of **Mrs. M FUTIMA LUCIA SHEEBA B.Com., MBA., NET** and this is an original work up to my knowledge.

**CO-ORDINATOR**

**FACULTY GUIDE**

**EXTERNAL EXAMINER**

**DIRECTOR**

Director

Self Supporting Courses  
St. Mary's College (Autonomous)  
Thoothukudi - 628 001.

**PRINCIPAL**  
Principal

St. Mary's College (Autonomous)  
Thoothukudi - 628 001.

# Brilliant Salt Refinery

Mfrs & Exports of Refined Free flow Iodized Salt & Industrial Salt  
68-A, South Raja Street, Thoothukudi – 628 001.  
Tamilnadu, India.

REFINED FREE FLOW



IS: 7224



CM/L: 6393984

**Date : 12.09.2022**

## CERTIFICATE

This is to certify that Mrs. **J.Kanagalakshmi** (Reg No. **21SPHR04**) II MHRM Student of **St. Mary's College (Autonomous) Thoothukudi** has done an internship on the topic of "**Employee Motivation**" for the period of **15 days (29.08.2022 to 12.09.2022)** in our organisation.

During this tenure, she gained knowledge on various activities. Her conduct and character were good.

We wish her all success in her career.

Best regards,



For Brilliant Salt Refinery

  
P. N. S. Prasad

## DECLARATION

I hereby declare that the internship entitled “**A STUDY ON EMPLOYEES MOTIVATION**” is submitted to St. Mary’s College (Autonomous), Thoothukudi, affiliated to Manonmaniam Sundaranar University for the award of degree of **Master of Human Resource Management** is my original work and that no part of this internship has been submitted for any Degree, Diploma, and Fellowship of other similar titles.

Place: Thoothukudi

Date: 11.11.2022

  
Signature of the candidate

J.KANAGALAKSHMI

## ACKNOWLEDGEMENT

First of all I thank the Almighty for his abundant grace and blessing for the accomplishment of my internship report. I would like to express my sincere gratitude to Principal **Dr. Sr. A.S.J. Lucia Rose, M.Sc., B.Ed., M.Phil., PGDCA., Ph. D.** for permitting me to do my internship report.

I also thank **Sr. JESOPHINE JEYARANI, M.A., M.Phil** Self-supporting Courses for her encouragement.

I express my heartfelt thanks to **Mrs. Mary Judith Reese Fernando, M.Com., M.Phil., Ph.D.,** Head of the Department of Human Resource Management and for her kind support and guidance.

I wish a deep sense of gratitude to my internship guide **Ms. M. FUTIMA LUCIA SHEEBA B.Com., MBA.,NET** Assistant Professor of Department of Human Resource Management St. Mary's College for providing foundation in internship work and I am grateful to her, for giving invaluable guidance to complete my internship report.

I express my sincere thanks to **Mr . C.NAREN DHARMARAJ.** Service manger of Seamax Shipping Pvt.ltd.,thoothukudi for allowing me to complete my internship report in their esteemed institution.

I thank **all the employees** Seamax Shipping Pvt. Ltd, thoothukudi, of for their kind co-operation extended to me providing the necessary data & information to complete my internship report successfully.

Finally I also thank my parents and my friends for their ethical support and encouragement which has helped me in completing this work



### **ABSTRACT**

Motivational factors play an important role in increasing employee job satisfaction. Satisfied employees in return can help in improving organisational performance. Maslow proposed that motivation is the result of a person's attempt at fulfilling five basic needs; physiological, safety, social, esteem, and self-actualization. The purpose of motivation is to create condition in which employees are willing to work zeal, initiative, interest, and enthusiasm, with a high personal and group moral satisfaction with a sense of responsibility. Motivation is the correct choice to cultivate discipline and confidence. So that, the goals of an organization are achieved effectively. In ind-barath power gencom limited company there are 320 employees are working. This study is based on motivation in ind-barath power gencom limited which includes, monetary factors are salary or wages, bonus, financial incentive, promotion, profit sharing. Non-monetary factors are status, appreciation and recognition, work-life balance, delegation, working conditions, job security. The objective of this study is to analyse the effects of motivational factors on employee job satisfaction. Motivating in high level of an employee performance is an important organizational responsibility.

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# CHAPTER 1

# CHAPTER - I

## INTRODUCTION

### 1.1 Employee motivation

‘**Motivation** is an inspiration process which impels the members of the team to accomplish the desired goals’.

Motivation is derived from the word ‘motive’ which means need, desired, wants or drives within individuals. It is the process of stimulating people to action to accomplish the goals.

### 1.2 Definitions

“Motivation is the willingness to exert high level of effort towards organisational goals, conditioned by the efforts ability to satisfy some individual need – Stephen P. Robbins”.

“Motivation is the process of attempting others to do your will through the possibility of reward – Edwin B. Flippo ”

### 1.3 Learning of motivation

Motivation helps in learning process. Without motivation learning does not take place. There must be motivation or drive before learning process. Motivation stimulates interest and the attitude of willing to learn.

This means that trainer to select trainees on the basis of motivation and needs to have policies and practices that will encourage the growth of motivation.

### 1.4 Nature of motivation

Motivation is concerned with the direction of functions of management, so the nature of motivation can be understood from the following points;

#### ➤ Unending process

A social animal (a man) has number of wants. These wants induce a man work. All the wants cannot be satisfied at one time. Then another want emerges. Motivation is also an unending process just like the satisfaction of wants is an unending process.



➤ **A Psychological concept**

Motivation deals with the psychology of workers. An efficient worker will not perform the work desirably well unless he is properly motivated. So, effective performance requires proper motivation. Proper motivation is possible only through proper analysis of the psychology of workers.

➤ **The whole individual is motivated**

An individual is motivated fully and not partly because motivation is related to psychology. Besides, the basic needs of man determine motivation to a great extent. All these needs are interrelated and cannot be separated from each other.

➤ **Motivation may be financial or Non-Financial**

The motivation may be divided into two i.e., financial and non-financial motivation includes wages, allowances, bonus, perquisites and the like. Non- financial motivation includes recognition, praise, giving more responsibility and inducing to participate in the decision-making process.

➤ **Frustrated man cannot be motivated**

If a man does not have his basic needs satisfied, he may be frustrated. He may be mentally ill to some extent. Such a frustrated man cannot be motivated unless his basic needs are satisfied.

➤ **Goal are motivation**

Man workers to achieve his individual goals. Whenever the goal is achieved, he will be no longer to work. So, the management should identify the goals of individuals, and it can persuade them to work by directions.

➤ **Unifying Force**

Unifying force means the drive to actualize one's own image. The person's self-image plays an important role in motivation. If an individual has created an image as a leader, he acts accordingly. So, the unifying force is an important motivation force.

➤ **Motivation can be Positive or Negative**

Positive motivation means use of incentives. The incentives may be financial and non-financial. Pay revision, confirmation of job and the like are positive motivations.

Negative motivation means emphasizing penalties. Demotion from the service are some of the example of negative motivation.

➤ **Motivation and job satisfaction are Different**

Motivation is goal-oriented behaviour. Job satisfaction is the outcome of job performance. So, motivation is entirely different from job satisfaction.

**1.5 Importance of motivation**

- Motivation increases performance level
- It lowers employee turnover and absenteeism
- It leads to build good human relations
- It improves the efficiency of operation

And also it ensures stability of workforce as well as the stability of organisation

➤ **Maximum Utilization of factors of production**

Workers perform the work sincerely through the inspiration of motivation. This creates the possibility of maximum utilization of factors of production viz., labour and capital.

➤ **Willingness to work**

Motivation influences the willingness of people to work. A man is technically, mentally and physically fit to perform the work but he may not be willing to work. Motivation creates a willingness on the part of workers to do the work in a better way.

➤ **Reduce absenteeism**

Financial incentive schemes coerce the workers to work home. Financial incentive scheme is framed in such a way that monetary benefits are given on the basis of number of hours engaged. This reduces absenteeism.

➤ **Reduce labour turnover**

Motivation has both financial and non-financial incentive scheme. This helps to retain the existing labourers. The enterprise can plan its activities on long-term basis with help of reduced labour turnover.

➤ **Availability of right personnel**

Financial and non-financial incentive not only retain the existing employees but also attract the employees from outside the enterprise. In other words, right people are attracted from outside to work for the enterprise.

➤ **Building of good labour relations**

Motivation helps to solve the labour of absenteeism, labour turnover, indiscipline and grievances. This ensures building of good labour relations.

➤ **Increase in the efficiency and output**

Both workers and management have got benefits from motivational plans. Wages of the workers increase corresponding to the increase of output and efficiency.

➤ **Basis of co-operation**

Efficiency and output are increase through co-operation. The co-operation could not be obtained without motivation, so, motivation is a basis of co-operation.

➤ **Helps in realizing organizational goals**

Organisational goals are achieved quickly through motivation. Motivated employees have a feeling of total involvement in the performance of organization task. Employees may work whole-heartedly for the realization of organizational goals.

➤ **Improvement upon skill and knowledge**

Employees have promised efficient job performance or completion. Hence, the employees may improve upon their skill and knowledge required for the job.

## **1.6 Types of motivation**

The general types of motivation are:

- Positive motivation
- Negative motivation



### ➤ Positive motivation

It refers to the provision of incentives-monetary and non-monetary. Monetary incentives include the wages, salary, pay, increment etc., Non-monetary incentives consist increment in status, recognition of work, increasing responsibilities etc.,

### ➤ Negative motivation

This motivation is based on force, fear, and threats. The activities such as demotion, fear of suspension, wage cut etc. can also motivate employee to do their work effectively and efficiently.

### ➤ Intrinsic motivation

Intrinsic motivation means that the individual's motivational stimuli are coming from within. The individual has the desire to perform a specific task, because its results are in accordance with his belief system or fulfils a desire and therefore importance is attached to it. Our deep-rooted desires have the highest motivational power.

### Below are some examples

**Acceptance:** They all need to feel that we, as well as our decisions, are accepted by our co-workers.

**Curiosity:** They all have the desire to be in the know.

**Honour:** They all need to respect the rules and to be ethical.

**Independence:** They all need to feel we are unique.

**Order:** They all need to be organized.

**Power:** They all have the desire to be able to have influence.

**Social contact:** They all need to have some social interactions.

**Social status:** They all have the desire to feel important.

### 1.7 Advantages of intrinsic motivation

- Long-lasting
- Self-sustaining
- Focus on the subject rather than the reward or punishment



### **1.8 Disadvantages of intrinsic motivation**

- Slow to change the behaviour
- Requires lengthy preparation and special attention
- A variety of approaches may be needed to motivate students

### **1.9 Extrinsic motivation**

Extrinsic motivation that the individual's motivational stimuli are coming from outside. In other words, our desires to perform a task are controlled by an outside. Note that even though the stimuli are coming from outside, the result of performing the task will still be rewarding for the individual performing the task. Extrinsic motivation is external in nature. The most well-known and the most debated motivation is money. Below are some other

Examples:

- Employee of the month award
- Benefit package
- Bonuses
- Organized activities

#### **Advantages of Extrinsic motivation;**

- Quality changes behaviours
- Requires little effort or preparation
- Requires little knowledge of the student

#### **Disadvantage of Extrinsic motivation;**

- Provides distraction from learning
- Difficulty in determining appropriate and punishment
- Ineffective after a long period of time
- Once the reward is removed, motivation is lost

Both motivation type can influence the learning behaviour of a student. Research suggests that extrinsic reward can have a negative impact on intrinsic motivation: therefore, extrinsic methods should be carefully and sparingly.

## **1.10 Theories of motivation**

Motivation theories can be classified under the following categories...

### **1.10.1 Content or need theories**

These theories mainly focus on needs that motivation behaviour. The important need theories are:

- Maslow's hierarchy of need theory
- Herzberg's two factor theory
- McGregor's theory X and theory Y

#### **Maslow's theory of needs**

According to Maslow human motivation is a hierarchy of five basic needs they are:

- Physiological needs
- Safety
- Social
- Esteem
- Self-actualization

#### **Physiological needs**

Physiological needs are the biological needs required to preserve human life. These needs include for food, clothing and shelter. These needs must be met first before higher level needs emerge.

#### **Safety needs**

When physiological needs are reasonably satisfied. Then the safety needs become activated. These needs include:

- Protection from physiological dangers

- Economic security
- Desire for an orderly and predictable environment
- Desire to know the limits of acceptable behaviour

### **Social needs**

After the needs of the body and security are satisfied then a sense of belonging and acceptance becomes predominant in motivation behaviour. These needs are of love, friendship, exchange of feeling and grievances, recognition, conversation, and companionship.

### **Esteem needs**

There are two types of esteem needs: self-esteem and esteem of others. Self-esteem needs include those for self-confidence, achievement, competence, self-respect, knowledge and for independence and freedom. The second group of esteem needs are those that related to ones behaviour needs for status, for recognition, for appreciation and the deserved respect of one's fellows.

### **Self-actualization needs**

This is ultimate need which dominates a person behaviour when all lower level needs are satisfied. Self-actualization, also called self-realization needs, refers to the desire to become everything that one is capable of becoming.

### **Implication of Maslow's theory**

The major implication of Maslow's theory for HRM is that policies and practices in the organization, including leadership style, must pay attention to all of these needs. Thus the HR professionals and managers should examine periodically the extent to which organizational practices further fulfilment of human needs and the extent to which there is an appropriate balance in need fulfilment.

### **Herzberg's two factor theory**

Fredrick Herzberg developed a theory of motivation based on factors that produce job satisfaction and dissatisfaction. This theory is based on two factors:

- Motivation factors (or motivations or satisfiers)

- Hygiene factors (or dissatisfies)

#### **Some motivation factors are**

- Achievement
- Recognition
- Work itself
- Responsibility
- Advancement and growth

#### **Hygiene factors are**

- Supervision
- Company policy
- Relationship with supervisor
- Working conditioned
- Salary
- Personal life
- Status
- Security

According to Herzberg, maintenance or hygiene factors are necessary to maintain a reasonable level of satisfaction among employees. These factors do not provide satisfaction to the employee but their absence will dissatisfy them. Therefore these are called as dissatisfies.

It can be noted that Herzberg's dissatisfies are roughly equivalent to Maslow's lower levels and the motivators are similar to the Maslow's upper level needs.

#### **Implications of Herzberg's theory**

Herzberg's theory has great value for managers and HR professionals because it identifies a wide range of factors involved in motivation and satisfaction. The theory has also had a major influence on job design in many organizations, because it has made managers



more aware of the importance of such matters as job challenge and responsibility in motivation.

### **McGregor's theory X and Y**

Douglas McGregor's has developed two sets of assumptions about human behaviour and labelled them as theory X and Y theory X contains a set of negative assumptions and theory Y contains a set of positive assumptions about the human behaviour .

### **Implication of McGregor's theory**

McGregor's himself argued for the adoption of theory Y and therefore proposed ideas such as participative management, responsible and challenging jobs and good group relations as strategies that would optimize employee motivational levels.

#### **1.10.2 Cognitive or process theories**

### **Vroom's expectancy theory**

The key constituents of the expectancy theory are...valence, expectancy, and instrumentality. Valence means the value or strength one places on a particular outcome or reward, expectancy relates efforts to performance and instrumentality means the belief that performance is related to rewards.

### **Implication of expectancy theory**

The expectancy theory holds some important implications for HRM.

- Set attainable performance standards for employee and provide the necessary support to assist them in achieving these standards.
- Ensure that rewards are clearly linked to set performance standards.
- Try to ascertain the personal goals of subordinates and to link these organizations rewards.

### **Equity theory**

Stacey Adam's equity theory is based on the assumptions that members of an organization have a strong expectation of equity, fairness or justice in treatment, on the part of management. According to this theory outcomes from job include pay, recognition, social

relationship, status etc. To get these rewards the individual puts this effort in the form of education, experience, loyalty and time.

### **1.11 Rewards**

Using rewards as motivations divides employee motivation into two categories: intrinsic and extrinsic motivation. Intrinsic rewards are internal, psychological rewards such as a sense of accomplishment or doing something because it makes one feel good. Extrinsic rewards are rewards that other people give to you as a money, compliments, bonuses, or trophies.

### **1.12 Motivating potential score**

Jobs high in motivating potential must be high on both autonomy and feedback, and also must be high on at least one of the three factors that lead to experienced meaningfulness. If a job has a high MPS, the job characteristics model predicts motivation, performance and job satisfaction will be positively affected and the likelihood of negative outcomes, such as absenteeism and turnover, will be reduced.

### **1.13 Monetary benefit**

- employee assistance program
- adequate and affordable health care benefits
- short-term family leave and disability benefits
- expanded and formalized flexitime options
- adequate salaries
- accessible affordable child and adult care
- partner benefits
- Expansion of course fee waivers

### **Non-Monetary benefit**

- Enhanced communication
- supervisor training and consistency

- respect and appreciation of work contributions
- accessible and confidential grievance structure

#### 1.14 Factors to encourage motivations

- Here are some of the Factors that are present in a work environment that many employees find motivation.
- Management and leadership actions that empower employees.
- Transparent and regular communication about factors important to employees.
- Treating employees with respect.
- Involving employees in decisions about their work and job.
- Minimizing the number of rules and policies in an environment that demonstrate trust for employees and treats employees like adults.
- Providing regular employee recognition.
- Feedback and coaching from managers and leaders.
- Above industry average benefits and compensation.
- Providing employee perks and company activities.
- Too often organizations fail to pay attention to the employee relations, communication, recognition, and involvement issues that are most important to people.

#### 1.15 Motivational techniques

##### ➤ Monetary incentives

The term monetary incentives include pay revision or increase, fringes benefits, bonus etc. monetary incentives have motivation power than monetary incentives.

➤ **Job based techniques**

Job based techniques cover job simplification, job rotation, job enlargement, job enrichment, job analysis and evaluation. Job enrichment increases the awareness of propose of performing a particular job.

➤ **MBO techniques**

Both workers and managers participate in the determination of the area of responsibility and the expected results. They MBO as guidance for operation and assessing their contribution towards organizational development.

➤ **Leadership techniques**

Autocratic, democratic and persuasiveness are some of the style of leadership. They have their own implications for workers motivation in the short run as well as in the long run.

➤ **Sensitivity training**

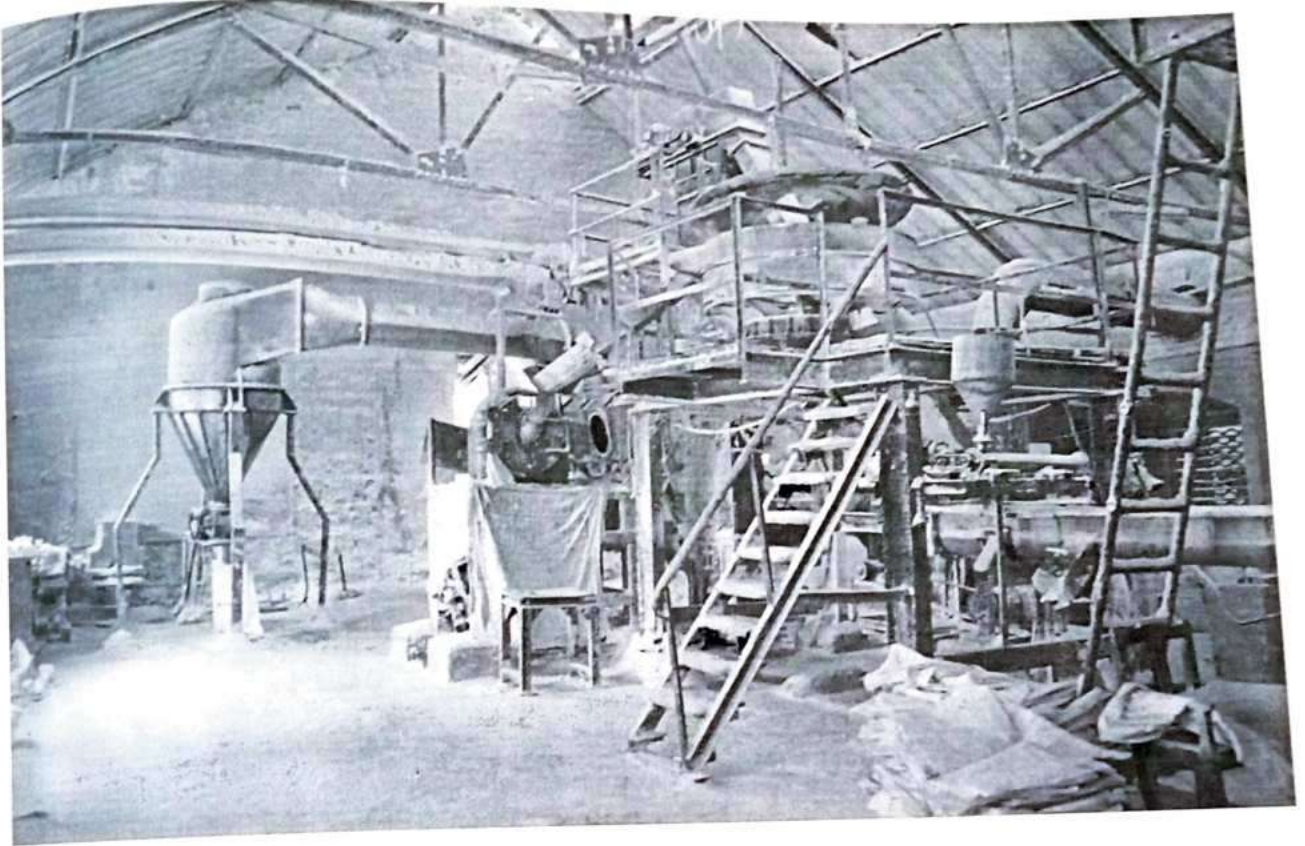
This type of training is given to groups of managers. They, in turn motivate their subordinates after receiving sensitivity training. Sensitivity training helps the managers to understand themselves better, develop insight into work situations, scientific chinking and acquire behavioural skills in dealing with subordinates.



## **CHAPTER 2**

## CHAPTER – II

### COMPANY PROFILE



#### 2.1 Brilliant Salt Refineries

Salt is an inevitable element utilized in the residential and industrial areas. The aspect has multiple properties and is available in various forms. Though we do not give much credit for salt in words, it is impossible to survive without it.

The salt is a culinary wonder that enhances and balances the flavour of the food. The health benefits aid consumers to embrace a stronger way of life. The element also has a spiritual influence in various cultures.

#### 2.2 History

- We started our salt business in 1930'S and we were the pioneer in salt trade in TUTICORIN. We had markets all over India and our supplies are concentrated in

northeast areas like Calcutta and Assam and west coast like Mangalore and coastal areas of Kerala.

- We started the Salt Production back in year 1958 as a pioneer in the Non-Licensed sector. These experts had a thorough understanding of the production as well as the significance in daily life.
- The group reorganized their company in Tuticorin in the year 1970. The Coastal City is known for its ideal conditions for salt production. The weather conditions, natural resources and skilled labour make it a perfect choice for the process. The company gradually grew to over 200 acres of salt pan and has become a significant supplier in South India.
- Brilliant salt, which was initially into the harvesting of salt gradually, evolved into the refinery segment in 2001. The organization currently concentrates on the manufacture of salt for domestic and industrial use. They have further diversified into speciality products to cater to the different segments of consumers. The target base has also expanded geographically with a strong presence in Tamil Nadu, Kerala and Karnataka.

## 2.3 Swot analysis

### Strength

1. It is an ancient company since 1961.
2. They have good experience in the field.
3. Since they are in the same field for more than three generations they are able to meet the expected quality.
4. They have started their business as a trader and then they have grown into a salt manufacturer and then as refineries and later it has been expended to exports

### Weakness

1. Some staffs are the verge of their retirement, and there is no new recruitment.
2. Capital shortage.

### Opportunities

1. Due to the quality of their product and reputation of the company, there is a great scope for doing business internationally.



2. They have opportunities to promote their own brand also.

### Threats

1. Competitors pose a heavy to them through their pricing strategy.
2. Brilliant salt refineries company is unable to project their own brand due to heavy competition in the market.

### 2.4 customers

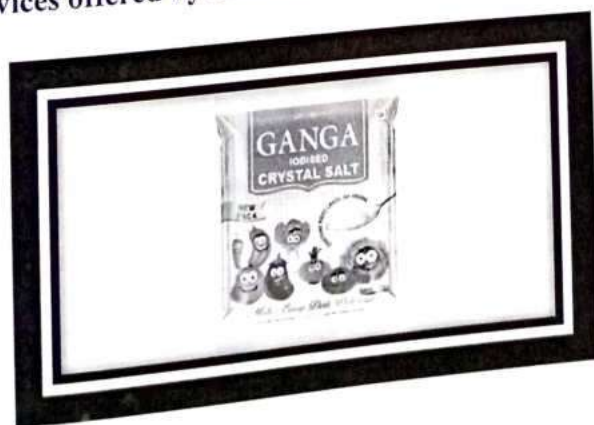
Half of the salt is marketed through retail outlets where as half of it is supplied to industries too without any branding in 500 kg packs. Brilliant salt refineries supplies its salt soap factories and dying factories in other states of the country. It is sent to the following industries:

- 21 tonnes is supplied to Triple x brand in Guntur, Anahara Pradesh, on a daily basis.
- 21 tonnes is supplied to "Ben" brand detergent soaps, Atoor, Kerala, on a daily basis.

They also do customized packing for overseas customers in East Africa and Far East countries. They are the only exporters in Tuticorin who export directly to other countries. The company's salt is marketed to the following states:

1. Karnataka
2. Andhra Pradesh
3. Kerala
4. Telengana
5. All destination in Tamil Nadu

### 2.5 Products and services offered by brilliant salt refineries





The broad range of products and services offered by brilliant salt refineries includes:

- Fine powder salt
- Table salt
- India HACCP Certified salt
- Raw sea salt
- Industrial salt
- Industrial warehouse rental services

These products are used in various food products and various industries such as:

- Food supplements
- Dairy products
- Food additive
- Bakery
- Pickles
- Sauces
- Soap industries
- Cement industries
- Chemical industries

## 2.6 Quality Control

Quality is the key characteristics of a great product. The impurities in salt do not just compromise the quality of the product but can have an impact on the health of the consumer. We have developed a stringent process control system that helps to maintain our quality standards. Our purity levels are relatively higher than our counterparts. We take extra care to remove the minute impurities resulting in excellent products to enhance the consumer's life. All our refined iodised salt are approved and accredited by ISI by Bureau of Indian Standards. Our salt production and products are approved by FSSAI.

Following are some parameters on which the quality of the salt are checked:

- Purity
- Appropriation of iodine
- Safe for consumption

Following are some of the parameters on which, gypsum is checked:

- Appropriation on nitrogen - calcium sulphate
- Purity

## 2.7 Awards

Awards and accolades stand as a testimony for our dedicated service and quality products.

- **Nestia Bellpins karmayogi A Chelladurai Award**

Nestia Bellpins Karmayogi a Chelladurai Award, 2004-Outstanding performance among small scale industries in south Tamilnadu.

- **Maditssia – AIMO Industrial Award**

Maditssia – AIMO Industrial Award, 2007 – Best Company in small scale Industries.

## 2.8 Mission:

- To create unique products and solutions to cater to specific targets.
- To innovate and initiate newer trends to revolutionize and upgrade the salt segment.
- To expand our distribution channel across the country and enhance our market presence.
- To expand the volume of salt production and distribution.

## 2.9 Vision:

- To create quality and affordable products which offer holistic solutions to our consumers
- To maintain our service standards by constant maintenance and regular updating.

- To uplift the lives of our dealers by providing the best product at economic margins.

## 2.10 Brands:

At present we have 2 brands Ganga and Asure to cater to the consumer market in south India. Our brand Ganga is certified by trademark network. We have implemented a bar-coding system in all our packets that assures our quality standards. We are positioned in major super markets and grocery stores. We also export our products to Malaysia and other countries.

## 2.11 Process

### 1) Extraction

This is the first and foremost step in the production of salt. This is a crucial aspect of the quality of the product is determined in this step. We have a 200- acres saltpan that helps us to harvest the element. We use the solar evaporation technique that is the purest method for salt harvesting. Our team is educated in the intricate details of the citify process. This help us to avoid pollutants and maintain the quality of the product. We maintain the required quality and allied elements to preserve the value of the product.

A part of the harvested salt is send to our new crystal salt automatic iodization plant where iodized crystal salt is packed in consumer packets of different weights. Another part of raw salt is transported to the salt refinery through dedicated trucks and containers. We keep sufficient stock in our salt works to supply salt in rainy season to run the salt refinery and supply iodized crystal throughout the year.

### 2) Purification

This purification process involves washing, centrifuging, dying and sorting the raw salt creates a usable refined product that is ready for packaging and distribution. Our refining plant is completely automated and is programmed to function around the clock. All our machinery is continually upgraded to maintain service standards.

We have developed a standards operating procedure aids in seamless operations and helps in quality control. We have an inbuilt 8000 sq.ft area for storage of raw and finished products. All our techniques are reviewed and continuously upgraded. We strive hard to preserve per standards and steps are taken to curb production cost.

#### **3) Packaging**

A good packaging uplifts the entire value of the product. We use automatic packing machine to maintain the exact weight of the products. As much as the quality is critical, the package attracts the attention of the clients. It creates a significant impact on consumers and improves overall sales. Our creative team works closely with market research firms to understand customer expectation.

Every product has a unique consumer base, and we take extra to accommodate their needs. Every product is distinctive and yet beholds the brand value of brilliant salts. We do not just concentrate on the aesthetic elements, but also the durability of the covers.

#### **4) Distribution**

Brilliant salts has an extensive network of partners who help in the distribution of products who help in the distribution of the products across south India. We understand the commercial aspects and the volume ratio of the product. We have designed the ideal schemes to aid our partnership. We provide the necessary materials to help them to market the product in their respective regions.

We pride ourselves in our seamless supply system and ensure that our suppliers are provided with adequate material. We have a strong presence in south India and have established our market even in tier 2 and tier 3 areas. We have partnered with government organizations and supply products to central and state organizations.



# CHAPTER 3

## CHAPTER - III

### EMPLOYEES MOTIVATION AT BRILLIANT SALT REFINERIES

#### 3.1 Employee's motivation

Motivation is one of the most important aspects of management. A well-motivated employee is a true asset to the firm. It is the function of the manager to properly motivate his employees and subordinates.

- In the past threat has been used as a motivating device in our society.
- Threat is used in authoritarian societies today to achieve objectives.
- Is threat working in the workplace in order to increase productivity or reduce absenteeism?
- Those firms who use financial and non -financial incentives side by side are those that produce the best results.

#### Financial incentive in brilliant salt refineries

- There are certain ways that people can be motivated to give better performance.
- It is a manager's task to find the best way to improve performance
- Manual workers are motivated with financial incentive
- Non-manual workers especially managers are given none or semi-financial incentive
- With promotion
- A big financial incentive such as banks.

#### Non- financial incentive in brilliant salt refineries

Non-financial incentives can help the employees to be highly motivated in their work. Non-financial incentive can help in various progress of an individual. It includes:

- Empowerment
- Praise

- Promotion opportunities ✓
- Job enrichment ✓
- Job enlargement
- Better two way communication
- Better working environment
- Team working

- Motivation with pay increase.
- Promotion can often back fire.
- Decrease workers motivation.

### 3.2 Wages

The workers are paid normally paid per hour worked and receive money at end of week in brilliant salt refineries.

### 3.3 Salaries

In brilliant salt refineries for the management professionals, they pay salary at the end of each month.

### 3.4 Bonuses

In brilliant salt refineries are given bonus of one month salary as their yearly bonus such as festival bonus.

### 3.5 Performance related pay

The targets are fixed for the workers to complete the task in brilliant salt refineries. So these are paid to those who meet certain targets.

### 3.6 Share options

In brilliant salt refineries common incentive for senior managers who are given shares in company rather than a straight forward bonus or membership of a profits sharing scheme.

### 3.7 Fringe benefits

In brilliant salt refineries often known as 'perks' these are items an employees receive in addition to their wage or salary e.g. company car, private health insurance free meals.

### **3.8 Important of motivation at brilliant salt refineries**

#### **1] High Efficiency**

In brilliant salt refineries one way the management of the firm can boost the efficiency and performance of their employees is to use motivation as a tool. Motivation helps transform the employee's talents and knowledge into actual performance and activity.

#### **2] Utilization of Resources**

Employees get stimulated through motivation. Motivated employees in brilliant salt refineries try to minimize their wastages and costs to better their performances. So it will help the firm maximize their potential and make the best use of their limited resources.

#### **3] Reduction in Labour Turnover**

In brilliant salt refineries, through motivation employees turnover is reduced, absenteeism is maximized. This will commitment and loyalty among employees towards organization.

#### **4] Readiness for Change**

When the environmental and technological changes occur in brilliant salt refineries, the employees motivations the workers to adapt and work with the changes. In brilliant salt refineries employees are more likely to adapt to these changes, accept the changes and get to work.

#### **5] Achieving Organizational Goals**

In brilliant salt refineries employees are motivated enthusiastically because organizational goals can be achieved very effectively.

#### **6] Helps with Attitude of Employees**

In brilliant salt refineries through motivation, the employees moral have been increase because of the systematic motivation policy following in brilliant salt refineries.

### **3.9 Monetary Incentive**

In brilliant salt refineries, if the employees achieve more than 100 tonnes of salt incentive is given in from of monetary system because of these incentive employees get



motivated. Workers are being motivated by the incentive system, and they work with enthusiastic mind.

### **3.10 Other Incentive**

Workers are highly motivated by the other incentives given by brilliant salt refineries. The other incentive include children's education fee, providing yoga and meditation class and outdoor activities etc. The praise and positive gusher of the authorities motivates the workers to give higher production.

### **3.11 Rewards**

In brilliant salt refineries the employees are asked to achieve certain targets. For example if an employee achieve the target of 200 tonnes for a month, they he is rewarded with some useful gifts like watch, house hold articles, etc.

### **3.12 Motivational training**

A training session is conducted once in a month for manager, supervisors in order to motivate them to perform their work better. These managers and supervisor conduct the necessary training needed for the employees.

# CHAPTER 4

## CONCLUSION

The motivational strategies used in brilliant salt refineries are found to be favourable. Motivation of employee is a tricky business. The employees are motivated and they are happy with the pay structure, benefits, work hours, freedom to work etc. Employees are asset for the company. A strong team needs individuals who are dedicated to give their best work. Highly self-motivated committed ambitious employees give the most to their company and get the most from their work. But, if there is lacking to employee motivation in the workplace the effects can be dramatic. So, employee motivation is very necessary to get the profitable results. Managers often do not understand the concepts, principle, and myths about motivation will be enough to put them in practice. Managers can improve their success rate by providing extrinsic rewards that will help their employees to be intrinsically motivated to become top performers. When it comes down to employees want communication, respect and recognition employees naturally want to do well and be successful in their jobs, all they need is an encouraging environment for their employer to do so.

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**INTERNSHIP REPORT ON RECRUITMENT AND SELECTION WITH  
REFERENCE TO SOUTHERN PETROCHEMICAL INDUSTRY LIMITED,  
THOOTHUKUDI**

(As internship report submitted in partial fulfillment of the requirements for the degree) Of

**MASTER OF HUMAN RESOURCE MANAGEMENT**

Of

**ST. MARY'S COLLEGE (AUTONOMOUS)-THOOTHUKUDI**

Submitted by

**S.KAUSHIKA**

**REG NO: 21SPHR05**

Under the guidance of



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Thoothukudi – 628001.

NOVEMBER 2022

**DEPARTMENT OF HUMAN RESOURCE MANAGEMENT**

**ST.MARY'S COLLEGE (AUTONOMOUS)**

**THOOTHUKUDI-628001**



**CERTIFICATE**

This is to certify that **S.KAUSHIKA** of second year Master of Human Resource Management has undergone Internship training on “**A Study On RECRUITMENT AND SELECTION WITH REFERENCE TO SOUTHERN PETROCHEMICAL INDUSTRY .Ltd,**” under the guidance of **Ms. M. FATIMA LUCIA SHEEBA B.Com., MBA., NET** and this is an original work up to my knowledge.

**CO-ORDINATOR**

**FACULTY GUIDE**

**EXTERNAL EXAMINER**

**PRINCIPAL**

Principal

St. Mary's College (Autonomous)  
Thoothukudi - 628 001.

  
**DIRECTOR**  
Director

Self Supporting Courses  
St. Mary's College (Autonomous,  
Thoothukudi - 628 001.

Date: 16.09.2022

**CERTIFICATE**

This is to certify that Kaushika S, studying Final year MHRM,  
of St.Mary's College, Thoothukudi has undergone Internship Training  
in M/s Southern Petrochemical Industries Corporation Ltd SPIC Nagar, Tuticorin.

**Internship Training details are as furnished below:**

- |                                     |                                 |
|-------------------------------------|---------------------------------|
| 1) Type of Training Imparted        | <b>INTERNSHIP TRAINING</b>      |
| 2) Period of Institutional Training | <b>01.09.2022 to 16.09.2022</b> |
| 3) Allotment of Department          | <b>HR DEPARTMENT</b>            |
| 4) Conduct & Character              | <b>GOOD</b>                     |
| 5) Performance during Training      | <b>GOOD</b>                     |
| 6) Attendance during Training       | <b>REGULAR</b>                  |



*R. Ramkumar*  
16/9/22

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**Joint Manager – Training & Development**

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## DECLARATION

I hereby declare that the internship entitled "A Study on RECRUITMENT AND SELECTION WITH REFERENCE TO SOUTHERN PETROCHEMICAL INDUSTRY, Ltd." is submitted to St. Mary's College (Autonomous), Thoonthukudi, affiliated to Mamonmaniam Sundaranar University for the award of degree of **Master of Human Resource Management** is my original work and that no part of this internship has been submitted for any Degree, Diploma, and Fellowship of other similar titles.

Place: Thoonthukudi

  
Signature of the candidate

Date:

(S.KAUSHIKA)

## ACKNOWLEDGEMENT

First of all, I thank the Almighty for his abundant grace and blessing for the accomplishment of my internship report. I would like to express my sincere gratitude to Principal **Dr. Sr. A.S.J. Lucia Rose, M.Sc., B.Ed., M.Phil. PGDCA. Ph. D.** for permitting me to do my internship report.

I also thank **Sr. Josephine Jeyarani, M.A.,M.Phil.** Director of Self-supporting Courses for her encouragement.

I express my heartfelt thanks to **Mrs. Mary Judith Reese Fernando, M.Com. M.Phil., Ph.D.,** Co-ordinator of the Department of Human Resource Management and for her kind support and guidance.

I wish a deep sense of gratitude to my internship guide **Ms. M. FATIMA LUCIA SHEEBA B.COM., MBA. NET** Assistant Professor of Department of Human Resource Management St. Mary's College for providing foundation in internship work and I am grateful to her, for giving invaluable guidance to complete my internship report.

I express my sincere thanks to **MR. BALA., Senior Executive HR of Southern Petrochemical Industry Ltd., Tuticorin,** who in spite of being extraordinarily busy with his duties, took time out to hear, guide and as well as provide necessary information regarding the internship and full support to complete the training.

I also express my sincere thanks to **all the employees of Southern Petrochemical Industry Ltd., Tuticorin,** for their kind co-operation extended to me and for providing the necessary data & information to complete my internship report successfully.

Finally, I also thank my parents and my friends for their ethical support and encouragement which has helped me in completing this work

## ABSTRACT

The purpose this study was to assess the effectiveness of the recruitment and selection practices and procedure of SPIC. It was to find out recruitment and selection practices of SPIC, the effectiveness of the recruitment and selection practices to SPIC and ways to help improve human resource planning and development. The study obtained information from ten respondents from staff of SPIC in thoothukudi through the use of questionnaires. The results indicated the advertising of job vacancies and employee referrals are mostly the made for recruiting potential employees, it was also realized that the method used in the recruiting and selection process was very effective and moreover helped improve employee performance, the study revealed that the selecting and recruitment process are also characterized with lots of challenges. Among the recommendations made were that potential employees should all be treated fairly in the recruitment and selection process, more so employees must be appraised constantly to ensure that they improve upon their performance.

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# **CHAPTER 1**

## CHAPTER-I

### INTRODUCTION

#### 1.1 DEFINITION OF RECRUITMENT:

##### According to Edwin B flippo

Recruitments as, "The process of searching for prospective employees and stimulating them to apply for the jobs in the organization."

##### According to Yoder

Recruitment is a process to discover the sources of manpower to meet the requirements of the staffing schedule and to employee effective measures to attracting that manpower in adequate number to facilitate effective selection of an effective workforce

#### 1.2 MEANING OF RECRUITMENT:

- **Recruitment** is the process of finding, screening, hiring and eventually on boarding qualified job candidates.
- **Recruitment** means to estimate the available vacancies and to make suitable arrangements for their selection and appointment.
- **Recruitment** is understood as the process of searching for and obtaining applicants for the jobs, from among whom the right people can be selected.
- **Recruitment** is the process of choosing the right person for the right position and at the right time. Recruitment also refers to the process of attracting, selecting, and appointing potential candidates to meet the organization's resource requirements.

#### 1.3 OBJECTIVES OF RECRUITMENT

- 1) To induct outsider with new perspective to lead the company.
- 2) To search out nonconventional development grounds of talent.
- 3) To find and employ the best qualified person for each job.
- 4) To minimize the cost of recruitment.
- 5) To offer promising careers and security.
- 6) To provide facilities for growth and development

- 7) To retain the best and most promising ones
- 8) To reduce the scope of favoritism and malpractice

#### **1.4 FACTORS AFFECTING RECRUITMENT**

All enterprise, big or small, has to engage themselves in recruitment of persons. A number of factors influence this process.

**Some of the main factors are being discussed below:**

##### **Size of the enterprise:**

The number of persons to be recruited will depend upon the size of an enterprise. A big enterprise requires more persons at regular intervals while a small undertaking employs only a few employees. A big business house will always be in touch with sources of supply and shall try to attract more and more persons for making a proper selection. It can afford to spend more amounts in locating prospective candidates. So the size of an enterprise will affect the process of recruitment.

##### **Employment conditions:**

The employment conditions in an economy greatly affect recruitment process. In underdeveloped economies, employment opportunities are limited and there is no dearth of prospective candidates. At the same time suitable candidates may not be available because of lack of educational and technical facilities. If the availability of persons is more, then selection from large number becomes easy. On the other hand, if there is a shortage of qualified technical persons, then it will be difficult to locate suitable persons.

##### **Salary structure and working conditions:**

The wages offered and working conditions prevailing in an enterprise greatly influence the availability of personnel. If higher wages are paid as compared to similar concerns, enterprise will not face any difficulty in making recruitments. An organisation offering low wages can face the problem of labour turnover.

The working condition in an enterprise will determine job satisfaction of employees. An enterprise offering good working conditions like proper sanitation, lighting, ventilation, etc. Otherwise, if employees leave the jobs due to unsatisfactory working conditions, it will lead to fresh recruitment of new persons.

## **Rate of growth**

The growth rate of an enterprise also affects recruitment process. An expanding concern will require regular employment of new employees. There will also be promotions of existing Employees necessitating the filling up of those vacancies. A stagnant enterprise can recruit persons only when present incumbent vacates his position on retirement, etc.

## **1.5 PURPOSE OF RECRUITMENT**

- To determine the present and future requirements of the organization in conjunction with its personnel planning and job analysis activities. This is one of the most important purposes of recruitment.
- To increase the pool of job candidates at minimum post cost.
- To help increase the success rate of the selection process by reducing the number of visible under qualified or overqualified job applicants.
- To help reduce the probability that job applicants, once recruited and selected, will leave organization only after a short period of time.
- It should meet the organization's social and legal obligation toward the composition of its workforce
- To begin identifying job applicants and preparing potential job applicants who will be appropriate candidates.
- To increase organizational and individual effectiveness in the short term and long term.
- To evaluate the effectiveness of various recruiting techniques and sources for all types of job applicants.

## **1.6 PROCESS OF RECRUITMENT**

### **Recruitment planning:**

Recruitment planning is the first step of the recruitment process, where the vacant positions are analyzed and described. It includes job specifications and its nature, experience, qualifications and skills required for the job, etc.



**Strategy development:**

A strategy is prepared for hiring the resources. After completing the preparation of job descriptions and job specifications, the next step is to decide which strategy to adopt for recruiting the potential candidates for the organization.

**Searching:**

Searching is the process of recruitment where the resources are sourced depending upon the requirement of the job. After the recruitment strategy is done, the searching of candidates will be initialized. This process consists of two steps –

- **Source activation** – Once the line manager verifies and permits the existence of the vacancy, the search for candidates starts.
- **Selling** – Here, the organization selects the media through which the communication of vacancies reaches the prospective candidates.

**Screening:**

The screening means to shortlist the applications of the candidates for further selection process. Although, the screening is considered as the starting point of selection but is integral to the recruitment process. This is because the selection process begins only after the applications are scrutinized and shortlisted on the basis of job requirements.

**Evaluation and control:**

Evaluation and control is the last stage in the process of recruitment. In this process, the effectiveness and the validity of the process and methods are assessed. Recruitment is a costly process; hence it is important that the performance of the recruitment process is thoroughly evaluated.

**1.7 METHODS OF RECRUITMENT**

Dunn and Stephens summaries the possible recruiting methods into two methods

- Direct method
- Indirect method

## **Direct method**

In this method, the representatives of the organization are sent to the potential candidates in the educational and training institutes. They establish contacts with the candidates seeking jobs. These representatives work in cooperation with placement cells in the institutions persons pursuing management, engineering, medical etc.

Sometimes, some employer firms establish direct contact with the professors and solicit information about students with excellent academic records. Sending the recruiter to the conventions, seminars, setting up exhibits at fairs and using mobile office to go to the desired centers are some other methods used to establish direct contact with the job seekers.

## **Indirect method**

Indirect methods include advertisements in news papers, on the radio and television, in professional journals, technical magazines etc.

The experience suggests that the higher the positions to be filled up in the organization, or the skill sought by the more sophisticated one; the more widely dispersed advertisement is likely to be used to reach too many suitable candidates.

## **1.8 SOURCES OF RECRUITMENT**

The different sources of recruitment are classified into two categories, viz.

**Internal:** Source of recruitment is from within the organization.

**External:** Sources of recruitment are from outside the organization.

### **Internal sources:**

Best employees can be found within the organization. When a vacancy arises in the organization, it may be given to an employee who is already on the pay-roll. Internal sources include promotions, transfer and in certain cases demotion. When a higher post is given to a deserving employee, it motivates all other employees of the organization to work hard.

## **1.9 METHODS OF INTERNAL SOURCES**

The internal sources are given below:

### **1) Transfers:**

Transfer involves shifting of persons to positions crying better prestige, higher responsibilities or prestige. The numbers of persons do not increase with transfers.

### **2) Promotion:**

Promotions refer to shifting of persons to positions carrying better prestige, higher responsibilities and more pay. The higher positions falling vacant may be filled up from within the organization. A promotion does not increase the number of person in the organization.

A person going to get a higher position will vacate his present position. Promotion will motive employees to improve their performance so that they can also get promotion.

### **3) Present employees:**

The present employees of a concern are informed about likely vacant positions. The employees recommend their relations or persons intimately known relieved of looking out prospective candidates.

## **External sources:**

All organizations have to use external sources for recruitment to higher positions when existing employees are not suitable. More persons are needed when expansions are undertaken.

### **1.10 Methods of External sources:**

#### **1. Advertisement:**

It is a method of recruitment frequently used for skilled workers, clerical and higher staff. Advertisement can be given in newspapers and professional journals. These advertisements attract applicants in large number of highly variable quality.

Preparing good advertisement is a specialized task. If a company wants to conceal its name, a 'blind advertisement' may be given asking the applicants to apply to Post Bag or Box Number or to some advertising agency.



## 2. Employment Exchanges:

Employment Exchanges in India are run by the Government. For unskilled, semi-skilled, skilled, clerical posts etc., it is often used as a source of recruitment. In certain cases it has been made obligatory for the business concerns to notify their vacancies to the employment exchange. In the past, employers used to turn to these agencies only as a last resort. The job seekers and job givers are brought into contact by the employment exchanges.

## 3. Schools, Colleges and Universities:

Direct recruitment from educational institutions for certain jobs (i.e. placement) which requires technical or professional qualification has become a common practice. A close liaison between the company and educational institutions helps in getting suitable candidates. The students are spotted during the course of their studies junior level executives or managerial trainees may be recruited in this way.

### 1.11 Definition of Selection:

According to **Harold Koontz**,

“Selection is the process of choosing from the candidates, from within the organization or from outside, the most suitable person for the current position or for the future positions.”

**David and Robbins** said,

“Selection process is a managerial decision-making process as to predict which job applicants will be successful if hired”

### Importance of Selection:

- Proper selection and placement of employees lead to growth and development of the company. The company can similarly, only be as good as the capabilities of its employees.
- The hiring of talented and skilled employees results in the swift achievement of company goals.
- Industrial accidents will drastically reduce in numbers when the right technical staff is employed for the right jobs.



- When people get jobs they are good at, it creates a sense of satisfaction with them and thus their work efficiency and quality improves.
- People who are satisfied with their jobs often tend to have high morale and motivation to perform better.

## **1.12 SELECTION PROCESS**

The Selection procedure comprises of following systematic steps:

### **1. Preliminary interview:**

The preliminary interview is also called as a screening interview wherein those candidates are eliminated from the further selection process who do not meet the minimum eligibility criteria as required by the organization.

### **2. Receiving Applicants:**

Once the individual qualifies the preliminary interview he is required to fill in the application form in the prescribed format. This application contains the candidate data such as age, qualification, experience, etc. This information helps the interviewer to get the fair idea about the candidate and formulate questions to get more information about him.

### **3. Screening Applicants:**

Once the applications are received, these are screened by the screening committee, who then prepare a list of those applicants whom they find suitable for the interviews. The short listing criteria could be the age, sex, qualifications, experience of an individual. Once the list is prepared, the qualified candidates are called for the interview either through a registered mail or e-mails.

### **4. Employment Tests:**

In order to check the mental ability and skill set of an individual, several tests are conducted. Such as Intelligence tests, aptitude tests, interest tests, psychological tests, personality tests, etc. These tests are conducted to judge the suitability of the candidate for the job.

## **5. Employment Interview:**

The one on one session with the candidate is conducted to gain more insights about him. Here, the interviewer asks questions from the applicant to discover more about him and to give him the accurate picture of the kind of a job he is required to perform.

Also, the briefing of certain organizational policies is done, which is crucial in the performance of the job. Through an interview, it is easier for the employer to understand the candidate's expectations from the job and also his communication skills along with the confidence level can be checked at this stage.

## **6. Checking References:**

The firms usually ask for the references from the candidate are checked to cross check the authenticity of the information provided by him. These references could be from the education institute from where the candidate has completed his studies or from his previous employment where he was formerly engaged. These references are checked to know the conduct and behavior of an individual and also his potential of learning new jobs.

## **7. Medical Examination:**

Here the physical and mental fitness of the candidate are checked to ensure that he is capable of performing the job. In some organizations, the medical examination is done at the very beginning of the selection process while in some cases it is done after the final selection.

Thus, this stage is not rigid and can take place anywhere in the process. The medical examination is an important step in the selection process as it helps in ascertaining the applicant's physical ability to fulfill the job requirements.

## **8. Final Selection:**

Finally, the candidate who qualifies all the rounds of a selection process is given the appointment letter to join the firm.

Thus, the selection is complex and a lengthy process as it involves several stages than an individual has to qualify before getting finally selected for the job..

# **CHAPTER 2**

## CHAPTER-II

### INTRODUCTION ABOUT THE COMPANY

#### 2.1 COMPANY PROFILE

Southern Petrochemical Industries Corporation (SPIC) Limited is one of the leading fertilizer manufacturing companies in the country located at Tuticorin in the State of Tamil Nadu, having its registered office at Chennai and it is a public limited company, incorporated under the provision of the companies act 1956, its shares are listed on National Exchange of India.

The company has been appointed as the handling agent by government of India for handling, packing, transporting, and sale of imported urea at Karaikal and Tuticorin ports.

SPIC is one of the earliest units set up in the country with a vision to produce high quality fertilizers to improve the agricultural output of the country. SPIC's large fertilizer complex is capable of producing 6.2 lakh tons of Neem Coated Urea. SPIC is a household name within the farming community due to its ability to enrich the soil consistently throughout the agricultural cycle with maximum nutrient use efficiency. SPIC products not only help to sustain the health of the soil but also act as environment-friendly catalysts to increase the productivity to meet the food demand of the nation. To attain a leadership in fertilizer, Petrochemical, Engineering, Biotechnology through business excellence which maintaining the highest standards of ethics and corporate social responsibility.

SPIC was basically an icon for Industrial development in the Southern part of India. Notable amongst that was in the fertilizer Industry. This is the most critical part of business - fertilizer vertical, because its deals with the food security of India. SPIC was the first company in the group in 1969. And after this the petrochemical semiconductors and logistics business came, SPIC is the lifeline of the group. Wherever today people who have had the touch point with SPIC they recall name of SPIC very high, they could be in INDIA they could be anywhere in the world. But SPIC also became a bit of an affected party with dept. They had the most difficult time that was their assets were almost auctioned off. In 2007 they went for some expansion and projects and these projects



haven't done well. It was a challenge and they overcome with the promoters supports called AMIH. That was the time that they had the time to change this icon for something for the future.

Company name	SPIC- Southern Petrochemical Industries Corporation ltd,
Type	Public company
Founded	1969
Head quarters	Chennai, India
Chairman	Ashwin C Muthiah
Economic sector	Petrochemical industries
Pan card number	AAACS4668K
GST number	33AAACS4668K1Z4
Phone number	0461-2355411
Number of shifts	3 per day
Average number of employees	768
Bank	Bank Of India

## 2.2 VISION:

“To add value to agriculture by being an ethical partner”.

## 2.3 MISSION:

“To double the fertilizer business in five years through innovation & good governance and to serve the agricultural community & stakeholders in a sustainable manner on the strength of empowered employees & a network of trusted service providers by leveraging opportunities in market & technology”.

## 2.4 BOARD OF DIRECTORS

Ashwin C Muthiah	Chairman
Aneesh Sekhar IAS	Director
M.S. Shammugam IAS	Director
B. Elangovan	Director
B.Narendran	Independent Director
Debendrananth Sarangi IAS	Independent Director
Harish Chandra Chawla	Independent Director
Sashikala Srikanth	Independent Director
Sumanjit Chaudhry	Independent Director
S. Radhakrishnan	Independent Director
Tk Arun	Director
S.R. Ramakrishnan	Whole Time Director

## 2.5 UREA:

Single stream urea plant, with a rated capacity of 6, 20,400 MTPA. Main raw materials for the production of UREA are Ammonia and Carbon Dioxide for which the feedstocks are Naphtha and furnace oil.

## **PRODUCT DESCRIPTION**

- Synthetic organic compound containing 46.2% Nitrogen in Amide forms.
- A white solid uniform & high crushing strength prills with free flowing for easy application.
- Being Hygroscopic, urea is packed in moisture proof High Density Poly Ethylene bags.

## **PRODUCT SPECIFICATION**

- Moisture per cent by weight (Maximum) – 1%.
- Total Nitrogen per cent by weight (Minimum)- 46%.
- Biuret percent by weight (Maximum) – 1.5%.
- Neem content – 0.035% Min as Benzene soluble content.

## **PRODUCT APPLICATION**

- Used as nitrogenous fertilizer.
- Can be applied to soil. Also suitable in solution form as spray.
- Application is recommended in split doses for better use efficiency.

### **2.6 SPIC – DAP**

## **PRODUCT DESCRIPTION**

- Contains the second most important primary nutrient element, Phosphorous besides Nitrogen. (Nutrient: 18% N, 46% P<sub>2</sub>O<sub>5</sub>).
- Unique black color and uniform size granules.
- Contains micro nutrients such as iron and important plant nutrients such as sulphur, calcium, magnesium, nitrogen and phosphate

## PRODUCT SPECIFICATION

- Moisture percent by weight (maximum)- 2.5%
- Total Nitrogen per cent by weight (Minimum) – 18%.



- Ammonia Cal nitrogen form per cent by weight (Minimum) – 15.5%.
- Total Nitrogen in the form of Urea per cent by weight (Maximum) – 2.5%.
- Neutral ammonium citrate soluble phosphates ( $P_2O_5$ ) per cent by weight (Minimum) – 46%.
- Water soluble Phosphates (as  $P_2O_5$ ) per cent by weight (Minimum) – 41%.

### 2.7 SPIC DAP (IMPORTED) DI-AMMONIUM PHOSPHATE (18:46:0)

#### PRODUCT DESCRIPTION

- Moisture per cent by weight (Maximum) – 2.5%.



- Total Nitrogen per cent by weight (Minimum) – 18%.
- Ammonia Cal nitrogen form per cent by weight (Minimum) – 15.5%.



- Total nitrogen in the form of urea per cent by weight (maximum)- 2.5%
- Water soluble phosphates (as  $P_2O_5$ ) per cent by weight (minimum)-41%
- Neutral ammonium citrate soluble phosphates (as  $P_2O_5$ ) per cent by weight (minimum)-

## 2.8 DEPARTMENT IN TUTICORIN ALKALIC CHEMICAL FERTILIZER LIMITED (TFL)

- ✓ Administrative department
- ✓ Civil department
- ✓ Distribution department
- ✓ Documentation department
- ✓ Engineering and maintenance department
- ✓ Human resource department

- ✓ Instrumentation department
- ✓ Marketing department
- ✓ Operation department
- ✓ Off-site plant department
- ✓ Production department
- ✓ Purchase department
- ✓ Quality department
- ✓ Research department
- ✓ Safety department
- ✓ Security department
- ✓ Stores department

## **2.9 HUMAN REASOURCE DEPARTMENT**

Human resource or HR is the company department charged with finding, screening, recruiting, training job applicants and administering employee benefit program. As companies reorganize to gain a complete edge, HR plays a key role in helping companies deal with a fast-changing environment and the greater demand for quality employees.

The Human Resource department of the company constitutes the performance of the company. A good labour can effectively enhance the efficiency of the company by their contribution in production sector. The human resource are allocated from the level of low, middle, and higher of authorities

## **2.10 TIME OFFICE:**

Time office consist of manpower planning, leave management, shift management, overtime management, reporting tool and employee self-help application. It is configurable to suit even most unique time office requirements and work flows. It is seamless multi-location system.

### **Registration of Biometric system:**

A biometric attendance system as mentioned before makes use of an employees' fingerprint to allow clocking in and clocking out of their workplace. Every employee's fingerprint is first scanned and mapped out based on various coordinates defined within the system. Here we are using two types of technology in a biometric attendance system, one is the image-based system that captures the image of the fingerprint and stores it the same way. The coordinates are mapped from the image of the finger. The other one is Face recognition attendance system. The system

stores a database of faces. A screen is placed at the entrance and employees have to simply walk towards it. A match is triggered with the database and attendance is captured within a second.

#### **Verification:**

Employee Id needs to be entered into system for verification purpose. If it matches to registered fingerprint, it authenticates on respective employee to mark attendance.

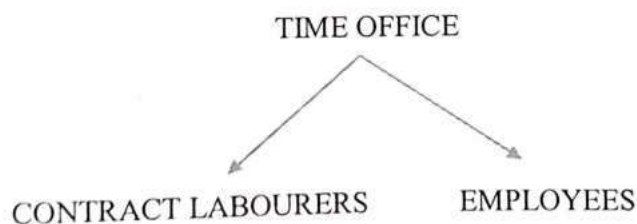
#### **Leave Master:**

The Leave and Attendance management module is fully integrated with Payroll module to ensure leave and attendance is reflected in the monthly payroll process taking the hassle of having to verify against an attendance rooster every pay cycle. Employees are able to directly send leave requests electronically, either through the web or through their mobile application. Reporting managers and HR can easily approve or reject a request through their web login or via their mobile applications. Employees can view and monitor their attendance IN/OUT punch, as well Leave Balances etc. Employees can apply or modify or cancel their leave requests.

#### **Shift Master:**

HR Manager can set shift criterion through Shift Master Form. It can define shift time and period as well as Pay period through this form. It allows user to set shift parameters such as time breaks of Late marks, Half day, Low time, early out. You can add, edit and delete shifts here.

### **2.11 INTERPRETATION ON TIME OFFICE:**



#### **For contract labourers:**

#### **Punch cards:**

The contract labourers are given punch cards to enter into the company. The labourers get punch card with name and card number. They punch it on the machine to note the timings they

enter and move out. The punch card machine shows some information, they are:

- ✓ Time and Date
- ✓ Punch card Number
- ✓ Name of the laborer

### **Token System:**

If the labourers are new to the contract, they provide token with the number for identification. Mobile phones are prohibited inside the plant, so they provide tokens for the mobile phones too in order to keep it safe.

### **ESI- Employee State Insurance Scheme:**

ESI is must for all the contract labourers in case of any accidents/injuries/ or any other. They claim if any accidents occur while working in the plant or otherwise for their own usage.

### **Gate pass:**

The contract labourers may go out and come back due to personal reasons, so they provide with 2 comeback passes. One pass is to give to the security when they go out and another pass is to bring when they come in.

### **Shifts:**

There are several shifts for the in plant workers and also the contract labourers. There are general shift, shift I, shift II, 6 to 6 shift, 8 to 8 shift and other shifts too.

### **Maintenance of register:**

Register has been maintained for the contract labourers with the contractor or company's name and how many of them went in and all the details are mentioned with total numbers.

### **Photo Identity Card:**

This type of identity Card is also provided for the labourers with the details of passport size



photo, name, and date of birth, ESI number and signature of the officers.

#### **Safety Measures:**

Safety letter is maintained for the labourers who have attended safety classes. Only after the class, they are permitted to work in the company. Safety letter to the HR manager contains the signature of HR, Chief Security Officer and signature of Safety officer.

#### **Information to HR department:**

All the information of manpower in and out has been sent through email to maintain the records and allotment of salary to the contract labourers.

#### **Return of Punch Cards:**

Punch cards after return, the details of the punch card are uploaded and deleted to the percentage of 100 and then the new details are uploaded with the details when it is needed. The cards are reused once the name and card number are erased.

#### **Time office on Employees:**

- Punch cards are received only after the verification of documents. If it matches with each document, the punch card is given.
- Punch card contains the number and name of the person.
- Once the punch cards are done punching, the information is received after one hour.
- Time and date are also mentioned in the punch card. When there is a time delay, it shows the time column as red. If it is more than 5, warning will be given by the heads of the department, and then it continues again, loss of pay will be deducted from the salary.
- The problems regarding the punch cards like the card not working, not verifying the fingerprints or something, then it is rectified by the Time Office.
- The leaves taken list is also maintained by Time Office. Leaves include casual leave, sick leave, earned leave, accident leave, compensatory off and so on.
- Each department have a separate device for punch cards- finger prints, face detection, eye, palm and so on.

- The complaints and all other activities for the employees are done only through the software called Talento2 and if any problem occurs, it is rectified by Time Office team.

### **Working Hours**

- Work for 48 hours a week.
- One day off for every 7 day period
- Over time work does not exceed 12 hours per employee per week
- Over time work is always remunerated at a premium rate.

### **Remuneration**

- The wages are paid as per “THE MINIMUM WAGES ACT”
- The wages are sufficient to meet the basic needs and provide discretionary income
- The wages are paid regularly and in transparent manner
- The wages are not deducted for disciplinary purposes

# **CHAPTER 3**

## **CHAPTER III**

### **A STUDY ON RECRUITMENT AND SELECTION IN SOUTHERN PETROCHEMICAL INDUSTRIES CORPORATION LIMITED**

#### **3.1 INTRODUCTION:**

In Human resource management, "Recruitment" is the process of finding and hiring the best and most qualified candidate for a job opening, in a timely and cost-effective manner. It can also be defined as the "process of searching for prospective employees and stimulating and encouraging them to apply for jobs in an organization".

#### **3.2 RECRUITMENT AND SELECTION FOLLOWED IN SOUTHERN PETRO CHEMICAL INDUSTRIES CORPORATION LIMITED:**

The recruitment process requires a lot of resources and time, including systematic steps from the procurement of candidates to the preparation and implementation of interviews at SPIC.

#### **3.3 PROCESS OF SELECTION AT SPIC:**

##### **1<sup>st</sup> stage:**

In spic, The plant head gives responsibility to the HR Manager to fill the vacancies or to bring up the best candidates to the organization.

##### **2<sup>nd</sup> stage:**

In spic, HR manager takes up the responsibility for bringing the best talented employees to the organization. Senior executive manager announces the concerned job vacancies and suitable candidates for those job can upload their resumes. Job vacancies announces on their websites to get the best talented candidates.



### **3<sup>rd</sup> stage:**

The vacancy information announces within SPIC, through the senior executive manager. So, that employees can refer some of the best candidates of their own so that vacancies can be filled.

### **4<sup>th</sup> stage:**

Interested candidates who have uploaded their resumes will be shortlisted by the HR manager and those who are shortlisted they are called up for the interview at SPIC.

### **5<sup>th</sup> stage:**

Candidates have to submit their resume hardcopy and qualification certificate to the senior executive officer in the HR department at SPIC. The senior executive officer conducts exam through written format for the candidates, before they cope-up face to face interview.

## **3.4 DIFFERENT EMPLOYEE SLECTION METHODS IN SPIC:**

Selecting the right employee can be stressful, time consuming and tiring effect if not carefully handled.

### **1. Screening:**

One of the most common employee selection method at SPIC is the screening\interview process. There are many ways to approach interviewing potential employees such as posting web ads, or ads in newspaper and magazines. If it is a high profile job and many people are expected to request an interview, has prescreening process and perform a resume evaluation via email, After the prescreens, if there are still many lined up, have one or two call backs for several of the best interviewers at SPIC.

### **2. Referrals:**

Another method for employee selection at SPIC is the employee referral. They may find that a current employee knows someone in the field who is looking for a new position or even an associate of good character not versed in company related skills who is looking for a Career, or a changing career direction. Selecting a candidate who is familiar with an existing employee may

make her learning curve easier, as the newbie will already have an inside source allowing questions to be asked without fear.

### **3. Notices:**

If there is any vacancy in the organization (SPIC), The company displays them in the notice board, where all the employees can have a look over it. This helps the employees in applying for internal vacancy in the job.

### **4. Promotion:**

The company fills the vacancy through promotion also. They analyze the competencies, skills and the productivity level and promote the best employees for the vacant job at SPIC.

## **3.5 STEPS IN INTERVIEW PROCESS IN SPIC:**

Interview is an art it demands a positive frame of mind on part of the interviewers must be treated properly so as to leave a good impression about the company in their minds HR Experts at SPIC have identified certain steps to be followed while conducting interviews.

### **1. Reception:**

The candidate should be properly received and led into the interview room. Start the interview on time at SPIC.

### **2. Information exchange:**

In SPIC, They state the purpose of the interview, how the qualifications are to be Matched with skills needed to handle the job. Focus on the applicant's education, training, workexperience, etc. Find unexplained gaps in applicants past work or college record and elicit facts that are not mentioned in the resume. With open-ended questions where the candidate gets enough freedom to express himself.

### **3. Evaluation:**

At SPIC, The evaluation is based on their marks in written exam that are conducted by the senior HR executive manager and based on the answers and justification given by the applicant in the interview.

### **4. Physical and medical examination:**

After the selection decision and before the job is made at SPIC, the candidate is

required to undergo a physical fitness test. A job is open contingent upon the candidate being declared fit after the physical examination.

#### **5. Final selection and joining:**

In SPIC, Based on positive report on health status from the medical center and positive reference check, the candidate is selected for appointment. Personal Form has to be filled up by the finally selected candidates. The form contained detailed information about the new hire and the information will be part of HR database. The information provided in this form must be true and complete, failure to provide correct information is subject to disciplinary action to company policy.

#### **6. Appointment letter or agreement:**

The appointment letter should include:

- Job title , grade and salary.
- Nature of appointment
- Name of section or department
- Effective date of appointment
- Probationary period, conditions of confirmation and notice period
- Ending date of employment (applicable for part time or contract employee)

In SPIC, The appointment letter or agreement and job description will become valid only after signing by the respective signing authority and the employee, in the space provided for the purpose. It is expected that at the time of handing over appointment letter, HR will let the employee know about the company, policies, compensation, terms and conditions, professional standards of conduct and pertinent information in brief.

# CHAPTER 4



## CONCLUSION

In spic, the recruitment and selection process not only identifies a candidate's experience and aptitude to fit into the job that the company is looking to fill, but also to find someone who shares and endorses the company's core values. The candidate need to fit in well within the company's culture. The selection and recruitment process provides the company with an employee who adapts and works well with others in business. In recruiting and selecting a candidate for the long term can result in high turnover. Besides, selection function provides a vital opportunity to focus on what candidates can offer in the company. It is important to select carefully, either by using own judgment or by enlisting the help of managers with trust. The interviewer of the SPIC knows what the job is and what is required for a new job position to perform well in the future. The interview process allows the opportunity to express the company's vision, goals and needs. Last but not least, it is vital that the interview elicits responses from applicants that can be measured against our expectations for the position. In SPIC, the candidates who are fit to be selected in the right job position are highly-skilled. Thus, the Recruitment and Selection process helps to develop the company's economic growth and highly competitive in the business world.

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- When people get jobs they are good at, it creates a sense of satisfaction with them and thus their work efficiency and quality improves.
- People who are satisfied with their jobs often tend to have high morale and motivation to perform better.

## **1.12 SELECTION PROCESS**

The Selection procedure comprises of following systematic steps:

### **1. Preliminary interview:**

The preliminary interview is also called as a screening interview wherein those candidates are eliminated from the further selection process who do not meet the minimum eligibility criteria as required by the organization.

### **2. Receiving Applicants:**

Once the individual qualifies the preliminary interview he is required to fill in the application form in the prescribed format. This application contains the candidate data such as age, qualification, experience, etc. This information helps the interviewer to get the fair idea about the candidate and formulate questions to get more information about him.

### **3. Screening Applicants:**

Once the applications are received, these are screened by the screening committee, who then prepare a list of those applicants whom they find suitable for the interviews. The short listing criteria could be the age, sex, qualifications, experience of an individual. Once the list is prepared, the qualified candidates are called for the interview either through a registered mail or e-mails.

### **4. Employment Tests:**

In order to check the mental ability and skill set of an individual, several tests are conducted. Such as Intelligence tests, aptitude tests, interest tests, psychological tests, personality tests, etc. These tests are conducted to judge the suitability of the candidate for the job.



**INTERNSHIP REPORT ON A STUDY ON EMPLOYEES QUALITY CIRCLE IN  
BRILLIANT SALT REFINERY., THOOTHUKUDI**

(As internship report submitted in partial fulfilment of the requirements for the degree)

Of

**MASTER OF HUMAN RESOURCE MANAGEMENT**

Of

**ST. MARY'S COLLEGE (AUTONOMOUS)-THOOTHUKUDI**

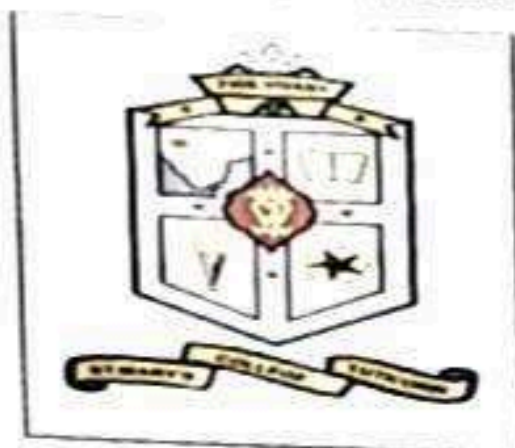
Submitted by

**R.PONSELVI**

**REG NO: 21SPHR07**

Under the guidance of

**Mrs. C.S. PURNIMA B.Sc (Horti), MBA., NET**



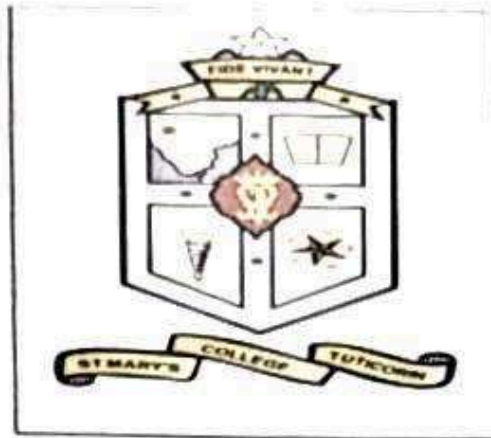
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November 2022

**DEPARTMENT OF HUMAN RESOURCE MANAGEMENT**  
**ST. MARY'S COLLEGE (AUTONOMOUS) THOOTHUKUDI-628001**



**CERTIFICATE**

This is to certify that **R.PONSELVI** of second year Master of Human Resource Management has undergone Internship training on "**A STUDY ON EMPLOYEES QUALITY CIRCLE**" under the guidance of **Mrs. C.S. Purnima B.sc (Horti)., MBA., NET** and this is an original work up to my knowledge.

*[Signature]*  
**CO-ORDINATOR**

*[Signature]*  
**EXTERNAL EXAMINER**

*[Signature]*  
**FACULTY GUIDE**

*[Signature]*  
**PRINCIPAL**

Principal  
St. Mary's College (Autonomous)  
Thoothukudi - 628 001.

*[Signature]*  
**DIRECTOR**

Director  
Self Supporting Courses  
St. Mary's College (Autonomous)  
Thoothukudi - 628 001.

# Brilliant Salt Refinery

Mfrs & Exports of Refined Free flow Iodized Salt & Industrial Salt  
68-A, South Raja Street, Thoothukudi - 628 001  
Tamilnadu, India

REFINED FREE FLOW



IS: 7124



CST: 499994

Date : 12.09.2022

## CERTIFICATE

This is to certify that Mrs. **R.Ponselvi** (Reg No. **21SPIIR07**) II MHRM Student of **St. Mary's College (Autonomous) Thoothukudi** has done an internship on the topic of "Employee Quality circle" for the period of **15 days (29.08.2022 to 12.09.2022)** in our organisation.

During this tenure, she gained knowledge on various activities. Her conduct and character were good.

We wish her all success in her career.



Best regards,

For Brilliant Salt Refinery,

CW - Partner

Factory: The Tuticorin Co-op. Industrial Estate Ltd., Unit No. SB -14, Korampallam - 628 101.

GSTIN: 33AAFFB4965J1ZC  
CST: 478081 IAC: 298  
PAN: AAFFR1065I

Ph: 0461-2321273, 2326961  
0461-2339212

Email: enquiry@gangasalt.com, info@gangasalt.com  
Web: www.gangasalt.com

### **DECLARATION**

I hereby declare that the internship entitled "A Study on Employees Quality Circle " is submitted to St. Mary's College (Autonomous), Thoothukudi , affiliated to Manonmaniam Sundaranar University for the award of degree of Master of Human Resource Management is my original work and that no part of this internship has been submitted for any Degree, Diploma, and Fellowship of other similar titles.

**Place:** Thoothukudi

**Date:** 11/11/2022

*R. PonSelvi*  
**Signature of the Candidate**

**R.PONSELVI**



## **ACKNOWLEDGEMENT**

First of all I thank the Almighty for his abundant grace and blessing for the accomplishment of my internship report. I would like to express my sincere gratitude to Principal Dr. Sr. A.S.J. Lucia Rose, M.Sc., B.Ed., M.Phil., PGDCA., Ph. D. for permitting me to do my internship report.

I also thank Director Sr. Josephine Jeyarani, M.A., M.Phil., Self-supporting Courses for her encouragement.

I express my heartfelt thanks to Mrs. Mary Judith Reese Fernando, M.Com., M.Phil., Ph.D., co-ordinator of Human Resource Management and for her kind support and guidance.

I wish a deep sense of gratitude to my internship guide Mrs. C.S. Purnima B.sc (Horti), MBA., NET Assistant Professor of Department of Human Resource Management St. Mary's College for providing foundation in internship work and I am grateful to her, for giving invaluable guidance to complete my internship report.

I express my sincere thanks to NAREN DHARMARAJ HR of Brilliant salt company thoothukudi, for allowing me to complete my internship report in their esteemed institution.

I thank all the employees , Brilliant salt company Thoothukudi, of for their kind co-operation extended to me providing the necessary data & information to complete my internship report successfully.

Finally I also thank my parents and my friends for their ethical support and encouragement which has helped me in completing this work

## ABSTRACT

"Quality Circle is small group of employees who work in same work area are doing a similar type of work who voluntarily meet regularly for above an hour every week identify, analyze and resolve work related problems, leading to improvement in their total performance, and enrichment of the work life". Quality Circle is a participatory management technique that enlists the help of employees in solving problems related to their own jobs. Circles are formed of employees working together in an operation who meet at intervals to discuss problems of quality and to devise solutions for improvements. In the belief of employees can able to solve the issues by their own involvement and approach, quality circle are quite implemented in all most all organizations. The findings show that employee participation and working environment has a positive impact quality circle while employees negative influence on quality circle implementation.

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# CHAPTER 1



# CHAPTER – I

## INTRODUCTION

### 1.1 Introduction

Most organization are occupied in the production of certain goods/and or services projected to satisfy certain customer needs. Also most organization need to earn a responsible level of profit for their and growth. Adherence to desirable specifications the primary prerequisite for a quality product. Quality is a principal factor in the measurement of performance of a quality organization. The quality of a product can be measured with reference to a certain relevant, recognized standard without successful standard, quality would only be a concept. Also standardization is necessary for reduction in variety. Thus, standardization is a concept continually of standards, not only for furnished products but also for inputs, procedures and practices. Total quality management is a new approach to improve the effectiveness and flexibilities of an organization working together to eliminate errors and waste.

Quality circle is a small group of employees in the same work area or doing a similar types of works who voluntarily meet regularly for about an hour every week to identify, analyze and resolve works – related problems. Leading to improvement in their total performance and enriched of their work life quality circle is a participative management technique in which small teams of employees are voluntarily formed to define and solve a quality or performance related problem. The teams are typically formed within the framework of a quality system practiced in a business and represent different responsibilities and duties related to a problem. Quality circles are applicable to a wide variety of business situations and problems. They are based on two ideas that employees can often make better suggestions for improving by their participative in making such improvement.

Quality circle is a small group of employee in the same work-area or doing similar types of works who voluntarily meet regularly for about an hour every week to identify, analyze and resolve, works-related problems, leading to improvement in their total performance and enriched

of their work-life. Quality circle is the act of increasing team spirit, job commitment, problem solving capacity and enrich the quality of product through quality performance of the employees. Quality circle helps to lead the employees to the right way on the achievement organization goals.

### **1.2 Definition of Quality Circle**

The Quality Circle refers to the group of individuals who meet on a regular basis to discuss the work-related problems. Generally, the quality circles are small group gatherings, led by the supervisor or the manager who presents the solutions to the management.

A Quality Circle has been defined as a self-governing group of workers with or without their supervisors who voluntarily meet regularly to identify, analyze and solve problems of their work field. Quality Circle is a group of employees belonging to the same areas, who continuously work towards the improvement and the development of the organization.

### **1.3 Concept of Quality Circle**

The concept of Quality Circle is primarily based upon recognition of the value of the worker as a human being, as someone who willingly activates on his job, his wisdom, intelligence, experience, attitude and feelings. It is based upon the human resource management considered as one of the key factors in the improvement of product quality & productivity.

Quality Circle concept has three major attributes:

- ❖ Quality Circle is a form of participate management.
- ❖ Quality Circle is a human resource development technique.
- ❖ Quality Circle is a problem solving technique

### **1.4 Characteristics of Quality Circle**

1. It makes work place meaningful.
2. It shows concern for the total person.

3. It harmonises the work.
4. It removes barrier of mistrust.
5. It is voluntary.
6. It has management's support.
7. It is participative.
8. It involves task performance.
9. It is not a substitute for joint plant councils or work committees.
10. It is group activity.
11. It is not a forum to discuss demand or grievances.
12. It is not a forum for management to unload all their problems.
13. It is not a panacea for all ills.

### **1.5 Role of Quality Circle**

1. Management initiates the process of instituting QC in the organization. At the initial stage of instituting QC comprehensive training is required to all those persons who may be involved in QC system.
2. Management plays key role in nominating persons in steering committee which establishes policies and plans for QC. These policies and plans affect working of QC.

3. Management may encourage health growth of Quality Circle through competition among Quality Circle by instituting an award to the division/department which performs best in propagation of Quality Circle as well as to the Quality Circle which makes the best presentations at any centrally organized convention or conference.
4. Management may give necessary guidance to employees at different levels for making the quality circle movement a self-sustained success.
5. Management may include propagation of quality circle as one of corporate objectives.

## **1.6 Objective of the Study**

### **1.6.1 Primary objective**

- To study the effectiveness of quality circle in Brilliant Salt Refinery.

### **1.6.2 Secondary objective**

- To find out whether the employee are aware about quality circle
- To identify the employee satisfaction level with QC in Brilliant Salt Refinery
- To study how the employee solve problems using QC

## **1.7 Importance of the study**

- ✓ To develop, enhance and utilise human resources effectively.
- ✓ To improve quality of products/services, productivity and reduce cost of production per unit of output.
- ✓ To satisfy the workers psychological needs participation, recognition etc, with a view to motivating them. Accomplishment of this objective will ensure enhancement of employee morale and commitment.



- ✓ To improve various supervisory skills like leadership, problem solving, inter-personal and conflict resolution.
- ✓ To utilise individual imaginative, creative and innovative skills through participation, creating and developing work interest, including problem solving techniques etc. Achievement of these objectives effectively requires the use of certain techniques.
- ✓ To make use of the knowledge and skill of the workers.
- ✓ To develop good relations between workers and managers and create cordial industrial relations.

### **1.8 Scope of the study**

- The study analyze the awareness level of employee about quality circle
- The study analyze how the employee solve problems using quality circle
- The study aims to analyze the effectiveness of quality circle.

### **1.9 Benefits of the study**

- Improvement in human relations
- Help in more effective team work in organization
- Help in improving the productivity
- Enhanced interest in job
- Improve communication within employee and management in an organization
- The personal development of the participants.

### **1.10 Limitations of the study**

- Sample size is limited to 20, so the sample size may not adequately represent the total population.
- The employees did not give true information due to fear for the management.
- The employee did not have enough time to fill questionnaire.
- Lack of non-participation by some members in the circle activities.

### **1.11 Need of the study**

- ❖ To improve quality & production.

- ❖ To reduce the cost of products or services by waste reductions, safety, effective utilization of resources, avoiding unnecessary errors & defects.
- ❖ To identify & solve work related problem & to interfere with product as a team.
- ❖ To improve the communication within the organization.
- ❖ To improve employee loyalty & commitment to the organization & its goals.( promoting morale of employee )
- ❖ To satisfy the human needs of recognition, achievement & self development.

### 1.12 Features of the study

#### ❖ People Building Philosophy

The number of employees in a quality circle is between six to ten and they generally come from a particular area. It consists of small group of persons who normally work at the same place and perform similar work. Every member and the management have the sincere desire to help others to grow and develop. They must look out for the development and growth of everyone working in the organisation.

#### ❖ Voluntary Group

Quality circles are voluntary associations of persons having common cause. Members must understand that quality circles are formed for their benefit-they are completely free to take or not to take advantages of it.

#### ❖ Participative Program

Quality circles represent collective effort. Every one working in the organisation must get a chance to say what is in his mind. Everyone should have interest and value for the projects chosen for quality circles. The circle as a whole should receive recognition for any achievements accomplished by it.

#### ❖ Supportive management

Quality circles need the encouragement to grow and mature. Management must be willing to give support, advice and also some commitment in the beginning. Members normally meet once in a week for about one hour in consultation with the manager.

❖ **To improve the performance**

Collective and participative efforts must result in the improvement of quality, productivity and performance. Cost and wastage must be reduced as a result of quality circles. The whole organisation must gain both quantitatively as well as qualitatively.

❖ **To identify resolve work related problems**

Members of quality circles identify their problems through brainstorming sessions. Then they start analysing the problems through statistical quality control techniques and problem solving methods. A unique feature of Quality Circles is that they do not pass on the decision without interacting with other levels of functional agencies.

### **1.13 Elements of quality circle**

#### **a) Non members**

The employees who do not take part in selecting, analysing and solving the work related problems are called non members, part of structure of the quality circle.

#### **b) Members**

The basic element of quality circle is the members themselves. Basically they are the base of this programme. Membership is strictly voluntary and anyone who wishes to join is encouraged. It is necessary that the voluntary member should be from the same work area doing similar work because they would be familiar with the problems and could make significant contribution in analyzing and solving the problems so identified.

#### **c) Leader**

The quality circle leader is chosen within the group by the circle members. The first line supervisor is also designated to perform leadership role in this structure. Individual member in circle is like flower and a garland of members is like a quality circle. The role of leader in circle is like a thread which binds the individual members into a circle. Therefore, leader provides strength to the circle.



#### **d) Facilitator**

The word facilitator is self explanatory. It is an important link in the structure who is responsible for coordinating and conducting quality circle activities in his areas. He is usually an officer nominated by the management who is in charge of a section or department. The qualities of a facilitator are multidimensional. He works as guide, coach, coordinator, promoter, teacher, communicator, statistician and catalyst.

He must also possess the working knowledge of operation of the company, product and services, vendor relations manufacturing process, quality control, behavioural sciences and over and above all the policies of the organization.

#### **e) Steering Committee**

This is very important committee in the structure of quality circle. It sets goals and objectives for quality circle activities. It consists of the departmental heads from every major function like, Production, Finance, Materials, Engineering, Quality, Marketing, and others, if necessary, and is headed by the Chief Executive of the Unit or plant. This committee would meet regularly once in two months for smooth and effective functioning of quality circle activities.

#### **f) Top Management**

This is an apex body at the highest level which oversees and monitors functioning of quality circle and acts as an advisory body. Without the faith and commitment, support and encouragement from the top management, the activities of quality circle cannot run in the organization. Therefore, the top management support is quite essential for the successful operation of this programme.

One of the ways that the top management could demonstrate its support is by incorporating promotion of quality circle concept in the company's broad objectives. For increasing the motivation level among the circle members and leaders, it is essential that top management must meet the quality circle's members and leader periodically.



#### **g) Coordinating Agency**

This is very essential and important element in the structure of quality circle, although this agency department to look after its activities. Any department to look after its activities. Any department such as quality assurance, personnel or engineering etc. could be motivated as a coordinating agency depending upon the convenience of the organization. The main function of the coordinating agency is to prepare the plan and getting the sanction for the budget to meet the expenses of quality circle activities.

## CHAPTER 2

## CHAPTER – II

### COMPANY PROFILE

#### 2.1 Brilliant Salt Refineries

Salt is an inevitable element utilized in the residential and industrial areas. The aspect has multiple properties and is available in various forms. Though we do not give much credit for salt in words, it is impossible to survive without it.

The salt is a culinary wonder that enhances and balances the flavour of the food. The health benefits aid consumers to embrace a stronger way of life. The element also has a spiritual influence in various cultures.



#### 2.2 History

We started our salt business in 1930'S and we were the pioneer in salt trade in TUTICORIN. We had markets all over India and our supplies are concentrated in northeast areas like Calcutta and Assam and west coast like Mangalore and coastal areas of Kerala.

We started the Salt Production back in year 1958 as a pioneer in the Non-Licensed sector. These experts had a thorough understanding of the production as well as the significance in daily life.

The group reorganized their company in Tuticorin in the year 1970. The Coastal City is known for its ideal conditions for salt production. The weather conditions, natural resources and skilled labour make it a perfect choice for the process. The company gradually grew to over 200 acres of salt pan and has become a significant supplier in South India.

Brilliant salt, which was initially into the harvesting of salt gradually, evolved into the refinery segment in 2001. The organization currently concentrates on the manufacture of salt for domestic and industrial use. They have further diversified into speciality products to cater to the different segments of consumers. The target base has also expanded geographically with a strong presence in Tamil Nadu, Kerala and Karnataka.

### **2.3 Mission:**

- To create unique products and solutions to cater to specific targets.
- To innovate and initiate newer trends to revolutionize and upgrade the salt segment.
- To expand our distribution channel across the country and enhance our market presence.
- To expand the volume of salt production and distribution.

### **2.4 Vision:**

- To create quality and affordable products which offer holistic solutions to our consumers
- To maintain our service standards by constant maintenance and regular updating.
- To uplift the lives of our dealers by providing the best product at economic margins.

## **2.5 SWOT ANALYSIS**

### **Strength**

- It is an ancient company since 1961.
- They have good experience in the field.



- Since they are in the same field for more than three generations they are able to meet the expected quality.
- They have started their business as a trader and then they have grown into a salt manufacturer and then as refineries and later it has been expanded to exports.

#### **Weakness**

- Some staffs are at the verge of their retirement, and there is no new recruitment.
- Capital shortage.

#### **Opportunities**

- Due to the quality of their product and reputation of the company, there is a great scope for doing business internationally.
- They have opportunities to promote their own brand also.

#### **Threats**

- Competitors pose a heavy threat to them through their pricing strategy
- Brilliant Salt Refineries Company is unable to project their own brand due to heavy competition in the market.

### **2.6 CUSTOMERS**

Half of the salt is marketed through retail outlets whereas half of it is supplied to industries too without any branding in 50 kilogram packs. Brilliant Salt refineries supplies its salt to soap factories and dying factories in other states of the country. It is sent to the following industries;

- ✓ 21 tonnes is supplied to Triple X brand in Guntur, Andhra Pradesh, on a daily basis.
- ✓ 21 tonnes is supplied to "Ben" brand detergent soaps, Atoor, Kerala, on a daily basis.

They also do customized packing for overseas customers in East Africa Far East countries.

They are the only exporters in Tuticorin who export directly to other countries. The company's Salt is marketed to the following states:

1. Karnataka
2. Andhra Pradesh
3. Kerala
4. Telengana
5. All destination in Tamil Nadu

## 2.7 PRODUCTS AND SERVICES OFFERED BY BRILLIANT SALT REFINERY



The broad range of products and services offered by Brilliant Salt Refineries includes:

- Refined free flow Iodized salt
- Edible crystal Salt
- Industrial grade free flow salt
- Fine powder salt
- Table salt
- Raw sea salt

- Industrial salt
- India HACCP Certified salt
- Industrial warehouse rental services

These products are used in various food products and various industries such as:

- Food supplements
- Food additive
- Dairy products
- Bakery
- Pickles
- Sauces
- Soap industries
- Cement industries
- Chemical industries

## 2.8 Quality Control

Quality is the key characteristics of a great product. The impurities in salt do not just compromise the quality of the product but can have an impact on the health of the consumer. We have developed a stringent process control system that helps to maintain our quality standards. Our purity levels are relatively higher than our counterparts. We take extra care to remove the minute impurities resulting in excellent products to enhance the consumer's life. All our refined iodised salt are approved and accredited by ISI by Bureau of Indian Standards. Our salt production and products are approved by FSSAI.

Following are some Parameters on which the quality of the salt are checked:

- ✓ Purity
- ✓ Appropriation of iodine
- ✓ Safe for consumption

Following are some of the parameters on which, gypsum is checked:

- ✓ Appropriation on nitrogen – Calcium Sulphate
- ✓ Purity

## 2.9 Awards

Awards and accolades stand as a testimony for our dedicated service and quality products.

### ➤ Nestia Bellpins karmayogi A Chelladurai Award

Nestia Bellpins Karmayogi a Chelladurai Award, 2004-Outstanding performance among small scale industries in south Tamilnadu.

### ➤ Maditssia – AIMO Industrial Award

Maditssia – AIMO Industrial Award, 2007 – Best Company in small scale Industries.

## 2.10 Brands:

At present we have 2 brands Ganga and Asure to cater to the consumer market in south India. Our brand Ganga is certified by trademark network. We have implemented a bar-coding system in all our packets that assures our quality standards. We are positioned in major super markets and grocery stores. We also export our products to Malaysia and other countries.

## 2.11 Process;

### Extraction:

This is the first and foremost step in the production of salt. This is a crucial aspect of the quality of the product is determined in this step. We have a 200- acres saltpan that helps us to harvest the element. We use the solar evaporation technique that is the purest method for salt harvesting. Our team is educated in the intricate details of the citify process. This helps us to avoid pollutants and maintain the quality of the product. We maintain the required quality and allied elements to preserve the value of the product.

A part of the harvested salt is send to our new crystal salt automatic iodization plant



where iodized crystal salt is packed in consumer packets of different weights. Another part of raw salt is transported to the salt refinery through dedicated trucks and containers. We keep sufficient stock in our salt works to supply salt in rainy season to run the salt refinery and supply iodized crystal throughout the year.

### **Purification:**

This purification process involves washing, centrifuging, drying and sorting the raw salt creates a usable refined product that is ready for packaging and distribution. Our refining plant is completely automated and is programmed to function around the clock. All our machinery is continually upgraded to maintain service standards.

We have developed a standards operating procedure aids in seamless operations and helps in quality control. We have an inbuilt 8000 sq.ft area for storage of raw and finished products. All our techniques are reviewed and continuously upgraded. We strive hard to preserve per standards and steps are taken to curb production cost.

### **Packaging:**

A good packaging uplifts the entire value of the product. We use automatic packing machine to maintain the exact weight of the products. As much as the quality is critical, the package attracts the attention of the clients. It creates a significant impact on consumers and improves overall sales. Our creative team works closely with market research firms to understand customer expectation.

Every product has a unique consumer base, and we take extra to accommodate their needs. Every product is distinctive and yet beholds the brand value of brilliant salts. We do not just concentrate on the aesthetic elements, but also the durability of the covers.

### **Distribution:**

Brilliant salts has an extensive network of partners who help in the distribution of partners who help in the distribution of the products across south India. We understand the commercial aspects and the volume ratio of the product. We have designed the ideal schemes to

aid our partnership. We provide the necessary materials to help them to market the product in their respective regions.

We pride ourselves in our seamless supply system and ensure that our suppliers are provided with adequate material. We have a strong presence in South India and have established our market even in tier 2 and tier 3 areas. We have partnered with government organizations and supply products to central and state organizations.

# CHAPTER 3

## CHAPTER - III

### REVIEW OF LITERATURE

#### Quality Circle

##### Introduction of Quality circle

Quality Circle is one of the employee participation methods. It implies the development of skills, capabilities, confidence and creativity of the people training, work experience and participation. It also implies the creation of facilitative condition and environment of work, which creates and sustains their motivation and commitment towards work excellence.

Quality Circle has emerged as a mechanism to develop and utilize the people for improvement in product quality and productivity.

#### 3.1 Process of Quality circle

##### Prepare plan of Action

Brilliant Salt Refinery prepares the plan of action for converting the solution into reality with the considerations.

##### Training

In Brilliant Salt Refinery different sections of employees needs to be imparted. Without a proper understanding of the real concept of Quality Circles, both the workers and management might look at this involved as well as the benefit that can be obtained from Quality Circle.

##### Training Facilities

In Brilliant Salt Refinery workers are being trained in their work place by the talented staff at regular intervals and a separate register is maintained for proper functioning of training class. New employee is not permitted to work in the machinery. After completion of training and on the job training only he is permitted to work in the machinery.



## **Transport**

Only after the quality check in brilliant salt refinery, the product is sent to any other districts or places.

## **Transport Facilities**

Transport facilities are arrangements by the brilliant salt refineries. To the place of work from the workers residence. Small vans and lorry are being used and maintained by the brilliant salt refineries.

## **Problem identification and Generate alternative solutions**

In brilliant salt refineries identify a number of problems. Identify and evaluate causes and generate number of possible alternative solution.

### **3.2 Benefits of Quality Circle at brilliant salt refinery**

- Improve Quality
- Boost Employee Morale
- Increased Quality and productivity
- Develops employee positive attitudes
- Improvement in human relation
- Enhanced interest in job
- Personal Development of the participants.
- Improve communication within employee and management in an organization.
- Increased Safety
- The benefits of high level of perfection and efficiency, by increasing the awareness of the quality in the organization.

### **3.3 Limitations of Quality Circle at brilliant salt refinery**

- The negative attitude of the employees because of their being not satisfied with some of the management decisions.

- The lack of ability because of low level of knowledge available with the employees due their educational background,
- Resistance of the part of the employees to implement quality circle,
- Inadequate Training
- Not truly Voluntary
- Lack of management interest,

# CHAPTER 4

## CONCLUSION

Brilliant Salt Refinery offers various quality circles. It provides equal change to all employees. The purpose behind to organize quality circle is to decrease individual conflicts and encourage the employees working spirit.

They are applicable for variety of organisations where there is scope for group based solution of work related problems. The sustenance of success will lead to total quality improvement emerging as a centre of excellence of its small enterprise. The effectiveness of quality circle among the employees is moderate. They can do their service effectively up to some extent of membership of the quality circle. The employees are sending to solve work related problem in rotation for the basis or for the nature of problem.

Brilliant Salt Refinery management requires dedication to adopting, implementing and refining best management practices. It will require a long term vision, senior management support, dedicated resources, adequate and regular training, perseverance, continual innovation and improvement, and an ability to deal with changing organizational culture and attitudes. Personnel at all levels of the organization will need to be trained and educated so that maximum benefits are realized.



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**INTERNSHIP REPORT ON TRAINING AND DEVELOPMENT OF  
EMPLOYEES WITH REFERENCE TO TUTICORIN ALKALI CHEMICALS  
AND FERTILIZERS LIMITED, THOOTHUKUDI**

(As internship report submitted in partial fulfillment of the requirements for the degree) Of

**MASTER OF HUMAN RESOURCE MANAGEMENT**

Of

**ST. MARY'S COLLEGE (AUTONOMOUS)-THOOTHUKUDI**

Submitted by

**A. PRABAVATHI**

**REG NO: 21SPHR08**

Under the guidance of



**Ms.C.S. PURNIMA B.sc(Horti), MBA., NET**

Department of Human Resource Management

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(Re-accredited with 'A+' Grade)

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NOVEMBER 2022

DEPARTMENT OF HUMAN RESOURCE MANAGEMENT  
ST.MARY'S COLLEGE (AUTONOMOUS)  
THOOTHUKUDI-628001



**CERTIFICATE**

This is to certify that **A. PRABAVATHI** of second year Master of Human Resource Management has undergone Internship training on “**A Study On TRAINING AND DEVELOPMENT OF EMPLOYEES WITH REFERENCE TO TUTICORIN ALKALI CHEMICALS AND FERTILIZERS .Ltd,**” under the guidance of **Ms.C.S. PURNIMA B.sc(Horti)., MBA., NET** and this is an original work up to my knowledge.

**CO-ORDINATOR**

**FACULTY GUIDE**

**EXTERNAL EXAMINER**

**PRINCIPAL**

Principal

St. Mary's College (Autonomous)  
Thoothukudi - 628 001.

**DIRECTOR**  
Director

Self Supporting Courses  
St. Mary's College (Autonomous)  
Thoothukudi - 628 001





TFL/S/IPT/2022/1465

Date: 17<sup>th</sup> Sep 2022

### **CERTIFICATE**

This is to certify that **Ms. A. Prabavathi** bearing Roll No. 21SPHR08, currently pursuing Final Year, MHRM in St.Mary's College (Autonomous), Tuticorin has undergone In-plant Training in our organisation

Corresponding details are as furnished below:

Type of Training Imparted	:	In-plant Training
Period of Institutional Training	:	01 <sup>st</sup> to 15 <sup>th</sup> September 2022
Allotment of Department	:	Human Resource Dept.
Performance, Character & Conduct	:	Satisfactory
Attendance during Training	:	Regular

We wish her a bright future and the best in all her future endeavours.

For Tuticorin Alkali Chemicals and Fertilizers Ltd.

**V. Senthilkumar**  
Joint Manager – HR

### **Tuticorin Alkali Chemicals and Fertilizers Limited**

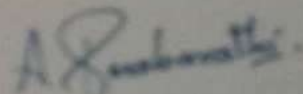
Factory: Harbour Construction Road, Tuticorin - 628 005 | Tel: 0461-2355612 | Fax: 0461-2355376 | E-mail: [adminsite@tacfert.com](mailto:adminsite@tacfert.com)  
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## DECLARATION

I hereby declare that the internship entitled "A Study on TRAINING AND DEVELOPMENT OF EMPLOYEES WITH REFERENCE TO TUTICORIN ALKALI CHEMICALS AND FERTILIZERS. Ltd," is submitted to St. Mary's College (Autonomous), Thoothukudi, affiliated to Manonmaniam Sundaranar University for the award of degree of **Master of Human Resource Management** is my original work and that no part of this internship has been submitted for any Degree, Diploma, and Fellowship of other similar titles.

Place: Thoothukudi

Date: 11 / 11 / 22



Signature of the candidate

(A. PRABAVATHI)

## ACKNOWLEDGEMENT

First of all, I thank the Almighty for his abundant grace and blessing for the accomplishment of my internship report. I would like to express my sincere gratitude to Principal Dr. Sr. A.S.J. Lucia Rose, M.Sc., B.Ed., MPhil. PGDCA. Ph. D. for permitting me to do my internship report.

I also thank Sr. Josephine Jeyarani, M.A., MPhil. Director of Self-supporting Courses for her encouragement.

I express my heartfelt thanks to Mrs. Mary Judith Reese Fernando, M.Com. MPhil., Ph.D., Co-ordinator of the Department of Human Resource Management and for her kind support and guidance.

I wish a deep sense of gratitude to my internship guide Ms.C.S. PURNIMA B.sc(Horti)., MBA., NET Assistant Professor of Department of Human Resource Management St. Mary's College for providing foundation in internship work and I am grateful to her, for giving invaluable guidance to complete my internship report.

I express my sincere thanks to MR. S.SRIRAM MSW., Senior Executive HR of Tuticorin Alkali Chemicals and Fertilizers. Ltd., Tuticorin, who in spite of being extraordinarily busy with his duties, took time out to hear, guide and as well as provide necessary information regarding the internship and full support to complete the training.

I also express my sincere thanks to all the employees of Tuticorin Alkali Chemicals and Fertilizers. Ltd., Tuticorin, for their kind co-operation extended to me and for providing the necessary data & information to complete my internship report successfully.

Finally, I also thank my parents and my friends for their ethical support and encouragement which has helped me in completing this work

## ABSTRACT

Training has become the buzz word in the dynamic competitive market environment. human capital differentiates a great organization from a good one. organizations investing in effective training and development for human resource tend to achieve both short and long term benefits. training is a program that helps employees learn specific knowledge or skills to improve performance in their current roles and prepare them for future jobs

The study “ training and development” with special reference to TUTICORIN ALKALI CHEMICALS & FERTILEZERS LIMITED (TFL) has been done to know about the training process and the different types of training conducted for their employees, employee training programs at TFL increase the technical skills, knowledge, efficiency, and value creation to do any specific job in a much better way. employee training is given for new as well as old employees. it allows the employees to get familiar with their jobs and enhance their job related skills and knowledge. the training programs are periodical and given at regular intervals, it is never continuous. training increases the needed skill set helps in development of an employee as well as the overall growth in the organization



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# CHAPTER 1

## **CHAPTER 1**

### **INTRODUCTION**

Training and development is essential for the ongoing success of every organization this enables employees to develop skills and competencies necessary to enhance bottom line results for their organization. Employee training and development is a key ingredient in performance improvement. However, the first step in designing an employee training and development program is to identify the training needs.

#### **1.1 DEFINITION**

According to Shirley Bosky "Training and development is one of the significant technique to encourage employee to take interest in his work by developing skill & knowledge which will definitely reflects in organizational profits."

#### **1.2 MEANING OF TRAINING AND DEVELOPMENT**

Training and Development is a subsystem of an organization which emphasize on the improvement of the performance of individual and groups. Training is an educational process which involves the sharpening of skills, concept, changing of attitude and gaining more knowledge to enhance the performance of the employees.

#### **1.3 OBJECTIVES OF TRAINING AND DEVELOPMENT**

- To prepare the employee [both new and old] to meet the present as well as changing requirements of job and organization.
- To provide job related knowledge to workers
- To enhanced their ability
- To improve the morale of the workers
- To develop the potentialities of people for the next level of job
- Training objectives are formed keeping in view company's goals and objectives.
- To impart to the new entrants the basic knowledge and skill needed for the performance of a definite job.
- To bridge the gap between "existing performance ability" and "desired performance
- Preparing the employees for future jobs ,special events ,new project and technical development.



#### **1.4 FEATURES OF TRAINING AND DEVELOPMENT**

- Training enhances the skills and capabilities
- The need for training can be emphasized in various work situations, such as in harnessing skills for existing jobs, planning out one's future job profile, evaluating employees performance and so on
- For training to be successful, the employees have to be convinced of its utility and effectiveness
- A successful training program improves the performance of an employee which in turn enhances organizational performance
- Training program should attempt to bring about positive changes in the knowledge, skills and attitude of the workforce

#### **1.5 ADVANTAGES OF TRAINING AND DEVELOPMENT**

- A training program allows you to strengthen those skills that each employee needs to improve
- A development program brings all employees to a higher level so they all have similar skills and knowledge
- This helps to reduce any weak links within the company who rely heavily on others to complete basic work tasks
- Increased job satisfaction and morale among employees
- Increased employee motivation
- Reduced employee turnover

#### **1.6 DISADVANTAGES OF TRAINING AND DEVELOPMENT**

- It is a rushed process
- Can be costly and time consuming
- Low productivity
- Might not be feasible for some industries
- Difficult to modify and update material
- and attitude of the workforce

## **1.7 NEED FOR TRAINING AND DEVELOPMENT**

Training is important not only from the point view of organization but also for the employees.

### **a) Changing Technology**

Technology is changing at a fast pace. The workers must learn new techniques to make use of advanced technology. thus, training should be treated as a continuous process to update The Employees In A New Methods And Procedures

### **b) Learning For New Recruits**

Once the employees are selected and placed in a position they need to be trained for a specific job. It helps in making them perform their job effectively

### **c) Bridging The Gap**

There can at times be some gaps between the knowledge and skills an employee possesses and the requirement of the job. Training helps in bridging this gap and Making the employees more productive

### **d) Promotion**

In order to prepare the existing employees for higher roles they need to be trained in the areas of their added responsibilities so that they can do justice to the position.

### **e) Stable Workplace**

Training creates a feeling of confidence in the minds of the workers. It gives them a security at workplace. As a result, labor turnover and absenteeism rates are reduced.

## **1.8 THE CONCEPT OF TRAINING AND DEVELOPMENT**

Training and development are complementary parts of the same process. They are interlinked and interdependent, rather than sequential and hierarchical. Training and development is very crucial to the employees, the organization and their effectiveness. Staff training and development can occur simultaneously or complementary, but the two do not necessarily have direct relations to each other. Training and development activities are important elements of the human resource management function of an organization.

## **1.9 THE NATURE OF TRAINING AND DEVELOPMENT**

Training and development refers to the practice of providing training, workshops, coaching, mentoring, or other learning opportunities to employees to inspire, challenge, and motivate them to perform the functions of their position to the best of their ability and within standards set by local, state, federal and licensing, organization acquire job related skills, attitudes and knowledge.

Training makes employees feel that they are part of the organization's family. Training creates the sense of belonging in all employees. It creates the professional development and enhances the employee's skills. It also makes knowledgeable workforce with fewer mistakes. Increasing job satisfaction and employee morality, enhancing the employee motivation, improving the efficiencies in processes and financial gain, raising the ability to obtain new technologies, developing the innovation in strategies and products and reducing employee turnover are other important benefits of training.

## **1.10 IMPORTANCE OF TRAINING AND DEVELOPMENT**

### **1.1 IMPROVED EMPLOYEE PERFORMANCE:**

The employee who receives the necessary training is more able to perform in their job, the training will give the employee greater understanding of their responsibilities within their role, and in turn build their confidence. This confidence will enhance their overall performance and this can only benefit the company

#### **a) Improved employee satisfaction and morale:**

The training creates a supportive workplace employees may gain access to training they wouldn't have otherwise known about or sought out themselves. Employees who feel appreciated and challenges through training

#### **b) Addressing weaknesses:**

Most employees will have some weakness in their workplace skills' training program allows you opportunities may feel more satisfaction towards their jobs. to strengthen those skills that each employee needs to improve development program brings all employees to a higher level so they all have similar skills and knowledge. This helps reduce any weak links within the company who rely heavily on others to complete basic works tasks.



## **1.2 CONSISTENCY:**

A robust training and development program ensures that employees have a consistent experience and background knowledge. All employees need to be aware of the expectations and procedures within the company

### **a) INCREASED PRODUCTIVITY AND ADHERENCE TO QUALITY STANDARDS:**

Productivity usually increases when a company implements training courses. Increased when a company implements training courses. Increased efficiency in processes will ensure project success which in turn will improve the company turnover and potential market share.

### **B) INCREASED INNOVATION IN NEW STRATEGIES AND PRODUCTS:**

Ongoing training and up skilling of the workforce can encourage creativity. New ideas can be formed as a direct result of training and development

### **C) REDUCED EMPLOYEE TURNOVER:**

Staffs are more likely to feel valued if they are invested in and thereof, less likely to change employers. Training and development is seen as an additional company benefit. Recruitment costs therefore go down due to staff retention

## **ENHANCES COMPANY REPUTATION AND PROFILE**

Having a strong and successful training strategy helps to develop our employer brand and make your company a prime consideration for graduates and mid-career changes.

For example:

ON-THE-JOB LEARNING

MENTORING SCHEMES

IN-HOUSE TRAINING

INDIVIDUAL STUDY



## **BLENDING LEARNING**

Blending learning is the effective combination of online learning and classroom learning. This makes it much more cost-effective and allows for greater process consistency.

## **LII TYPES OF TRAINING**

There are three main types of training carried out in the workplace.

- 1) INDUCTION TRAINING
- 2) ON-THE-JOB TRAINING
- 3) OFF-THE-JOB TRAINING

### **INDUCTION TRAINING**

This is given immediately after employment to introduce the new extension staff members to their position. This is mainly concerned with acquainting new employees with the organization. This training is aimed at getting all new entrants familiarize with the organization's goals, structure, culture, work standard and other conditions of employment

### **ON THE JOB TRAINING**

On-the-job training is training that is undertaken in your place of work. Businesses can carry out several different types of on-the-job training

#### **a) Coaching**

An experienced member of staff will work through a task step-by-step with an employee. The experienced member of staff or 'coach' will support the employee through the learning process by passing on their knowledge and skills.

#### **b) Role Play**

Role play involves acting out a scenario too see how an employee would perform under certain condition. This will allow the employee to practice appropriate ways to deal with situations that may occur in the workplace.

### **C) Job Rotation**

Members of staff can be rotated or moved through different jobs within the organization so they acquire a range of skills from each department or job role

#### **d) Shadowing**

Shadowing is when an employee observes another employee working to gain a better understanding of how they do their job. This is usually for a set period of time such as a few days

#### **e) Demonstration**

Demonstration is when an employee watches a task or a particular process being carried out and then attempts the task/process themselves.

### **3) OFF –THE- JOB TRAINING**

#### **a) Special Lectures:**

This is also called as classroom training wherein the complete job employees are given lectures about the job requirements and the necessary skills required for implementing the job. There is generally a classroom or a workshop wherein the complete job knowledge is given to the workers by the experts or specialists from the professional institutes. The main purpose of this training is to make the employees well informed about their job roles and discussing their queries arising out of the lectures

#### **b) Simulation:**

Under this training, the trainee is required to learn the operations of machines and equipment that are reasonably designed to look similar to those installed at the actual work. This is one of the most common method of training wherein the worker learns to operate tools and machinery that look alike to those, they would be using in the actual work environment.

#### **c) Vestibule Training:**

The term 'vestibule training' is used to designate training in a class-room for semi-skilled workers. This type of training is specifically given to the technical staff, office staff and the employees who learn the operations of tools and equipment assembled at a place

away from the actual work floor. This type of training is conducted to give the reel feel to the trainees that they would be experiencing at the actual plant

**d) Case Studies:**

Under this method, the trainees are given the situation or a problem in the form of a case study, and the required to solve it as per their learning from the training program

**e) Role Playing:**

This type of training is essential in case of customer services. Under this, the trainees assume roles and enact as per the given situations. It is also called as socio-drama or psycho drama, wherein the employees act as if, they are facing the situation and have to solve it spontaneously without any guidance.

**f) Management Games:**

Under this method, the trainees are divided into group and then they are presented with the simulated marketplace or the situations, wherein they are required to apply their learning and solve the problems accordingly.

Under off-the- job training, the worker concentrates only on the learning of a job and is not accountable for the production

## **1.12 PROCESS OF TRAINING AND DEVELOPMENT**

### **TRAINING NEED ASSESSMENT (TNA)**

- Training need assessment is the method of determining if a training need exists if does, what training is required to fill the gap
- TNA seeks to identify accurately the levels of the present situation in the target survey, interview and observation
- The gap between the present status and desired status may indicate problem that in turn can be translated into a training need

### **CRITICAL PREVIEW OF PROGRAMME PLANNING**

- A program plan is the outline of events and activities that your members follow to reach the goal of the organization



- A successful program plan provides detail and show how each activity supports your organizations mission.

#### **CONDUCTING THE PROGRAM:**

- Sharing the responsibilities
- The training programmed must be conducted in a disciplined and standardized manner
- Key portions of the text may require to be translated depending on the background of the trainees
- They should develop a number of checklists for selecting, and inspecting the venue, organizing training equipment

#### **DESIGNING AND DEVELOPMENT TRAINING PROGRAM:**

Training programs need to be designed, keeping in minds the needs and requirements of employees

- ✓ Know your employees
- ✓ Dividing employees into groups
- ✓ Preparing the information
- ✓ Presenting the information
- ✓ Delivering training programs

#### **VALIDATION:**

Validation is the certification process that assures trainees have achieved the skills and knowledge training was intended to provide. At the conclusion of a training program, employee should have skills to move on the next step in their education or to progress in their job

#### **EVALUATION AND FOLLOW-UP:**

The follow up evaluation is an essential step in the care process. It is the step in which actual results are observed, evaluated and documented



## **1.13 WAYS TO CREATE SUCCESSFUL TRAINING AND DEVELOPMENT**

### **Step 1: Assess Organizational Training and Development Needs**

A need and the training program to address that. It may be a new product that requires a total revamping of production line, or just want some changes to increase the output of an existing product. On both counts, employees should understand and adopt themselves to the new production flow and increase their in-line efficiency

### **Step 2: Define Our Training Objective**

The business goal has been defined. You need to be clear about:

1. The business goal is to give training supports
2. The roles and responsibilities of your employees in achieving that goal.
3. The kind of training needed to ensure they are able to fulfill these roles and responsibilities

The training will be judged as successful if our employees are able to successfully perform the task they were trained for.

- The objective must be stated clearly
- It should be achievable
- It should be relevant to the training
- It should be measurable

### **Step 3: Training Program Design**

- Design keeping in minds the needs of your employees, and not that of the trainer
- Always create content around your training objective
- Design using the training principles for adults
- Introduce as many practical sessions as possible in the program
- Design an interactive program. Introduce Q& A sessions
- Break the sessions into short segments
- Ensure proper flow and connection between the segments

#### **Step 4: Adopt Training Principles For Adults**

- Experienced ,self—motivated and goal oriented
- Prefer training that helps in their advancement
- Prefer task oriented and relevant training programs
- Have pride in their industry knowledge that needs to be respected

#### **Step 5: Training Program Development**

They start developing on the design and create your training materials, training manuals, and training notes for the instructor, PowerPoint presentation, charts, posters and other materials for hands on practical sessions.

#### **Step 6: Training Program Implementation**

- Schedule training activities well in advance and mobilize the required reasources
- Decide the location for the program based on the size and kind of training room you need

#### **Step 7: Evaluate Our Training Program**

Suggestions to make it better? Collection this kind of feedback from employees who participate in training sessions will help you come up with new and improved program versions.

Employee assessment: this must be done during the training sessions. Evaluate how much employees have actually understood about the training

Program assessment: after our trained employees report back to work, conduct on the job evaluation of the training program to measure its effectiveness in achieving the objectives

### **1.14 PURPOSE OF TRAINING AND DEVELOPMENT**

#### **1) INFORMATION**

At its most basic form, a piece of information about something is a “unit of awareness’ about that thing. Some people think that this awareness occurs only in the brain and therefore, usually comes from some form of thought. Other people also accept information as a form of realization from other forms of inquiry.

Training provides many kinds of information for the employees

- What's kind of job?
- What's to be doing to hear?
- Position to the organization.
- Competitor to the organization.

## II) KNOWLEDGE

Knowledge is gleaned by organization information. Typically, information evolves to knowledge by the learner's gaining context, perspective and scope about the information. Gathering knowledge for employees is the most important objective to organization

- Many kinds of knowledge like:
- Job knowledge
- Knowledge to be organization
- Know to be competitor

## III) SKILLS

Skills are applying knowledge in an effective and efficient manner to get something done. One notices skills in an employee by their behaviors. When employee skill will be developed then organization will give better output.

- Employee will be gendered professional skill
- In this sector employee will know to the organizational environment.
- Employee will know to how facing to organizational situation
- Organization build quality employee

## IV) TASK

A task is a typically defined as a unit of work, that is, set of activities needed to produce some result, e.g. writing the memo, sorting the mail, etc. complex positions in the organization may include a large number of tasks, which are sometimes, referred to as functions.

- What is the organizational objective to the training and development?



- Organization know to who a perfect to which sector
- Organization finds out the best employee

#### V) JOB

A job is a collection of tasks and responsibilities that an employee is responsible to conduct

- Employee find out the best carrier
- Organization finds out the best of the employee
- Employee finds out the kinds of knowledge that us suitable for carrier

#### VI) ROLE

A role is the set of responsibilities or expected results associated ith a job. A job usually includes several roles

- Organization maintains proper rules & regulations
- Employee know to organizational maintaining role
- Organization can find out to rules breaker

#### VII) LEARNING

Typically, learning is viewed as enhancing one's knowledge, understanding or skills. Some people se learning as enhancement to one's knowledge, awareness and skills. It's important to note that learning is more than collecting information-more than collecting unredeemed books on shelf. Depending on the needs of the learner, knowledge is converted to skills, that is, the learner knows how to apply the knowledge to get something done.

- Employee learns to how to doing work
- Employee know to how maintained rules & regulations
- Employee learns to job responsibility

#### VIII) TRAINING

This term seems to be the most general key terms in employee training. Some professionals view education as accomplishing a personal context and understanding of the work are substantially enhanced



- organization provide training for find out best employee
- employee takes training to give best output
- Organization provides training for maintaining organization perfectly.

#### IX) DEVELOPMENT

This term is often viewed as a broad, ongoing multi-faceted set of activities to bring someone. This development often includes a wide variety of methods, e.g., orienting about a role, training on the job, coaching, mentoring and forms of self-development. Development as a life-long goal and experience

- Best employee provide best output
- Developing employee's the best asset of the organization

# CHAPTER 2

## CHAPTER-II

### COMPANY PROFILE

#### 2.1 INTRODUCTION

Tuticorin Alkali Chemicals and Fertilizers Limited (TFL) is a member of the SPIC (Southern Petrochemical Industries Corporation limited) corporate group. It is established in 1971. Headquarters located in Chennai, India. Factory located in Tuticorin, Tamilnadu, contiguous to SPIC. TFL produces all grade of soda ash and co-produces Ammonium chloride fertilizer. The major raw materials are ammonia (imported through Tuticorin port), carbon dioxide gas (separated from boiler flue gas) and the locally produced salt. TFL is the only producer of soda ash in south India. It has adopted an eco-friendly dual process, co-producing ammonium chloride fertilizer.

- Awards: Unilever's special award – heroes, partner of the year award, 2020 winner.
- Shareholdings
  - Public- 25%
  - AM international holdings Pvt.ltd – 46.61%
  - SPIC Ltd-28.39%
- Certifications
  - ISO 9001:2008
  - Bureau of Indian standards

#### 2.2 COMPANY LOGO:



**Tuticorin Alkali Chemicals  
and Fertilizers Limited**

### **2.3 VISION**

"To serve as a global holding company for our core areas of business and foster businesses that are trusted by society."

### **2.4 MISSION**

"To build robust, market-leading businesses drawing on collaborative team capabilities, focused execution, ethical business conduct and a distinctive regional & global focus to generate long-term value for our stakeholders."

### **2.5 BOARD OF DIRECTORS**

- Thiru. B.Narendran, Director
- Thiru. S. Asokan, Director
- Tmt. Rita Chandrasekar, Director
- Thiru. G .Ramachandran, Managing, Director
- Thiru. K.R. Anandan, Director
- Thiru. E. Balu, Director

### **2.6 CONTACT:**

Registered Office

Address: Spic House, 88.Mount Road, Guindy, Chennai-600032.

Contact Number: +91 442 2350245

E-Mail:Info@Tacfert.Com

Factory:

Address: Harbour Construction Road, Tuticorin-628005

Contact Number: +91 461-2355612

E-Mail.-Adminstie@Tacfert.Com



## 2.7 MANUFACTURING PRODUCTS:

### SODA ASH

Soda Ash, technically termed Sodium Carbonate, is one of the basic industrial chemicals which has increase in demand of 8% per annum. Sodium Carbonate finds extensive application in various industries - Soaps & Detergents, Glass, Silicates, Dyes & Dyestuffs, Bichromate, Textiles and other products including House cleaning and Petroleum refining agents.

Owing to the adherence to the stringent quality control measures, TFL's Soda Ash is rated the best in the industry.

### AMMONIUM CHLORIDE FERTILIZER

Ammonium Chloride, a Nitrogenous fertilizer containing 25% N, enjoys a high demand owing to its wide acceptance by the farming community for the various crops including paddy, sugarcane, groundnut, banana, coconut, cotton, chillies, mulberry, etc., in different agroclimatic conditions.



## **2.8 DEPARTMENT IN TUTICORIN ALKALI CHEMICALS AND FERTILIZERS LIMITED (TFL)**

- ✓ Administrative department
- ✓ Civil department
- ✓ Distribution department
- ✓ Documentation department
- ✓ Engineering and maintenance department
- ✓ Human resource department
- ✓ Instrumentation department
- ✓ Marketing department
- ✓ Operation department
- ✓ Off-site plant department
- ✓ Production department
- ✓ Purchase department
- ✓ Quality department
- ✓ Research department
- ✓ Safety department
- ✓ Security department
- ✓ Stores department

## **2.9 HUMAN REASOURCE DEPARTMENT**

Human resource or HR is the company department charged with finding, screening, recruiting, training job applicants and administering employee benefit program. As companies reorganize to gain a complete edge, HR plays a key role in helping companies deal with a fast-changing environment and the greater demand for quality employees.

The Human Resource department of the company constitutes the performance of the company. A good labour can effectively enhance the efficiency of the company by their

contribution in production sector. The human resource are allocated from the level of low, middle, and higher of authorities.

## **2.10 TIME OFFICE:**

Time office consist of manpower planning, leave management, shift management, overtime management, reporting tool and employee self-help application. It is configurable to suit even most unique time office requirements and work flows. It is seamless multi-location system.

### **Registration Of Biometric System:**

A biometric attendance system as mentioned before makes use of an employees' fingerprint to allow clocking in and clocking out of their workplace. Every employee's fingerprint is first scanned and mapped out based on various coordinates defined within the system. There are here we are using two types of technology in a biometric attendance system, one is the image-based system that captures the image of the fingerprint and stores it the same way. The coordinates are mapped from the image of the finger. The other one is Face recognition attendance system. The system stores a database of faces. A screen is placed at the entrance and employees have to simply walk towards it. A match is triggered with the database and attendance is captured within a second.

### **Verification:**

Employee Id needs to be entered into system for verification purpose. If it matches to registered fingerprint, it authenticates on respective employee to mark attendance.

### **Leave Master:**

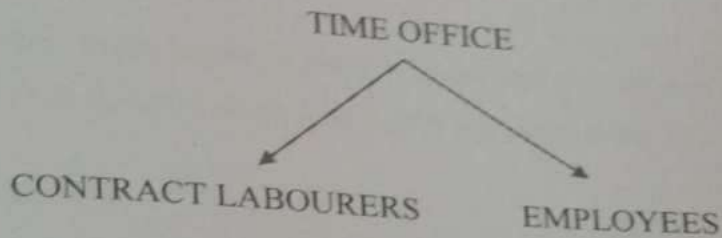
The Leave and Attendance management module is fully integrated with Payroll module to ensure leave and attendance is reflected in the monthly payroll process taking the hassle of having to verify against an attendance rooster every pay cycle. Employees are able to directly send leave requests electronically, either through the web or through their mobile application. Reporting managers and HR can easily approve or reject a request through their web login or via

their mobile applications, Employees can view and monitor their attendance IN/OUT punch, as well Leave Balances etc. Employees can apply or modify or cancel their leave requests.

#### Shift Master:

HR Manager can set shift criterion through Shift Master Form. It can define shift time and period as well as Pay period through this form. It allows user to set shift parameters such as time breaks of Late marks, Half day, Low time, early out. You can add, edit and delete shifts here.

#### 2.11 INTERPRETATION ON TIME OFFICE:



For contract labourers:

#### Punch Cards:

The contract labourers are given punch cards to enter into the company. The labourers get punch card with name and card number. They punch it on the machine to note the timings they enter and move out. The punch card machine shows some information, they are:

- ✓ Time and Date
- ✓ Punch card Number
- ✓ Name of the laborer

#### Token System:

If the labourers are new to the contract, they provide token with the number for identification. Mobile phones are prohibited inside the plant, so they provide tokens for the mobile phones too in order to keep it safe.



### **ESI- Employee State Insurance Scheme:**

ESI is must for all the contract labourers in case of any accidents/injuries/ or any other. They claim if any accidents occur while working in the plant or otherwise for their own usage.

### **Come-back pass and Out-pass:**

The contract labourers may go out and come back due to personal reasons, so they provide with 2 comeback passes. One pass is to give to the security when they go out and another pass is to bring when they come in.

### **Shifts:**

There are several shifts for the in plant workers and also the contract labourers. There are general shift, shift I, shift II, 6 to 6 shift, 8 to 8 shift and other shifts too.

### **Maintenance Of Register:**

Register has been maintained for the contract labourers with the contractor or company's name and how many of them went in and all the details are mentioned with total numbers.

### **Photo Identity Card:**

This type of identity Card is also provided for the labourers with the details of passport size photo, name, date of birth, ESI number and signature of the officers.

### **Safety Measures:**

Safety letter is maintained for the labourers who have attended safety classes. Only after the class, they are permitted to work in the company. Safety letter to the HR manager contains the signature of HR, Chief Security Officer and signature of Safety officer.

### **Information To HR Department:**

All the information of manpower in and out has been sent through email to maintain the records and allotment of salary to the contract labourers.

### **Return Of Punch Cards:**

Punch cards after return, the details of the punch card are uploaded and deleted to the percentage of 100 and then the new details are uploaded with the details when it is needed. The cards are reused once the name and card number are erased.

### **Time Office On Employees:**

- Punch cards are received only after the verification of documents. If it matches with each document, the punch card is given.
- Punch card contains the number and name of the person.
- Once the punch cards are done punching, the information is received after one hour.
- Time and date are also mentioned in the punch card. When there is a time delay, it shows the time column as red. If it is more than 5, warning will be given by the heads of the department, and then it continues again, loss of pay will be deducted from the salary.
- The problems regarding the punch cards like the card not working, not verifying the fingerprints or something, then it is rectified by the Time Office.
- The leaves taken list is also maintained by Time Office. Leaves include casual leave, sick leave, earned leave, accident leave, compensatory off and so on.
- Each department have a separate device for punch cards- finger prints, face detection, eye, palm and so on.
- The complaints and all other activities for the employees are done only through the software called Talento2 and if any problem occurs, it is rectified by Time Office team.

### **Working Hours**

- Work for 48 hours a week.
- One day off for every 7 day period
- Over time work does not exceed 12 hours per employee per week
- Over time work is always remunerated at a premium rate

### **Remuneration**

- The wages are paid as per "THE MINIMUM WAGES ACT"
- The wages are sufficient to meet the basic needs and provide discretionary income
- The wages are paid regularly and in transparent manner
- The wages are not deducted for disciplinary purposes

### **2.12 Quality Policy:**

- Customers' Satisfaction
- Continual improvement
- Compliance of applicable legal and other requirements
- Conservation of resources
- Pollution prevention practices
- Prevention of injury and ill-health
- Sustained training in quality environment and occupational health & safety management

### **2.13 Quality Management System**

Certifying body

Det Norskey Veritas

Standard : ISO 9001:2008

## CHAPTER 3



## CHAPTER-III

### REVIEW OF LITERATURE

#### 3.1 INTRODUCTION

In TUTICORIN ALKALI CHEMICALS AND FERTILIZERS LIMITED (TFL) training and development is the strongest pillar that enables high performance, optimum result and success. The process of employee training and development differs from company to company and country to country but the purpose of the training and development function is to organize and facilitate learning and development. Training is the process of increasing the knowledge and skills for doing a particular job. It is organized procedure by which employee learn knowledge and skills for a define purpose. The purpose of training is basically to bridge the gap between job requirements and present competence of an employee. Training is closely related with the education and development. Employee training is distinct from management development. training is the short term process utilizing a systematic & organized procedure by which non managerial personnel learn technical and mechanical operation of machines. It is for short duration and for specific job related purpose. Development is the long term process utilizing a systematic and organized procedure by which managerial personnel learn conceptual and theoretical concept and it is designed for manager

In TUTICORIN ALKALI CHEMICALS AND FERTILIZERS LIMITED (TFL) it provides training session to every level of employee in the organization. It begin from manager level to the worker level. Even the new fresher including junior officer training (jot) and engineer management service (EMS) trainee get training. The training program is given at every month according to the training calendar is being scheduled. The induction program is normally of 6 months. It is designed as per the department requirements. In the beginning of this program, the employee is required to fill a particular form. This form contain his basic information. The induction program for the employee is designed after studying this form, taking into consideration his background, areas of interest, weakness, strength etc.,

The study conducted in TFL companies showed that job sites and portals, social media like campus recruitment were the landing channels preferred by organizations for hiring the variant the workforces. Training and development involves several function concerned with the management of employees to work. It includes orientation, compliance, leadership, career planning, research, needs assessment. Training and development is not a short function. It must be performed continuously if the organizational objectives are to be achieved smoothly. There is a need for understanding the current technology in training and development. The works must learn new things new techniques to make use of advanced technology. Thus, training should be treated as a continuous process to update the employees in new methods and procedure.

### **3.2 AT TUTICORIN ALKALI CHEMICALS AND FERTILEZERS LIMITED (TFL) TRAINING PROGRAMMES**

Training is required for several purpose. Training programmes that are organized in TFL are as follows

#### **I) Orientation Training**

In TFL, once employees are selected they must be prepared to do their jobs .orientation means providing new employees with basic information about the employer. They are introduced to various concepts like health and safety information and the employees are informed about the company policies, rules and regulations etc, the immediate supervisor gives a brief information to the employee about the job description. Then the employee is introduced to his colleagues. Next, the supervisors take them around the section/divisions that are related to his job. Thus this training provides necessary information and helps in gaining basic knowledge about the firm and his job. In TFL training programs are used to ensure that the new employees have the basic knowledge required to perform the job satisfactorily

#### **II) Job Training**

In TFL, job training helps to develop the career of the individual and the prosperous growth of the organization. On- the- job training is a form of training provided inside the organization. During the training, employees are taught the correct method of handling equipments, machines, tools, materials etc used in a job



### **III) Safety Training**

In TFL, safety training is provide to all employees by a safety officer. This training is to educate employees on the basis of health and safety practices in the organization. In this training the employees are taught how to handle equipment, to operate machines etc. they are also provide with safety equipment such as earplugs, hand safety gloves, tight fitting clothes, shoes etc. training is also provided to employees to escape through exit doors in case of fire etc.

### **IV) Promotional Training**

In TFL, promotional training is given to the efficient workers to handle more duties and responsibilities, making him/her eligible for promotion to higher jobs in the organization. Through the promotional training an employee feels motivated and determined to reach at a higher position as soon as possible

### **V) Refresher Training**

In TFL, refresher training is designed for the existing employees in the use of new skills and methods, and processes required to improve their performance on the jobs. Thus, the refresher training is conducted to keep these employees update with latest inventions. In this training the self-confidence and morale of the employees get boosted up

### **VI) Apprenticeship Training**

In this training, it is an on-the-job training wherein the workers earn while learning the skills required for performing the specialized job. This training given to the technical staff such as mechanics, electricians, welders, etc. who work under the experts of each field for a longer period. This apprenticeship training programme is for 4-5 years until the worker becomes an expert in his field

### **VII) Internship Training**

In TFL, the internship training is given to the educational or vocational institutes to provide practical knowledge to its students. In TFL they offer pre-placement offers to the trainees on the basis of their performance during their internship program.

### **VIII) Remedial Training**

This training is given in order to overcome the shortcomings in the behaviour and performances of old employees. Due to the invention of technology, the employees may resist to accept the change and cause a disturbance in our organization. Therefore, such training is given to make them to understand the importance of change and its necessity in the operations of business.

### **3.3 ON-JOB TRAINING IN TUTICORIN ALKALI CHEMICALS AND FERTILIZERS:**

On the job-training is the process where employees can learn the skills that are required to be performed in the actual conditions and also get accustomed to the working environment.

At TFL they follow on the job training process like coaching and mentoring, job rotation etc,

In TFL, coaching and mentoring is offered to employees by a senior staff or an experienced person in the unit. In this type of training the employee gets firsthand information about his designed job. The coach/mentor also motivates them to perform efficiently. This training helps the employees to focus on the more detailed aspects of the job. The coach/mentor tries their best to give a more detailed and classified information about the job that is required to be performed. Job rotation reduces the monotony of the job and gives them a wider experience and helps the employees gain more insights. In TFL job rotation is practiced at supervisor level. The supervisors are shifted from different division to division.

### **ENGINEERING MANAGEMENT SERVICE (EMS)**

In the EMS training, a trainee will be selected through placement cell on the basis of written examination and interview. After the interview, a trainee has to attend the training programme for twenty four months along with the stipend of 11,000/-. In the training process, the trainees have to attend the sessions based on the subject knowledge related to the organization. The knowledge is perceived through creative sessions and seminars. To examine their mastery, viva will be conducted for every two weeks. The records are maintained by the trainees and submitted every week to be checked by the higher officials. The signature of the Head of the Department is mandatory every week on the record. Candidates who are finally



selected will be enrolled as EMS must possess a degree in B.E & M.E. The performances of the trainees are measured by a supervisor who evaluates on the daily basis and observe them.

The probationary period starts after completing the training for twenty four months during which their employer can decide whether the person is suitable to work in the organization. Otherwise, he/she will need training and the discussions will be held to admit them again to the training. If they permit, they will be allowed to attend the training again for three months. Retest will be held to observe their knowledge. The duration for probationary period is for six months. Only after the probationary period, a trainee would be appointed as an employee. Training and development centre is highly beneficial for the trainees. It is organized for the trainees for a certain period to get learn about the job. In the training period, the company offers special allowances for the trainees, it is mandatory for each training employee to register the biometrics to record their in/out time every day.

### **JUNIOR OFFICER TRAINING (JOT)**

In the JOT training, a trainee will be selected through placement cell on the basis of written examination and interview. After the interview, a trainee has to attend the training programme for twenty four months along with the stipend of 9,000/-. In the training process, the trainees have to attend the sessions based on the subject knowledge related to the organization. The knowledge is perceived through creative sessions and seminars. To examine their mastery, viva will be conducted for every two weeks. The records are maintained by the trainees and submitted every week to be checked by the higher officials. The signature of the Head of the Department is mandatory every week on the record. Candidates who are finally selected will be enrolled as JOT must possess a degree in ARTS. The performances of the trainees are measured by a supervisor who evaluates on the daily basis and observe them.

The probationary period starts after completing the training for twenty four months during which their employer can decide whether the person is suitable to work in the organization. Otherwise, he/she will need training and the discussions will be held to admit them again to the training. If they permit, they will be allowed to attend the training again for three months. Retest will be held to observe their knowledge. The duration for probationary period is for six months. Only after the probationary period, a trainee would be appointed as an employee.

Training and development centre is highly beneficial for the trainees. It is organized for the trainees for a certain period to get learn about the job. In the training period, the company offers special allowances for the trainees, it is mandatory for each training employee to register the biometrics to record their in/out time every day.

### **3.4 OFF THE JOB TRAINING PROCESS**

Off the job training is the training that is conducted away from the workplace. This training is conducted to minimize distractions and allows the employees to devote their full attention to the material being taught.

At TFL they follow off the job training process like special lectures, classroom training, and motivational training etc. these trainings are necessary for the employees of TFL because there are also employees who are uneducated. Thus off the job training is essential to make sure that the employees possess enough knowledge about the job before they start the job.

Classroom training is given to employees it is an ongoing process. It is compulsory training process where all employees must go through this training in monthly basis here the employees are given training related to the specific job and its evaluated test is conducted in presentation method and the trainees are asked to select the right answer using the remote. If the employees do not perform well in the training process, retraining process is given. Classroom training allows employees to get along with their colleagues.

TFL have a special training feature where they train their employees to stay motivated. They hire external people to give lectures to motivate employees when they lack. They even hire psychiatrists so that the employees can share their worries. These type of motivational lecture training can help the employees stay motivated and helps them to give their full potential do their job.

# CHAPTER 4

## CONCLUSION

Training and development helps the growth of organization. Training and development has its strategies positioning and its directly contributes towards organizational business goals and objectives. by this study I found in TUTICORIN ALKALI CHEMICALS AND FERTILIZERS LIMITED (TFL) training and development is very effective. They give more importance for conducting program. In TFL render training to their employees once they observe the need of training. In TFL importance given to practical training more than theoretical training.

My study indicates most of the TFL employees are satisfied and highly motivated by the training and development program. in TFL Human Resource Department focus more on conducting training and development. I concluded that most of the employees made use of training and development efficiently and effectively.



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DEPARTMENT OF HUMAN RESOURCE MANAGEMENT  
ST. MARY'S COLLEGE (AUTONOMOUS) THOOTHUKUDI-628001



CERTIFICATE

This is to certify that **M. SAKTHI SARASWATHI** of second year Master of Human Resource Management has undergone Internship training on **"A STUDY ON WELFARE OF WOMEN EMPLOYEES IN SONIYA DRY MARINE SEA FOODS, THOOTHUKUDI"** under the guidance of **Mrs. C.S. PURNIMA B.SC (HORTI)...MBA., NET** and this is an original work Up to my knowledge.

CO-ORDINATOR

EXTERNAL EXAMINER

FACULTY GUIDE

PRINCIPAL  
Principal

St. Mary's College (Autonomous),  
Thoothukudi - 628 001.

DIRECTOR  
Director

Self Supporting Courses  
St. Mary's College (Autonomous)  
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Date: 12.09.2022

**CERTIFICATE**

This is to certify that Ms.**M.SAKTHI SARASWATHI** (Reg.No 21SPHR09) II MHRM student of St. Marys College (Autonomous) Thoothukudi has done an internship on the topic of **"A Study On Welfare Of Women Employees"** for a period of 15 days (29.08.2022 to 12.09.2022) in our organization.

During this tenure, she gained knowledge on various activities. Her conduct and character was good.

We wish her all success in her career.

For Soniya Dry Marine Foods

  
Proprietor



### DECLARATION

I hereby declare that the internship entitled "A STUDY ON WELFARE OF WOMEN EMPLOYEES IN SONIYA DRY SEA FOODS, THOOTHUKUDI" is submitted to St.Mary's College (Autonomous), Thoothukudi , affiliated to Manonmaniam Sundaranar University for the award of degree of **Master of Human Resource Management** is my original work and that no part of this internship has been submitted for any Degree, Diploma, and Fellowship of other similar titles.

Place: Thoothukudi

Date: 11.11.2022

M. Sakthisaraswathi

Signature of the Candidate

(M. SAKTHI SARASWATHI)

## ACKNOWLEDGEMENT

First of all I thank the Almighty for his abundant grace and blessing for the accomplishment of my internship report. I would like to express my sincere gratitude to Principal **Dr. Sr. A.S.J. Lucia Rose, M.Sc., B.Ed., M.Phil. PGDCA. Ph. D.** for permitting me to do my internship report.

I also thank Director **Sr. Josephine Jeyarani, M.A., M.Phil.,** Self-supporting Courses for her encouragement.

I express my heartfelt thanks to **Mrs. Mary Judith Reene Fernando, M.Com., M.Phil., Ph.D.,** co-ordinator of Human Resource Management and for her kind support and guidance.

I wish a deep sense of gratitude to my internship guide **Mrs. C.S. PURNIMA B.SC (HORTI)....,MBA.NET** Assistant Professor of Department of Human Resource Management St. Mary's College for providing foundation in internship work and I am grateful to her, for giving invaluable guidance to complete my internship report.

I express my sincere thanks to **MR.ANTONY** service manager of Soniya Dry Sea Foods ,Thoothukudi for allowing me to complete my internship report in their esteemed institution.

I thank **all the employees** Soniya Dry Sea Foods, Thoothukudi, of for their kind co-operation extended to me providing the necessary data & information to complete my internship report successfully.

Finally I also thank my parents and my friends for their ethical support and encouragement which has helped me in completing this work

## ABSTRACT

Companies are putting in a lot of effort and to recruit and retain potential female employees. New strategies are being worked upon to make it sure that these potential employees do not leave the company midlife. The wage world was different for this gender and has dramatically changed in the last few decades. Two decades ago, a crèche facility or a flexible work time benefit was considered to be a big deal. But now with companies facing the crunch of skilled workforce, they are coming out with innovative and path breaking ideas. The biggest problem with the organization like apple and facebook is the ever dwindling number of female workforce. One big reason behind this phenomenon has been the fact that the female workforce in their midlife prefer family above jobs. This is the age when the employees is challenged with different assignments so that the leadership abilities can be checked and groomed. But unfortunately this workforce prefers to move out of the working arena so that they can contribute to the future workforce. This paper goes into the working womens history pages and tries to unravel the stories which has led to the current situation. This paper searches the American history and literature to understand the resolution of women to work and earn. Objectives to understand the history of working women welfare and understand the modern welfare moves by the different organization.

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# CHAPTER 1

## **CHAPTER I**

### **INTRODUCTION**

The aim of the study is women employee satisfaction. It is the term used to describe whether women employee are happy and fulfilling their desires and needs at work .The critical factor with women employee satisfaction is that satisfied women employees must to the job and make the contribution that the women employer needs.

A company is only as strong and successful as its members, its employees, are. By measuring employee satisfaction in keys areas, organization can give the information needed to improve women employee satisfaction, retention, and productivity. For increasing their satisfaction and productivity, the company offers various welfare facilities and other amenities.

Welfare includes anything that is done for the comfort and improvement of employees and is provided over and above the wages. Welfare helps in keeping the morale and motivation of the employees high so as to retain the employees for longer duration.

#### **1.1 DEFINITION OF WELFARE:**

Welfare means faring or doing well. It is a comprehensive term, and refers to the physical, mental, moral and emotional well-being of an individual. The term welfare is a relative concept, relative in time and space. It, therefore, varies from time to time, region to region and from country to country.

Labor welfare refers to taking care of the well-being of workers by employers, trade unions and governmental and non-governmental agencies. Recognizing the unique place of the worker in the society and doing good for him/her, retaining and motivating employees, minimizing social evils, and building up the local reputation of the company are the argument in favor of employee welfare.

Welfare facilities help in motivating and retaining employees, most welfare facilities are hygiene factors which, according to Herzberg, create dissatisfaction if not provided. Welfare facilities besides removing dissatisfaction help develop loyalty in workers towards the organization.

## 1.2 OBJECTIVES OF EMPLOYEE WELFARE

- a) To provide better life and health to the workers
- b) To make the workers happy and satisfied
- c) To relieve workers from industrial fatigue and to improve intellectual, cultural and material conditions of living of the workers.
- d) Promote economic development by increasing production and productivity
- e) Secure the employees proper human conditions of work and living
- f) Minimize the hazardous effect on the life of the employees and their family members.
- g) Improve the loyalty and morale of the employees
- h) Improve the efficiency of the employees. Efficiency gives double reward, one in the form of increased production and other in the shape of higher wages due to achievement of higher productivity
- i) It reduces labor turnover and absenteeism.
- j) Welfare measure help to improve the good will and public image of the enterprise
- k) It helps to improve industrial relations and industrial peace.

## 1.3 FEATURES OF EMPLOYEE WELFARE

- a) Labor welfare includes various facilities, services and amenities provided to workers for improving their health, efficiency, economic betterment and social status.
- b) Welfare measures are in addition to regular wages and other economics benefits available to workers due to legal provisions and collective bargaining.
- c) Labor welfare schemes are flexible and ever-changing. New welfare measures are added to the existing ones from time to time.
- d) Welfare measures may be introduced by the employers, government, employees or by any social or charitable agency.
- e) The purpose of labor welfare is to bring about the development of the whole personality of the workers to make a better workplace.
- f) The logic behind providing welfare scheme is to create efficient, health, loyal and satisfied labor force for the organization. The purpose of providing such facilities is to make their work life better and also to raise their standard of living.
- g) It is the work usually undertaken within the premises or in the vicinity of the undertakings for the benefit of the employees and members of their families



- h) It is a broad term which covers social security along with items like medical aid, crèches, canteens, recreation, housing, adult education etc.
- i) Employee welfare is a comprehensive term including various services, facilities and amenities provided to employees for their betterment.

### **1.5 IMPORTANCE OF EMPLOYEE WELFARE**

Employee welfare raises the company's expenses but if it is done correctly it has huge benefit for both employer and employee. Under the principle of employee welfare if an employee feels that the management is concerned cares for him/her as a person and not just as another employee, he/she will be more committed to his/her work. Other forms of welfare will aid the employee of financial burdens while welfare activities break the monotony of work.

An employee who feels appreciate will be more fulfilled, satisfied and more productive. This will not only lead to higher productivity but also satisfied customers and hence profitability for the company. A satisfied employee will also not go looking for other job opportunity and hence and employer will get to keep the best talent and record lower employee turnover.

During employment the offer benefits will determine whether an employee commits to organization or not. As such good employee welfare enables a company to compete favorably with other employers for the recruitment and retention of quality personnel.

### **1.6 PROVISION FOR CRECHES**

- a) Section 48 of the factories act, 1948
- b) Section 44 of the Inter State migrant workmen act, 1979
- c) Section 12 of the plantation labor act, 1951.
- d) Section 14 of the Beedi and cigar workers
- e) Section 35 of the building and other construction.

### **1.7 STATUTORY AND NON STATUTORY WELFARE POLICIES**

Organizations provide welfare facilities to their employees to keep their motivation levels high. The employee welfare scheme can be classified into two categories. Statutory and non-statutory welfare scheme. The statutory schemes are those scheme that are compulsory to provide and organization as

compliance to the laws governing employee's health and safety. These include provision provide industrial act like factories act 1948, Dock workers act (safety, health, welfare) 1986, Mines act 1962. The non-statutory scheme differ organization to organization and from industry to industry.

### **1.8 SCOPE OF THE STUDY**

The study on the women welfare in the Soniya dry sea foods is a depth survey done through on site observation and interview schedule.

As employees are the mainstream of workforce and the productivity of them is very important to the existence and survival of an industry. Welfare measures has very important role to increase the productivity of employees especially in the case of women employees. If employees were treated with good welfare facilities it will increase their productivity, motivate and retain them. So the scope of the study is obvious and the management can gain advantage through this study.

From the study itself Soniya dry sea foods can understand its advantages and if there are any limitations. It can concentrate on its decisions to eliminate these problems. The study further helps to improve the productivity of women employees through the effective management of welfare measures.

### **1.9. STATUTORY WELFARE SCHEMES**

The statutory welfare schemes includes the following provision.

#### **a) WORKING HOURS LIMIT**

As per labor act time for which the employee will work is defined as maximum 9 hours per day, if any over-time work is taken above 9 hours it will be remunerated twice the regular salary for an hour.

### **1.10 PROVIDING FIRST AID FACILITY**

Providing adequate first aid facilities to the employees is morale as well as statutory responsibility of the employer against his/her employees. So that in case of any medical emergency or miss happening timely and appropriate treatment can be provided.

#### **i) Canteen facility**

Every organization should have a facility of a canteen for the employees within an organization so that they need not rush outside for lunch. However free meals services are apart from this service as they are voluntary services provided by the organization to their employees, but canteen facility is a paid service by an organization.

#### **ii) Drinking water facility**

An organization must fulfill the general necessities of an employee within an organization, and the drinking water is one of the essential needs of any human; thus, it's the responsibility of the employer to look after this service necessarily.

#### **iii) Sanitation facility**

Providing proper sanitation facilities to the employees working in the organization is legal as well as the moral duty of the employer. Separate toilets should be provided for male and female employees.

#### **iv) Washing facility**

Segregate washing space should be provided to the employees to the organization.

### **1.11 MATERNITY BENEFIT**

This facility is provided to the female employees of the company while they conceive or give birth to a child, the employee gets a pay without work as an employee benefit and a leave of 6 months for taking care of her child. Welfare facilities outside factory premises

In addition to providing welfare facilities in the factory premises, workers are also provided certain benefits and facilities outside the factory. These include:

- ✓ Gratuity, pension and provident fund benefits
- ✓ Educational facilities;
- ✓ Housing facilities;
- ✓ Recreational facilities including sports and cultural activities;
- ✓ Library and reading rooms;
- ✓ Holiday home and leave travel facilities;
- ✓ Consumers' cooperative stores and fair price shops;

- ✓ Vocational training; and
- ✓ Transportation facility to and from the place of work.

## 1.12 WOMEN WELFARE

It means the social, economic, political, intellectual and actual emancipation of women. In Indian conditions 'women' s welfare' can be defined as 'improvement of the educational social, economic, health, political and cultural status of women' s leading to their emancipation and development'.

The main aim of the study is based on women welfare facilities. Women workers contribute to the development of national economy. Women apart from their work usually spend more than 10 to 12 hours per day for children, household chores as well as collection of fuel, fodder, water etc.

Women workers supplement in the income of poor households. They have to face many problems due to family responsibilities, limited mobility and social restriction.

The welfare measures motivation them to perform better thus increasing the productivity of the organization. Rights of working women in factories

- Women must have separate toilets and washrooms with doors
- If a factory has more than 30 women workers the employer must
- Provide a crèche for the workers children.
- Women cannot be made of lift more than the prescribed weight.
- Women cannot be made to clean or oil any moving machine
- Women cannot be made to work more than 48 hours in a week
- Women must get one day off in a week
- Women cannot be made to work for more than 5 hours at a stretch
- Women cannot be made to work only between 6 am in the morning and 7am in the evening
- State government can grant exemption to nay factory or group or class of factories, but no
- Woman can be permitted to work during 10pm to 5am
- Shift can changes only after weekly or another holiday and not in between.



### **1.13 BENEFITS OF EMPLOYEE WELFARE:**

#### **1. High efficiency:**

The employee welfare schemes act as a morale booster. When the employees get an appreciation for what they do, it helps in increasing the work efficiency of the employees. When the work is done lauded by the organization, it proves lucrative to both the company as well as the employees.

If the work done by the employees is not appreciated, the output might not come as expected. So, it is essential to have employee welfare schemes.

#### **2. Boost the morale of employees:**

The employees work only when they are motivated to work. If the company wishes to get 100% output, then it is the company which has to put in little efforts to encourage the employees.

No one else would deliver the expected results. So, in order to boost the morale of the employees, it is essential to offer employee welfare measures.

#### **3. To build a competitive edge**

Competition is must if the company wants employees to work well. In order to form a competitive environment in the office, it must provide employees with opportunities. The competitive edge in the work environment can only help in getting the required work from the employees.

So, if a healthy work environment or healthy competition is required within the organization, it is vital to provide employees with welfare schemes.

#### **4. To get timely result:**

If the companies want the employees to give the result on time or deliver the work in time, there needs to be some extra effort by the company so as to encourage the employees to give timely work. This can be done only when the employees are encouraged apart from praising their work and given some welfare schemes.

If the extra work is expected from the employees, they should also be given extra benefits by the company. Only then the timely results could be expected by the company.

#### **5. Improved industrial relations:**

The employees when benefited, results in good industrial relations too. Not just the work output is good, but also the amiable relations are built by the employees when encouraged through various schemes. So, various employee schemes are essential to make employees work in a better manner in the company.

#### **6. Mental and moral health are also improved:**

The employees when given different facilities at work; it improves mental health as well as helping in becoming a good citizen. So, it helps in overall development of the employee. Employee development is equivalent to the development of the company. So, if the companies want themselves to grow, they need to help employees in their growth.

#### **7. Social benefits:**

The employees also get various social benefits which are advantageous to the company also. The social benefits increase productivity, production as well as the work efficiency of the employees.

The good work by the employees also helps in increasing of the remuneration. Finally, this helps in increasing the standard of the employees which is appreciated and accepted by everyone, indeed.

#### **. Invites more employees:**

The employee welfare schemes invite more employees within an organization. This is one of the good ways of recruiting employees. If your company has less staff then these schemes are enough to invite more employees within the company.

More the employees, more will be the vacancies filled and the work will be done in proper order. Ultimately, it will benefit the company only. The work will be executed in the proper order so, for this reason it is essential to initiate various employee welfare activities schemes in the company.

**a. Urge to do better:**

The benefits to the employees urges the other employees to work better. It creates a competitive edge and helps in the growth of the employees. The employees who get such schemes makes the other employees to perform better which creates a competitive environment in the organization.

**10. Helps in overall growth of the employee:**

The schemes are a motivating factor to the employees and it helps in the overall growth of the employees. Both the common organizational goal and the personal goals are easily achieved by the employees, which benefits not just the company but also the members working in the company.

**11. Retains more employees for more time period:**

The companies train employees to get good results. But if the employees leave the company early, it affects not just the employees but also the company. So, the company has to get some schemes to retain the employees for a longer time period and that is only possible with the employee welfare programs.

The employees would not even think of leaving the company if they will get the required share of appreciation. So, it is better to give employees the welfare schemes.

**12. Employees work harder:**

The employees work hard if they are given extra benefits. Benefits are never refused by anyone but appreciated by all. So, the employees work harder when given the great deal to work for. Salaries are the obvious thing to get but when given something extra, the employees work harder.

So, above are some of the advantages of welfare programs. The benefits of employee welfare measures are more, direct to the employees than the company. However, it is important for the company to generate various employee welfare schemes. For every company to retain the employees, it has to bring forward various schemes.

### **1.13 LIMITATION OF EMPLOYEE WELFARE MEASURES:**

As every coin has two sides, similarly the employee welfare to have its advantages and disadvantages. Some of the disadvantages of employee welfare are as follows:

#### **1. The welfare schemes become the driving force to work:**

Neither the money nor the schemes should be the driving force to work for the employees. The employees must be motivated through the work done by others. A competitive environment should be the driving force for the employees to work. Only then, the expected work can be delivered by the employees.

#### **2. The Financial burden for the company:**

The company gets burdened financially as more the employees, more the budget will be required by the company to equally distribute the schemes among the employees working within an organization.

So, in order to equally distribute the schemes among the employees, it is essential for the company to have proper a financial budget in order to provide employees with the required schemes.

#### **3. To maintain a competitive edge in the market:**

In order to remain in the market and to keep oneself on the edge, it is essential to keep good employee welfare policy so as to attract maximum skilled employees within the organization.

Every company needs skilled workers to work so that they get better output. In order to do the same, the company will have to have an edge over the welfare schemes too.

#### **4. Outshines all the old schemes of the company:**

All the other schemes of the companies get outdated. Other here means the older schemes, does not exist anywhere. When the other competitive companies give the employees great and newly developed schemes, the present schemes seems a big failure due to which the other companies have to get similar beneficial schemes. So, this kind of burden also kills the companies at large.



# CHAPTER 2

## CHAPTER II

### PROFILE OF THE ORGANIZATION HISTORY

#### 2.1 Company profile:

Soniya Dry Sea Foods is a consent for producing dry sea foods. Mostly production of massi plays a vital role. It is a company which collects raw material as Tuna fish and exports Masi as a finished goods.



They acquire Tuna fish from the fish company's and do certain process to get Masi then it is exported to various localities through water ways. It is major dried sea food shop in Thoothukudi. Soniya dry marine sea food purchase tuna fish from Bharat fish company, SR Fish Company located at Tharuvaikulam. During fish ban period the Tuna fish is imported from Andhra Pradesh. The processed Masi is exported through Tuticorin Harbour through shipping to various countries.

An export trading company is an independent company that provide support service for firms engaged in exporting. This may include warehousing, shipping, incurring and billing on behalf of the client. The Expanding economy and business opportunities have caused companies to export and import product to develop product to develop their business. Effective use of transportation equipment and modes reduces shipping and logistics costs. However export and import planning entails all sorts of considerations from inventory levels and manufacturing lead times to customer's

preferences and transportation options. SONIYA DRY MARINE SEA FOODS is an export company that masi fish as finished product to sea to local and other countries.

## **2.2 VISION**

- To be a leading world diversified value added marine product exporter committed to consistently delight the customers through their product quality, taste, texture and appearance.

## **2.3 MISSION**

- Dedicated to improve quality of life by providing innovative cost effective products and services of global standards.

## **2.4 GOALS**

- They hope and wish to improve at all stages of their endeavour and expect that their endurances and strengths gets tested time and again and their best only gets better each and every time to help provide their customers and clients with an ever changing and improving experience and heightened happiness quotient.
- They give also most importance to customers or client demands and feedback to help them in them improve in their commitment and dedication to meet maximum customer satisfaction and forever remain connected to their customers and clients.

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## **Preservation**

Preservation technique are needed to prevent masi and lengthen shelf life. They are designed to inhibit the activity of spoilage bacteria and the metabolic changes that result in the loss of Masi quality. Spoiled bacteria are the specific bacteria that produce the unpleasant odours and flavours associated with spoiled with Masi. It normally host many bacteria that are not spoilage bacteria, and most of the bacteria present on spoiled masi played no role in the spoilage. To flourish bacteria need the right temperature, sufficient water and oxygen, and surrounding that are not too acidic.

### **Curing**

The traditional method of processing Masi by salting, drying smoking pickling etc. are collectively known as curing. Curing is the oldest method of squid preservation. Through traditional it is still widely practiced in developed and developing countries. Though produced in coastal areas, cured squid is usually consumed in the interior markets and hilly areas. This is the cheapest method of preservation also, since no expensive method or technology is used.

About 20% of the Masi caught annually is used for curing in India. It is also an important form of export.

### **Storage**

Drying is an effective way reducing spoiling in Masi, if it is done quickly and if the massi are kept heated and handled carefully and hygienically. The objective of drying is to heat squid as quickly as possible to as low a temperature as possible without spoilage. Drying cannot prevent the spoilage together but in general, the heaten the masi , the greater the reduction in bacterial and enzyme activity.

### **Packaging**

There are three levels of packing that are commonly recognised. Not every shipments utilizes multiple levels of packaging and in some cases, one packaging level provide the function of multiple levels;

- Primary packaging contains the product. It provide and containment.
- Secondary packaging contain one or more primary package for use during transport. Secondary packaging aids in containment, handling, unitization and damage prevention.

Tertiary packaging contains is used to group secondary packaging together to aid handling, unitization, transportation and damage prevention to produce.

### **Transportation**

The exporter's option for transporting goods are dictated in large measure by their destination. Consultants to companies who engage in exporting note that the merchandise they ship will generally be subject to more handling and potentially damaging forces during transport than will good headed for



domestic destination. Exporting firms need to keep abreast of labelling and marking requirements on goods intended for international destination as well.

## 2.5 METHODS

Purchasing Tuna fish from Fish Company's near by the locality. Nearly 5 tone of fish is brought from the company. The price list if fishes are,

Taxon fish- 1kg 65 rupees

Gaga fish -1kg 25 rupees

Carp fish – 1kg 80 rupees

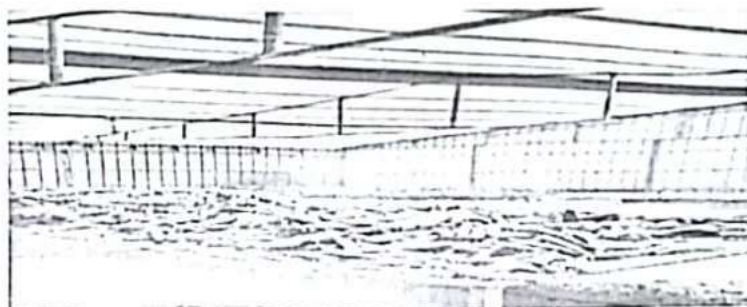
Rat fish- 1kg 20 rupees



Tuna fish is cleaned and boiled with water and salt in ovarian character. With 20000 litres of salt water and 10-15kg salt. It takes nearly 2hours to 3hours to boil. The boiled Tuna fish is made to dry in a cart or under the sheads for 9 to 10 days to dry. Tuna fish is kept in a polythin shead and solar shead consist of 60 degree celcius. It takes three days to dry and polythin shead takes seven days to dry. Compared to polythin solar shead takes less time to dry but it is expensive.



During rainy seasons it is made to dry under the solar shed or polythine shed. In summer season Masi is left in a cart to dry under hot sun. The cart is made with metal and plastic sheet is used to cover the cart.



The thrones of the Masi are removed by the workers. The salary allotted for men is 370 rupees and for women 350 rupees. Then the grading process takes place.

Then the Masi is graded and ready for packing.

First grade 350- 450 rupees per g

Second grade -270 rupees per kg

Breakage Masi – 100 rupees per kg

Due some climatic changes Masi is affected by fungus. They are cleaned by using vinegar. In 10 litres of water 250 millilitre of vinegar is mixed and this mixture is used for cleaning process. At last the

packed MASI is exported to Sri Lanka through tuticorin shipping harbour. Wastage Masi is used as chicken feed for the cost 40 rupees for 1 kg.

## **2.6 SKILLS REQUIRED**

- ✓ Gained early understanding and appreciation of the practical life real –life situation challenges associated with application of the theoretical knowledge acquired.
- ✓ Developed professionals self – awareness, internalization of career job requirements and experience.
- ✓ Acquired critical skills needed to proactively observe and analyse problems or challenges encountered while executing career duties and responsibilities at work.
- ✓ Gained knowledge about performing specific task and developing problem identification of problem solving skills, finance management, accounting, etc.
- ✓ Exposed to professional role models or mentors who supported me in early stages of the internship and provided examples of the behaviours expected in the intern's workplace.
- ✓ Improved the skills, confidence, and competency in specific areas related to my academic major or our particular area of career interest.
- ✓ Was provided with a professional working environment that encourages and gives space to professional identity development and the development of professional competence.

# CHAPTER 3



## CHAPTER III

### REVIEW OF LITERATURE

#### 3.0 Employee welfare

##### 3.1 Introduction of employee welfare:

Employee welfare is a term including various services, benefits and facilities offered to employees by the employers. The welfare measures need not be monetary but in any forms. This includes items such as allowances, housing, transportation, medical insurance and food. Employee welfare also includes monitoring of working conditions, creation of industrial harmony through infrastructure for health, industrial relations and insurance against disease, accident and unemployment for the workers and their families. Through such generous benefits the employer makes life worth living for employees. Welfare includes anything that is done for the comfort and improvement of employees and is provided over and above the wages. Welfare helps in keeping the morale and motivation of the employee high so as to retain the employees for longer duration. The welfare measures need not be in monetary terms only but in any forms.

##### 3.2 Welfare programmes in the Soniya Dry sea foods:

- Drinking Water facilities
- Changing rooms facilities
- Toilets facilities
- Sanitary facilities
- Showers and hand washing facilities
- Common standards of conservation and cleaning.
- First aid facilities
- Rest shelter facilities
- Training
- Dining Hall
- Creches
- Canteen facilities
- Personal counseling

- Women employee welfare fund

**a) Drinking Water supply facilities**

The Soniya Dry sea food provides a sufficient supply of drinkingwater in proportion to the number of workers, easily accessible to all of them and distributed in places close to the workplace.

They will not be allowed to draw or transfer water for drinking through pots, barrels, buckets or other open or provisionally covered containers. It can also be prohibited to drink by applying the lips directly to the taps.

**b) Changing rooms facilities**

The Soniya Dry sea foods provides changing rooms and toilets forworkers/staff use, duly separated for workers of both sexes. The minimum height of the ceiling will be 30 meters

The soniya dry sea foods will be provided with seats and individualcabinets or lockers, with a key, to store clothing and footwear.

The soniya dry sea foods will provide individual towels or they will have hot air dryers, automatic towel rails or paper towels, existing, in the lattercase, suitable containers to deposit the used ones.

**c) Toilets facilities**

The soniya dry sea foods provide toilets with the automatic dischargeof running water and toilet paper. They will be separately by sex in the toilets that are to be used by women, special and closed containers will beinstalled.

The soniya dry sea foods provides female employees the facility and sanitary waste bin.

**d) Sanitary facilities**

Soniya dry sea foods provides female employee use the facilityand sanitary .The soniya dry sea foods provides men and women can share toilets and shower and separate room with a lockable door and is for use by only one person at a time

**e) Showers and hand washing facilities**

The soniya sea foods provides dirty work, toxic, infectious or irritant distances are handled, it excessive heat, physical efforts are made above normal, A hot and cold shower also provide.

#### **f) Common standard of conversation and cleaning**

The soniya dry sea foods provides a floors, walls and ceilings of the toilets, sinks, showers, changing rooms and cleaning rooms will be continuous, smooth and waterproof, plastered in light tones and with materials that allow washing with disinfectant liquids are also provided.

The soniya dry sea foods provides taps, drains and shower heads in perfect working order and cabinets and benches suitable for use.

#### **g) First aid facilities**

The soniya dry sea foods provides an emergency health service with sufficient means to provide first aid to workers. The health personnel, the facilities and provision of these services, will be related to the number of workers in the workplace, location and characteristics of the same and the generic and specific risks of the activity that is carried out.

The soniya dry sea foods provide a Medical Service, which is in charge of providing first aid to workers who need it urgently, due to accidents or illness, during their stay in the workplace

#### **h) Rest shelter facilities**

The soniya sea foods provides sufficient toilets available in easily accessible locations. Restrooms and areas should be equipped with an adequate number of tables and seats with backs for the number of people at work who are likely to use them at any given time.

The soniya dry sea foods provide an adequate facilities for any woman at work who is pregnant or nursing to rest lying down. Includes adequate arrangements to ensure that meals can be prepared and eaten and means to boil and maintain water at a suitable temperature.

#### **i) Training**

- Schedule training and improvement courses, seminars for employers and workers and measures aimed at improving welfare at the work site.
- The continuous training of employees is another great resource to ~~im~~ workplace well-being.
- Training and development provide benefits to both the individual and ~~te~~ business as a whole that make the cost and time worth the investment.

**j) Dining Hall**

The soniya dry sea foods provides a separate area for eating meals is only required employees' food is likely to be contaminated by work processes.

Employees should not be expected to eat their lunch on a company shop floor, but in a company environment, it is usually clean enough to eat at a desk.

Employees should be able to take rest breaks undisturbed, so again sitting at a desk would be acceptable providing there are no interruptions, a receptionist should not be expected to sit at their desk for a break as they may be disturbed by visitors or members of the public.

**k) Creches**

The soniya dry sea foods will be provided with a creche and maintained a suitable room for use of children under the age of six years in each women. It has good lighting and ventilation.

**l) Canteen facilities**

The soniya dry sea foods provide a good accommodation, furniture and other equipments in the canteen and maintained in the food stuff. The cost of foods are borne by the company itself

**m) Personal counseling**

The soniya dry sea foods provides an advice and counseling for each persons personal problems in the company.

The labors share their problem stress and counseling helps to reduce their troubles.

**n) Women employee welfare fund**

The soniya dry sea food provides the women employee fund which will be useful for working women's in case of emergency.



# CHAPTER 4

## CONCLUSION

The objectives of this study was to know the various welfare measures adopted by Soniya dry marine sea food and to know the effective of welfare measures in the company. From this study we can study and understand that 80 % of the employees are satisfied from the company and majority state that welfare measures improve their productivity. From this study we can understand that welfare measures reduce the labor turn over, absenteeism and increase the efficiency of the employees. We can understand that welfare measures is directly related with productivity and soniya dry marine sea foods provide many welfare package to employees for increasing their efficiency and productive.

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**INTERNSHIP REPORT ON A STUDY ON WORK LIFE BALANCE OF EMPLOYEE  
IN SONIYA DRY MARINES SEA FOODS, THOOTHUKUDI**

(As internship report submitted in partial fulfilment of the requirements for the degree)Of

**MASTER OF HUMAN RESOURCE MANAGEMENT**

Of

**ST. MARY'S COLLEGE (AUTONOMOUS)-THOOTHUKUDI**

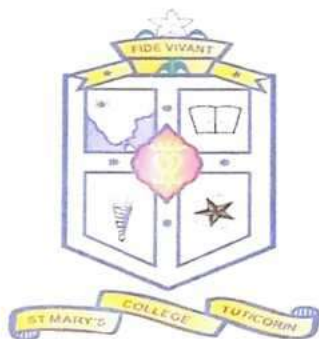
Submitted by

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November 2022

**DEPARTMENT OF HUMAN RESOURCE MANAGEMENT**  
**ST. MARY'S COLLEGE (AUTONOMOUS) THOOTHUKUDI-628001**



**CERTIFICATE**


This is to certify that **A.SELVARAK PRINOCIL** of second year Master of Human Resource Management has undergone Internship training on “**A STUDY ON WORK LIFE BALANCE OF EMPLOYEE IN SONIYA DRY MARINE SEA FOODS, THOOTHUKUDI**” under the guidance of **Mrs. C.S. PURNIMA B.SC (HORTI)...MBA., NET** and this is an original work Up to my knowledge.

  
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This is to certify that **MS.A.SELVARAK PRINOCIL** (Reg.No21SPHR10) II MHRM student of St.Marys College (Autonomous) Thoothukudi has done an internship on the topic of "**A Study On Work Life Balance Of Employees**" for a period of 15 days (29.08.2022 to 12.09.2022) in our organisation.

During this tenure, she gained knowledge on various activities. Her conduct and character was good.

We wish her all success in her career.

**For Soniya Dry Marine Foods**

**Proprietor**

### DECLARATION

I hereby declare that the internship entitled "**A STUDY ON WORK LIFE BALANCE OF EMPLOYEE IN SONIVA DRY SEA FOODS, THOOTHUKUDI**" is submitted to St. Mary's College (Autonomous), Thoothukudi, affiliated to Manonmaniam Sundaranar University for the award of degree of **Master of Human Resource Management** is my original work and that no part of this internship has been submitted for any Degree, Diploma, and Fellowship of other similar titles.

Place: Thoothukudi

Date: 11/11/2022

*A. Selvarak Prinoil*

Signature of the Candidate

(A. SELVARAK PRINOIL)



## ACKNOWLEDGEMENT

First of all I thank the Almighty for his abundant grace and blessing for the accomplishment of my internship report. I would like to express my sincere gratitude to Principal **Dr. Sr. A.S.J. Lucia Rose, M.Sc., B.Ed., M.Phil. PGDCA. Ph. D.** for permitting me to do my internship report.

I also thank Director **Sr. Josephine Jeyarani, M.A., M.Phil.,** Self-supporting Courses for her encouragement.

I express my heartfelt thanks to **Mrs. Mary Judith Reese Fernando, M.Com., M.Phil., Ph.D.,** co-ordinator of Human Resource Management and for her kind support and guidance.

I wish a deep sense of gratitude to my internship guide **Mrs. C.S. PURNIMA B.SC (HORTI)....,MBA.NET** Assistant Professor of Department of Human Resource Management St. Mary's College for providing foundation in internship work and I am grateful to her, for giving invaluable guidance to complete my internship report.

I express my sincere thanks to **MR.ANTONY** service manager of Soniya Dry Sea Foods ,Thoothukudi for allowing me to complete my internship report in their esteemed institution.

I thank **all the employees** Soniya Dry Sea Foods, Thoothukudi, of for their kind co-operation extended to me providing the necessary data & information to complete my internship report successfully.

Finally I also thank my parents and my friends for their ethical support and encouragement which has helped me in completing this work

## **ABSTRACT**

Work life balance is a method which help employees of an organization to balance their personal and professional lives. It basically encourage employees to divide their time on priority basis and helps in maintain a healthy life style. A healthy work life balance has got greater significance in working employee especially business world. Lot of challenges is posed both at workplace and family which exerts enormous pressure on working women.

Work life balance is important role in deciding the related employees in any industry such circumstances a fair level of work life balance. In fast – paced society, human resource professionals seek option to positively impact the bottom line of their companies improve employee morale, retain employees with valuable company knowledge and keep pace with workplace trends.

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# CHAPTER 1

## **CHAPTER I**

### **INTRODUCTION**

#### **1.1 History**

The work-leisure dichotomy was invented in the mid -1800s. Paul Krassneer remarked that anthropologist use a definition of happiness that is to have as little separation as possible “between your work and your play”. The expression “work-life balance” was first Used in the United Kingdom in the late 1970s to describe the balance between an individual’s work and personal life. In the United States, this phrase was used in 1986.

Most recently, there has been a shift in the workplace as a result of advance in technology. Employees have many methods, such as emails, computers and cell phones, which enable them to accomplish their work beyond the physical boundaries of their office. Researchers have found that employees who consider their work roles to be an important component of their identities will be more likely to apply these communication technologies to work while in their non-work domain.

Many authors believe that parents being affected by work-life conflict will either reduce the number of hour’s one works where other authors suggest that a parent may run away from family life or work more hours at a workplace. This implies that care individual Views work-life conflict differently.

Employee’s assistance professionals say there are many causes for this situation ranging from personal ambition and the pressure of family obligation to the acceleration pace of technology. According to a recent study for the center for work -life policy. 1.7 million People consider their jobs and their work hours excessive because of globalization.

#### **1.2 WORK-LIFE BALANCE**

Work-life balance is about effectively managing the juggling act between paid work and the other activities that are important to people. It’s not about saying that work is wrong or bad that work shouldn’t completely crowd out the other things that matter to people like time with family, participation in community activities, voluntary work, personal development, leisure and recreation.

The 'right' balance is a very personal thing and will change for each person at different times of his or her life. For some people the issue is being able to get into work or find more work rather than having too much work. There is no 'one size fits all' solution

Balancing 5 things work life balance:



#### ❖ Family:

Successful parenting, the culture of care and selflessness that are part of family life, requires energy, time, patience and a tolerance for mess and confusion a tall order when the working day has proved stressful and long. The key question here is 'who finds time to care for who?', for what often happens is that the time consuming listening part of relationships gets ditched in favour of quick fixes, and then the unattended get to feel unsolved and react accordingly. Families need nurturing, and our responses have to be sufficiently deep and elastic to accommodate the unexpected, not just the scheduled bits that fit in neatly with our jobs.

#### ❖ Home:

Home making is time-consuming. In the making of a home we create atmosphere that reflect our sense of place in this world. Life a warm and familiar jumper, the

home provides us with an extension of ourselves, a place where we can feel free in our emotions and content to be whom we really are. The paradox is that the more we work, the more desperate we are to find such a home with its timeless associations and the less time we have to create it. Homes can so easily become houses, pit stops that provide briefly for sleep, rest and the bare essentials in the intervals between works

#### ❖ Friendship

It's often been said that the art of friendship require common skills to an uncommon degree; a combination of affection, tolerance and patience as well as a sense of constancy in times of struggle and difference. Yet when our work-life balance spirals out of control, often friendship along with exercise are the first things to suffer. In a report entitled 'social trends; British Social attitude Survey 30 (HMSO2000) a significant factor over the past two decades is that we are seeing less of our best friends. Yet, as the extended family get to be geographically more and more challenged, our friendship become increasingly relevant to our circle of mutual nature and support.

#### ❖ Community:

Life family, home and friendships, our local communities depend on our time and energy in order to function effectively, freely and spontaneously. It is in the reciprocal context of its activities that our communal identity can be experienced and enjoyed. Yet if we lose that vital work-life balance then the many activities through which neighbourhood and locality are expressed are marginalized and we are the poorer for that neglect. Hobbies, interest and sporting pursuits derive much of their meaning through our interaction with other. If we fail to address the issues of work-life balance as a society then one of the first casualties will be the richness and diversity of community life.

By work life balance we mean that all workers should have a right to work that does not damage their freedom to pursue activities and responsibilities outside the work place. That means making work more sensitive, arranging work more effectively and organising it more intelligently.

### 1.3 OBJECTIVES:

- ✓ How work – life balance impact the wellbeing of employee?
- ✓ Is there any relation between the work – life balance and performance of the employees?



- ✓ Is there any correlation between work – life balance and family satisfaction?
- ✓ Is there any correlation between work – life balance and psychological distress?

#### **1.4 Scope of study:**

The scope of study has been limited to finding the impact of the work – life balance on the working class in India only. The study is conducted based on the response of the questionnaire and percentage analysis of the response.

#### **1.5 Characteristics:**

- ✓ Work life balance business benefits
- ✓ Not constant comes and goes with life changes
- ✓ It takes work
- ✓ The process of seeking balance can be deeply rewarding

#### **1.6 Effect of work life balance:**

The case of work life balance tends to be made on two counts.

- ❖ First, that work life balance improve individual's health, wellbeing and job satisfaction.
- ❖ Second that business can benefit from work life balance these policies.
  - Improve productivity and worker commitment
  - Reduce sickness absence
  - Increase retention rate for talented workers and reduce replacement cost
  - Allow organization to recruit from a wider pool of talent.
  - Enable organization to offer services beyond usual business hours by employing workers on different shift that fit in with caring responsibilities.

### **1.7 Balance benefits:**

- Attracts new employees
- Helps to retain staff
- Builds diversity in skills and personnel
- Improve morale
- Reduce sickness and absenteeism
- Enhance working relationship between colleagues
- Encourages employees to show more initiative and teamwork
- Increases level of production and satisfaction
- Decrease stress and burnout

### **1.8 Some reasons for work life balance:**

A review of public holidays and paid holidays across a sample of countries including, Australia, China , France ,Singapore the US and UK shows that India is actually quite comparable in terms of the number of days of vacation and holidays provided by law and general practices. It would therefore be fair to assume that the intent of law as well as the espoused values of organization seems to be in favour of providing a fit amount of leisure and balance. Whether it has translated into reality is another matter.

- Gender concerns
- Young generation
- Identity through work

#### **Gender concerns:**

Similar discrimination is experienced by men who take time off or reduce working hours for taking care of the family.

For many employees today both male and female – their lives are becoming more consumed with a host of family and other personal responsibilities and interest. Therefore on an effort to retain employees, it is increasingly important for organization to recognize this balance.

### **Young generation:**

According to Kathieen Gerson, Socialist young people “ are searching for new ways to define care that do not force them to choose between spending time with their children and earning an income” are looking for definition of personal identity that do not pit their own development against creating committed to others readily. Young adults believe that parents should get involved and support the children both economically and emotionally as well as share labour equally. Young people do not believe work-life balance is possible and think it is dangerous too build a life dependent on another when relationship are unpredictable. They are looking for partners to share the house work and family work together. Men and women believe that women should have jobs before considering marriage, for better life and to be happy in marriage. Young people do not think their mother’s generation were unhappy. They also do not think they were powerless because they were economically dependent.

### **Identity through work:**

By working in an organization employees identify to some extent with the organization as art of a collective group. Organizational values, norms and interest become incorporated in the self-concept an employee’s increase their identity with the organization. However employees also identify with their outside roles or their “true self”. Examples of these might be parental/ caretaker roles, identification with certain group, religious affiliations, align with certain values and morals, mass media etc., Most employees identify with not only the organization but also other facet of their life ( family, children, religion, etc.,) Sometimes these identities align and sometimes they do not. When identities are in conflict the sense of a healthy work life balance may be affected. Organization members must perform identity work so that they align themselves with the area in which they are performing to avoid conflict and any stress.

### **1.9 Work life balance includes:**

- ✓ Flexi time
- ✓ Staggered hours
- ✓ Time off in lieu
- ✓ Compressed working hours
- ✓ Shift swapping
- ✓ Self-roistering
- ✓ Job sharing

- ✓ Term time working
- ✓ Working from home
- ✓ Tale working
- ✓ Breaks from home

### 1.10 Drivers for change:

Work life balance has become increasingly important for a number of social and economic reasons that are making;

- ✓ Organization think about how they work.
- ✓ Government think at how people balance paid and unpaid work and care.
- ✓ Individuals think about the role work has and will have at different stages of their lives.

Broadly this shift is influenced by change to markets ways of working the labour market and expectation of work. In the drivers mean;

- ✓ Pressure to increase efficiencies while at the same time responding to the demands of service users, creating more flexible and responsive public services.
- ✓ That there is a need understand better and respond to customer requirements in a population that is becoming older and more ethnically diverse. Therefore people who possess these skills and relationship are crucial to helping organization understand new customer segments, promote creativity and cope with increasingly complex business models.

### 1.11 Challenges:

Work-life balance is increasingly an issue for any country. Jobs the workplace and the workforce are changing as;

- ✓ Technology changes the way we work- e.g. cell More women and sole parents go into work
- ✓ More people juggle more than one job
- ✓ The work force ages and is increasingly divers
- ✓ Business continue to compete globally to hire skilled workers.
- ✓ Phones and PCs blur the distinction between work and personal time.



✓ For any country the two biggest work-life balance problem are:

- People with not enough work or income
- People who have too much work: the low paid who need to work long hours to earn enough and the higher paid who may feel trapped into working more hours than they want to.

Through the consultation employers told that they wanted to address work-life balance issues in their workplace and that they wanted practical tool to important work life balance initiatives. Workers, families and individuals told us that the key issues for them in achieving work-life balance concerned their caring responsibilities, workplace practices and cultures and the need to earn sufficient income.

#### **1.12 Flexible work life:**

A significant feature within the changing world of work is the need of work is the need to develop a diverse, skilled and motivated workforce able to respond quickly and efficiently to client needs. Ensuring a committed, responsive and high performing workforce often depends on creating an environment that enables employees to more easily manage the demands of work and life particularly their family responsibilities. Flexible work options are defined as mutually agreed long or short term changes to working time and leave arrangement within the context of organizational needs. Their successful implementation depends on employee management knowledge, pre-planning, regular review and the creation of a supportive workplace culture.

#### **1.13 Benefits of flexible work:**

Workplace practice and culture impact on the work, family and life balance of all employees. International research and experience across both the public and private sector, and feedback within the Banking sector highlight the tangible benefits of mutually agreed flexible work options and a supportive workplace culture.

#### **Benefits of flexible work option include:**

- ✓ Increased capacity to attract and retain skilled and specialist employees and professional staff

- ✓ Maximizing returns on training and professional development investment renewed energy and freshness contributing to resilience as well as increased morale, commitment and high work performance from staff
- ✓ Improved learning outcomes through matching work options and available skills with student needs
- ✓ Increased performance and productivity through improved organizational climate, reduction of absenteeism and stress and a more efficient use of staff

#### **1.14 The benefits for business:**

Research has repeatedly shown that there is significant business benefits associated with implementing work-life balance policies. In a Department of Labour scan of more than 85 case studies of organizations implementing work-life balance policies employers experienced benefits such as;

- ✓ Improved recruitment and retention rates with associated cost savings
- ✓ Reduced absenteeism and sick usage
- ✓ A reduction in worker stress and improvement in employees satisfaction and loyalty
- ✓ Greater flexibility for business operating hours
- ✓ Improved productivity
- ✓ Improved corporate image becoming an 'employer of choice'

#### **1.15 The benefits for employees:**

Employees in companies already implementing work life practices enjoy significant benefits such as;

- ✓ Being able to effectively manage multiple responsibilities at home, work and in the community without guilt or regret
- ✓ Being able to work in flexible ways so that earning an income and managing family /other become easier
- ✓ Being part of a supportive workplace that values and trusts staff

### **1.16 The benefits families and communities:**

Over the past 20 years the demanding of the modern workplace are perceived to have impacted heavily on family and community life. Parents with them had more time with their children. 'Me time' seems to be shrinking and ageing population means eldercare is becoming a serious issue. There's also less time for volunteering.

Work –life balance initiative can make it easier to juggle multiple responsibilities at home, work and in the community. People with a good work-life balance are healthy, physically, emotionally and socially and have a sense of control over their life.

### **1.17 Advantages of work life balance:**

#### **Develop loyalty and commitment:**

Employees are likely to demonstrate loyalty and commitment to the employer if the employer is showing consideration for their needs.

#### **Increased productivity:**

Increased loyalty and commitment lead to better performance at an individual and thus increased productivity at an organizational level.

#### **Reduced absenteeism:**

There will be a decrease in sickness absence and its associated costs.

#### **Reduced staff turnover:**

There will be a lower staff turnover substantially reducing the employer's recruitment induction and training costs.

### **1.18 Disadvantages of work life balance:**

- By the work life balance improvement in organization performance will take to become apparent.
- In downsized organization, flexible working arrangements may result in some employees taking on more in order for others to do less.

- If not introduced equitably some employees may resent others.
- Flexible or remote working may make it difficult to maintain an organization's structure.
- Once policies are introduced it may be difficult it may be difficult to change them even if the company runs into difficulties.



# CHAPTER 2

## CHAPTER II

### PROFILE OF THE ORGANIZATION HISTORY

#### 2.1 Company profile:

Soniya Dry Sea Foods is a consent for producing dry sea foods. Mostly production of massi plays a vital role. It is a company which collects raw material as Tuna fish and exports Masi as a finished goods.



They acquire Tuna fish from the fish company's and do certain process to get Masi then it is exported to various localities through water ways. It is major dried sea food shop in Thoothukudi. Soniya dry marine sea food purchase tuna fish from Bharat fish company, SR Fish Company located at Tharuvaikulam. During fish ban period the Tuna fish is imported from Andhra Pradesh. The processed Masi is exported through Tuticorin Harbour through shipping to various countries.

An export trading company is an independent company that provide support service for firms engaged in exporting. This may include warehousing, shipping, incurring and billing on behalf of the client. The Expanding economy and business opportunities have caused companies to export and import product to develop product to develop their business. Effective use of transportation equipment and modes reduces shipping and logistics costs. However export and import planning entails all sorts of considerations from inventory levels and

manufacturing lead times to customer's preferences and transportation options. SONIYA DRY MARINE SE FOODS is an export company that masi fish as finished product to sea to local and other countries.

## 2.2 VISION

- To be a leading world diversified value added marine product exporter committed to consistently delight the customers through their product quality, taste, texture and appearance.

## 2.3 MISSION

- Dedicated to improve quality of life by providing innovative cost effective products and services of global standards.

## 2.4 GOALS

- They hope and wish to improve at all stages of their endeavour and expect that their endurances and strengths gets tested time and again and their best only gets better each and every time to help provide their customers and clients with an ever changing and improving experience and heightened happiness quotient.
- They give also most importance to customers or client demands and feedback to help them in them improve in their commitment and dedication to meet maximum customer satisfaction and forever remain connected to their customers and clients.

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## Preservation

Preservation technique are needed to prevent masi and lengthen shelf life. They are designed to inhibit the activity of spoilage bacteria and the metabolic changes that result in the loss of Masi quality. Spoiled bacteria are the specific bacteria that produce the unpleasant odours and flavours associated with spoiled with Masi. It normally host many bacteria that are not spoilage bacteria, and most of the bacteria present on spoiled masi played no role in the

spoilage. To flourish bacteria need the right temperature, sufficient water and oxygen, and surrounding that are not too acidic.

### **Curing**

The traditional method of processing Masi by salting, drying smoking pickling etc. are collectively known as curing. Curing is the oldest method of squid preservation. Through traditional it is still widely practiced in developed and developing countries. Though produced in coastal areas, cured squid is usually consumed in the interior markets and hilly areas. This is the cheapest method of preservation also, since no expensive method or technology is used.

About 20% of the Masi caught annually is used for curing in India. It is also an important form of export.

### **Storage**

Drying is an effective way reducing spoiling in Masi, if it is done quickly and if the massi are kept heated and handled carefully and hygienically. The objective of drying is to heat squid as quickly as possible to as low a temperature as possible without spoilage. Drying cannot prevent the spoilage together but in general, the heaten the masi , the greater the reduction in bacterial and enzyme activity.

### **Packaging**

There are three levels of packing that are commonly recognised. Not every shipments utilizes multiple levels of packaging and in some cases, one packaging level provide the function of multiple levels:

Primary packaging contains the product. It provide and containment.

Secondary packaging contain one or more primary package for use during transport. Secondary packaging aids in containment, handling, unitization and damage prevention.

Tertiary packaging contains is used to group secondary packaging together to aid handling, unitization, transportation and damage prevention to produce.



## Transportation

The exporter's option for transporting goods are dictated in large measure by their destination. Consultants to companies who engage in exporting note that the merchandise they ship will generally be subject to more handling and potentially damaging forces during transport than will good headed for domestic destination. Exporting firms need to keep abreast of labelling and marking requirements on goods intended for international destination as well.

## 2.5 METHODS

Purchasing Tuna fish from Fish Company's near by the locality. Nearly 5 tone of fish is brought from the company. The price list if fishes are,

Taxon fish- 1kg 65 rupees

Gaga fish -1kg 25 rupees

Carp fish – 1kg 80 rupees

Rat fish- 1kg 20 rupees



Tuna fish is cleaned and boiled with water and salt in ovarian character. With 20000 litres of salt water and 10-15kg salt. It takes nearly 2hours to 3hours to boil. The boiled Tuna fish is made to dry in a cart or under the sheads for 9 to 10 days to dry. Tuna fish is kept in a polythin shead and solar shead consist of 60 degree celcius. It takes three days to dry and polythin shead takes seven days to dry. Compared to polythin solar shead takes less time to dry but it is expensive.



During rainy seasons it is made to dry under the solar shed or polythin shed. In summer season Masi is left in a cart to dry under hot sun. The cart is made with metal and plastic sheet is used to cover the cart.



The thrones of the Masi are removed by the workers. The salary allotted for men is 370 rupees and for women 350 rupees. Then the grading process takes place.

Then the Masi is graded and ready for packing.

First grade 350- 450 rupees per g

Second grade -270 rupees per kg

Breakage Masi – 100 rupees per kg

Due some climatic changes Masi is affected by fungus. They are cleaned by using vinegar. In 10 litres of water 250 millilitre of vinegar is mixed and this mixture is used for

cleaning process. At last the packed MASI is exported to Sri Lanka through Tuticorin shipping harbour. Wastage Masi is used as chicken feed for the cost 40 rupees for 1 kg.

## 2.6 SKILLS REQUIRED

- ✓ Gained early understanding and appreciation of the practical life real –life situation challenges associated with application of the theoretical knowledge acquired.
- ✓ Developed professional self – awareness, internalization of career job requirements and experience.
- ✓ Acquired critical skills needed to proactively observe and analyse problems or challenges encountered while executing career duties and responsibilities at work.
- ✓ Gained knowledge about performing specific task and developing problem identification of problem solving skills, finance management, accounting, etc.
- ✓ Exposed to professional role models or mentors who supported me in early stages of the internship and provided examples of the behaviours expected in the intern's workplace.
- ✓ Improved the skills, confidence, and competency in specific areas related to my academic major or our particular area of career interest.
- ✓ Was provided with a professional working environment that encourages and gives space to professional identity development and the development of professional competence.

## CHAPTER 3



## CHAPTER III

### RIVIEW OF LITERATURE

#### **Introduction:**

The main objective for some people is to work their career becomes the core of life. However people have limited time and therefore have to perform many other activities other than their jobs. Without a balance between work and life many mishaps can be experienced in both.

Soniya dry sea foods have around hundred employees who have been working for five years. In this study work life balance is analysed on the basis of organization and employees context. The various factors that are responsible for affecting the work life balance of employees at soniya dry sea foods are discussed below.

#### **3.1 Work Environment Factors:**

##### **a) Working hours**

The numbers of working days in a week and the number of hours the employee work in a week have an impact on the work life balance of employees.

##### **b) Working hours for lower level employees**

The employees work for six days in a week for eight to nine hours each day. Soniya dry sea Foods Company for the workers from 9am to 6pm. working hours for top level management and middle level management.

The top level management (Managing director, General Manager, Quality manager, Production manager, Cutting manager, HR manager and Admin) and he middle management (Data entry operator, HR assistant, Supervisor and technical workers have general shift and they work from 8am to 6pm.

##### **c) Work culture**

Work culture at Soniya Dry Sea Foods demonstrates trust on employees and understands of employee's needs and concerns. They provide clear organizational direction so that the employees are able to prioritise their work.

#### **d) Working condition**

The work place are ventilated and there is sufficient fresh and pure air. All the work places are kept clean and waste material are disposed of in suitable of in suitable containers. The waste materials are not allowed to accumulate in the office premises which improve the look of the organization and morals of the employees. Rest room are provided for employees with clean wash room facilities special rest rooms are provided for pregnant and nursing employees. As these facilities are take care of by the organizational the employees have a very a satisfied work life.

#### **e) Managerial support**

The managers make themselves available to their subordinate whenever they need them. The managers clearly communicate their employees for about their expectation. The manager praise and encourage the employees for their work done. The managers of Soniya Dry Sea Foods act as mentors. They teach them provide additional support or nominate their names for the right type of training.

Constructive feedback is provided in case an employee is not able to succeed well his job. They encourage employees to come up with innovative ideas. They take decision are taken quickly employees complement them in a better way. Thus makes the employees feel more efficient and effective.

#### **f) Supervisor support**

The supervisors or very supportive which reduce the negative impact of work life balance. When employees request for an alternative work schedule they are given provided a valid reason is given by the employees. Preference is given to women employee's sickness of children or to provide care for their elderly parents. Supervisors also assist employees who experience difficulty in balancing work and family.

#### **g) Co- worker support**

The relationship better peers are found to very friendly. This friendly environment reduces conflict between the employees at work place and improves the employees ability ton his daily tasks.

Co- workers at Soniya Dry Sea Foods are very supportive with the other employees which helps to balance work and personal lives. If there is a problem at home for an employee such as a sick child or death in the family the other employees are ready to do the work that particular employee. This helps them to balance work and life in times of difficulties.

#### **h) Safety measures**

For employees doing risk prone jobs the organization provide some safety measure such as:

- Gloves
- Safety coats
- Ear plugs
- Mask
- Safety shoes
- Safety glasses
- Cap

By ensuring safety to their lives the organization takes good care of the employees

#### **i) Amenities for women employees**

Women employees in Soniya Dry Sea Foods are able to balance their work life as they are provided with maternity benefits along with pay for a period of three month. The employees with children below the age of four are provided with child care center inside the campus to take care of their children during their working hours. When the women employees feel stressed the company provides special counselling sessions for them.

#### **j) Employees training**

For the naïve/ fresh employees training is provided under a supervisor. Training helps new employees to get acquainted to the new working environment which reduces stress levels and help them in balancing their work and life. Training empowers the employees to manage workload and stress which helps the employees to achieve the work balance. Training programme to reduce stress level and time management are also provided.

### **3.2 Work Facilities**

#### **a) Transport facilities**

There is a strong relationship between travelling hours in a day and work life balance. Soniya Dry Sea Foods has bus facilities for the workers. There are about five buses which take employees from far and near places. The transport facility is provided free of cost. Thus they are able to reach their destination early this reduces transportation charges. They are also able to spend much time with their family. They also have sufficient time to do their house hold work so their relationship between their family members are better they are able to Devote sufficient time for house work responsibilities. They are able to manage their personal and professional life well.

#### **b) Food facilities**

The employees working at Soniya Dry Sea Foods are provided with food at a subsidized rate of rupees hundred per month. The hostel members are also given subsidy in their in their mess fees. As food facility is provided by the organization employees need not take the trouble of carrying food to work. As they are provided with hot food, tea and snacks when they are in need.

#### **c) Medical facilities**

Physical well- being is a work place priority. Facility provide a better work life balance. The employees are provided with ESI (Employee State Insurance) scheme which helps the employees to receive free treatment at hospital during their sickness. They are able to work without any anxiety as they need not spend much on their treatment. This provision has brought happiness among the employees as their family members can also to be treated free of cost.

#### **d) Fringe benefit**

Top management employee are provided with free mobile phones and car facilities for personal and office use. Supervisors are given free mobile phones with SIM for work and personal use. Managers are given car for office use only.

### **3.3 Compensation Factors**

The employees are given to achieve a daily target. If they achieve it they are given an incentive amount of rupees one thousand every month .employees are allowed to refer people to fill their job vacancies and if the referred to the company they are given referral a right



person is referred the company they are given referral bonus amount of rupees one thousand. If such person continuously works for three month without making himself absent the amount will be increased to rupees two thousand. This helps employees to manage their additional expenses. This facility of earning extra income the employees to have a well- balanced professional and personal life.

### **Family welfare allowances**

Employee who wish to go higher studies are provided with loans at very low interest rates. Marriage allowance is provided to children of employees and also to unmarried employees who work in the organization. Education loan is provided for the children of employee's right from schooling to college. Emergency loans are also provided during sudden death of a person in the family member meets with an accident.

### **3.4 Recreation Facilities**

#### **a) Awards function**

Awards are given for each unit and to individual employees. It is based on the performance. They are also provided with medals and gift to improve their performance. The families of the employees are invited for the award night. This program is conducted is conducted once in a year. The awards given are

- Team employees producing high out put
- Best manager
- Best supervisor
- Best employee
- Best new comer
- Best weaver
- Best unit
- Best office executive

When employee are rewarded for their performance it boots up their confidence level thus reducing stress and managing their work life.

#### **b) Picnics**

Employees are taken out for picnics for a day and the expenses are met by the company.

As most of the employees are working at Soniya Dry Sea Foods for long period of time they are understand their work and balance their life efficiency. They also feel proud to be associated with this organization.

## CHAPTER 4

## CONCLUSION

Work life balance is at best an exclusive ideal and at worst a complete myth. But by making deliberate choices about which opportunities to pursue and which decline rather than simply reacting to emergencies, leaders can and do engage meaningfully with work, family and community.

Through work life balance the individual will feel relaxed and organised. Productivity of the person increase which will lead accomplishing task efficiency as well as to attain greater successes. Promoting and practicing healthy work life balance is good for employee as well as organization. The benefit are manifold and it does wonders to strengthen bonds between an employee and their organization.



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DEPARTMENT OF HUMAN RESOURCE MANAGEMENT  
ST. MARY'S COLLEGE (AUTONOMOUS) THOOTHUKUDI-628001



CERTIFICATE

This is to certify that **A.SKANDHA** of second year Master of Human Resource Management has undergone Internship training on “**A STUDY ON EMPLOYEE RETENTION TECHNIQUES**” under the guidance of **Mrs. PURNIMA B.Sc., MBA., NET** and this is an original work up to my knowledge.

CO-ORDINATOR

FACULTY GUIDE

EXTERNAL EXAMINER

PRINCIPAL

Principal

St. Mary's College (Autonomous)  
Thoothukudi - 628 001.

  
DIRECTOR  
Director

Self Supporting Courses  
St. Mary's College (Autonomous)  
Thoothukudi - 628 001.

# Brilliant Salt Refinery

Mfrs & Exports of Refined Free flow Iodized Salt & Industrial Salt  
68-A, South Raja Street, Thoothukudi – 628 001.  
Tamilnadu, India.

REFINED FREE FLOW

IS: 7224



CM/L: 6393984

Date : 12.09.2022

## CERTIFICATE

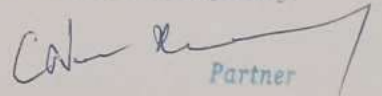
This is to certify that Mrs. **A. Skandha** (Reg No. **21SPHR11**) II MHRM Student of **St. Mary's College (Autonomous) Thoothukudi** has done an internship on the topic of "**Employee Retention Techniques**" for the period of **15** days (**29.08.2022 to 12.09.2022**) in our organisation.

During this tenure, she gained knowledge on various activities. Her conduct and character were good.

We wish her all success in her career.

Best regards,

For Brilliant Salt Refinery,

  
Partner



Factory: The Tuticorin op. Industrial Estate Ltd., Unit No. SB -14, Korampallam – 628 101.

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## DECLARATION

I hereby declare that the internship entitled "**A STUDY ON EMPLOYEE RETENTION TECHNIQUES**" is submitted to St. Mary's College (Autonomous), Thoothukudi, affiliated to Manonmaniam Sundaranar University for the award of degree of **Master of Human Resource Management** is my original work and that no part of this internship has been submitted for any Degree, Diploma, and Fellowship of other similar titles.

Signature of the candidate

A.SKANDHA

Place: Thoothukudi

Date: 11.11.2022

## ACKNOWLEDGEMENT

First of all I thank the Almighty for his abundant grace and blessing for the accomplishment of my internship report. I would like to express my sincere gratitude to Principal **Dr. Sr. A.S.J. Lucia Rose, M.Sc., B.Ed., M.Phil., PGDCA., Ph. D.** for permitting me to do my internship report.

I also thank **Sr. JESOPHINE JEYARANI, M.A., M.Phil** Self-supporting Courses for her encouragement.

I express my heartfelt thanks to **Mrs. Mary Judith Reene Fernando, M.Com., M.Phil., Ph.D.,** Head of the Department of Human Resource Management and for her kind support and guidance.

I wish a deep sense of gratitude to my internship guide **Ms. C.S.PURNIMA B.Sc., MBA.,NET** Assistant Professor of Department of Human Resource Management St. Mary's College for providing foundation in internship work and I am grateful to her, for giving invaluable guidance to complete my internship report.

I express my sincere thanks to **Mr . C.NAREN DHARMARAJ.** Service manger of Seamax Shipping Pvt.ltd.,thoothukudi for allowing me to complete my internship report in their esteemed institution.

I thank **all the employees** Seamax Shipping Pvt. Ltd, thoothukudi, of for their kind co-operation extended to me providing the necessary data & information to complete my internship report successfully.

Finally I also thank my parents and my friends for their ethical support and encouragement which has helped me in completing this work.

## ABSTRACT

Employee retention is a process in which the employees are encouraged to remain with the organization for the maximum period of time or until the completion of the project. Employee retention is beneficial for the organization as well as employee. Employees today are different. They are not the ones who don't have good opportunities in hand. As soon as they feel dissatisfied with the current employees or the job, they switch over to the next job. It is the responsibility of the employer to retain their best employees. A good employer should how to attract and retain its employees.

Most employees feel they are worth more than they are actually paid. There is a natural disparity between what people think they should be paid and what organization spends in compensation. When the difference becomes too great and another opportunity occurs, turnover cost result. Pay is defined as the wages, salary, or compensation given to an employee in exchanges for services the employee performs for the organization

Employees comprise the most vital assets of the company. In a work place where employees are not able to use their full potential and not heard and valued, they are likely to leave because of stress and frustration. In a transparent environment while employees get a sense of achievement and belongingness from a healthy environment, the company is benefited with a stronger, reliable work- force harboring bright new ideas for its growth.

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# CHAPTER – I

## INTRODUCTION

### 1.1 Introduction of the Study

Employee Retention is defined as an organization's ability to retain its employees. It can also be called as a process, in which the resources are motivated and encouraged to stay in an organization for a longer period of time for the sustainability of the organization.

The ultimate aim of Employee Retention is to make both the stakeholders, i.e., employees and employer happier. It facilitates loyal employees sticking to the company for a longer duration, which in turn will benefit both the stakeholders.

Employee retention is not just a matter that can be dealt with records and reports. It purely depends upon how the employers understand the various concerns of the employees and how they help them resolve their problem, when they are in need.

Every organization spends time and invests money in grooming new employees and make them corporate-ready. The organization will be in complete loss, if such employees quit after they are fully trained. People are the most important as well as dynamic resources in any organisation. The management of human resources has undergone significant change due to changes in markets, industry, technology, costs, workforce and employer-employee relationship. Technological growth has posed one of the greatest challenges in today's business world. With rapid pace of technological development over the recent past, an increased shortage of highly skilled employees is being witnessed. One of the critical issues faced by the corporate leaders, today, is retaining the employees. Employee retention, as an issue, is getting importance due to the shortage of skilled labour, economic growth and employee turnover. Today, the demands and expectations of workers have been increasing. It is in terms of every aspect, not only salaries and perquisites but also work experience and cultural context in which it occurs. Intense competition and globalization of businesses have put mounting pressure on organizations to deliver more and better than ever before. An organization cannot afford to allow effective people to leave their organizations because, when they leave, they take away with them the intellectual property, relationships, investments, an occasional employee or two, and a chunk of the organization's future. Employee retention initiatives help organizations to retain its valued employees. In today's highly competitive labour market, there is extensive evidence that organizations regardless of size, technological advances, market focus and other

factors are facing retention challenges. In the present scenario it is becoming important for organizations to focus on finding, developing and retaining talented employees. Retention of key employees is critical to the long- term health and success of any organization. Retaining the best employees ensures and facilitates customer satisfaction, increased product sales, satisfied employees, and reporting staff, effective succession planning and deeply embedded organizational knowledge and learning. Employees in any organization are normally found to like their jobs and try their level best to work hard for the organization and get appreciation as well as many opportunities to advance in their careers. Employees try to provide their valuable services to the employer and tend to stick to the job. However, in the real world this is not the case as we find that significant segment of the employees lack job satisfaction and they are not happy with the retention initiatives employed by the organization. In fact employees' knowledge and skills are of enormous importance for an organization and an organization's competitive strength is influenced by the type, knowledge and skills of its human resources employed. There is no doubt about the fact that employee retention is important and very crucial for any organisation be it a profit-making organisation or a non-profit-making organisation. It is a cause of concern for organisations to find good people leaving the organization. Employee Retention Strategies help organizations to provide effective employee communication to improve commitment and enhance workforce support for key management initiatives. The long-term health of any organisation heavily depends on the retention of its key employees. Retaining the best employees will not only help in ensuring customer satisfaction, increased sales of the products and services but will also lead to satisfied office executives and deeply imbedded organisational knowledge and learning. According to Jackson and Schuler (2004), the retention of human resources refers to attempts to ensure that employees stay in the organisation and that voluntary turnover will be minimised.

According to Jackson and Schuler (2004), the retention of human resources refers to attempts to ensure that employees stay in the organization and that voluntary turnover will be minimized. The retention factor was divided into three broad categories, i.e., social, mental and physical. The social dimension consists of the relations that the employees have with people, both inside and outside the organization. The mental dimension of retention consist of the characteristics of the job. Employees usually prefer flexible work tasks where they can use their knowledge and see the results of their efforts which, in turn, helps in retaining the valuable resources.

The ultimate aim of employee retention is to make both the stakeholders, i.e., employees and employer happier. It facilitates loyal employees sticking to the company for a longer duration, which in turn will benefit both the stakeholders. The organization is completely at loss when the employees leave their job once they are fully trained. Employee retention takes into account the various measures taken so that an individual stays in an organization for the maximum period of time.

## **1.2 Objectives of the Study**

### **1. To Reduce Turnover Hassles**

Employee turnover costs a company not only in terms of money, but also time and productivity. Replacing people means hours spent in hiring and training, which also becomes cumbersome for existing employees. It becomes even more difficult when it comes to replacing senior-level executives, sometimes the cost of turnover reaching 213% of a CEO's salary to replace such employees! Thus, to replace highly educated or skilled employees, is a risky and costly task, and it often takes a substantial amount of time to make up for these huge losses.

### **2. To Reduce Acquisition and Training Time**

It is no secret that hiring the right employees can go a long way in bringing all-round profits for any company. While dedicated workers can take the company to new heights meeting collective objectives, wrong fits can cause the company a ton in terms of both monetary and human resources. Training an employee to meet the job description is not an easy task, and usually takes a lot of effort back and forth between the trainer and the trainee. It is a much easier and safer option to keep existing employees satisfied, than to spend precious company time in acquiring new ones.

### **3. To Improve Employee Morale**

Employee satisfaction rates are directly connected to the success of a company, however small or large. An office is not just a cubicle with no communication with the outside world but is rather a breeding ground for young friendships and good life experience. Seeing one's colleagues get regularly replaced not only comes off as a personal loss to employees but makes them question their own security in the distant future. Team dynamics also change, and it usually takes months for team members to build a rapport that would bring them up to speed



with productivity again. Disruption in communication between employees thus renders a huge hit to both productivity and employee morale

#### **4. To achieve Increased Employee Productivity**

By now, it is clear that employee retention can be one of the best ways to ensure that a company continues to grow. A successful retention scheme can also be a fundamental way of ensuring effective employee engagement. A long-drawn association with a company ensures that employees know its nooks and crannies, and can contribute to it wholeheartedly, often going the extra mile for achieving the business

#### **5. To achieve Improved Customer Experiences**

Keeping in mind the bigger picture, employee retention becomes essential in order to ensure customer satisfaction. One study has found that improved customer relations can boost a company's sales by almost 20%. Apart from this, experienced employees have better knowledge and skills to deal with customers they have a long association with, thus decreasing time spent in problem solving. In customer-oriented businesses, the replacement of employees could incur huge losses to the company. The easiest way for this to take place is through the direct communication between a customer and a disgruntled employee. Unhappy employees could partake in cutting corners, or rude behaviour, causing harm not only to sale numbers, but also to the company name at large objective.

### **1.3 Importance of the Study**

Employee Retention refers to the techniques employed by the management to help the employees stay with the organization for a longer period of time. Employee retention strategies go a long way in motivating the employees so that they stick to the organization for the maximum time and contribute effectively. Sincere efforts must be taken to ensure growth and learning for the employees in their current assignments and for them to enjoy their work.

- **Hiring is not an easy process:**

The HR Professional shortlists few individuals from a large pool of talent, conducts preliminary interviews and eventually forwards it to the respective line managers who further grill them to judge whether they are fit for the organization or not. Recruiting the right candidate is a time consuming process.



- **An organization invests time and money in grooming an individual and make him ready to work and understand the corporate culture:**

A new joiner is completely raw and the management really has to work hard to train him for his overall development. It is a complete wastage of time and money when an individual leaves an organization all of a sudden. The HR has to start the recruitment process all over again for the same vacancy; a mere duplication of work. Finding a right employee for an organization is a tedious job and all efforts simply go waste when the employee leaves.

- **When an individual resigns from his present organization, it is more likely that he would join the competitors:**

In such cases, employees tend to take all the strategies, policies from the current organization to the new one. Individuals take all the important data, information and statistics to their new organization and in some cases even leak the secrets of the previous organization. To avoid such cases, it is essential that the new joiner is made to sign a document which stops him from passing on any information even if he leaves the organization. Strict policy should be made which prevents the employees to join the competitors. This is an effective way to retain the employees.

- **Every individual needs time to adjust with others:**

One needs time to know his team members well, be friendly with them and eventually trust them. Organizations are always benefited when the employees are compatible with each other and discuss things among themselves to come out with something beneficial for all. When a new individual replaces an existing employee, adjustment problems crop up. Individuals find it really difficult to establish a comfort level with the other person. After striking a rapport with an existing employee, it is a challenge for the employees to adjust with someone new and most importantly trust him. It is a human tendency to compare a new joiner with the previous employees and always find faults in him.

- It is essential for the organization to retain the valuable employees showing potential:

Every organization needs hardworking and talented employees who can really come out with something creative and different. No organization can survive if all the top performers quit. It is essential for the organization to retain those employees who really work hard and are indispensable for the system.

#### Scope of the study:

##### 1. Target your efforts

Increase the impact of your retention efforts by targeting key areas. It may not be advantageous or even necessary to retain everyone in your organization. If you have limited time and resources, it's important to first identify, and then focus your efforts on, mission-critical jobs, hard-to-replace individuals and positions, individuals with critical "future" skills, and all jobs within key business units.

##### 2. Increase productivity first

Get targeted workers to be more productive while they are still on the job.

##### 3. Limit responses to recruiters.

Prevent high performers and critical individuals from ever picking up the phone to answer an external recruiter's call.

##### 4. Increase tenure

Get key individuals to stay longer that is extend the average tenure for a person in that position.

##### 5. Identify causes.

Develop processes to identify why top performers leave in order to learn how to prevent future turnover

**6. Prevent other employees from following.**

Since departing managers and top performers often convince others to follow them, it's important to try to prevent additional turnover by identifying and managing those individuals that are likely to follow a key employee to his or her new firm.

**7. Predict departures.**

Develop processes that accurately predict when an individual is about to leave.

**8. Leave at the best time.**

Get employees to leave during slow periods.

**9. Minimize the impact.**

Develop processes to minimize the economic impact when employees do actually leave. For example, have a "backfill" person for every key position.

**10. Reward high retention.**

Develop a process to reward managers who have low top performer turnover rates.

**11. Separate out preventable turnover.**

Identify which voluntary turnovers were preventable so that turnover metrics will be more revealing.

**12. Identify where they go.**

Identify where top performers go (example. competitors, a different field, or retirement) in order to help more accurately quantify the costs of losing someone to a competitor firm. Where possible, it's also desirable to direct employees to a non-competitor when they leave.

**13. Depart happy.**

Get employees to leave "happy" so that they don't disparage your company and hurt your employment brand. After all, former employees frequently buy your firm's products or act referral sources.

**14. Increase the return rate.**

Develop a process to get those who left to return some day. For example, start a boomerang program to lure high performers into returning some other day.

**15. Increase involuntary turnover.**

Increase the turnover rate of low performers in order to increase overall productivity and reduce the frustration of the top performers who have to work alongside them.

**16. Get management's ownership.**

In order to increase the chances of success for any retention program, it's important to get managers and employees to "own" retention.

**17. Distribute turnover metrics.**

Develop a process to distribute monthly turnover metrics to all managers in order to increase competition and "embarrass" under-performing managers.

**18. Identify bad managers.**

Because weak managers are the prime cause of turnover, one goal needs to be to fix or replace managers who have high top-performer turnover rates and low involuntary turnover rates.

**19. Best-practice sharing.**

Develop a process that rapidly spreads "what works" retention tools to all managers throughout the organization.

**20. Avoid "zero" turnover.**

Develop processes that ensure that the firm has a minimum turnover rate in order to keep the organization vibrant and to be sure your people are desirable.

**21. Identify why new hires quit.**

Develop a process that identifies why each new hire quit his or her last position in order to educate their new managers about what might trigger the new hire's next departure.



## 1.4 Factors affecting employee retention

### 1. People and culture

A positive working environment or company culture should fit like your favourite pair of jeans. It should be comfortable, a good fit, and make you feel fantastic. According to a 2018 study by LinkedIn, 70% of professionals would not work at a leading company if it meant they had to tolerate bad workplace culture.

### 2. Work acknowledgement

As mentioned earlier, humans are social beings and as such respond well to positive reinforcement. Research by experts at Meta Learning and University of Michigan Business School revealed that the highest performing business teams offered a 5.6 to 1 ratio of positive-to-negative reinforcement (meaning an average of 5.6 pieces of positive feedback to 1 piece of negative feedback). Comparatively, the lowest performing teams received an average positive-to-negative reinforcement of 1 to 3.

### 3. Meaningful benefits

Employees stay with a company when they receive competitive benefits, have opportunities to grow, feel respected and valued, and support the company's culture and mission.

Provide tangible reminders of your company's values to keep your employees motivated. Chances are that your company's values were an important part of your employees' decision-making when you hired them. According to LinkedIn, 44% of professionals care about strong workplace benefits such as paid time off, parental leave, and healthcare plans.

### 4. Ongoing training

Studies show that employees find "opportunities to grow" a key factor in remaining with their company. Training could take shape as a seminar or conference, in-company apprenticeships or mentoring, online learning, or through an advisory agency.

By investing in employees, you are demonstrating care regarding their professional growth and potential to progress to more senior positions within the company. This feeds into a positive loop of belonging, motivation, productivity, and ultimately, retention.

## **5. Workplace environment**

Imagine working your 9-to-5 in a room dominated by the bluish glow of computer screens and the artificial glare of too-bright lights. Now imagine going to work in an airy space with pot plants and windows that allow plenty of natural light. Where would you prefer to spend your workdays?

It should come as no surprise that environment can have a big impact in your employee retention strategy. Access to daylight directly relates to employee health and wellbeing. Surrounding yourself with real or fake plants can decrease stress and increase productivity. Other factors like noise, ergonomics, and daily movement can also affect employee performance.

Since we know that environment has such a big impact on a person's wellbeing and energy levels, it makes sense for your company to invest in a good workplace environment setup.

### **1.5 Benefits of employee retention**

Here are the top ten benefits of employee retention:

#### **1. Increased employee loyalty**

When employees feel their employer supports and values them, they may feel more loyal to the goals of their company. Finding ways to keep employees around longer can also improve loyalty since long-term employees have invested a lot of time and effort into their job. With increased employee loyalty comes more productivity and ethical work.

For instance, an employee who genuinely cares about the company may feel more inclined to finish their work on time and be honest about the hours they report.

#### **2. Decreased hiring costs**

Finding new team members can get quite costly. Things like hiring recruiters, training staff and giving sign-on bonuses can add up. By keeping their employees around, companies can limit these costs. Companies can save money by investing in their current staff rather than looking for new candidates.

### **3. Highly skilled workforce**

When an employee is with the company for a while, they can build their skill set and relevant experience. Rather than starting over with a new employee, employers can build an effective workforce by using their resources for continued training and career development among current team members.

When filling a high-level position, employers can benefit from promoting internally since their current employees already know the company and may have the right set of skills.

### **4. Fewer transitions and employment gaps**

High turnover rates can lead to a decrease in productivity. That's because when an employee resigns, it can take some time to fill their role, which could lead to either a gap in the position or more work for the remaining staff members.

By contrast, organizations that retain their employees may experience fewer gaps in their positions and can often avoid overloading the workloads of the existing employees.

### **5. Improved customer relations**

Clients can notice when companies have high turnover rates. This might concern customers who want to support businesses with positive company cultures. When companies keep their employees around, clients have the chance to get to know employees.

This familiarity can benefit businesses since clients may feel brand loyalty because of the chance to work with a favourite staff member. Creating relationships and rapport with customers is an important part of making repeat sales.

### **6. Positive company culture**

High turnover rates can lead to lower employer morale. It can be challenging for employees to feel excited about work if many of their co-workers resign. When employees want to stay around, the company culture can benefit.

Everyone is an integral part of the company culture, so when employees feel happy and committed to their work, this can help contribute to a positive culture. Along with benefiting current employees, good company culture can attract top talent and improve customer relations.

### **7. Better brand reputation**

When companies are able to keep employees around, this can reflect positively on the way they operate. This can be good public relations for a brand. When employees have good things to say about their company, this can boost a brand's reputation. This may come with all kinds of additional benefits, such as increased profits, positive press, competitive hiring edge and brand familiarity.

### **8. Deeper connections among staff**

The longer colleagues work together, the better they can get to know each other. By working with the same people for years, you can get to know each other's personalities and working styles. This can lead to better teamwork and collaboration in the workplace. It can also lead to more camaraderie among staff, which can contribute to increased job satisfaction.

### **9. More competitive staff**

When news spreads about a company's high retention rates, this can help the company attract top talent. When your company is a good place to work, it can attract people who wish to leave your competitors. This is useful for companies looking to gain a competitive edge by having a talented staff.

### **10. Consistent processes and systems**

Having the same employees around makes it easier to keep your processes and systems consistent. Each time an employer takes on a new hire, they may experience a gap in the way their systems work.

For example, a company with a small customer service department may fall behind on work if they lose one staff member. By having employees around for a while, employers can ensure their team fully understands how the company operates.

### **11. Optimized revenue**

Retaining your employees can ultimately help boost both departmental or overall company profits. A business's revenue can increase based on several benefits it can receive from employee retention, including better customer service, reduced hiring costs and optimized



employee productivity. This can also boost a company's ROI, a metric that may help demonstrate to HR staff the value of retaining employees.

## **STRATEGIES OF EMPLOYEE RETENTION**

### **1. Hire strategically.**

Investing in the right hires from the jump is a key way to ensure you aren't throwing away your recruiting and training investment. In fact, 80% of turnover is due to bad hiring decisions. You don't want to spend money on a new hire just for them to quit a few months later.

To avoid misalignment in skills and role responsibilities, clearly explain your expectations for the position. Be aware of possible mismatches in experience and culture during the interview process.

### **2. Improve the on boarding experience.**

Effective on boarding is an integral part of retaining employees. In fact, 40% of employees who did not receive adequate training leave their job within a year. On boarding is more than giving an office tour or training employees for a few days. On boarding should be a year-long process that achieves multiple goals.

Effective on boarding reinforces a positive impression, sets clear expectations, clarifies policies and benefits, and integrates new hires into the company culture. It also connects new hires with existing team members and enables planning for their long-term future.

### **3. Leverage feedback from top to bottom.**

Employee feedback drives growth at all levels of your organization. When feedback is used consistently, employees understand what they are doing well, and what they could improve upon. When leaders are transparent, employees are less likely to feel left in the dark and become a retention risk. Plus, their quality of work will increase as they improve over time.

Leaders should create a channel for employees to give feedback as well. This helps companies grow to support their employees and attend to their needs. Practice continuous listening, hold regular 1-on-1s, and leverage employee surveys to safeguard employee turnover.

### **4. Prioritize recognition.**

To retain top talent, leverage recognition processes that make your employees feel valued. This is important, as nearly two-thirds of employees would leave their position if they didn't feel appreciated by their manager.

When recognition is used consistently, employees feel competent and respected, making them unlikely to explore their options elsewhere.

#### **5. Drive employee growth.**

A great way to prevent turnover is by giving employees opportunities for growth and development. Our research shows that only 38 percent of departing employees said they saw professional growth and career development opportunities for themselves at their organizations.

To reduce retention risks, encourage long-term goal setting, provide coaching and mentorship, and leverage internal hires when possible. Prioritize consistent growth conversations and be vocal about available opportunities to your employees.

#### **6. Uncover insights from exit surveys.**

Sometimes employee turnover is inevitable. Luckily, you can gain valuable insights from employees who have decided to leave.

Leverage exit surveys to receive direct feedback from departing employees. Ask them their reasons for leaving and possible suggestions for improvement. This helps you improve the employee experience for those who remain at your company.

## Chapter II

### COMPANY PROFILE

#### 2.1 Brilliant Salt Refineries

Salt is an inevitable element utilized in the residential and industrial areas. The aspect has multiple properties and is available in various forms. Though we do not give much credit for salt in words, it is impossible to survive without it.

The salt is a culinary wonder that enhances and balances the flavour of the food. The health benefits aid consumers to embrace a stronger way of life. The element also has a spiritual influence in various cultures.

#### 2.2 History

We started our salt business in 1930'S and we were the pioneer in salt trade in TUTICORIN. We had markets all over India and our supplies are concentrated in northeast areas like Calcutta and Assam and west coast like Mangalore and coastal areas of Kerala. We started the Salt Production back in year 1958 as a pioneer in the Non-Licensed sector. These experts had a thorough understanding of the production as well as the significance in daily life.

The group reorganized their company in Tuticorin in the year 1970. The Coastal City is known for its ideal conditions for salt production. The weather conditions, natural resources and skilled labour make it a perfect choice for the process. The company gradually grew to over 200 acres of salt pan and has become a significant supplier in South India.

Brilliant salt, which was initially into the harvesting of salt gradually, evolved into the refinery segment in 2001. The organization currently concentrates on the manufacture of salt for domestic and industrial use. They have further diversified into speciality products to cater to the different segments of consumers. The target base has also expanded geographically with a strong presence in Tamil Nadu, Kerala and Karnataka.

#### 2.3 Products

##### ➤ Ganga

Iodised Crystal Salt

Refined Iodized Salt

➤ Asure

Iodised Crystal Salt  
Refined Iodized Salt

## 2.4 Quality Control

Quality is the key characteristics of a great product. The impurities in salt do not just compromise the quality of the product but can have an impact on the health of the consumer.

We have developed a stringent process control system that helps to maintain our quality standards.

Our purity levels are relatively higher than our counterparts. We take extra care to remove the minute impurities resulting in excellent products to enhance the consumer's life. All our refined iodised salt are approved and accredited by ISI by Bureau of Indian Standards. Our salt production and products are approved by FSSAI.

## 2.5 Awards

Awards and accolades stand as a testimony for our dedicated service and quality products.

- Nestia Bellpins karmayogi A Chelladurai Award
- Nestia Bellpins Karmayogi A Chelladurai Award, 2004-Outstanding performance
- among small scale industries in south Tamil nadu.
- Maditssia – AIMO Industrial Award
- Maditssia – AIMO Industrial Award, 2007 – Best company in small scale
- Industries.

## 2.6 Mission:

- ❖ To create unique products and solutions to cater to specific targets.
- ❖ To innovate and initiate newer trends to revolutionize and upgrade the salt segment.
- ❖ To expand our distribution channel across the country and enhance our market presence.
- ❖ To expand the volume of salt production and distribution.

## 2.7 Vision:

- To create quality and affordable products which offer holistic solutions to our
- consumers
- To maintain our service standards by constant maintenance and regular updating.



- To uplift the lives of our dealers by providing the best product at economic margins.

### **2.8 Brands:**

At present we have 2 brands Ganga and Asure to cater to the consumer market in south India. Our brand Ganga is certified by trademark network. We have implemented a bar-coding system in all our packets that assures our quality standards. We are positioned in major super markets and grocery stores. We also export our products to Malaysia and other countries.

### **2.9 Process:**

#### **Extraction:**

This is the first and foremost step in the production of salt. This is a crucial aspect of the quality of the product is determined in this step. We have a 200- acres saltpan that helps us to harvest the element. We use the solar evaporation technique that is the purest method for salt harvesting. Our team is educated in the intricate details of the citify process. This help us to avoid pollutants and maintain the quality of the product. We maintain the required quality and allied elements to preserve the value of the product. A part of the harvested salt is send to our new crystal salt automatic iodization plant where iodized crystal salt is packed in consumer packets of different weights. Another part of raw salt is transported to the salt refinery through dedicated trucks and containers. We keep sufficient stock in our salt works to supply salt in rainy season to run the salt refinery and supply iodized crystal throughout the year.

#### **Purification:**

This purification process involves washing, centrifuging, dying and sorting the raw salt creates a usable refined product that is ready for packaging and distribution. Our refining plant is completely automated and is programmed to function around the clock. All our machinery is continually upgraded to maintain service standards. We have developed a standards operating procedure aids in seamless operations and helps in quality control. We have an inbuilt 8000 square .feet area for storage of raw and finished products. All our techniques are reviewed and continuously upgraded. We strive hard to preserve per standards and steps are taken to curb production cost.

### **Packaging**

A good packaging uplifts the entire value of the product. We use Automatic packing machine to maintain the exact weight of the products. As much as the quality is critical, the package attracts the attention of the clients. It creates a significant impact on consumers and improves overall sales. Our creative team works closely with market research firms to understand customer expectation.

Every product has a unique consumer base, and we take extra effort to accommodate their needs. Every product is distinctive and yet beholds the brand value of Brilliant salts. We do not just concentrate on the aesthetic elements, but also the durability of the covers

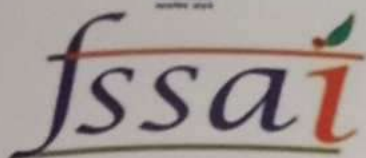
### **Distribution**

Brilliant Salts has an extensive network of partners who help in the distribution of the products across South India. We understand the commercial aspects and the volume ratio of the product. We have designed the ideal schemes to aid our dealers to benefit from our partnership. We provide the necessary materials to help them to market the product in their respective regions.

We pride ourselves in our seamless supply system and ensure that our suppliers are provided with adequate material. We have a strong presence in South India and have established our market even in Tier 2 and Tier 3 areas. We have partnered with Government organisations and supply products to Central and State organisations.

### **Quality Control**

Quality is the key characteristics of a great product. The impurities in salt do not just compromise the quality of the product but can have an impact on the health of the consumer. We have deployed a stringent process control system that helps to maintain our quality standards. Our purity levels are relatively higher than our counterparts. We take extra care to remove the minute impurities resulting in excellent products to enhance the consumer's life. All our refined iodised salt are approved and accredited by ISI by Bureau of Indian Standards. Our salt production and products are approved by FSSAI.



Food Safety and Standards  
Authority of India

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### Brilliant Salt Refineries

Salt Is An Inevitable Element Utilized In The Residential And Industrial Areas. The Aspect Has Multiple Properties And Is Available In Various Forms. Though We Do Not Give Much Credit For Salt In Words, It Is Impossible To Survive Without It.

The Salt is a culinary wonder that Enhances and Balances The Flavour Of The Food. The Health Benefits Aid Consumers to Embrace a Stronger way of life. The Element Also Has a spiritual influence in various cultures.





#### Our Infrastructure

- Our factory is well connected with highways towards tirunelveli madurai east coast and other prominent locations
- Sufficient area of land 200 acres salt pans
- Sufficient salt refining of 50 tons production and overall area of 15,000 square ft.

#### Our Brands

At present, we have 2 brands Ganga and Asure to cater to the consumer market in South India. Our Brand Ganga is certified by Trademark network. We have implemented a barcoding system in all our packets that assures our quality standards. We are positioned in major super markets and grocery stores. We also export our products to Malaysia and other countries.



## CHAPTER III

### REVIEW OF LITERATURE

#### 3.1 Overview

Managing for employee retention involves strategic actions to keep employees motivated and focused so they elect to remain employed and fully productive for the benefit of the organization. A comprehensive employee retention program can play a vital role in both attracting and retaining key employees, as well as in reducing turnover and its related costs. All of these contribute to an organization's productivity and overall business performance. It is more efficient to retain a quality employee than to recruit, train and orient a replacement employee of the same quality.

Fairness and transparency are fundamental yet powerful concepts that can make a lasting impression on employees. According to Strategic Human Resource Management's Employee Job Satisfaction and Engagement: The Doors of Opportunity are Open research report, employees identified these five factors as the leading contributors to job satisfaction:

1. Respectful treatment of all employees at all levels.
2. Compensation/pay.
3. Trust between employees and senior management.
4. Job security.
5. Opportunities to use their skills and abilities at work.

Employee job satisfaction and engagement factors are key ingredients of employee retention programs. The importance of addressing these factors is obvious, but actually doing so takes time and these tasks are often left for another day. However, the payoff of focusing on employee retention—in terms of increased performance, productivity, employee morale and quality of work, plus a reduction in both turnover and employee-related problems—is well worth the time and financial investment. The bottom line is that by managing for employee retention, organizations will retain talented and motivated employees who truly want to be a part of the company and who are focused on contributing to the organization's overall success. See Employee Job Satisfaction and Engagement: The Doors of Opportunity are Open.

### **3.2 Limitation of employee retention**

Employee retention has several benefits to an organization. It can reduce organizational costs while improving work quality with the help of experienced employees. However, it can pose some problems as well.

Let's take a look at the problems employee retention can cause:

#### **1. Retaining Less-Qualified Employees**

Employee retention is one of the important policies for an organization. When these policies are not monitored properly, it can cost organizations dearly.

Not all employees are ready to grow along with the organization. Therefore, these employees become liable for organizations. They cannot add much value to the organization and can adversely affect the organization.

A good retention policy can solve this problem. In this policy, managers can include certain metrics to retain valuable employees.

#### **2. Groupism**

Retention can influence employees to overestimate their worth and shift power to the wrong hands. As a result, the work quality and workflow impact a lot.

With overestimating the worth, it can create micro-groups between employees that can hamper the balance in the workplace. It can make other employees feel insecure and shift employee dynamics in the wrong direction.

It is important to clarify why an employee was retained in the first place. It will give them a sense of self-worth and end groupism.

#### **3. Toxicity in Work Environment**

Office culture is an important aspect of any organization. Without good retention policies, it can hamper this culture.

In some instances, retention can demand more privileges than they deserve. It can create certain problems and divide employees into several subgroups. It can initiate toxicity in the workplace easily.

This problem can be solved by retaining employees who intend to add positive energy to the workplace rather than introducing toxicity.

#### **4. Affecting Workplace Productivity**

When organizations fail to develop proper policies for retaining employees, it can severely impact the productivity of the workplace. It can give the employees a false sense of justification for the wrong reasons and stop their growth.

Without proper professional development, the employees may lose their productivity. As a result, the whole organization suffers to achieve success. It reduces the overall productivity of the workplace.

Different recognition programs can help solve this problem. With these programs, employees can clearly understand why they are appreciated in the workplace. It encourages them to keep up the good work and increase productivity in the organization.

### **3.3 Factors Influence employee retention**

#### **1. On boarding and training**

A report from SHRM (Society for Human Resource Management) shows that recruitment practices themselves strongly influence employee turnover. In fact, a failure to consider retention at this early stage could see you missing out on the best employees from the start.

Even once an employee is on your team, a failure to implement training can also threaten retention. Sadly, only a fifth of employees report receiving this workplace benefit in the last five years.

#### **2. Flexibility**

Flexibility is a business buzzword at the moment, and with good reason. As many as workers believe they could be more productive with higher levels of flexibility. While

remote working takes the helm, employees are also crying out for flexibility around appointments, life events, and more.

As flexible working arrangements become the norm, employers who don't consider this are sure to start feeling hot under the collar. Modern workers simply won't stick with the traditional restrictions of the 9-5 and are sure to start looking elsewhere if that's all you offer.

### **3. Financial insecurity**

You may assume that payment is a vital factor influencing employee retention, but that isn't altogether accurate. Unlike other issues mentioned, studies show that the compensation you offer can only help retention when paired with other critical components. Despite that, financial insecurity is most definitely behind many high turnovers.

It's not difficult to work out that an employee who's worried about money isn't going to be as productive or happy at work as they should be. If another company came along offering a better salary, said team member is liable to jump ship without a second thought.

### **4. Work-life balance**

The majority of parents cite a lack of balance as a critical contributor to workplace dissatisfaction, and they aren't alone. Employees no longer want constraints that stop them from doing the things they love. This is what makes remote work such a vital retention component, and it's why work-life balance should always be at the front of your mind. Any manager who fails to consider this will soon find themselves in trouble.

### **5. Management**

People leave managers just as often as they leave jobs. According to a Total jobs study, 49% of Indian employees have left a job because of a poor relationship with their manager.

Poor management in the form of lousy structuring or unnecessary strictness can destroy everything from productivity to workplace wellbeing. More pressingly, it can cost employee retention in a significant way.

### **6. Recognition**

Linking with poor management style, a lack of recognition can have a significant impact on employee turnover. No one enjoys feeling underappreciated, after all, and an



ongoing lack of recognition is sure to see employees seeking the attention they deserve elsewhere. Shockingly, however, around 65% of workers feel unappreciated in their current roles. That's something you need to address if you're to stand a chance at improving retention anytime soon.

Even if a lack of recognition doesn't immediately cost your best employees, failure to take care of this will lead to low morale and faltering productivity. That then leaves the doors wide open for companies that offer notable recognition procedures and processes.

## CONCLUSION

Employee retention is a major concern for many employers. Management teams of several organizations have to realize the importance of retention and to make productive plans. High turnover leads to loss of valuable workers whose replacement is costly.

It is important to note that a high employee turnover is normally indicative of an organization's performance as well as the productivity of other personnel. High employee turnover affects productivity of remaining employees since they may be compelled to perform duties of more than one person or allocated duties that do not match to their training.

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**INTERNSHIP REPORT ON A STUDY ON JOB SATISFACTION OF  
EMPLOYEE WORK LIFE, IN AKS GLOBAL LOGISTICS (OPC) PVT. LTD,  
THOOTHUKUDI**

(As internship report submitted in partial fulfillment of the requirements for the degree)

Of

**MASTER OF HUMAN RESOURCE MANAGEMENT**

Of

**ST.MARY'S COLLEGE (AUTONOMOUS) - THOOTHUKUDI**

Submitted by

**M.YOGALAKSHMI**

**REG NO: 21SPHR12**

Under the guidance of

**MRS. C.S.PURNIMA B.SC (HORTI)., MBA., NET**



Department of Human Resource Management

St.Mary's College(Autonomous)

(Re-accredited with 'A+' Grade)

Thoothukudi-628001.

NOVEMBER 2022



**DEPARTMENT OF HUMAN RESOURCE MANAGEMENT**  
**ST.MARY'S COLLEGE (AUTONOMOUS)**  
**THOOTHUKUDI-628001**



**CERTIFICATE**

This is to certify that **M.YOGALAKSHMI** of second year Master of HumanResource Management has undergone Internship training on “**A STUDY ON JOB SATISFACTION OF EMPLOYEE WORK LIFE**” under the guidance of **MRS. C.S.PURNIMA B.SC (HORTI)., MBA., NET** and this is an original workup to my knowledge.

**CO-ORDINATOR**

**FACULTY GUIDE**

**EXTERNAL EXAMINER**

**PRINCIPAL**

Principal  
St. Mary's College (Autonomous)  
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**DIRECTOR**  
Director

Self Supporting Courses  
St. Mary's College (Autonomous)  
Thoothukudi - 628 001.



Date: 12.09.2022

### CERTIFICATE

This is to certify that **Mrs M. Yogalakshmi** (Reg. No. 21SPHR12) II  
MHRM Student of St. Mary's College (Autonomous) Thoothukudi has done an  
internship on the topic of "**A Study on Job satisfaction of employee work  
life**" for a period of 15 days (29.08.2022 to 12.09.2022) in our organization.

During this tenure, she gained knowledge on various activities. Her  
conduct and character were good.

We wish her all success in her career.

Best Regards,



**AKS GLOBAL LOGISTICS (OPC) PVT. LTD**  
**VISAKA TRADE CENTRE**  
103F/4D, PALAI ROAD WEST MILLERPURAM JUNCTION,  
TUTICORIN - 628 008, TAMILNADU  
● [www.aksglobal.com](http://www.aksglobal.com) ☎ 0461-4200400

There by declare that the internship entitled "**A Study on Job Satifaction of employee work life,**" is submitted to St.Mary's College (Autonomous),Thoothukudi, affiliated to Manonmaniam Sundaranar University for the award of degree of **Master of Human Resource Management** is my original work and thatno part of this internship has been submitted for any Degree, Diploma, and Fellowship of other similar titles.

**Place:**Thoothukudi

**Date:** 11/11/2022

M. Yogalakshmi

**Signature of the candidate**

**(M.YOGALAKSHMI)**

## ACKNOWLEDGEMENT

First of all I thank the Almighty for his abundant grace and blessing for the accomplishment of my internship report. I would like to express my sincere gratitude to Principal **Dr. Sr. A.S.J. Lucia Rose, M.Sc., B.Ed., M.Phil., PGDCA., Ph. D.** for permitting me to do my internship report.

I also thank Director **Sr. Josephine Jeyarani, M.A., M.Phil., Self-supporting Courses** for her encouragement.

I express my heartfelt thanks to **Mrs. Mary Judith Reene Fernando, M.Com., M.Phil., Ph.D.,** co-ordinator of Human Resource Management and for her kind support and guidance.

I wish a deep sense of gratitude to my internship guide **Mrs. C.S. Purnima B.sc (Horti)., MBA., NET** Assistant Professor of Department of Human Resource Management St. Mary's College for providing foundation in internship work and I am grateful to her, for giving invaluable guidance to complete my internship report.

I express my sincere thanks to **ANATHA RAJ HR** of AKS Global Logistics (OPC) Pvt.ltd thoothukudi, for allowing me to complete my internship report in their esteemed institution.

I thank **all the employees** , AKS Global Logistics (OPC) Pvt.ltd Thoothukudi, of for their kind co-operation extended to me providing the necessary data & information to complete my internship report successfully.

Finally I also thank my parents and my friends for their ethical support and encouragement which has helped me in completing this work



## **ABSTRACT**

Compensation is the reward an employee receives in exchange for performing the organizational tasks. Compensation can be linked to business structure and to employee recruitment, retention, motivation, performance, feedback and satisfaction. It is typically among the first things potential employees consider. For employees, compensation signifies not so much how they are paid, but how they are valued.

This study on the effect of compensation management highlights to find out the financial position of the organization and its wage determining factors. It also helps to identify the benefits the employees enjoy in the organization.

From this study it is found that the employees are satisfied with the pay structure given by the organization and the organization also takes special care to nurture the growth and development of the employee. Thus the compensation serves the organization to attract and sustain the best talents.

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# CHAPTER 1

# CHAPTER 1

## INTRODUCTION

### 1.1 Human Resource Management:

#### 1.1.2 Meaning:

Human Resource Management (HRM) is essential for business of all Sizes. If you are looking for basic information about Human Resource Management , you've come to the basic of Human Resource we will go over basics of human resource management.

A Human resource is one person within a company's overall workforce, with each person lending their skills and talents to the organization to help it succeed. Any person willing to trade their labour, knowledge, or time for compensation in an effort to improve the organization is a human resource. It doesn't matter if they're part-time, full-time, freelance, or contract employees.

Human resource is the set of people who make up the workforce of a organization, business sector, industry, or economy. A narrower concept is human capital, the knowledge and skills which the individual command. Similar terms include manpower, labour, personnel, associates or simply.

#### 1.1.2.2 Definition :

Human resource (HR) is the division of a business that is charged with finding, screening, recruiting, and training job application, as administering employee-benefit program. HR plays a key role in helping companies deal with a fast-changing business environment and a greater demand for quality employees in the 21<sup>st</sup> century.

John R. Commons, an American Institutional economist, first coined the term "Human Resource" in the book "The Distribution of Wealth," published in 1893. However, it was not until the 19<sup>th</sup> century that HR departments were formally developed and tasked with addressing misunderstanding between employees and their employers.



### **1.1.2.3 Human Resource on the basis of Employee Satisfaction:**

Employee satisfaction is a broad term used by the HR industry to describe how satisfied content employees are with elements like their employee experience, and the organizations they work for.

Employee satisfaction is one key metric that can help determine the overall health of an organization, which is why many organization employee regular surveys to measure employee satisfaction and track satisfaction trends over time. A high satisfaction level indicates that employee are happy with how their employer treats them.

Often, employee satisfaction is used interchangeably with employee engagement. While, satisfaction is important for retention, not necessarily a predictor of performance. Ideally , satisfaction occurs as a result of both material factors like compensation and benefits as well as less-tangible elements like engagement, recognition, and strong leadership.

## **1.2 Employee satisfaction:**

Employee satisfaction is that the nomenclature accustomed describe whether or non-worker's area unit happy; contended and fulfilling their wished and wishes at work. Several lives support that worker satisfaction may be a think about worker satisfaction may be a measure of however happy worker area unit with their job and dealing atmosphere. During this paper varied variable chargeable for worker satisfaction has been mentioned like Organization development factors, job security factors, work task factors , policies of compensation and profit issue and opportunities that provide satisfaction to worker like promotion and career development conjointly has been delineated.

### **1.2.1 Meaning:**

Employee's Satisfaction is the term used to describe whether employee is happy and fulfilling their desires and needs at work. Many measures purport that employee satisfaction is a factor in employee motivation, employee goal achievement, coast saving, customer satisfaction, employee productivity, positive employee morale in the work place.

An employee can experience different levels of satisfaction in relation to the different dimensions. The dimensions of satisfaction can be represented as a tree structure. Judging a

certain dimension negatively does not mean that everything will be negatively judged. In satisfaction studies the following organisation dimensions are standard. Of course, within these dimensions 'further elaboration is possible.

An employee can be dissatisfied with his salary but satisfied with his working conditions and colleagues. If this employee, consciously or unconsciously, attaches more value to working conditions and colleagues than to salary, then in general he will be satisfied.

This has resulted in the formulation of multiple definitions for the concept 'employee satisfaction'. In essence they all mean the same thing, namely the feeling of well-being that a person experiences through his work. This well-being is a positive emotional state that the employee experiences as a result of his feelings about his work and/or the organisation. How an employee evaluates his well-being is dependent on the frame of reference he consciously or unconsciously applies. In order to be satisfied about the work it is important the employee can work well.

### **1.2.2 Definition:**

According to Moyes Shao & Newsome (2008) the employee satisfaction may be described as how pleased an employee is with his or her position of employment. Employee satisfaction is a comprehensive term that comprises job satisfaction of employee and their satisfaction overall with company's policies, company environment etc.

According to Bhatti & Qureshi (2007) "Employee satisfaction is a measure of how happy workers are with their job and working environment". It is sure there may be many factors affecting the organisation's effectiveness and one of them is the employee satisfaction.

### **1.2.3 Signification of Employee Satisfaction:**

- **To create conditions:**

Main basic Objective of motivation in which people create conditions in which people are willing to work with zeal, initiative, interest and enthusiasm with a high moral satisfaction personal as well as group. Motivation, as well as create feeling or responsibility and loyalty



- **To stimulate Employee Growth:**

Motivational techniques are utilized to simulate employee growth. Clarence Francis rightly said that "You can buy a man's physical presence at a measured number of skilled muscular motions per hour to day, but you cannot buy enthusiasm, you cannot buy initiative, you can't buy loyalty, you can't buy devotion of hearts, minds and soul. You have to earn these things". Motivation helps management in winning those that can't be bought. Managers believe that motivation is one the most important factor in managing human resources today.

- **To Achieve organization Goals:**

Predetermine objectives and goals of any organization can be achieved by will full as well as efficient work by the workforce. Motivation only, expected standard and efficiency. It therefore is a basic duty of every manager to motivate his subordinates for the attainment of predetermined organizational goals and objectives.

- **For job satisfaction:**

Higher motivation leads to job satisfaction of worker which can reduce absenteeism, turnover, and labour unrest.

- **For better industrial relation:**

If managements successful in understanding the motives or needs of the workers and provides an environment in which appropriate incentives are available for their needs satisfaction, it leads to better industrial relation between management and workers. It also will increase effectiveness of the organization. Motivation will also foster team spirit among the workers and increase their loyalty to the organization.

#### **1.2.4 Scope of Employee Satisfaction:**

- Employee satisfaction is the level of contentment a person feels regarding his her job. This feeling is mainly based on an individual's perception of satisfaction. Employee satisfaction can be influenced by a person's ability to complete required tasks, the level of communication in an organization, and the way management treats employees.
- The cost of employee is quite high, and creating satisfaction relevant to the return on this investment is paramount. Positive work environment and increased shareholder value are directly related.

- The study is helpful to the organization for identifying the area of dissatisfaction of the employee. It is helpful to identify the employee level of satisfaction towards motivation.

#### 1.2.5 Importance of employee satisfaction:

- Employee satisfaction is of utmost importance for workers to stay happy and conjointly deliver their bounds.
- Employee got to be aroused towards their work and keenness comes only staff are glad with their job and organization on the total.
- The 1<sup>st</sup> good thing about employee satisfaction is that people hardly think about feat their current job.
- Employee's satisfaction is important to confirm higher revenues for the organization. No quantity of training or motivation would facilitate, unless and till people develop a sense of attachment and loyalty towards their organization.
- Satisfied staff tends to regulate additional and handle pressure with ease as compared to annoyed ones.

#### 1.3 Objective of the study:

##### Primary objectives:

- To study about the employee's satisfaction in **AKS Global logistics** shipping association, thoothukudi.

##### Secondary objectives:

- To measure the job satisfaction level of the employees.
- To study the employee's working environment.
- To know the importance of the work life balance in employee satisfaction.
- To identify the factor which motivates the employee.
- To study the organization culture and its policies.

#### 1.4 Need of the study:

The purpose of the study is to get an idea about the employee satisfaction among employee in **AKS Global logistics** shipping association , thoothukudi. This study helps to understand the importance of employee work life balance, working environment, feature that



encourages the employee to work and the retirement benefits of the employee. The research will be helpful in considering how the organization culture and its policies help the employees to attain the job satisfaction in their work life

### **1.5 Scope of the study**

The study was done at AKS Global logistics shipping company, thoothukudi. The company is associated export and import of goods and services. The study aims to understand the employee's satisfaction in AKS Global Logistics, thoothukudi. Its follow job satisfaction of the employee, working environment of the organization, feature which initiate the employees to work, characterizing how the employee balancing their work life, to know about the company' fringe benefits like promotion, compensation, safety measure of the employees, retirement benefits, performance evaluation of the employee. This study aims at examine Employee Satisfaction of the employee at work and fringe benefits provided by the organization.

### **1.6 Study on limitation of employee satisfaction:**

- ✚ During the study on survey there is a lack of time to collect information about the worker.
- ✚ Accounting to the organization norms the employees are not allowed to discuss during their work hours, it makes delay in completing the survey earlier.
- ✚ At survey, some employees are not well responded and interactive.

### **1.7 Research Methodology:**

#### **1.7.1 Meaning:**

Research Methodology is the systematic way to solve the research problem. It gives an idea about various steps adopted by the researcher in systematic manner. The research method of the study explains the systematic way of finding to the predominant objective. This provides the clear path to accomplish and achieve clear solution for the problem stated.

Research in common parlance refers to a search for knowledge. Once can also define research as a scientific and systematic search for pertinent information on a specific topic. In fact, research is art of scientific investigation. The Advanced Learner's Dictionary of current

English lays down the meaning of research as "a careful investigation or inquiry specially through search for new facts in any branch of knowledge".

Research is , thus an original contribution to the existing stock of knowledge making for its advancement. It is the pursuit of truth with the help of study, observation, comparison and experiment. In short, the search for knowledge through objective and systematic method of finding solution to a problem is research.

### **1.7.2 Definition:**

D. Slesinger and M. Stephenson in the Encyclopaedia of social sciences define research as "the manipulation of things, concepts or symbols for the purpose of generalising to extend, correct or verify knowledge, whether that knowledge aids in construction of theory or in the practices of an art".

Redman and Mory define research as a "systematized effort to gain new knowledge". Some people consider research as a movement, a movement from the know to the unknown. It is actually a voyage of discovery.

### **1.7.3 Research design:**

A research design is considered as the frame work or plan for a study that guides as well as helps the data collection and analysis of data. The research design in this project is descriptive in nature. The formidable problem that follows that task of defining the research problem is the preparation of the design of the research project, popularly known as the "Research design".

In fact, the research design is the conceptual structure within which research is conducted; it constitutes the blueprint for the collection, measurement and analysis of the data. As such the design include an outline of what the researcher will do from writing the hypothesis and operational implications to the final analysis of data.

Decision regarding what, where, when, how much by what means concerning an inquiry or a research study constitute a research study constitute a research design."A research design is the arrangement of conditions for collection and analysis of data in a manner that aims to combine relevance to the research purpose with economy in procedure.

#### **1.7.4 Sampling design:**

- **Population:**

The total population of AKS Global logistics shipping company has 120 employees.

- **Sample size:**

From the total numbers of population in the company. The study of sample size was collected from 100 employees.

- **Sample area:**

The research was conducted at AKS Global logistics shipping company, thoothukudi.

- **Sampling procedure:**

The research was made by the survey in accordance to the convenience of the employee. The sampling technique used was convenience sampling.

#### **1.7.5 Method of data collection**

- Primary data
- Secondary data

##### **Primary data:**

The primary data are the collected fresh and for the first time and thus happen to be original. The primary data is collected by questionnaire was handed over to the company employees and the purpose of the study was explained to them and details were collected.

##### **Secondary data:**

The secondary data are collected from the company records, journals, internet and books.

# CHAPTER 2



## CHAPTER-2

### 2.1 COMPANY'S PROFILE

#### History:

AKS Global Logistics was established in 2002 by setting up an office in Riyadh in Saudi Arabia under the stewardship of the Executive director and a vibrant team. Within a short span of time, we have grown regionally covering the Western and Eastern regions of KSA.

#### Company logo :



#### Website

<https://www.aksglobal.com/>

#### Industries

Transportation, Logistics, Supply Chain and Storage

**Company size**

51-200 employees

**Headquarters**

Dubai, Dubai

**Type**

Privately Held

**Founded**

2002

**Specialties**

Shipping, Logistics, Freight Forwarding, and Customs Clearance

**Mission:**

To create value for our customer and others stakeholders by being a sustainable shipping company.

**Vision:**

Leading global supplier of innovative, sustainable and industrial shipping solution.

**Core value:**

Reflecting AKS global business beliefs and principles, our values form the foundation of our company culture. Represented by a propeller's five blades, each value is equally important in defining how we should act, internally and externally. Collectively the values guide business strategy, support decision making and shape the work environment, enabling us to deliver the best experience for our customers.

**2.2.1 Organization structure:**

An organizational structure is a **system that outlines how certain activities are directed in order to achieve the goals of an organization**. These activities can include rules, roles, and responsibilities. The organizational structure also determines how information flows between levels within the company.

### **2.2.2 Supplier management:**

Supplier management is the process that ensures maximum value is received for the money that an organization pays to its suppliers. Because these supplies play a part in the smooth running of an organization, it's important for both supplier and organization to engage properly and effectively.

Establishing a proper relationship, managing the requirements, and communicating clearly with suppliers is essential to the organization, which means a comprehensive supplier management policy is required.

### **2.3 Importing and Exporting**

Importing and Exporting are means of Foreign Trade. Foreign trade is carried out in goods and services – which includes imports, exports, and the balance of foreign trade – is presented separately for goods and for services. The total imports, exports, and balance of foreign trade are presented as summaries of goods and services. Exporting refers to the selling of goods and services from the home country to a foreign nation. Whereas, importing refers to the purchase of foreign products and bringing them into one's home country. Further, it is divided in two ways, which are,

i. Direct

ii. Indirect

Every nation is blessed with certain resources, assets, and abilities. For instance, a few nations are rich in natural reserves, for example, petroleum products, timber, fertile soil or valuable metals and minerals, while different nations have deficiencies of these resources.

### **2.4 Advantages of Import and Export**

- It is one of the simplest routes of entering into the global trade and import and export generate huge employment opportunities.

- Requires less investment in terms of time and money when contrasted with other methods of entering into the global trade.
- Is comparatively less risky when compared with different routes of entering in international business.
- As no nation can be 100% self-sufficient, import and export are very crucial for the functioning and growth of that nation.
- Can help Countries to access the best technologies available and best products and services in the world.
- It gives better control over the trade than setting up a market and the risk is considerably low.

#### **2.4.1 Limitations of Import and Export**

- It includes extra packaging, transportation and protection and insurance costs which build up the total cost of items.
- Exporting isn't doable in the event that the foreign nation prohibits imports.
- Domestic organizations which are closer to the client could serve them better than firms outside their national borders.
- Merchandises are subject to quality standards any low-grade merchandise which is exported will result in Country reputation and remarks on countries.
- Obtaining licenses and documentation for foreign trade is a difficult and frustrating task.
- If you are not careful, you can lose grip on the domestic market and existing customers.

#### **2.5 Business and operation value:**

##### **1. Create an Ownership Mentality:**

One of the big observations of how company cultures have changed over the last few decades is that top-down management styles are no longer effective.



Employees today have a strong need to feel valued in order to do their best work. A great way to accomplish this is by promoting a company-wide sense of ownership. Integrating this concept stills the idea that everyone involved has a significant stake in how projects play out.

They strongly believe that "owners" are passionate people who go above and beyond in everything they do. This company is leading the industry in developing internal solutions that bring companies to the next level.

Basically, empowering employees is the key to unlocking a level of emotional intelligence to create a bright future. After all, a business is only as good as the team it employs.

## **2. Invest in Collaboration**

In most businesses, especially during the rapid growth stage, it can take a while before company finds its bearings in terms of streamlining tasks and communication.

With this in mind, the earlier you place priority on a good project management system, the quicker you will find a rhythm in which tasks are delegated at an optimal rate. Technology has given companies agile and lean resources that CEOs could only dream of 10-15 years ago.

Work zone for example, is a collaboration platform that hits a balance between simplistic to-do list programs like Base camp and complex project management systems like Microsoft Project. There are approval flows, individual workload views, shared workspaces, Gantt charts, and industry-specific project templates, to identify the most efficient operational strategies for businesses of all backgrounds and sizes.

From the dashboard, you have a complete overview of how tasks are being completed with open communication portals to ensure nothing slips through the cracks.

However, simply buying a good project management software will only take you so far. These tools only give you the means to succeed. The actual execution depends solely on the mindsets and fundamentals of you and your team.

For this reason, it's an extremely critical move to make sure everyone involved in your operation is trained in the field of project management. Make sure your training process involves a quick Project Management Professional (PMP) course – online or otherwise – to get your managers up to speed on proper terminology, management styles, real-world situations, and even some insider tricks of the trade. Employees are your most valuable asset, and adding to their knowledge ultimately adds to your organizational knowledge.

Business will be wise to implement a good system early on to establish core procedures.

### **3. Encourage Creativity:**

Regardless of what tasks your employees are faced with, giving them a portion of the day to reflect on what makes them unique is a useful tactic in boosting morale. Google is famous for their 80/20 rule. This concept means a normal workday entails 80 percent of time dedicated to daily responsibilities. The remaining 20 percent is set aside for employees to step back and think creatively. Believe it or not, some the biggest breakthroughs in Google's history are attributed to this program. Gmail and AdSense were two of the big ones.

### **4. Promote from Within:**

Hiring big names to fill positions is not quite as great as it sounds, unfortunately. While outside hires may look enticing for specific tasks, doing so can mean disillusionment for the current employees who have been working their tails off to advance.

Promoting from within is perhaps the best practice to increase motivation across the board. When you do this, you are creating a valuable "go-getter" mentality that boosts morale and improves retention rate. Practicing this operational value is especially important with millennial workers, of whom are prone to job-hopping.

In fact, a study conducted by Glass door for Employees found that 46 percent of millennials left their job due to lack of career growth.

It's no secret that the cost of turnover is detrimental to businesses. In terms of financial and cultural development, you should be working to build a community in which employees are inspired to stay for the long haul.

### **5. Advocate Honest Feedback**

People join companies with the desire to grow and develop their professional skills. As a business owner, adopting this mentality is instrumental for continuous growth. One of the most common mistakes upper management executives make is assuming they have all the answers.

When this is the case, not only will it be harder for employees to do their best work, your company won't evolve around the people within in.

A good leader is one that promotes open communication, transparency, and receptiveness to new ideas. This mindset is beneficial in the workplace for many reasons. It gives you an idea of how the company is running, where the weak points are, and most importantly, helps shed light on potential problems before they turn into full-blown disasters.



Buffer is perhaps the most well-known transparent company out there today. The CEO is no stranger to the people on the front lines and regularly meets with them and discusses how things are going and ways to improve the status quo.

A great way to encourage feedback from your employees is with forms. Try sending these out on a regular basis (once or twice per month). The trick here is getting employees to be honest, as some might be afraid of jeopardizing their job security. While there are a number of ways to approach this, you can always have the submissions be anonymous.

Remember, if you don't actually act on the feedback your employees give you, it will all be in vain. Make sure you take ACTION based on their feedback, track your progress, and share the results of those actions with them. Jurgen Appelo, in his book *Management 3.0*, discusses "Feedback Wraps." Here's an example from the man himself:

At the end of the day, mutual honesty is the key to a successful business operation. Placing a high value on this virtue is imperative for long term success.

## 6. Keep it Simple

Regardless of the goals and values you and your team strive for, above all else, they need to be easy to understand and practice. Actionable fundamental philosophies are not complex and full of jargon. They are short and sweet. While these should be clearly communicated in the early stages of bringing people onboard, they should be expressed each and every day throughout operations.

- Communicate issues
- Satisfy clients
- Work as a team
- Strive to innovate

These are just a handful of straight-to-the-point ideologies to consider instilling. Going beyond the basics, simplicity is an operational value in itself. Looking for ways to make life easier in everything you do in the day-to-day should be a task that never sleeps.

This, however, does not mean to oversimplify the system to the point where the results are compromised. Your corporate philosophies and processes need to strike a healthy balance. In everything you do, keep the SMART acronym in mind.

- Specific
- Measurable

- Achievable
- Relevant
- Timely

Ultimately, it shouldn't matter how complex your product or service seems on the outside. Your internal system needs to be simple and free of clutter.

## **2.6 Employee & Development:**

Employee development is a joint initiative of the employee as well as the employer to upgrade the existing skills and knowledge of an individual. It is of utmost importance for employees to keep themselves abreast with the latest developments in the industry to survive the fierce competition. Believe me, if you are not aware of what is happening around you, even before you realize you would be out of the game.

As they say there is really no age limit for education. Upgrading knowledge is essential to live with the changes of time. Employee development goes a long way in training, sharpening the skills of an employee and upgrading his/her existing knowledge and abilities. In a layman's language, employee development helps in developing and nurturing employees for them to become reliable resources and eventually benefit the organization. Employees also develop a sense of attachment towards the organization as a result of employee development activities.

Organizations must encourage their employees to participate in employee development activities. Employees also must take skill enhancement or employee development activities seriously.

### **2.6.1 Importance of Employee Development:**

Employee development activities help in the growth and development of employees, who are the true assets of an organization. You need to respect your employees for them to feel motivated and develop a sense of loyalty and attachment towards the organization. Don't forget your employees strive really hard for almost the entire day to accomplish the organization's goals and objectives. They need to be appreciated. The management ought to acknowledge their hard work.

Employees who give their heart and soul to the organization also expect something in return. Money could be one motivating factor but nothing like it if you prepare your employee not only for his/her current job but also for future assignments as well. Employees need to grow



with time. One cannot apply similar skills and techniques everywhere. Technology also becomes obsolete with time. An individual needs to keep himself/herself abreast with the latest developments to survive the fierce competition.

Employee development is important for employees to enhance their skills and upgrade their existing knowledge in order to perform better. Employee development activities and trainings make an employee aware of the latest developments and what is happening around him?

Employee development is important not only for professional but also personal growth of employees. Employee development activities prepare individuals for adverse conditions and unforeseen situations.

Every employee likes to acquire new skills and learning while at job. A sense of pride develops when they feel that their organization is investing time and resources to train them. Employee development is essential for extracting the best out of employees.

## **2.7 Steps employee development Plan:**

### **1. First Step - Prepare an Employee**

Organizations must encourage their employees to think about their growth chart in the organization and how would they achieve the same? Each employee should be aware of his/her roles and responsibilities and how can he/she contribute more effectively towards the organization.

It is always better if employees come up with their own development plans and what all new they would wish to learn for them to become versatile.

Human resource professionals can prepare various questionnaires which can be circulated among employees to know their opinion. Let your employees suggest you activities which will help them develop further.

### **2. Second Step - Plan Development Activities:**

Once you have a rough-cut idea of what your employees expect out of you, start preparing development plans. A common development plan would not work out for all employees'. Every employee is different.

Organize various internal as well as external trainings keeping in mind the employee's requirements and how the training program would benefit him/her. Design the training programs in line with the organization's needs and demands. Encourage employees to sit with an open mind and interact with the trainer as much as they can. Mere one way communication makes the training boring and nothing productive can be derived out of it.

Encourage employees to work in teams. Individuals do train their counterparts on jobs. Ask individuals to train their fellow workers. This would not only train other employees but also make the trainer proficient.

Motivate employees to learn from each other. Allow employees to discuss their work on an open forum once in a week. Such activities help in information and knowledge sharing.

Let employees assist their managers in day to day work. Team leaders can take their team members for business meetings or crucial deals once in a while. Taking them out for meetings and providing them the chance of interacting with clients will give them the necessary exposure.

### **3. Third Step - Performance Monitoring:**

You need to keep a track of what your employees are up to? Proper feedbacks are essential. Sit with your employees after each quarter and review their performances. Give them necessary suggestions as to how they can improve their performance. If they have not performed well once, do not shout on them or demotivate them.

### **4. Fourth Step - Create Confidence:**

Trust your employees. Make them feel that you are there with them. Don't always count their mistakes; rather appreciate them whenever they do something extraordinary. Support your employees to expect loyalty in return.

## **2.8 Work/Life Balance & Quality:**

Being satisfied with your work implies having better work-life quality. But, the fact that you love your job doesn't mean that you should neglect your love life or relationships with your family and friends. Maintaining a work-life balance is vital as well



In this article, we'll cover the most significant elements of both work-life quality and work-life balance. We'll talk about what work-life quality and balance are, how different types of work settings impact our work-life balance.

Also, we'll discuss how various generations perceive work-life balance and how work-life quality and balance can affect employee turnover.

Finally, we'll review the statistics for work-life balance around the world and what the future of the workforce.

## **2.9 Job satisfaction:**

Job satisfaction is defined as the extent to which an employee feels self-motivated, content & satisfied with his/her job. Job satisfaction happens when an employee feels that he/she is having job stability, career growth and a comfortable work life balance. This implies that the employee is having satisfaction at job as the work meets the expectations of the individual.

There are a lot of factors which go together to ensure high job satisfaction rates in a company. To begin with hygiene factors like good pay, work life balance, perks, leaves etc. play a very important role in making sure that the employee is content in the job. Job satisfaction can be a relative term as it may depend on an individual's perception but overall job satisfaction can be judged through various indirect parameters like productivity, attrition rate, employee feedback etc. It may also differ from industry to industry. The measurement or perception of job satisfaction may be different from IT sector when compared to manufacturing sector.

### **2.9.1 Job Satisfaction Factors :**

Job satisfaction is related to the psychology of an employee. A happy & content employee at a job is always motivated to contribute more. On the other hand, a dissatisfied employee is lethargic, makes mistakes & becomes a burden to the company. The elements & factors which contribute to job satisfaction are:

#### **1. Compensation & Working conditions**

One of the biggest factors of job satisfaction are the compensation and benefits given to an employee. An employee with a good salary, incentives, bonuses, healthcare options etc. is happier with their job as compared to someone who doesn't have the same. A healthy workplace environment also adds value to an employee.

## **2. Work life balance**

Every individual wants to have a good workplace which allow them time to spend with their family & friends.

Job satisfaction for employees is often due a good work life balance policy, which ensures that an employee spends quality time with their family along with doing their work. This improves the employee's quality of work life.

## **3. Respect & Recognition**

Any individual appreciates and feels motivated if they are respected at their workplace. Also, if they are awarded for their hard work, it further motivates employees. Hence recognition is one of the job satisfaction factors.

## **4. Job security**

If an employee is assured that the company would retain them even if the market is turbulent, it gives them immense confidence. Job security is one of the main reasons for job satisfaction for employees.

## **5. Challenges**

Monotonous work activities can lead to dissatisfied employees. Hence, things like job rotation, job enrichment etc can help in job satisfaction of employees as well.

## **6. Career Growth**

Employees always keep their career growth part as a high priority in their life. Hence, if a company helps groom employees and gives them newer job roles, it enhances the job satisfaction as they know they would get a boost in their career.

### **2.9.2 Importance of Job Satisfaction**

By actively working on satisfaction in the workplace, you end up with employees who are more engaged, involved, and eager to go the extra mile. This benefits your company in several ways.



## **1. Satisfied employees translate into satisfied customers**

If employees are unhappy at work, the chances are that this will reflect in their interactions with the customer. Contact centers, specifically, cannot afford to have dissatisfied employees – this is sure to show in every word they say and every campaign they work on.

Even in non-customer-facing jobs, low satisfaction can cause errors in the workflow – for example, a higher defect rate in manufacturing and bad code in software development. This is why employee satisfaction is vital for customer-centric companies.

## **2. Voluntary turnover will come down**

Sometimes, turnover can be good for business, as it brings fresh talent into the organization. But voluntary turnover looks different – you risk losing top talent you have carefully trained over the years.

Also, this talent takes with it tribal knowledge once it leaves the company, which could toughen up the competition for your products and service offerings. On the other hand, a satisfied workforce is less likely to quit.

## **3. You increase the chances of referrals**

Employee referrals are the most effective method of recruitment, bar none. A report by Jobvite found that referrals make up 7% of all applications but an overwhelming 40% of all hires. An employee satisfied with the work conditions and the pay scale is far more likely to recommend their friends than a dis-satisfied employee.

Non-compensation related factors make up a big part of this benefit, as employees will assess multiple factors before recommending someone else.

## **4. Satisfaction is directly linked to your productivity**

In a positive work environment, employees are more likely to bring their best to work everyday. For example, research by the Social Market Foundation and the University of

Warwick's Centre for Competitive Advantage in the Global Economy (CAGE) found that happy employees are 20% more productive than unhappy employees on average.

There's also a secondary reason for this – high-satisfaction workplaces prioritize employee wellness. Therefore, they are more likely to look after themselves, and address stress/burnout/health issues, before it impacts work.

## **5. In the long term, you can dramatically reduce HR costs**

Typically, you need to plan for both fixed and variable costs as part of your HR budget. Low satisfaction could significantly dent the variable aspect of this equation – dissatisfied employees require targeted surveys, specialized learning and development, additional career assistance, and ultimately may lead to rehiring and retraining costs in the case of turnover. All of this needs you to invest more than you had expected.

By making job satisfaction a priority at your company, you can stay ahead of the curve and ensure that there are no unprecedented issues arising due to low satisfaction.

### **2.10 Definition:**

The Health and Safety Executive (2000) reports that sick building syndrome (SBS) was recognized in 1982 by World Health Organization as a medical condition. Hedge and Ericson (1996) wrote that World Health Organization has defined SBS as “a collection of nonspecific symptoms including eye, nose and throat irritation, mental fatigue, headaches, nausea, dizziness and skin irritations, which seem to be linked with occupancy of certain workplaces”. The word ‘Syndrome’ comes from the Greek word ‘syndrome’ that means concurrence, and today a Syndrome usually refers to a group of symptoms that occur together. With SBS it is not the building that is sick, but the people who occupy it may have one, some, or all of the ill-health subclinical symptoms included in the World Health Organization definition.

### **Health and Safety:**

Health and safety considerations should be an important part of planning a drainage sampling campaign, and instruction on health and safety issues must be given to sampling teams before they commence work. Apart from the obvious duty of care a project manager has for their sampling team and the samplers have for each other, serious accidents to personnel can seriously

disrupt or terminate a sampling program. It is surprising how often samplers or labourers employed to collect and carry samples, often involving crossing or working near deep water, have never been asked such a fundamental question as whether they could swim

. A risk assessment should always be part of a sampling plan, whether or not it is a statutory requirement of the country of work, the health and safety aspects of working in heavily polluted converted streams makes it essential that the field geochemists have the assistance and involvement of municipal authorities during the sampling.

# CHAPTER 3



## CHAPTER 3

### Review of literature

#### 3.1 Introduction

Employee satisfaction is utmost importance in any organization be it small or large. It plays a significant role in defining organizational success. Every organization develops strategies that strength the work environment and increase the employee' morale to enhance employees' performance and productivity, which ultimately results in high profits, customer somewhat elementary, satisfaction employees are preferred because they simply make a work environment and organizational climate better. There are many difference practices that an organization can directly affect employee satisfaction. Some ideas that managers are the most concerned about, are: attracting the most qualified workers and utilizing the utilizing the human capital within the organization. The following points will show the job satisfaction of employees provided at AKS Global Logistics (OPC) Pvt.ltd

#### 3.2 Human Resource factors

The first objective is to analyse human resource factor. Human resource is of paramount importance for the success of any organisation. It is source of strength and aid. Human resources are the wealth of an organisation . The value ethic, beliefs of individuals working categories of people and other people and available to the organisation can be treated as human resource. In the present complex environment no business or organisation can exit and grow without appropriate human resource. Thus, for the development of an organisation the prerequisite is to develop the human resource.

- **Job security:**

Job security is the probability is that an individual will keep their job; a job with a high level of security is such that a person with the job would have a small chance of losing it. When adequate job security is provided to the employee in will motivate them to do their work and increase productivity. AKS Global Logistics (OPC) Pvt.ltd provide adequate job security for the employee job satisfaction

- **Family security:**

Family security is the condition of having stable income or other resource to support a standard of living now and in the for able future. It include probable continued solvency, predictability of the future cash flow of person , employment security or job security family more often refer to individual and family money management and saving. When there is family security the mind of employee are free from various tensions and they can devote more time for their work and hence productivity can be increased. AKS Global Logistics provide family security for employees.

- **Training and development:**

Employee training refers to the process that helps employees learn specific knowledge or skills to improve performance in their current roles. Employee development process is more expansive and focuses on employee's growth and future performance rather than immediate job roles. AKS Global Logistics company provides various type of training such as apprenticeship training, refresher training etc which improves the performance of the employee and thus results in better production.

- **Promotion polices:**

A promotion policy is a company policy that details how employee can get promotions. A clear promotion policy prevents discrimination, retains good employees, ensure that only qualified employee are promoted and eligibility of the employees. Promotion are from within and based on seniority and eligibility of the employees. AKS Global Logistics also provides promotion policies to employees from lower level to higher level and from one branch to other branch shop.

- **Grievance handing system:**

Grievance handling is the management of employee dissatisfaction or complains. By establishing formal grievance handling procedures, you provide a safe environment for your employee to raise their concerns. In AKS Global Logistics the human recourse department acts as the moderator between the management and employee.

- **Involvement in decision making:**

Greater involvement in decision –making will also increase their job involvement. The employee in AKS Global Logistics are of the options in the involvement in decision in work force.

- **Multi culture workforce:**

With the number of multi culture companies are increase operation in different nations, AKS Global Logistics consists of people from different culture. They does see culture difference in the work force.

- **Woman in workforce:**

The number of woman who have joined the work force has drastically increased over a few years. There are more few employees in AKS Global Logistics. They provide employee opportunities to woman employee without any gender difference.

- **Handicapped employees:**

This section of the population normally faces a lot of problems on the job, very few organization have jobs and facilities specially designed for handicapped workers. AKS Global Logistics provide employee by creating an atmosphere suitable for such employee and encouraging them to work better. Already there are two handicapped employee working there.

### **3.3 WELFARE FACTORS**

Welfare services are merely maintenance factors and not motivators. Yet they are essential for the health of the organisation since they bear close connection with the productivity of the labour force. The welfare factor that are provided in AKS Global Logistics are medical benefit, transport facilities, leave facilities, canteen facilities and club facilities.

- **Medical benefits**

Medical benefits means medical, optical or dental benefits, including, but not limited to, hospital and physician services, prescription drugs, and related benefits. AKS Global Logistics provide medical benefits to the employees.



- **Transport facility:**

AKS Global Logistics provides van facility to the workers to and from the shop. These facilities helps in reducing strain and absenteeism and enable the workers to reach their work place without loss of much time and without fatigue.

- **Leave facility:**

AKS Global Logistics provide sick, causal, maternity and personal leave to employee and they are satisfied with this.

- **Canteen facility:**

AKS Global Logistics private limited company canteen provides good and nutritious food to employees at subsidised rate.

- **Club activities:**

AKS Global Logistics private limited company club provide recreation in the from of music , sports, games and theatre and these contribute an important role in the physical and mental development of employees.

### **3.4 FINANCIAL FACTORS**

AKS Global Logistics private limited company also consider finance as its important factor as money is the most important to people who are young and are raising their families then to those who have aligned at a stage when money needs are less. Financial needs go changing from time to time. According to Gellerman, money is actually used to remain people in the reorganisation and not primarily to motivate employee. The financial includes the following factors such as salaries ,incentives, bonus, E.P.F and E.S.I.

- **Salary**

Good salary provides basic attraction to the employee to perform job effectively and efficiently. Salary leads to employee motivation. Salaries constitute an important source of income for employee and determine their standard of living. Salaries effect employees productivity and



work performance. AKS Global Logistics provide high amount of salary from top level employees to lower level employees.

- **Incentives**

AKS Global Logistics provides incentives to the employee based on their on their performance which in boosts the morale of the employees.

- **Bonus**

Bonus is the extra payment or financial component which is received as a reward for doing one's job well. Bonus usually comes along with salary of the employee. It is the gesture of appreciation from the organization towards their employees. AKS Global Logistics they gives yearly bonus that is one month salary is being distributed during Dewali time.

- **E.P.F**

The employee provident fund is one of the most widely used investment scheme by the salaries class in the country. AKS Global Logistics follows this schemes

- **E.S.I**

Employee State Insurance scheme is a type of social security scheme for employee in the organized sector. The employee registered under the scheme are entitled to medical treatment for themselves and their dependents freely. Unemployment cash benefits in certain contingencies and maternity benefits in case of woman employee. AKS Global Logistics follows this schemes.

### **3.5 ROLES AND RESPONSIBILITIES OF EMPLOYEE IN AKS GLOBAL LOGISTICS**

The employees play very important in the organization. They need to have positive attitude towards the work. They are to concentrate on the work and enjoy the work. The responsibilities which the workers needs to have the role which the employees are to play in the organization, include the following.

- Employee should have positive attitude at the workplace. Positive attitude towards work helps the workers to give enhance performance and higher output.

- Employees should be loyal to the organization. They are to avoid situations of conflict of interest with the organizational management and must not use confidential information for personal advantage.
- Employee should listen to their supervisor. They are to listen to their fellow workers. They are to work with their supervisor and their fellow workers as team.
- At the workplace, employee have concentrate on the job without getting distracted with what is happening around them. However , they are to keep their eyes and eras open, so that they can notice any abnormality in the equipment and process during their work.
- Employee should take the training opportunity provided to them by the organization very seriously, since it provides them opportunity to develop skills for the job.
- Employee should continuously enhance their knowledge so that they acquire the abilities and are in a position to step into the rule of a supervisor.
- Employee should be well infirmed. They are to understand all the communication which the organizational management conveys to them. They are also to be aware what is happening in their area of work in the industry.
- Employee should build good relations with their colleagues, supervisors and middle leave of managers with whom they come in contact with.
- Employee should be punctual. In case of shift working, they are to come to the job slightly before the shift starts so that they can understand the behaviour of equipment/process during the previous shift.

# CHAPTER 4

## CHAPTER IV

### CONCLUSION

To conclude we can say that employees job satisfaction in **ASK global logistic private limited**, is very important part of organization. Most of the employees are satisfied with the working condition.

Employees are satisfied with the training and development programme which help the employees to improve working skills and help them to achieve organisation goals which is benefited for both Respondent and **ASK global logistic private limited** gives priority to the employee welfare.

Overall the employees are satisfied with the working conditions of the **ASK global logistic private limited**



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## **BIBLIOGRAPHY**

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## **VIRTUAL INTERNSHIP REPORT**

Sacred Heart College (Autonomous), Tirupattur, Tamil Nadu, India conducted Virtual Internship Program on BIONANOTECHNOLOGY from 08/07/2022 to 17/07/2022. It gives in depth knowledge about various instruments (DIGITAL PH METER, SEMI AUTOANALYZER, UV SPECTROPHOTOMETER, HOT AIR OVEN, UV LAMINAR FLOW, AUTOVLAVE, PROBE SONICATOR, FAME PHOTOMETR, COMPOUND MICROSCOPE, MUFFLE FURNANCE) and synthesis of nanoparticles from various sources. They also gave information about application of various nanoparticles in different fields. Overall, it is very informative and useful in view of our academic performance.

K. Ashmitha (Reg. No: 21SPCH02)

T. Munieshwari (Reg. No: 21SPCH04)

## 1. BIONANOTECHNOLOGY

- ❖ Bio nanotechnology is the application of nanotechnology biological fields.
- ❖ Nanotechnology is a multidisciplinary field that currently recruits approach, technology and facility available in Conventional as well as advanced avenues of engineering, physics, chemistry and biology.
- ❖ Nanotechnology of matter at the manipulation scale of 1 to 100 nanometers.
- ❖ Using Nanotechnology manipulation of molecules at materials and matter atomic at is the control a level and create with unique properties.
- ❖ A nanometer is  $10^{-9}$  of meter. The prefix Nano is Greek for dwarf.
- ❖ A red blood cell is approximately 10000 nanometer.

## 2. Preparation of Nanoparticles

- ❖ In physical, chemical and biological methods nanoparticles can be prepared.
- ❖ Nano composites consisting of with at least are two one a broad more range of materials components. Having dimensions in the nm region.
- ❖ Typically of consists of a macroscopic of matrix or host with the addition of nanometer sized particulates of filler.
- ❖ Common matrix materials are cellulose, chitosan, Alginate, Fibrin with Small content of nano scale materials.

## 3. Preparation of chitosan from crab shells

The crab shells were removed, cleaned, and then processed as follows: 3N HCL was added to the cleaned shells to remove calcium carbonate; 0.5% acetone was then added to make chitin; and finally, chitin was deacetylated by refluxing 5% NAOH to produce purified chitosan.

## 4. Applications

- ❖ Fish scales are a good source of natural collagen. one of the most important raw materials for the biotechnology sector and contains gelation and the production of marine collagen.
- ❖ Moreover, collagen beverages and pills for skincare are used.
- ❖ The best biomedical materials are also in high demand for use in biomaterials, food, industrial products, cosmetics, and research.

## 5. INSTRUMENTATION

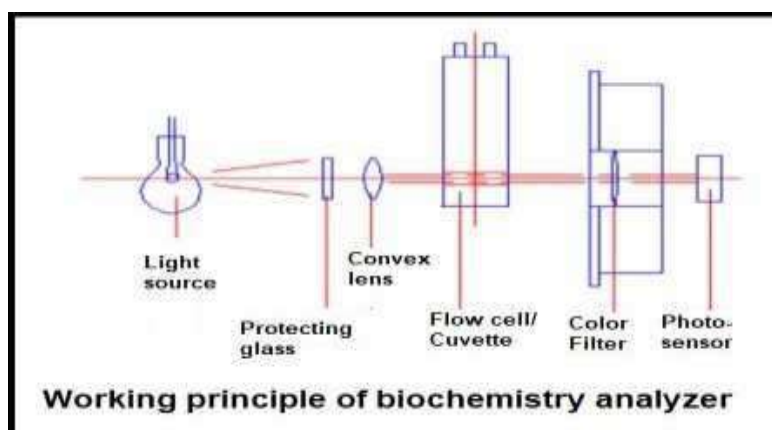
### Semi-auto Biochemistry Analyser

#### 5.1 Principle

A semi-auto biochemistry analyser works on the principle of filter photometry. The halogen lamp radiates light in all directions. The radiated light then goes through a convex lens which converges the scattered light. After that, it passes through the sample present in the flow cell/cuvette. A part of light energy is absorbed by the sample. While the remaining light transmits. This transmitted light then goes through a colour filter. The colour filter passes the monochromatic



light to the photo detector. Then, the photo-detector transfers the light signal to an electrical signal which becomes an input for the microprocessor.



## 5.2 Components

- **Color Filter**

Different collared filters are present in the machine which signify different wavelengths. They can be 6 -7 in number. Also, you may have an extra slot (1-2) for adding extra filters if needed. The common wavelengths of filters include 340 nm, 405 nm, 500 nm, 546 nm, 578 nm, 620 nm, and 670 nm. Just see your literature on the reagent kit for setting this wavelength. If you do not have the given wavelength in the machine, choose the wavelength closest to the required one

- **Light Source**

The most common light source is the halogen (6V/10W) light, which has got a life span of about 3000 hours (theoretically). In some models, the light source can also be a LED light.

- **Flow Cell/Cuvette**

It is for the storage of the sample, once it is fed into a semi-auto biochemistry analyser. You will find 32 all of quartz flowcell inside your machine. If your flowcell gets damaged, then you can use a cuvette to get the reading. In this case, the biochemistry analyser acts like a colorimeter. But, as long as possible, use a flowcell for taking the measurements.

- **Temperature Controller**

The most common temperature controller found in a semi-auto biochemistry analyser is the pettier. Also, in the machine, we can have the settings of temperature at 25°C, 30 °C and 37 °C. If we need the room temperature, we can switch off the temperature setting.

- **Pumping System**

A pump draws the sample from the sipping tube to the flowcell. Once the measurement is completed, it again draws the fluid out of the flowcell. The most common type of pump is the peristaltic pump. However, we may even find a syringe pump for this purpose.

- **Incubator**

We may find an inbuilt incubator for holding a few test tubes.

- **Thermal Printer**

There is an inbuilt thermal printer at the top of the machine. In the setting menu, you can switch it to the OFF mode, if you do not need it. Else set it to ON mode. Once the printer paper finishes, replace it with a new one.

- **Fan**

We can find a few brushless DC motors. They are necessary to maintain the set temperature and to cool the machine.

### **5.3 Working**

First of all, sip the distilled water once you have turned on the machine. When your machine is ready to run, add or edit all the programming of every parameter that you need. Set machine to the flow cell mode. Set either an internal or an external printer mode. Then set the date and time, and the name of the hospital or the lab that you are working on. You may not need to alter the pump speed. Now every kind of method you follow, you need to feed distilled water initially. Then for the reagent blank, you also need to feed the reagent solution. And for the sample blank setting, you need to feed the sample blank solution. For the two-point and end-point methods do the calibration with the help of a standard solution. Then save the factor that you get doing the calibration. Finally, cross-check it by feeding the standard solution as a sample solution. Now feed the sample solution and get the result. Also, observe the graph on the LCD.

## **6. Autoclaves**

### **6.1 Principle**

Autoclaves use pressurized steam as their sterilization agent. The basic concept of an autoclave is to have each item sterilized -whether it is a liquid, plastic ware, or glassware- come in direct contact with steam at a specific temperature and pressure for a specific amount of time. Time, steam, temperature, and pressure are the four main parameters required for a successful sterilization using an autoclave.

The amount of time and temperature required for sterilization depends on the type of material being autoclaved. Using higher temperatures for sterilization requires shorter times. The most common temperatures used are 121 C and 132 C. In order for steam to reach these high temperatures, steam has to be pumped into the chamber at a pressure higher than normal atmospheric pressure.

### **6.2 Working**

Place containers in the autoclave. Check the strainer to see if it is clogged. The strainer is located on the bottom of the chamber near the door. The autoclave will not come up to pressure if the strainer is clogged. Close door.

For the small autoclave, rotate the handle clockwise until it is snugly closed. For the large autoclave, rotate the small, inner handle clockwise first until it locks. Then rotate the large outer handle clockwise until it is snug.

Open the glass-faced door in the upper right corner. Set sterilize time and, if needed, set dry time. Select the setting you want by pushing in the cooler button that corresponds to: Pressure will decrease rapidly at the end of sterilization. Fluids will bubble over if you use this setting. Yellow= Fluids: Pressure decreases more slowly at the end of sterilization. Blue=Dry: Use this setting for paper goods, cotton swabs. Push in the red button to turn the autoclave on. Wait until the temperature reaches 121°C and the red sterilization light in the glass-faced box turns on before recording the Chamber Pressure on the Log. The chamber pressure should be 16-20 psi once the sterilization cycle starts. Anything below 16 psi should be reported to your lab manager.

At the end of the run, insure the Chamber pressure has returned to before zero attempting to open the door. The Fluids cycle takes much longer than fast exhaust – be patient. If the door cannot be easily opened, wait 10 minutes before trying again. If you wrench on the door and attempt to force it open, the internal metal rod that connects to the door handle will twist from the pressure.

To open the door: small autoclave: rotate the handle counter clockwise. Be careful, steam burns! Step to the side and crack open the door. Allow the steam to escape from the chamber then open the door and remove your items.

**Large autoclave:** First rotate the large outer handle counter clockwise until it is loose. Next, rotate the small inner handle counter clockwise until the door opens. Be careful, steam burns! Step to the side and crack open the door. Allow the steam to escape from the chamber then open the door and remove your items. As a courtesy to others needing to use the autoclave, promptly remove your items when the cycle is completed and you can easily open the door. Wear protective, heat resistant gloves when removing items. Autoclaved waste materials are to be taken directly to the dumpster for disposal. Orange autoclave bags must be put into black trash bags before disposing in the dumpster.



### 6.3 Uses & Advantages

An autoclave chamber sterilizes medical or laboratory instruments by heating them above boiling point. Most clinics have table top autoclaves, similar in size to microwave ovens. Hospitals use large autoclaves, also called horizontal autoclaves. They're usually located in the the Central Sterile Services Department (CSSD) and can process numerous surgical instruments in a single sterilization cycle, meeting the ongoing demand for sterile equipment in operating rooms and emergency wards. They are important in tattoo shops, beauty and barber shops, dentist offices, veterinarians and many other fields.

## 7. DIGITAL pH METER

### 7.1 Principle

The pH meter is an important tool for measuring and reacting the pH of the solution, and the pH electrode can realize the function of detecting pH value and output signal by supporting the pH meter. There are various models and products of pH meters. The display mode is also divided into two options: pointer display and digital display. However, no matter how the type of pH meter changes, its working principle is the same. The main body of the pH meter is a precision potentiometer. A pH meter consists of a reference electrode, a glass electrode and itself.



### 7.2 pH meter components

- **A reference electrode.** The basic function of the reference electrode is to maintain a constant potential and use it as a control for measuring various deviation potentials. The silver-silver oxide electrode is a commonly used reference electrode in pH meters.
- **A glass electrode.** Its potential depends on the pH of the surrounding solution. The function of the glass electrode is to establish a potential difference in response to changes in the hydrogen ion activity of the measured solution. If the pH-sensitive electrode and the reference electrode are placed in the same solution, a galvanic cell is formed. The potential of the battery is the algebraic sum of the potentials of the glass electrode and the reference electrode, that is,  $E_{\text{battery}} = E_{\text{reference}} + E_{\text{glass}}$ . If the temperature is constant, the potential of the battery changes with the pH of the solution to be tested. However, it is difficult to measure the potential generated by the battery in the pH electrode, because the electromotive force is very small, and the impedance of the circuit is very large 1-100MQ.



Therefore, the signal must be amplified to make it sufficient to drive a standard millivolt meter or milliamp meter.

- **A pH meter.** It can measure tiny potential differences in circuits with extremely high resistance. The function of the pH meter is to amplify the potential of the primary battery several times. The amplified signal will be displayed by the electric meter, and the degree of deflection of the pointer of the electric meter indicates the strength of the signal it drives. For operation needs, the dial of the pH meter is engraved with the corresponding pH value, and the digital pH meter directly displays the pH value in numbers.

## 7.4 Working

The pH meter uses the potentiometric method to measure the pH of the solution. Therefore, the working method of the pH meter can measure the electromotive force of the battery in addition to the pH value of the solution. PH is the activity of hydrogen ions in a substance, and pH is the negative number of the logarithm of the concentration of hydrogen ions.

The main measuring parts are the glass electrode and the reference electrode. The glass electrode is sensitive to pH, while the potential of the reference electrode is stable. Placing the two electrodes of the PH meter into the same solution will jointly form a galvanic cell. The potential of the galvanic cell is the algebraic sum of the potentials of the glass electrode and the reference electrode. The pH value detected by the electrode must be sent to the pH meter, which can store, display the data and inform the rest of the system. After adjusting the pH value, it is detected by the pH electrode again, and then the pH meter can compare and readjust the data.

The reference electrode potential of the pH electrode is stable. When the temperature remains stable, the potential change of the galvanic cell composed of the solution and the electrode is only related to the potential of the glass electrode. The potential of the glass electrode depends on the pH value of the solution to be measured, so only by measuring the change of the potential, the pH value of the pH solution can be obtained.

## 7.5 Advantages

There are several advantages to using a pH meter over other methods of measuring pH.

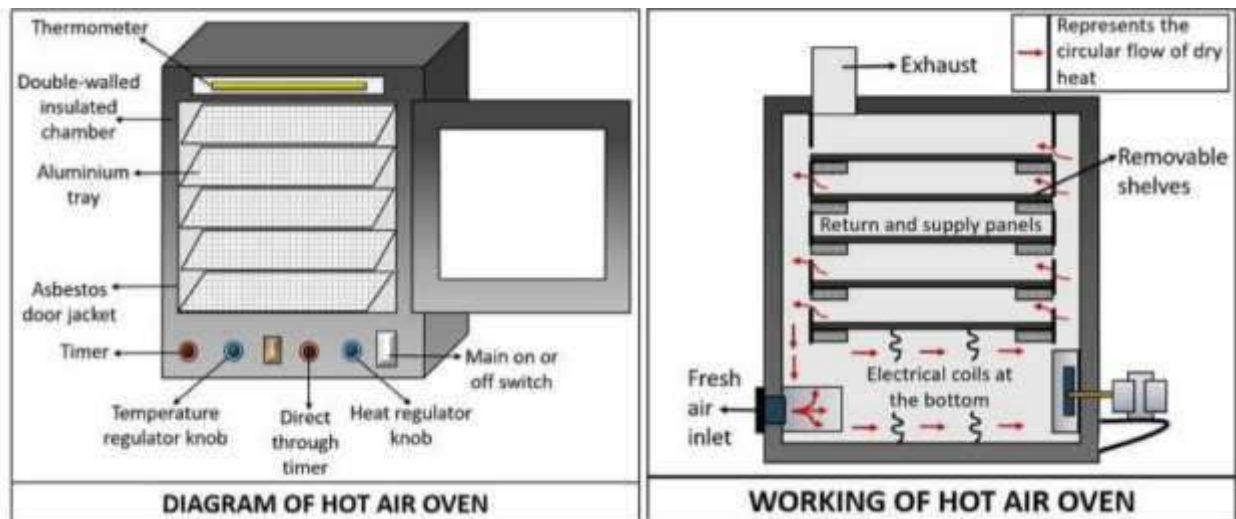
- One of the biggest advantages of a pH meter is its precision and accuracy. Unlike other methods of measuring pH, such as litmus paper or colour-changing indicators, a pH meter can provide a precise and quantitative measure of the pH of a solution. This is important in many applications where precise control of pH is critical, such as in the production of food and beverages, where small changes in pH can affect the taste and quality of the final product.
- Another advantage of a pH meter is its versatility. Unlike other methods of measuring pH, which is only effective for a narrow range of pH values, a pH meter can be used to measure pH over a wide range, from 0 to 14. This makes it suitable for a wide variety of applications, including those where the pH may be highly acidic or highly alkaline.

- The third advantage of a pH meter is its durability and reliability. Unlike other methods of measuring pH, which can be affected by temperature, humidity, and other environmental factors, a pH meter is designed to be rugged and reliable. This makes it suitable for use in challenging environments, such as outdoor fieldwork or industrial settings.

## 8. HOT AIR OVEN

### 8.1 Principle

Electrical devices work on the principle of dry and hot air convection (that is circulation of heated air), conduction, and radiation. The hot air convection process is of two types. a. Gravity convection process: Heated air expands and possesses less density than cooled air which rises up and displaces the cooler air (the cooler air descends). It produces inconsistent temperature within the chamber thus has a slow turnover. b. Mechanical convection: Use of fitted blower or fan that actively forces heated air throughout all areas of the chamber. This dry heat destroys bacterial endotoxins which are difficult to eliminate by other means. This property makes it applicable for sterilizing glass bottles that are to be filled aseptically. Dry heat kills by oxidation, protein denaturation, and toxic effects of elevated levels of electrolytes and it is more efficient.



### 8.2 Components

It consists of the following parts:

- An insulated chamber surrounded by an outer case containing electric heaters
- A fan
- Shelves
- Thermostat
- Door locking controls

Metallic cabinet with heating filament and fan fixed in the walls. Thermostat, temperature control, double-walled :(inner being a poor conductor and outer being metallic and air-filled space in between the layers) insulation keeps the heat in and conserves energy. Electrically heated, and provided with a fan or a blower to ensure rapid and uniform. Heating Mechanism:- Killing effect of dry heat on microorganisms is due to i) destructive oxidation of essential cell constituents, ii) protein denaturation and iii) toxic effect of elevated levels of electrolytes.

Sterilization of articles that withstand high temperature and do not get burned e.g. Glass-ware, powders, forceps, scissors, scalpels, glass syringes, pharmaceutical products like liquid paraffin, fats, grease, and dusting powder, etc.

### **8.3 Working**

Wrap the articles or enclose them in a container of cardboard, aluminum, or paper. Mouths of flasks, test tube and both ends of pipettes must be plugged with cotton wool. Articles to be sterilized such as Petri plates and pipettes may be arranged inside metal canisters and then placed. Place the articles at sufficient distances so as to allow free circulation of air in between them and to ensure uninterrupted airflow. Shut the door and switch on the hot air oven. When the thermometer shows that the oven air has reached sterilizing temperature, heating is continued for the required period of time (e.g. 160°C for an hour). Allow the temperature to fall up to 40°C (approximately 2 hours), prior to removal of sterilized materials; which prevents breakage of glassware.

### **8.4 Advantages**

- Do not require water and there is not much pressure build-up within the oven making it safer to work.
- Smaller than autoclave but can still be as effective.
- Higher temperatures can be reached compared to other means.
- This treatment kills the bacterial endotoxin, not all treatments can do this.
- An effective method of sterilization of heat-stable articles only method of sterilizing oils and powders.
- Protective of sharps or instruments with a cutting edge (fewer problems with dulling of cutting edges).
- It does not leave any chemical residue.
- It is non-toxic and does not harm the environment

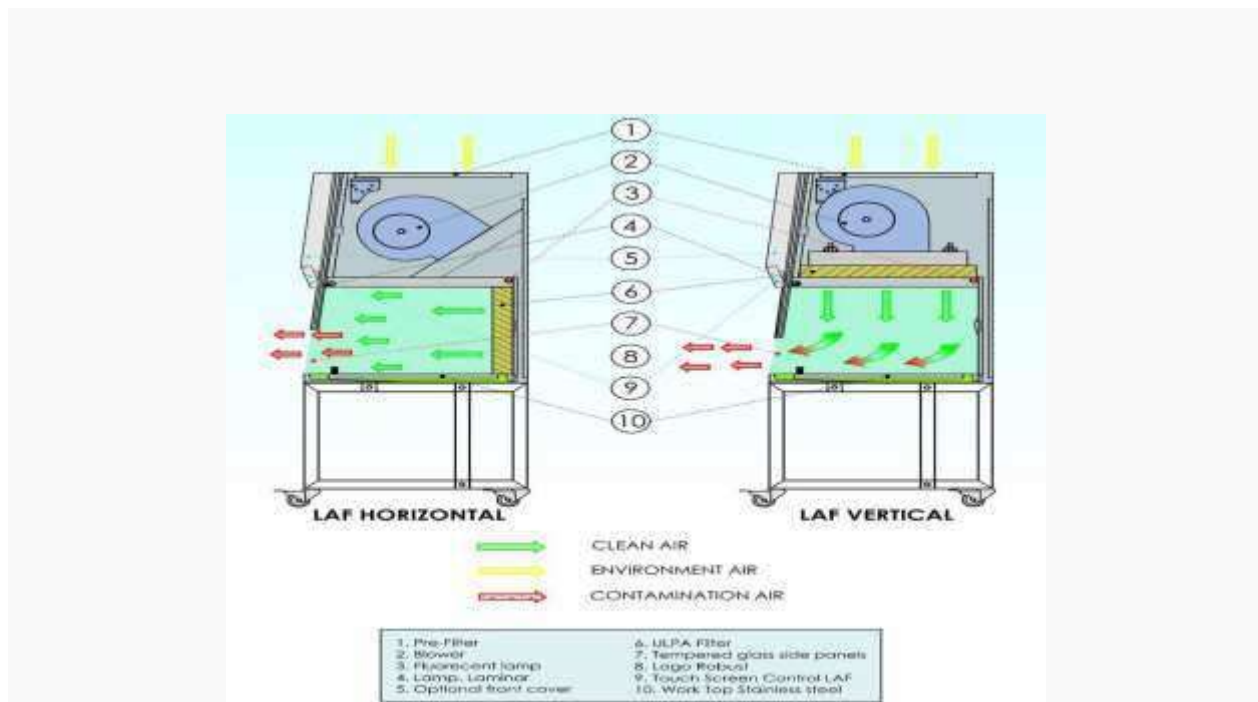
## **9. LAMINAR FLOW**

A laminar airflow cabinet is a closed workstation that has HEPA (high-efficiency particulate air) filters for providing a unidirectional flow of air at a steady velocity. The laminar airflow cabinet offers an area for contamination-free handling of hazardous and infectious material. It is ideal for

preparing sterile culture media, assembly of sterile components into complete units, and other aseptic transfers.

## 9.1 Principle

A laminar airflow cabinet is a closed workstation that has HEPA (high-efficiency particulate air) filters for providing a unidirectional flow of air at a steady velocity. The laminar airflow cabinet offers an area for contamination-free handling of hazardous and infectious material. It is ideal for preparing sterile culture media, assembly of sterile components into complete units, and other aseptic transfers.



## 9.2 Components

The parts of the laminar airflow chamber are; **the cabinet, workstation, HEPA filter, filter pad, blower, fluorescent, and UV lamp.**

- **Cabinet:** It is the outermost part of the hood. It is made up of stainless steel. The cabinet provides an enclosed system of insulated air throughout the working station. The front part of the cabinet consists of a sliding glass door. The sliding door should be closed completely when the hood is not in use because it shields the inner sterile condition from the outside environment.
- **Working platform:** It is the sterile space inside the cabinet. The platform is also made up of stainless steel and serves as an area for performing all the desired tasks.



- **Filter pad:** it is the primary filter for absorbing pollutants of air entering inside the cabinet.
- **Blower/Fan:** It draws the semi-filtered air from the filter pad and passes it into the HEPA filter.
- **HEPA filter:** It is the second filter that traps 99.99% of air pollutants and particles as low as 0.3  $\mu\text{m}$ . The HEPA filter then passes the sterile air throughout the chamber at uniform velocity.
- **Fluorescent lamp:** It is helpful for illumination inside the cabinet for performing tasks.
- **UV lamp:** It is useful for sterilizing laboratory work glassware, chambers, and media.

### 9.3 Working

The operation of the laminar airflow chamber is based on the unidirectional flow of filtered sterile air with constant velocity. The pre filter/filter pad of the hood traps the outside non-sterile air; the air is slightly filtered by it. The pre filter air is then blown to the HEPA filter with the help of a fan/blower. The HEPA filter is a highly efficient filter capable of trapping air pollutants with a size of 0.3  $\mu$  or larger. Now, the completely sterile air passes through the working area of the hood. This way, the non-sterile air is trapped, filtered, and sterilized to pass through the working area. Sometimes the objects used inside the hood might be non-sterile or exposed to the outside air. The exposure may risk the contamination of the hood, so using the UV lamp while using metals, glassware, and media before performing the task helps maintain sterility.

*The following steps are required for the operation of the laminar airflow cabinet*

1. Firstly, turn on the hood's main switch and ensure the manometer displays zero before using it. If the reading is more than zero, leave the button on for 30 minutes to an hour until the manometer shows zero.
2. Then turn on the airflow switch for circulating air in the hood.
3. Place all the required objects, media, glassware, and metal instrument inside the hood and turn on the UV lamp to sterilize the materials.
4. Turn off the UV lamp after about 30 minutes and turn on the fluorescent lamp to start performing the task in a sterile environment.

### 9.4 Cleaning the Laminar Airflow Hood

1. Turn the airflow and UV switch off for cleaning the working space.
2. Use a clean dry cloth for cleaning the HEPA filter grill (protective grill). Do not wet the grill.
3. Now clean the interior working area using a clean cloth and sterile water. Then, spray the 70% alcohol (isopropyl alcohol) and wipe with another clean cloth on the work surface.

4. After that turn on the UV lamp for sterilization.

### **9.5 Safety Precautions**

1. Operators should wear personal protective equipment such as gloves and gowns. They should also avoid unnecessary movements and minimize talking and coughing near the hood.
2. Eating, drinking, and smoking are strictly prohibited near the hood.
3. The arrangements of the critical object should be near the air source.
4. Maintenance of the filters and blowers should be carried out timely.
5. Carrying out the aseptic procedures should be 6 inches away from the sides and front edge of the hood.
6. Operators must not avoid jewelry on their hands and wrists.
7. Replace UV light after 999 hours of use.

### **9.6 Laminar Airflow Cabinet:**

The advantages of the laminar airflow cabinet over the biosafety cabinet and other methods of sterilizing workspace are as follows:

1. Since heat or harsh chemicals are not used in laminar airflow cabinets, it prevents chemical irritation and heat-related damage to samples and reagents.
2. The sterile working area is spacious compared to the biological safety cabinet, so larger containers can be used inside the cabinet.

## **10. FLAME PHOTOMETER**

### **10.1 Principle of Flame photometer**

The compounds of the alkali and alkaline earth metals (Group II) dissociate into atoms when introduced into the flame. Some of these atoms further get excited to even higher levels. But these atoms are not stable at higher levels.

Hence, these atoms emit radiations when returning back to the ground state. These radiations generally lie in the visible region of the spectrum. Each of the alkali and alkaline earth metals has a specific wavelength.

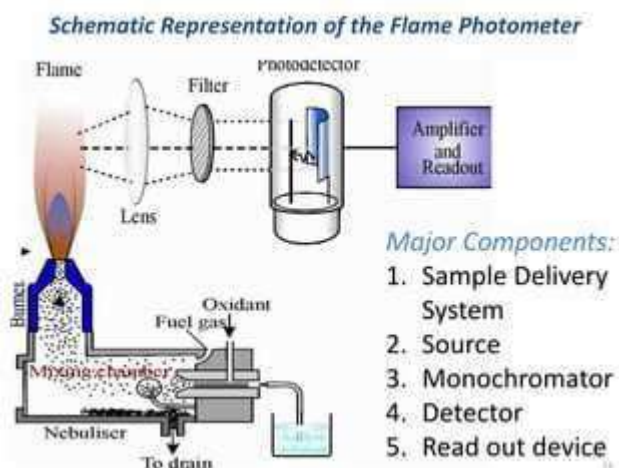
For certain concentration ranges,

The intensity of the emission is directly proportional to the number of atoms returning to the ground state. And the light emitted is in turn proportional to the concentration of the sample.

### **10.2 Components**

A simple flame photometer consists of the following basic components:

- **Source of flame:** A Burner in the flame photometer is the source of flame. It can be maintained in at a constant temperature. The temperature of the flame is one of the critical factors in flame photometry.
- **Nebuliser:** Nebuliser is used to send homogeneous solution into the flame at a balanced rate.
- **Optical system:** The optical system consists of convex mirror and convex lens. The convex mirror transmits the light emitted from the atoms. Convex mirror also helps to focus the emissions to the lens. The lens helps to focus the light on a point or slit.
- **Simple colour filters:** The reflections from the mirror pass through the slit and reach the filters. Filters will isolate the wavelength to be measured from that of irrelevant emissions.
- **Photo-detector:** The intensity of radiation emitted by the flame is measured by photo detector. Here the emitted radiation is converted to an electrical signal with the help of photo detector. These electrical signals are directly proportional to the intensity of light.



### 10.3 Working procedure:

- Both the standard stock solution and sample solution are prepared in fresh distilled water.
- The flame of the photometer is calibrated by adjusting the air and gas. Then the flame is allowed to stabilize for about 5 min.
- Now the instrument is switched on and the lids of the filter chamber are opened to insert appropriate colour filters.
- The readings of the galvanometer are adjusted to zero by spraying distilled water into the flame.
- The sensitivity is adjusted by spraying the most concentrated standard working solution into the flame. Now the full scale deflection of the galvanometer is recorded.
- Again distilled water is sprayed into the flame to attain constant readings of galvanometer. Then the galvanometer is readjusted to zero.

- Now each of the standard working solutions is sprayed into the flame for three times and the readings of galvanometer are recorded. After each spray, the apparatus must be thoroughly washed.

- Finally sample solution is sprayed into the flame for three times and the readings of galvanometer are recorded. After each spray, the apparatus must be thoroughly washed.

- Calculate the mean of the galvanometer reading.

- Plot the graph of concentration against the galvanometer reading to find out the concentration of the element in the sample.

The oxidants in flame photometer are mainly air, oxygen or nitrous oxide. The temperature of the flame depends on the ratio of fuel and oxidant.

The processes occurring during flame photometer analysis are summarized below:

**Desolvation:** Desolvation involves drying a sample in a solution. The metal particles in the solvent are dehydrated by the flame and thus solvent is evaporated.

**Vaporization:** The metal particles in the sample are also dehydrated. This also led to the evaporation of the solvent.

**Atomization:** Atomization is the separation of all atoms in a chemical substance. The metal ions in the sample are reduced to metal atoms by the flame.

**Excitation:** The electrostatic force of attraction between the electrons and nucleus of the atom helps them to absorb a particular amount of energy. The atoms then jump to the higher energy state when excited.

**Emission:** Since the higher energy state is unstable the atoms jump back to the ground state or low energy state to gain stability. This jumping of atoms emits radiation with characteristic wavelength. The radiation is measured by the photo detector.

#### 10.4 Applications of flame photometer

1. Flame photometer can be applied both for quantitative and qualitative analysis of elements. The radiations emitted by the flame photometer are characteristic to particular metal. Hence with the help of Flame photometer we can detect the presence of any specific element in the given sample.

2. The presence of some group II elements is critical for soil health. We can determine the presence of various alkali and alkaline earth metals in soil sample by conducting flame test and then the soil can be supplied with specific fertiliser.

3. The concentrations of  $\text{Na}^+$  and  $\text{K}^+$  ions are very important in the human body for conducting various metabolic functions. Their concentrations can be determined by diluting and aspirating blood serum sample into the flame.

4. Soft drinks, fruit juices and alcoholic beverages can also be analysed by using flame photometry to determine the concentrations of various metals and elements.



### **10.5 Advantage of flame photometer:**

1. The method of analysis is very simple and economical.
2. It is quick, convenient, selective and sensitive analysis.
3. It is both qualitative and quantitative in nature.
4. Even very low concentrations (parts per million/ppm to parts per billion/ppb range) of metals in the sample can be determined.
5. This method compensates for any unexpected interfering material present in the sample solution.
6. This method can be used to estimate elements which are rarely analysed.

### **10.6 Disadvantages of flame photometer**

1. In spite of many advantages, this analysis technique has quite a few disadvantages:
2. The accurate concentration of the metal ion in the solution cannot be measured.
3. It cannot directly detect and determine the presence of inert gases.
4. Though this technique measures the total metal content present in the sample, it does not provide the information about the molecular structure of the metal present in the sample.
5. Only liquid samples may be used. Also sample preparation becomes lengthy in some cases.
6. Flame photometry cannot be used for the direct determination of each and every metal atom. A number of metal atoms cannot be analysed by this method. The elements such as carbon, hydrogen and halides cannot be detected due to their non-radiating nature.

## **11. ULTRA – SONICATION**

### **11.1 Principle of Ultra-Sonation**

In the ultra-sonication process, cavitation leads to dispersion, homogenization, disintegration, emulsions, extraction, and sonochemical effects of the liquids. High power ultrasound is introduced to the liquid which creates regions of high pressure (known as compression) and low pressure (known as rarefaction). The creation of these regions is dependent on the rate of frequency at which the ultrasound is applied.

When low pressure is applied to the liquid, high-intensity ultrasonic waves are produced, creating small vacuum bubbles in the liquid. As the bubbles reach their saturation level, they collapse and this happens in the high-pressure cycle. This process is termed cavitation. During cavitation, the bubbles in the liquid can jet up to 280 m/s velocities.

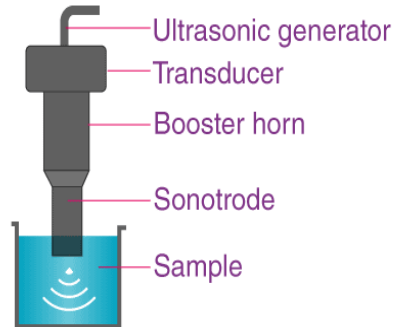
The below figure explains how the sound wave propagates in the liquid resulting in the formation of bubbles and their collapse.

## 11.2 Sonication Methods

There are two sonication methods and they are:

- Direct sonication method
- Indirect sonication method

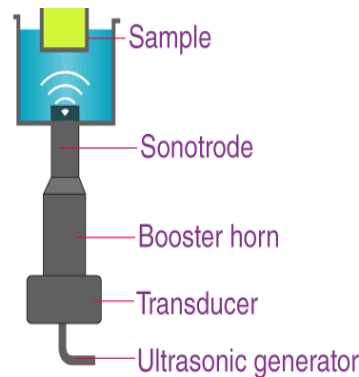
### Direct Sonication Method



In the direct sonication method, the probe is directly inserted into the sample, and it is the most common method of sonication. In this method, the energy is transmitted from the probe to the sample directly. This is a high-intensity process and therefore, the processing of the sample takes place quickly. The determination of the volume of the liquid for processing is done by studying the diameter of the probe's tip. These tips are either replaceable or solid tips made from titanium.

The smaller the diameter of the tip, the higher is the intensity of sonication and the energy is confined to smaller areas. As the diameter of the tip increases, the processing volume becomes larger, however, the intensity becomes lower. The output of the large-diameter probes can be increased by using boosters and high gain horns.

### Indirect Sonication Method



In the indirect sonication method, the contact between the probe and the sample is eliminated. This method is also known as the high-intensity ultrasonic bath. The ultrasonic energy is transmitted from the horn to different tubes of the sample through the water. This method is preferred when the volume of the sample is low as it reduces the foaming and loss of the sample.

The indirect sonication method finds application in pathogenic or sterile samples as this method prevents the contamination of the samples. The cup horn and the microplate horn are the two indirect sonicators that are considered ideal for throughput applications.

### **11.3 Uses of Sonication**

The following are the uses of sonication:

- The sonication mechanism is used in ultrasonic cleaning which includes cleaning of particles that adhere to the surfaces.
- It is used in laboratories for cleaning fragile objects such as spectacles and jewellery.
- The artificial ageing of liquors and other alcoholic beverages is done by the process of sonication.
- Other applications of sonication in food industries include dispersions of emulgators and speeding the filtration process.

## **12. COMPOUND MICROSCOPE**

### **12.1 Principle of Compound Microscope**

A compound microscope is considered to be one of the standard microscopes that can be used for general purposes. The arrangement of the lens is such that it magnifies the objects from the complex system.

There are two types of lenses that are used in the compound microscope:

- The objective lens is placed close to the object that needs to be examined.
- The eyepiece allows the image to be viewed. The eyepiece is also known as the ocular lens.

The light is made to pass through the thin transparent object. A magnified image of the object is obtained by the objective lens. This image is known as the real image. The eyepiece or the ocular lens then magnifies the real image more and is viewed as the virtual image. The compound microscope is also known as the bright-field microscope because the light passes directly through the light source to the eye through the two lenses. This mechanism makes the field of vision brightly illuminated.

## 12.2 Parts of Compound Microscope

The compound microscope is mainly used for studying the structural details of cell, tissue, or sections of organs. The parts of a compound microscope can be classified into two:

- Non-optical parts
- Optical parts

### **Non-optical parts**

#### ***Base***

The base is also known as the foot which is either U or horseshoe-shaped. It is a metallic structure that supports the entire microscope.

#### ***Pillar***

The connection between the base and the arm are possible through the pillar.

#### ***Arm***

The arm is also known as the limb which is a metallic handle forming the connection between the arm to the inclined joint. The stage and the body tube is supported by the arm.

#### ***Inclination Joint***

If the observation has to be done in a sitting position, then the microscope can be tilted using the inclination joint.

#### ***Stage***

It is the metallic platform that is fitted to the lower part of the arm with a hole in the center. The microscopic slides are placed on the stage either by using side clips or by mechanical stage clips.

#### ***Body Tube***

The main purpose of the body tube is to hold the objective and ocular lenses at the two ends. The end where the ocular lens is present is known as the head while the end where the objective lens is placed is known as the nose piece. For the passage of light rays through the body tube, there is a pathway.

#### ***Draw Tube***

The upper end of the body tube has a small fixed tube which is known as the drawtube. The main function of the drawtube is to hold the ocular lens.



### ***Rack and Pinion***

To bring the object under focus, the rack and pinion are either attached to the body tube or the stage.

### ***Adjustment Screws***

These are two pairs of adjusting screws that are used either for a coarse adjustment or for fine adjustment. When a fine adjustment is made, the body tube or the stage moves extremely short distances while in coarse adjustment, the body tube and stage move up. Through fine adjustment, a sharp image can be obtained.

### ***Automatic Stop***

The rack and pinion have a small screw that is used for stopping the downward sliding of the body tube. This prevents damage to the objective lens.

## **Optical Parts**

### ***Diaphragm***

The amount of light falling on the object can be controlled through the diaphragm. It is present below the stage. The disc and iris are the two types of diaphragm.

### ***Condenser***

It is present below the diaphragm. The focusing of light can be done by adjusting the condenser by moving it either up or down.

### ***Reflector***

A reflector is a mirror that is attached above the base. One side of the mirror has a plane mirror while the other side has a concave mirror. When the light is strong, the plane mirror side is used and when the light is weak, the concave mirror side is used. The light on the object is directed with the help of the reflector through the diaphragm and condenser.

### ***Objective Lenses***

These lenses are present over the nose piece. There are two to three types of objective lenses:

- Low power
- High power
- Oil immersion

The objective lens is a compound lens that forms a real inverted image of the image inside the body tube.

### ***Ocular Lens***

The ocular lens is also known as the eyepiece. The image of microscopic objects can be viewed through these lenses. There are four types of magnification that can take place in the ocular lens:

- 5X
- 10X
- 15X
- 20X

The binocular head is the device that uses two eyepieces and has many mirrors and prisms, which makes the passage of light easier.

### **Advantages and Disadvantages of Compound Microscope**

#### **12.3 Advantages of Compound Microscope**

- Due to the usage of multiple lenses, one can obtain detailed information about the sample.
- These microscopes have their own sources of light.
- This microscope is user-friendly and easy to handle.

#### **12.4 Disadvantages of Compound Microscope**

- The magnification of the sample is *possible* only to a certain extent, once this limit is reached the sample cannot be viewed.

#### **12.5 Uses of Compound Microscope:**

- The identification of diseases becomes easy in pathology labs with the help of a compound microscope.
- Forensic laboratories use compound microscopes for the detection of human fingerprints.
- The presence of metals can be detected with the help of a compound microscope.
- The study of bacteria and viruses becomes easy with the help of a compound microscope.
- Schools use compound microscopes for academic purposes.

### **13. CONCLUSION**

This internship has been an excellent and rewarding experience. We can conclude that there have been a lot I've learnt from my work at Bionanotechnology. We've learned about various instrument and we gain lot of knowledge.

**INTERNSHIP REPORT ON A STUDY ON EMPLOYEES QUALITY CIRCLE IN  
BRILLIANT SALT REFINERY., THOOTHUKUDI**

(As internship report submitted in partial fulfilment of the requirements for the degree)

Of

**MASTER OF HUMAN RESOURCE MANAGEMENT**

Of

**ST. MARY'S COLLEGE (AUTONOMOUS)-THOOTHUKUDI**

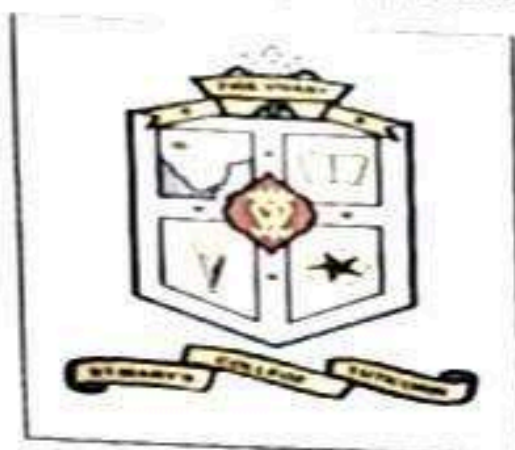
Submitted by

**R.PONSELVI**

**REG NO: 21SPHR07**

Under the guidance of

**Mrs. C.S. PURNIMA B.Sc (Horti), MBA., NET**



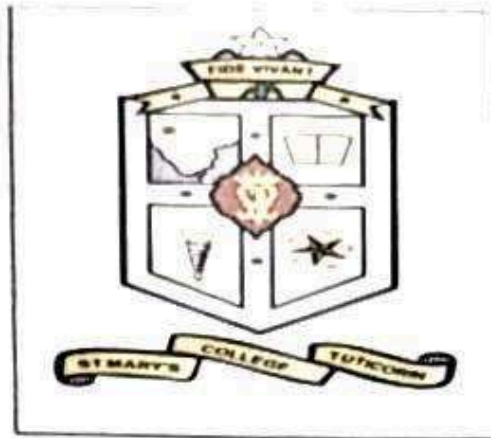
Department of Human Resource Management

St. Mary's College (Autonomous)

(Re-accredited with 'A+' Grade) Thoothukudi – 628001.

November 2022

**DEPARTMENT OF HUMAN RESOURCE MANAGEMENT**  
**ST. MARY'S COLLEGE (AUTONOMOUS) THOOTHUKUDI-628001**



**CERTIFICATE**

This is to certify that **R.PONSELVI** of second year Master of Human Resource Management has undergone Internship training on "**A STUDY ON EMPLOYEES QUALITY CIRCLE**" under the guidance of **Mrs. C.S. Purnima B.sc (Horti)., MBA., NET** and this is an original work up to my knowledge.

*[Signature]*  
**CO-ORDINATOR**

*[Signature]*  
**EXTERNAL EXAMINER**

*[Signature]*  
**FACULTY GUIDE**

*[Signature]*  
**PRINCIPAL**

Principal  
St. Mary's College (Autonomous)  
Thoothukudi - 628 001.

*[Signature]*  
**DIRECTOR**

Director  
Self Supporting Courses  
St. Mary's College (Autonomous)  
Thoothukudi - 628 001.



# Brilliant Salt Refinery

Mfrs & Exports of Refined Free flow Iodized Salt & Industrial Salt  
68-A, South Raja Street, Thoothukudi - 628 001  
Tamilnadu, India

REFINED FREE FLOW



IS: 7124



CST: 499994

Date : 12.09.2022

## CERTIFICATE

This is to certify that Mrs. **R.Ponselvi** (Reg No. **21SPIIR07**) II MHRM Student of **St. Mary's College (Autonomous) Thoothukudi** has done an internship on the topic of "Employee Quality circle" for the period of **15 days (29.08.2022 to 12.09.2022)** in our organisation.

During this tenure, she gained knowledge on various activities. Her conduct and character were good.

We wish her all success in her career.



Best regards,

For Brilliant Salt Refinery,

CW - Partner

Factory: The Tuticorin Co-op. Industrial Estate Ltd., Unit No. SB -14, Korampallam - 628 101.

GSTIN: 33AAFFB4965J1ZC  
CST: 478081 IAC: 298  
PAN: AAFFR1065I

Ph: 0461-2321273, 2326961  
0461-2339212

Email: enquiry@gangasalt.com, info@gangasalt.com  
Web: www.gangasalt.com

### **DECLARATION**

I hereby declare that the internship entitled "A Study on Employees Quality Circle " is submitted to St. Mary's College (Autonomous), Thoothukudi , affiliated to Manonmaniam Sundaranar University for the award of degree of Master of Human Resource Management is my original work and that no part of this internship has been submitted for any Degree, Diploma, and Fellowship of other similar titles.

**Place:** Thoothukudi

**Date:** 11/11/2022

*R. PonSelvi*  
**Signature of the Candidate**

**R.PONSELVI**

## **ACKNOWLEDGEMENT**

First of all I thank the Almighty for his abundant grace and blessing for the accomplishment of my internship report. I would like to express my sincere gratitude to Principal Dr. Sr. A.S.J. Lucia Rose, M.Sc., B.Ed., M.Phil., PGDCA., Ph. D. for permitting me to do my internship report.

I also thank Director Sr. Josephine Jeyarani, M.A., M.Phil., Self-supporting Courses for her encouragement.

I express my heartfelt thanks to Mrs. Mary Judith Reese Fernando, M.Com., M.Phil., Ph.D., co-ordinator of Human Resource Management and for her kind support and guidance.

I wish a deep sense of gratitude to my internship guide Mrs. C.S. Purnima B.sc (Horti), MBA., NET Assistant Professor of Department of Human Resource Management St. Mary's College for providing foundation in internship work and I am grateful to her, for giving invaluable guidance to complete my internship report.

I express my sincere thanks to NAREN DHARMARAJ HR of Brilliant salt company thoothukudi, for allowing me to complete my internship report in their esteemed institution.

I thank all the employees , Brilliant salt company Thoothukudi, of for their kind co-operation extended to me providing the necessary data & information to complete my internship report successfully.

Finally I also thank my parents and my friends for their ethical support and encouragement which has helped me in completing this work

## ABSTRACT

"Quality Circle is small group of employees who work in same work area are doing a similar type of work who voluntarily meet regularly for above an hour every week identify, analyze and resolve work related problems, leading to improvement in their total performance, and enrichment of the work life". Quality Circle is a participatory management technique that enlists the help of employees in solving problems related to their own jobs. Circles are formed of employees working together in an operation who meet at intervals to discuss problems of quality and to devise solutions for improvements. In the belief of employees can able to solve the issues by their own involvement and approach, quality circle are quite implemented in all most all organizations. The findings show that employee participation and working environment has a positive impact quality circle while employees negative influence on quality circle implementation.



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# CHAPTER 1

# CHAPTER – I

## INTRODUCTION

### 1.1 Introduction

Most organization are occupied in the production of certain goods/and or services projected to satisfy certain customer needs. Also most organization need to earn a responsible level of profit for their and growth. Adherence to desirable specifications the primary prerequisite for a quality product. Quality is a principal factor in the measurement of performance of a quality organization. The quality of a product can be measured with reference to a certain relevant, recognized standard without successful standard, quality would only be a concept. Also standardization is necessary for reduction in variety. Thus, standardization is a concept continually of standards, not only for furnished products but also for inputs, procedures and practices. Total quality management is a new approach to improve the effectiveness and flexibilities of an organization working together to eliminate errors and waste.

Quality circle is a small group of employees in the same work area or doing a similar types of works who voluntarily meet regularly for about an hour every week to identify, analyze and resolve works – related problems. Leading to improvement in their total performance and enriched of their work life quality circle is a participative management technique in which small teams of employees are voluntarily formed to define and solve a quality or performance related problem. The teams are typically formed within the framework of a quality system practiced in a business and represent different responsibilities and duties related to a problem. Quality circles are applicable to a wide variety of business situations and problems. They are based on two ideas that employees can often make better suggestions for improving by their participative in making such improvement.

Quality circle is a small group of employee in the same work-area or doing similar types of works who voluntarily meet regularly for about an hour every week to identify, analyze and resolve, works-related problems, leading to improvement in their total performance and enriched

of their work-life. Quality circle is the act of increasing team spirit, job commitment, problem solving capacity and enrich the quality of product through quality performance of the employees. Quality circle helps to lead the employees to the right way on the achievement organization goals.

### **1.2 Definition of Quality Circle**

The Quality Circle refers to the group of individuals who meet on a regular basis to discuss the work-related problems. Generally, the quality circles are small group gatherings, led by the supervisor or the manager who presents the solutions to the management.

A Quality Circle has been defined as a self-governing group of workers with or without their supervisors who voluntarily meet regularly to identify, analyze and solve problems of their work field. Quality Circle is a group of employees belonging to the same areas, who continuously work towards the improvement and the development of the organization.

### **1.3 Concept of Quality Circle**

The concept of Quality Circle is primarily based upon recognition of the value of the worker as a human being, as someone who willingly activates on his job, his wisdom, intelligence, experience, attitude and feelings. It is based upon the human resource management considered as one of the key factors in the improvement of product quality & productivity.

Quality Circle concept has three major attributes:

- ❖ Quality Circle is a form of participate management.
- ❖ Quality Circle is a human resource development technique.
- ❖ Quality Circle is a problem solving technique

### **1.4 Characteristics of Quality Circle**

1. It makes work place meaningful.
2. It shows concern for the total person.



3. It harmonises the work.
4. It removes barrier of mistrust.
5. It is voluntary.
6. It has management's support.
7. It is participative.
8. It involves task performance.
9. It is not a substitute for joint plant councils or work committees.
10. It is group activity.
11. It is not a forum to discuss demand or grievances.
12. It is not a forum for management to unload all their problems.
13. It is not a panacea for all ills.

### **1.5 Role of Quality Circle**

1. Management initiates the process of instituting QC in the organization. At the initial stage of instituting QC comprehensive training is required to all those persons who may be involved in QC system.
2. Management plays key role in nominating persons in steering committee which establishes policies and plans for QC. These policies and plans affect working of QC.

3. Management may encourage health growth of Quality Circle through competition among Quality Circle by instituting an award to the division/department which performs best in propagation of Quality Circle as well as to the Quality Circle which makes the best presentations at any centrally organized convention or conference.
4. Management may give necessary guidance to employees at different levels for making the quality circle movement a self-sustained success.
5. Management may include propagation of quality circle as one of corporate objectives.

## **1.6 Objective of the Study**

### **1.6.1 Primary objective**

- To study the effectiveness of quality circle in Brilliant Salt Refinery.

### **1.6.2 Secondary objective**

- To find out whether the employee are aware about quality circle
- To identify the employee satisfaction level with QC in Brilliant Salt Refinery
- To study how the employee solve problems using QC

## **1.7 Importance of the study**

- ✓ To develop, enhance and utilise human resources effectively.
- ✓ To improve quality of products/services, productivity and reduce cost of production per unit of output.
- ✓ To satisfy the workers psychological needs participation, recognition etc, with a view to motivating them. Accomplishment of this objective will ensure enhancement of employee morale and commitment.

- ✓ To improve various supervisory skills like leadership, problem solving, inter-personal and conflict resolution.
- ✓ To utilise individual imaginative, creative and innovative skills through participation, creating and developing work interest, including problem solving techniques etc. Achievement of these objectives effectively requires the use of certain techniques.
- ✓ To make use of the knowledge and skill of the workers.
- ✓ To develop good relations between workers and managers and create cordial industrial relations.

### **1.8 Scope of the study**

- The study analyze the awareness level of employee about quality circle
- The study analyze how the employee solve problems using quality circle
- The study aims to analyze the effectiveness of quality circle.

### **1.9 Benefits of the study**

- Improvement in human relations
- Help in more effective team work in organization
- Help in improving the productivity
- Enhanced interest in job
- Improve communication within employee and management in an organization
- The personal development of the participants.

### **1.10 Limitations of the study**

- Sample size is limited to 20, so the sample size may not adequately represent the total population.
- The employees did not give true information due to fear for the management.
- The employee did not have enough time to fill questionnaire.
- Lack of non-participation by some members in the circle activities.

### **1.11 Need of the study**

- ❖ To improve quality & production.

- ❖ To reduce the cost of products or services by waste reductions, safety, effective utilization of resources, avoiding unnecessary errors & defects.
- ❖ To identify & solve work related problem & to interfere with product as a team.
- ❖ To improve the communication within the organization.
- ❖ To improve employee loyalty & commitment to the organization & its goals.( promoting morale of employee )
- ❖ To satisfy the human needs of recognition, achievement & self development.

### 1.12 Features of the study

#### ❖ People Building Philosophy

The number of employees in a quality circle is between six to ten and they generally come from a particular area. It consists of small group of persons who normally work at the same place and perform similar work. Every member and the management have the sincere desire to help others to grow and develop. They must look out for the development and growth of everyone working in the organisation.

#### ❖ Voluntary Group

Quality circles are voluntary associations of persons having common cause. Members must understand that quality circles are formed for their benefit-they are completely free to take or not to take advantages of it.

#### ❖ Participative Program

Quality circles represent collective effort. Every one working in the organisation must get a chance to say what is in his mind. Everyone should have interest and value for the projects chosen for quality circles. The circle as a whole should receive recognition for any achievements accomplished by it.

#### ❖ Supportive management

Quality circles need the encouragement to grow and mature. Management must be willing to give support, advice and also some commitment in the beginning. Members normally meet once in a week for about one hour in consultation with the manager.



❖ **To improve the performance**

Collective and participative efforts must result in the improvement of quality, productivity and performance. Cost and wastage must be reduced as a result of quality circles. The whole organisation must gain both quantitatively as well as qualitatively.

❖ **To identify resolve work related problems**

Members of quality circles identify their problems through brainstorming sessions. Then they start analysing the problems through statistical quality control techniques and problem solving methods. A unique feature of Quality Circles is that they do not pass on the decision without interacting with other levels of functional agencies.

### **1.13 Elements of quality circle**

**a) Non members**

The employees who do not take part in selecting, analysing and solving the work related problems are called non members, part of structure of the quality circle.

**b) Members**

The basic element of quality circle is the members themselves. Basically they are the base of this programme. Membership is strictly voluntary and anyone who wishes to join is encouraged. It is necessary that the voluntary member should be from the same work area doing similar work because they would be familiar with the problems and could make significant contribution in analyzing and solving the problems so identified.

**c) Leader**

The quality circle leader is chosen within the group by the circle members. The first line supervisor is also designated to perform leadership role in this structure. Individual member in circle is like flower and a garland of members is like a quality circle. The role of leader in circle is like a thread which binds the individual members into a circle. Therefore, leader provides strength to the circle.

#### **d) Facilitator**

The word facilitator is self explanatory. It is an important link in the structure who is responsible for coordinating and conducting quality circle activities in his areas. He is usually an officer nominated by the management who is in charge of a section or department. The qualities of a facilitator are multidimensional. He works as guide, coach, coordinator, promoter, teacher, communicator, statistician and catalyst.

He must also possess the working knowledge of operation of the company, product and services, vendor relations manufacturing process, quality control, behavioural sciences and over and above all the policies of the organization.

#### **e) Steering Committee**

This is very important committee in the structure of quality circle. It sets goals and objectives for quality circle activities. It consists of the departmental heads from every major function like, Production, Finance, Materials, Engineering, Quality, Marketing, and others, if necessary, and is headed by the Chief Executive of the Unit or plant. This committee would meet regularly once in two months for smooth and effective functioning of quality circle activities.

#### **f) Top Management**

This is an apex body at the highest level which oversees and monitors functioning of quality circle and acts as an advisory body. Without the faith and commitment, support and encouragement from the top management, the activities of quality circle cannot run in the organization. Therefore, the top management support is quite essential for the successful operation of this programme.

One of the ways that the top management could demonstrate its support is by incorporating promotion of quality circle concept in the company's broad objectives. For increasing the motivation level among the circle members and leaders, it is essential that top management must meet the quality circle's members and leader periodically.

#### **g) Coordinating Agency**

This is very essential and important element in the structure of quality circle, although this agency department to look after its activities. Any department to look after its activities. Any department such as quality assurance, personnel or engineering etc. could be motivated as a coordinating agency depending upon the convenience of the organization. The main function of the coordinating agency is to prepare the plan and getting the sanction for the budget to meet the expenses of quality circle activities.

## CHAPTER 2



## CHAPTER – II

### COMPANY PROFILE

#### 2.1 Brilliant Salt Refineries

Salt is an inevitable element utilized in the residential and industrial areas. The aspect has multiple properties and is available in various forms. Though we do not give much credit for salt in words, it is impossible to survive without it.

The salt is a culinary wonder that enhances and balances the flavour of the food. The health benefits aid consumers to embrace a stronger way of life. The element also has a spiritual influence in various cultures.



#### 2.2 History

We started our salt business in 1930'S and we were the pioneer in salt trade in TUTICORIN. We had markets all over India and our supplies are concentrated in northeast areas like Calcutta and Assam and west coast like Mangalore and coastal areas of Kerala.

We started the Salt Production back in year 1958 as a pioneer in the Non-Licensed sector. These experts had a thorough understanding of the production as well as the significance in daily life.

The group reorganized their company in Tuticorin in the year 1970. The Coastal City is known for its ideal conditions for salt production. The weather conditions, natural resources and skilled labour make it a perfect choice for the process. The company gradually grew to over 200 acres of salt pan and has become a significant supplier in South India.

Brilliant salt, which was initially into the harvesting of salt gradually, evolved into the refinery segment in 2001. The organization currently concentrates on the manufacture of salt for domestic and industrial use. They have further diversified into speciality products to cater to the different segments of consumers. The target base has also expanded geographically with a strong presence in Tamil Nadu, Kerala and Karnataka.

### **2.3 Mission:**

- To create unique products and solutions to cater to specific targets.
- To innovate and initiate newer trends to revolutionize and upgrade the salt segment.
- To expand our distribution channel across the country and enhance our market presence.
- To expand the volume of salt production and distribution.

### **2.4 Vision:**

- To create quality and affordable products which offer holistic solutions to our consumers
- To maintain our service standards by constant maintenance and regular updating.
- To uplift the lives of our dealers by providing the best product at economic margins.

## **2.5 SWOT ANALYSIS**

### **Strength**

- It is an ancient company since 1961.
- They have good experience in the field.

- Since they are in the same field for more than three generations they are able to meet the expected quality.
- They have started their business as a trader and then they have grown into a salt manufacturer and then as refineries and later it has been expanded to exports.

#### Weakness

- Some staffs are at the verge of their retirement, and there is no new recruitment.
- Capital shortage.

#### Opportunities

- Due to the quality of their product and reputation of the company, there is a great scope for doing business internationally.
- They have opportunities to promote their own brand also.

#### Threats

- Competitors pose a heavy threat to them through their pricing strategy
- Brilliant Salt Refineries Company is unable to project their own brand due to heavy competition in the market.

## 2.6 CUSTOMERS

Half of the salt is marketed through retail outlets whereas half of it is supplied to industries too without any branding in 50 kilogram packs. Brilliant Salt refineries supplies its salt to soap factories and dying factories in other states of the country. It is sent to the following industries;

- ✓ 21 tonnes is supplied to Triple X brand in Guntur, Andhra Pradesh, on a daily basis.
- ✓ 21 tonnes is supplied to "Ben" brand detergent soaps, Atoor, Kerala, on a daily basis.

They also do customized packing for overseas customers in East Africa Far East countries.

They are the only exporters in Tuticorin who export directly to other countries. The company's Salt is marketed to the following states:

1. Karnataka
2. Andhra Pradesh
3. Kerala
4. Telengana
5. All destination in Tamil Nadu

## 2.7 PRODUCTS AND SERVICES OFFERED BY BRILLIANT SALT REFINERY



The broad range of products and services offered by Brilliant Salt Refineries includes:

- Refined free flow Iodized salt
- Edible crystal Salt
- Industrial grade free flow salt
- Fine powder salt
- Table salt
- Raw sea salt



- Industrial salt
- India HACCP Certified salt
- Industrial warehouse rental services

These products are used in various food products and various industries such as:

- Food supplements
- Food additive
- Dairy products
- Bakery
- Pickles
- Sauces
- Soap industries
- Cement industries
- Chemical industries

## 2.8 Quality Control

Quality is the key characteristics of a great product. The impurities in salt do not just compromise the quality of the product but can have an impact on the health of the consumer. We have developed a stringent process control system that helps to maintain our quality standards. Our purity levels are relatively higher than our counterparts. We take extra care to remove the minute impurities resulting in excellent products to enhance the consumer's life. All our refined iodised salt are approved and accredited by ISI by Bureau of Indian Standards. Our salt production and products are approved by FSSAI.

Following are some Parameters on which the quality of the salt are checked:

- ✓ Purity
- ✓ Appropriation of iodine
- ✓ Safe for consumption

Following are some of the parameters on which, gypsum is checked:

- ✓ Appropriation on nitrogen – Calcium Sulphate
- ✓ Purity

## 2.9 Awards

Awards and accolades stand as a testimony for our dedicated service and quality products.

### ➤ Nestia Bellpina Karmayogi A Chelladurai Award

Nestia Bellpina Karmayogi A Chelladurai Award, 2004-Outstanding performance among small scale industries in south Tamilnadu.

### ➤ Maditssia – AIMO Industrial Award

Maditssia – AIMO Industrial Award, 2007 – Best Company in small scale Industries.

## 2.10 Brands:

At present we have 2 brands Ganga and Asure to cater to the consumer market in south India. Our brand Ganga is certified by trademark network. We have implemented a bar-coding system in all our packets that assures our quality standards. We are positioned in major super markets and grocery stores. We also export our products to Malaysia and other countries.

## 2.11 Process;

### Extraction:

This is the first and foremost step in the production of salt. This is a crucial aspect of the quality of the product is determined in this step. We have a 200- acres saltpan that helps us to harvest the element. We use the solar evaporation technique that is the purest method for salt harvesting. Our team is educated in the intricate details of the citify process. This helps us to avoid pollutants and maintain the quality of the product. We maintain the required quality and allied elements to preserve the value of the product.

A part of the harvested salt is send to our new crystal salt automatic iodization plant

where iodized crystal salt is packed in consumer packets of different weights. Another part of raw salt is transported to the salt refinery through dedicated trucks and containers. We keep sufficient stock in our salt works to supply salt in rainy season to run the salt refinery and supply iodized crystal throughout the year.

### **Purification:**

This purification process involves washing, centrifuging, drying and sorting the raw salt creates a usable refined product that is ready for packaging and distribution. Our refining plant is completely automated and is programmed to function around the clock. All our machinery is continually upgraded to maintain service standards.

We have developed a standards operating procedure aids in seamless operations and helps in quality control. We have an inbuilt 8000 sq.ft area for storage of raw and finished products. All our techniques are reviewed and continuously upgraded. We strive hard to preserve per standards and steps are taken to curb production cost.

### **Packaging:**

A good packaging uplifts the entire value of the product. We use automatic packing machine to maintain the exact weight of the products. As much as the quality is critical, the package attracts the attention of the clients. It creates a significant impact on consumers and improves overall sales. Our creative team works closely with market research firms to understand customer expectation.

Every product has a unique consumer base, and we take extra to accommodate their needs. Every product is distinctive and yet beholds the brand value of brilliant salts. We do not just concentrate on the aesthetic elements, but also the durability of the covers.

### **Distribution:**

Brilliant salts has an extensive network of partners who help in the distribution of partners who help in the distribution of the products across south India. We understand the commercial aspects and the volume ratio of the product. We have designed the ideal schemes to

aid our partnership. We provide the necessary materials to help them to market the product in their respective regions.

We pride ourselves in our seamless supply system and ensure that our suppliers are provided with adequate material. We have a strong presence in South India and have established our market even in tier 2 and tier 3 areas. We have partnered with government organizations and supply products to central and state organizations.



# CHAPTER 3

## CHAPTER - III

### REVIEW OF LITERATURE

#### Quality Circle

##### Introduction of Quality circle

Quality Circle is one of the employee participation methods. It implies the development of skills, capabilities, confidence and creativity of the people training, work experience and participation. It also implies the creation of facilitative condition and environment of work, which creates and sustains their motivation and commitment towards work excellence.

Quality Circle has emerged as a mechanism to develop and utilize the people for improvement in product quality and productivity.

#### 3.1 Process of Quality circle

##### Prepare plan of Action

Brilliant Salt Refinery prepares the plan of action for converting the solution into reality with the considerations.

##### Training

In Brilliant Salt Refinery different sections of employees needs to be imparted. Without a proper understanding of the real concept of Quality Circles, both the workers and management might look at this involved as well as the benefit that can be obtained from Quality Circle.

##### Training Facilities

In Brilliant Salt Refinery workers are being trained in their work place by the talented staff at regular intervals and a separate register is maintained for proper functioning of training class. New employee is not permitted to work in the machinery. After completion of training and on the job training only he is permitted to work in the machinery.

## **Transport**

Only after the quality check in brilliant salt refinery, the product is sent to any other districts or places.

## **Transport Facilities**

Transport facilities are arrangements by the brilliant salt refineries. To the place of work from the workers residence. Small vans and lorry are being used and maintained by the brilliant salt refineries.

## **Problem identification and Generate alternative solutions**

In brilliant salt refineries identify a number of problems. Identify and evaluate causes and generate number of possible alternative solution.

### **3.2 Benefits of Quality Circle at brilliant salt refinery**

- Improve Quality
- Boost Employee Morale
- Increased Quality and productivity
- Develops employee positive attitudes
- Improvement in human relation
- Enhanced interest in job
- Personal Development of the participants.
- Improve communication within employee and management in an organization.
- Increased Safety
- The benefits of high level of perfection and efficiency, by increasing the awareness of the quality in the organization.

### **3.3 Limitations of Quality Circle at brilliant salt refinery**

- The negative attitude of the employees because of their being not satisfied with some of the management decisions.

- The lack of ability because of low level of knowledge available with the employees due their educational background,
- Resistance of the part of the employees to implement quality circle,
- Inadequate Training
- Not truly Voluntary
- Lack of management interest,



# CHAPTER 4

## CONCLUSION

Brilliant Salt Refinery offers various quality circles. It provides equal change to all employees. The purpose behind to organize quality circle is to decrease individual conflicts and encourage the employees working spirit.

They are applicable for variety of organisations where there is scope for group based solution of work related problems. The sustenance of success will lead to total quality improvement emerging as a centre of excellence of its small enterprise. The effectiveness of quality circle among the employees is moderate. They can do their service effectively up to some extent of membership of the quality circle. The employees are sending to solve work related problem in rotation for the basis or for the nature of problem.

Brilliant Salt Refinery management requires dedication to adopting, implementing and refining best management practices. It will require a long term vision, senior management support, dedicated resources, adequate and regular training, perseverance, continual innovation and improvement, and an ability to deal with changing organizational culture and attitudes. Personnel at all levels of the organization will need to be trained and educated so that maximum benefits are realized.

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**INTERNSHIP REPORT ON TRAINING AND DEVELOPMENT OF  
EMPLOYEES WITH REFERENCE TO TUTICORIN ALKALI CHEMICALS  
AND FERTILIZERS LIMITED, THOOTHUKUDI**

(As internship report submitted in partial fulfillment of the requirements for the degree) Of

**MASTER OF HUMAN RESOURCE MANAGEMENT**

Of

**ST. MARY'S COLLEGE (AUTONOMOUS)-THOOTHUKUDI**

Submitted by

**A. PRABAVATHI**

**REG NO: 21SPHR08**

Under the guidance of



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Department of Human Resource Management

St. Mary's College (Autonomous)

(Re-accredited with 'A+' Grade)

Thoothukudi – 628001.

NOVEMBER 2022

**DEPARTMENT OF HUMAN RESOURCE MANAGEMENT**

**ST.MARY'S COLLEGE (AUTONOMOUS)**

**THOOTHUKUDI-628001**



**CERTIFICATE**

This is to certify that **A. PRABAVATHI** of second year Master of Human Resource Management has undergone Internship training on “**A Study On TRAINING AND DEVELOPMENT OF EMPLOYEES WITH REFERENCE TO TUTICORIN ALKALI CHEMICALS AND FERTILIZERS .Ltd,**” under the guidance of **Ms.C.S. PURNIMA B.sc(Horti)., MBA., NET** and this is an original work up to my knowledge.

**CO-ORDINATOR**

**FACULTY GUIDE**

**EXTERNAL EXAMINER**

**PRINCIPAL**

Principal

St. Mary's College (Autonomous)  
Thoothukudi - 628 001.

**DIRECTOR**  
Director

Self Supporting Courses  
St. Mary's College (Autonomous)  
Thoothukudi - 628 001



TFL/S/IPT/2022/1465

Date: 17<sup>th</sup> Sep 2022

### **CERTIFICATE**

This is to certify that **Ms. A. Prabavathi** bearing Roll No. 21SPHR08, currently pursuing Final Year, MHRM in St.Mary's College (Autonomous), Tuticorin has undergone In-plant Training in our organisation

Corresponding details are as furnished below:

Type of Training Imparted	:	In-plant Training
Period of Institutional Training	:	01 <sup>st</sup> to 15 <sup>th</sup> September 2022
Allotment of Department	:	Human Resource Dept.
Performance, Character & Conduct	:	Satisfactory
Attendance during Training	:	Regular

We wish her a bright future and the best in all her future endeavours.

For Tuticorin Alkali Chemicals and Fertilizers Ltd.

**V. Senthilkumar**  
Joint Manager – HR

**Tuticorin Alkali Chemicals and Fertilizers Limited**

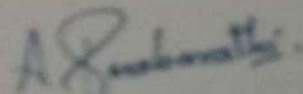
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## DECLARATION

I hereby declare that the internship entitled "A Study on TRAINING AND DEVELOPMENT OF EMPLOYEES WITH REFERENCE TO TUTICORIN ALKALI CHEMICALS AND FERTILIZERS. Ltd," is submitted to St. Mary's College (Autonomous), Thoothukudi, affiliated to Manonmaniam Sundaranar University for the award of degree of **Master of Human Resource Management** is my original work and that no part of this internship has been submitted for any Degree, Diploma, and Fellowship of other similar titles.

Place: Thoothukudi

Date: 11 / 11 / 22



Signature of the candidate

(A. PRABAVATHI)



## ACKNOWLEDGEMENT

First of all, I thank the Almighty for his abundant grace and blessing for the accomplishment of my internship report. I would like to express my sincere gratitude to Principal Dr. Sr. A.S.J. Lucia Rose, M.Sc., B.Ed., MPhil. PGDCA. Ph. D. for permitting me to do my internship report.

I also thank Sr. Josephine Jeyarani, M.A., MPhil. Director of Self-supporting Courses for her encouragement.

I express my heartfelt thanks to Mrs. Mary Judith Reene Fernando, M.Com. MPhil., Ph.D., Co-ordinator of the Department of Human Resource Management and for her kind support and guidance.

I wish a deep sense of gratitude to my internship guide Ms.C.S. PURNIMA B.sc(Horti)., MBA., NET Assistant Professor of Department of Human Resource Management St. Mary's College for providing foundation in internship work and I am grateful to her, for giving invaluable guidance to complete my internship report.

I express my sincere thanks to MR. S.SRIRAM MSW., Senior Executive HR of Tuticorin Alkali Chemicals and Fertilizers. Ltd., Tuticorin, who in spite of being extraordinarily busy with his duties, took time out to hear, guide and as well as provide necessary information regarding the internship and full support to complete the training.

I also express my sincere thanks to all the employees of Tuticorin Alkali Chemicals and Fertilizers. Ltd., Tuticorin, for their kind co-operation extended to me and for providing the necessary data & information to complete my internship report successfully.

Finally, I also thank my parents and my friends for their ethical support and encouragement which has helped me in completing this work

## ABSTRACT

Training has become the buzz word in the dynamic competitive market environment. human capital differentiates a great organization from a good one. organizations investing in effective training and development for human resource tend to achieve both short and long term benefits. training is a program that helps employees learn specific knowledge or skills to improve performance in their current roles and prepare them for future jobs

The study “ training and development” with special reference to TUTICORIN ALKALI CHEMICALS & FERTILEZERS LIMITED (TFL) has been done to know about the training process and the different types of training conducted for their employees, employee training programs at TFL increase the technical skills, knowledge, efficiency, and value creation to do any specific job in a much better way. employee training is given for new as well as old employees. it allows the employees to get familiar with their jobs and enhance their job related skills and knowledge. the training programs are periodical and given at regular intervals, it is never continuous. training increases the needed skill set helps in development of an employee as well as the overall growth in the organization

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# CHAPTER 1

## **CHAPTER 1**

### **INTRODUCTION**

Training and development is essential for the ongoing success of every organization this enables employees to develop skills and competencies necessary to enhance bottom line results for their organization. Employee training and development is a key ingredient in performance improvement. However, the first step in designing an employee training and development program is to identify the training needs.

#### **1.1 DEFINITION**

According to Shirley Bosky "Training and development is one of the significant technique to encourage employee to take interest in his work by developing skill & knowledge which will definitely reflects in organizational profits."

#### **1.2 MEANING OF TRAINING AND DEVELOPMENT**

Training and Development is a subsystem of an organization which emphasize on the improvement of the performance of individual and groups. Training is an educational process which involves the sharpening of skills, concept, changing of attitude and gaining more knowledge to enhance the performance of the employees.

#### **1.3 OBJECTIVES OF TRAINING AND DEVELOPMENT**

- To prepare the employee [both new and old] to meet the present as well as changing requirements of job and organization.
- To provide job related knowledge to workers
- To enhanced their ability
- To improve the morale of the workers
- To develop the potentialities of people for the next level of job
- Training objectives are formed keeping in view company's goals and objectives.
- To impart to the new entrants the basic knowledge and skill needed for the performance of a definite job.
- To bridge the gap between "existing performance ability" and "desired performance
- Preparing the employees for future jobs ,special events ,new project and technical development.

#### **1.4 FEATURES OF TRAINING AND DEVELOPMENT**

- Training enhances the skills and capabilities
- The need for training can be emphasized in various work situations, such as in harnessing skills for existing jobs, planning out one's future job profile, evaluating employees performance and so on
- For training to be successful, the employees have to be convinced of its utility and effectiveness
- A successful training program improves the performance of an employee which in turn enhances organizational performance
- Training program should attempt to bring about positive changes in the knowledge, skills and attitude of the workforce

#### **1.5 ADVANTAGES OF TRAINING AND DEVELOPMENT**

- A training program allows you to strengthen those skills that each employee needs to improve
- A development program brings all employees to a higher level so they all have similar skills and knowledge
- This helps to reduce any weak links within the company who rely heavily on others to complete basic work tasks
- Increased job satisfaction and morale among employees
- Increased employee motivation
- Reduced employee turnover

#### **1.6 DISADVANTAGES OF TRAINING AND DEVELOPMENT**

- It is a rushed process
- Can be costly and time consuming
- Low productivity
- Might not be feasible for some industries
- Difficult to modify and update material
- and attitude of the workforce



## **1.7 NEED FOR TRAINING AND DEVELOPMENT**

Training is important not only from the point view of organization but also for the employees.

### **a) Changing Technology**

Technology is changing at a fast pace. The workers must learn new techniques to make use of advanced technology. thus, training should be treated as a continuous process to update The Employees In A New Methods And Procedures

### **b) Learning For New Recruits**

Once the employees are selected and placed in a position they need to be trained for a specific job. It helps in making them perform their job effectively

### **c) Bridging The Gap**

There can at times be some gaps between the knowledge and skills an employee possesses and the requirement of the job. Training helps in bridging this gap and Making the employees more productive

### **d) Promotion**

In order to prepare the existing employees for higher roles they need to be trained in the areas of their added responsibilities so that they can do justice to the position.

### **e) Stable Workplace**

Training creates a feeling of confidence in the minds of the workers. It gives them a security at workplace. As a result, labor turnover and absenteeism rates are reduced.

## **1.8 THE CONCEPT OF TRAINING AND DEVELOPMENT**

Training and development are complementary parts of the same process. They are interlinked and interdependent, rather than sequential and hierarchical. Training and development is very crucial to the employees, the organization and their effectiveness. Staff training and development can occur simultaneously or complementary, but the two do not necessarily have direct relations to each other. Training and development activities are important elements of the human resource management function of an organization.



## **1.9 THE NATURE OF TRAINING AND DEVELOPMENT**

Training and development refers to the practice of providing training, workshops, coaching, mentoring, or other learning opportunities to employees to inspire, challenge, and motivate them to perform the functions of their position to the best of their ability and within standards set by local, state, federal and licensing, organization acquire job related skills, attitudes and knowledge.

Training makes employees feel that they are part of the organization's family. Training creates the sense of belonging in all employees. It creates the professional development and enhances the employee's skills. It also makes knowledgeable workforce with fewer mistakes. Increasing job satisfaction and employee morality, enhancing the employee motivation, improving the efficiencies in processes and financial gain, raising the ability to obtain new technologies, developing the innovation in strategies and products and reducing employee turnover are other important benefits of training.

## **1.10 IMPORTANCE OF TRAINING AND DEVELOPMENT**

### **1.1 IMPROVED EMPLOYEE PERFORMANCE:**

The employee who receives the necessary training is more able to perform in their job, the training will give the employee greater understanding of their responsibilities within their role, and in turn build their confidence. This confidence will enhance their overall performance and this can only benefit the company

#### **a) Improved employee satisfaction and morale:**

The training creates a supportive workplace employees may gain access to training they wouldn't have otherwise known about or sought out themselves. Employees who feel appreciated and challenges through training

#### **b) Addressing weaknesses:**

Most employees will have some weakness in their workplace skills' training program allows you opportunities may feel more satisfaction towards their jobs. to strengthen those skills that each employee needs to improve development program brings all employees to a higher level so they all have similar skills and knowledge. This helps reduce any weak links within the company who rely heavily on others to complete basic works tasks.

## **1.2 CONSISTENCY:**

A robust training and development program ensures that employees have a consistent experience and background knowledge. All employees need to be aware of the expectations and procedures within the company

### **a) INCREASED PRODUCTIVITY AND ADHERENCE TO QUALITY STANDARDS:**

Productivity usually increases when a company implements training courses. Increased when a company implements training courses. Increased efficiency in processes will ensure project success which in turn will improve the company turnover and potential market share.

### **B) INCREASED INNOVATION IN NEW STRATEGIES AND PRODUCTS:**

Ongoing training and up skilling of the workforce can encourage creativity. New ideas can be formed as a direct result of training and development

### **C) REDUCED EMPLOYEE TURNOVER:**

Staffs are more likely to feel valued if they are invested in and thereof, less likely to change employers. Training and development is seen as an additional company benefit. Recruitment costs therefore go down due to staff retention

## **ENHANCES COMPANY REPUTATION AND PROFILE**

Having a strong and successful training strategy helps to develop our employer brand and make your company a prime consideration for graduates and mid-career changes.

For example:

ON-THE-JOB LEARNING

MENTORING SCHEMES

IN-HOUSE TRAINING

INDIVIDUAL STUDY

## **BLENDING LEARNING**

Blending learning is the effective combination of online learning and classroom learning. This makes it much more cost-effective and allows for greater process consistency.

## **LII TYPES OF TRAINING**

There are three main types of training carried out in the workplace.

- 1) INDUCTION TRAINING
- 2) ON-THE-JOB TRAINING
- 3) OFF-THE-JOB TRAINING

### **INDUCTION TRAINING**

This is given immediately after employment to introduce the new extension staff members to their position. This is mainly concerned with acquainting new employees with the organization. This training is aimed at getting all new entrants familiarize with the organization's goals, structure, culture, work standard and other conditions of employment

### **ON THE JOB TRAINING**

On-the-job training is training that is undertaken in your place of work. Businesses can carry out several different types of on-the-job training

#### **a) Coaching**

An experienced member of staff will work through a task step-by-step with an employee. The experienced member of staff or 'coach' will support the employee through the learning process by passing on their knowledge and skills.

#### **b) Role Play**

Role play involves acting out a scenario too see how an employee would perform under certain condition. This will allow the employee to practice appropriate ways to deal with situations that may occur in the workplace.



### **C) Job Rotation**

Members of staff can be rotated or moved through different jobs within the organization so they acquire a range of skills from each department or job role

#### **d) Shadowing**

Shadowing is when an employee observes another employee working to gain a better understanding of how they do their job. This is usually for a set period of time such as a few days

#### **e) Demonstration**

Demonstration is when an employee watches a task or a particular process being carried out and then attempts the task/process themselves.

### **3) OFF –THE- JOB TRAINING**

#### **a) Special Lectures:**

This is also called as classroom training wherein the complete job employees are given lectures about the job requirements and the necessary skills required for implementing the job. There is generally a classroom or a workshop wherein the complete job knowledge is given to the workers by the experts or specialists from the professional institutes. The main purpose of this training is to make the employees well informed about their job roles and discussing their queries arising out of the lectures

#### **b) Simulation:**

Under this training, the trainee is required to learn the operations of machines and equipment that are reasonably designed to look similar to those installed at the actual work. This is one of the most common method of training wherein the worker learns to operate tools and machinery that look alike to those, they would be using in the actual work environment.

#### **c) Vestibule Training:**

The term 'vestibule training' is used to designate training in a class-room for semi-skilled workers. This type of training is specifically given to the technical staff, office staff and the employees who learn the operations of tools and equipment assembled at a place



away from the actual work floor. This type of training is conducted to give the reel feel to the trainees that they would be experiencing at the actual plant

**d) Case Studies:**

Under this method, the trainees are given the situation or a problem in the form of a case study, and the required to solve it as per their learning from the training program

**e) Role Playing:**

This type of training is essential in case of customer services. Under this, the trainees assume roles and enact as per the given situations. It is also called as socio-drama or psycho drama, wherein the employees act as if, they are facing the situation and have to solve it spontaneously without any guidance.

**f) Management Games:**

Under this method, the trainees are divided into group and then they are presented with the simulated marketplace or the situations, wherein they are required to apply their learning and solve the problems accordingly.

Under off-the- job training, the worker concentrates only on the learning of a job and is not accountable for the production

## **1.12 PROCESS OF TRAINING AND DEVELOPMENT**

### **TRAINING NEED ASSESSMENT (TNA)**

- Training need assessment is the method of determining if a training need exists if does, what training is required to fill the gap
- TNA seeks to identify accurately the levels of the present situation in the target survey, interview and observation
- The gap between the present status and desired status may indicate problem that in turn can be translated into a training need

### **CRITICAL PREVIEW OF PROGRAMME PLANNING**

- A program plan is the outline of events and activities that your members follow to reach the goal of the organization

- A successful program plan provides detail and show how each activity supports your organizations mission.

#### **CONDUCTING THE PROGRAM:**

- Sharing the responsibilities
- The training programmed must be conducted in a disciplined and standardized manner
- Key portions of the text may require to be translated depending on the background of the trainees
- They should develop a number of checklists for selecting, and inspecting the venue, organizing training equipment

#### **DESIGNING AND DEVELOPMENT TRAINING PROGRAM:**

Training programs need to be designed, keeping in minds the needs and requirements of employees

- ✓ Know your employees
- ✓ Dividing employees into groups
- ✓ Preparing the information
- ✓ Presenting the information
- ✓ Delivering training programs

#### **VALIDATION:**

Validation is the certification process that assures trainees have achieved the skills and knowledge training was intended to provide. At the conclusion of a training program, employee should have skills to move on the next step in their education or to progress in their job

#### **EVALUATION AND FOLLOW-UP:**

The follow up evaluation is an essential step in the care process. It is the step in which actual results are observed, evaluated and documented

## **1.13 WAYS TO CREATE SUCCESSFUL TRAINING AND DEVELOPMENT**

### **Step 1: Assess Organizational Training and Development Needs**

A need and the training program to address that. It may be a new product that requires a total revamping of production line, or just want some changes to increase the output of an existing product. On both counts, employees should understand and adopt themselves to the new production flow and increase their in-line efficiency

### **Step 2: Define Our Training Objective**

The business goal has been defined. You need to be clear about:

1. The business goal is to give training supports
2. The roles and responsibilities of your employees in achieving that goal.
3. The kind of training needed to ensure they are able to fulfill these roles and responsibilities

The training will be judged as successful if our employees are able to successfully perform the task they were trained for.

- The objective must be stated clearly
- It should be achievable
- It should be relevant to the training
- It should be measurable

### **Step 3: Training Program Design**

- Design keeping in minds the needs of your employees, and not that of the trainer
- Always create content around your training objective
- Design using the training principles for adults
- Introduce as many practical sessions as possible in the program
- Design an interactive program. Introduce Q& A sessions
- Break the sessions into short segments
- Ensure proper flow and connection between the segments



#### **Step 4: Adopt Training Principles For Adults**

- Experienced ,self—motivated and goal oriented
- Prefer training that helps in their advancement
- Prefer task oriented and relevant training programs
- Have pride in their industry knowledge that needs to be respected

#### **Step 5: Training Program Development**

They start developing on the design and create your training materials, training manuals, and training notes for the instructor, PowerPoint presentation, charts, posters and other materials for hands on practical sessions.

#### **Step 6: Training Program Implementation**

- Schedule training activities well in advance and mobilize the required reasources
- Decide the location for the program based on the size and kind of training room you need

#### **Step 7: Evaluate Our Training Program**

Suggestions to make it better? Collection this kind of feedback from employees who participate in training sessions will help you come up with new and improved program versions.

Employee assessment: this must be done during the training sessions. Evaluate how much employees have actually understood about the training

Program assessment: after our trained employees report back to work, conduct on the job evaluation of the training program to measure its effectiveness in achieving the objectives

### **1.14 PURPOSE OF TRAINING AND DEVELOPMENT**

#### **I) INFORMATION**

At its most basic form, a piece of information about something is a “unit of awareness’ about that thing. Some people think that this awareness occurs only in the brain and therefore, usually comes from some form of thought. Other people also accept information as a form of realization from other forms of inquiry.



Training provides many kinds of information for the employees

- What's kind of job?
- What's to be doing to hear?
- Position to the organization.
- Competitor to the organization.

## II) KNOWLEDGE

Knowledge is gleaned by organization information. Typically, information evolves to knowledge by the learner's gaining context, perspective and scope about the information. Gathering knowledge for employees is the most important objective to organization

- Many kinds of knowledge like:
- Job knowledge
- Knowledge to be organization
- Know to be competitor

## III) SKILLS

Skills are applying knowledge in an effective and efficient manner to get something done. One notices skills in an employee by their behaviors. When employee skill will be developed then organization will give better output.

- Employee will be gendered professional skill
- In this sector employee will know to the organizational environment.
- Employee will know to how facing to organizational situation
- Organization build quality employee

## IV) TASK

A task is a typically defined as a unit of work, that is, set of activities needed to produce some result, e.g. writing the memo, sorting the mail, etc. complex positions in the organization may include a large number of tasks, which are sometimes, referred to as functions.

- What is the organizational objective to the training and development?

- Organization know to who a perfect to which sector
- Organization finds out the best employee

#### V) JOB

A job is a collection of tasks and responsibilities that an employee is responsible to conduct

- Employee find out the best carrier
- Organization finds out the best of the employee
- Employee finds out the kinds of knowledge that us suitable for carrier

#### VI) ROLE

A role is the set of responsibilities or expected results associated ith a job. A job usually includes several roles

- Organization maintains proper rules & regulations
- Employee know to organizational maintaining role
- Organization can find out to rules breaker

#### VII) LEARNING

Typically, learning is viewed as enhancing one's knowledge, understanding or skills. Some people se learning as enhancement to one's knowledge, awareness and skills. It's important to note that learning is more than collecting information-more than collecting unredeemed books on shelf. Depending on the needs of the learner, knowledge is converted to skills, that is, the learner knows how to apply the knowledge to get something done.

- Employee learns to how to doing work
- Employee know to how maintained rules & regulations
- Employee learns to job responsibility

#### VIII) TRAINING

This term seems to be the most general key terms in employee training. Some professionals view education as accomplishing a personal context and understanding of the work are substantially enhanced

- organization provide training for find out best employee
- employee takes training to give best output
- Organization provides training for maintaining organization perfectly.

#### IX) DEVELOPMENT

This term is often viewed as a broad, ongoing multi-faceted set of activities to bring someone. This development often includes a wide variety of methods, e.g., orienting about a role, training on the job, coaching, mentoring and forms of self-development. Development as a life-long goal and experience

- Best employee provide best output
- Developing employee's the best asset of the organization

# **CHAPTER 2**



## CHAPTER-II

### COMPANY PROFILE

#### 2.1 INTRODUCTION

Tuticorin Alkali Chemicals and Fertilizers Limited (TFL) is a member of the SPIC (Southern Petrochemical Industries Corporation limited) corporate group. It is established in 1971. Headquarters located in Chennai, India. Factory located in Tuticorin, Tamilnadu, contiguous to SPIC. TFL produces all grade of soda ash and co-produces Ammonium chloride fertilizer. The major raw materials are ammonia (imported through Tuticorin port), carbon dioxide gas (separated from boiler flue gas) and the locally produced salt. TFL is the only producer of soda ash in south India. It has adopted an eco-friendly dual process, co-producing ammonium chloride fertilizer.

- Awards: Unilever's special award – heroes, partner of the year award, 2020 winner.
- Shareholdings
  - Public- 25%
  - AM international holdings Pvt.ltd – 46.61%
  - SPIC Ltd-28.39%
- Certifications
  - ISO 9001:2008
  - Bureau of Indian standards

#### 2.2 COMPANY LOGO:



**Tuticorin Alkali Chemicals  
and Fertilizers Limited**

### **2.3 VISION**

"To serve as a global holding company for our core areas of business and foster businesses that are trusted by society."

### **2.4 MISSION**

"To build robust, market-leading businesses drawing on collaborative team capabilities, focused execution, ethical business conduct and a distinctive regional & global focus to generate long-term value for our stakeholders."

### **2.5 BOARD OF DIRECTORS**

- Thiru. B.Narendran, Director
- Thiru. S. Asokan, Director
- Tmt. Rita Chandrasekar, Director
- Thiru. G .Ramachandran, Managing, Director
- Thiru. K.R. Anandan, Director
- Thiru. E. Balu, Director

### **2.6 CONTACT:**

Registered Office

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Contact Number: +91 442 2350245

E-Mail:Info@Tacfert.Com

Factory:

Address: Harbour Construction Road, Tuticorin-628005

Contact Number: +91 461-2355612

E-Mail.-Adminstie@Tacfert.Com

## 2.7 MANUFACTURING PRODUCTS:

### SODA ASH

Soda Ash, technically termed Sodium Carbonate, is one of the basic industrial chemicals which has increase in demand of 8% per annum. Sodium Carbonate finds extensive application in various industries - Soaps & Detergents, Glass, Silicates, Dyes & Dyestuffs, Bichromate, Textiles and other products including House cleaning and Petroleum refining agents.

Owing to the adherence to the stringent quality control measures, TFL's Soda Ash is rated the best in the industry.

### AMMONIUM CHLORIDE FERTILIZER

Ammonium Chloride, a Nitrogenous fertilizer containing 25% N, enjoys a high demand owing to its wide acceptance by the farming community for the various crops including paddy, sugarcane, groundnut, banana, coconut, cotton, chillies, mulberry, etc., in different agroclimatic conditions.



## **2.8 DEPARTMENT IN TUTICORIN ALKALI CHEMICALS AND FERTILIZERS LIMITED (TFL)**

- ✓ Administrative department
- ✓ Civil department
- ✓ Distribution department
- ✓ Documentation department
- ✓ Engineering and maintenance department
- ✓ Human resource department
- ✓ Instrumentation department
- ✓ Marketing department
- ✓ Operation department
- ✓ Off-site plant department
- ✓ Production department
- ✓ Purchase department
- ✓ Quality department
- ✓ Research department
- ✓ Safety department
- ✓ Security department
- ✓ Stores department

## **2.9 HUMAN REASOURCE DEPARTMENT**

Human resource or HR is the company department charged with finding, screening, recruiting, training job applicants and administering employee benefit program. As companies reorganize to gain a complete edge, HR plays a key role in helping companies deal with a fast-changing environment and the greater demand for quality employees.

The Human Resource department of the company constitutes the performance of the company. A good labour can effectively enhance the efficiency of the company by their



contribution in production sector. The human resource are allocated from the level of low, middle, and higher of authorities.

## **2.10 TIME OFFICE:**

Time office consist of manpower planning, leave management, shift management, overtime management, reporting tool and employee self-help application. It is configurable to suit even most unique time office requirements and work flows. It is seamless multi-location system.

### **Registration Of Biometric System:**

A biometric attendance system as mentioned before makes use of an employees' fingerprint to allow clocking in and clocking out of their workplace. Every employee's fingerprint is first scanned and mapped out based on various coordinates defined within the system. There are here we are using two types of technology in a biometric attendance system, one is the image-based system that captures the image of the fingerprint and stores it the same way. The coordinates are mapped from the image of the finger. The other one is Face recognition attendance system. The system stores a database of faces. A screen is placed at the entrance and employees have to simply walk towards it. A match is triggered with the database and attendance is captured within a second.

### **Verification:**

Employee Id needs to be entered into system for verification purpose. If it matches to registered fingerprint, it authenticates on respective employee to mark attendance.

### **Leave Master:**

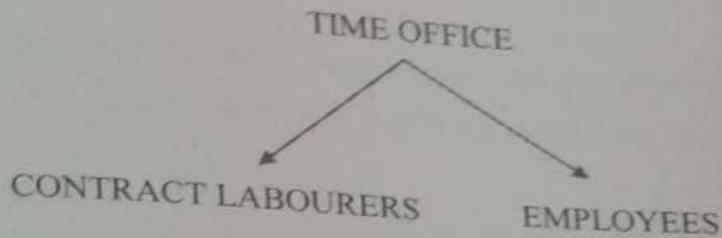
The Leave and Attendance management module is fully integrated with Payroll module to ensure leave and attendance is reflected in the monthly payroll process taking the hassle of having to verify against an attendance rooster every pay cycle. Employees are able to directly send leave requests electronically, either through the web or through their mobile application. Reporting managers and HR can easily approve or reject a request through their web login or via

their mobile applications, Employees can view and monitor their attendance IN/OUT punch, as well Leave Balances etc. Employees can apply or modify or cancel their leave requests.

#### Shift Master:

HR Manager can set shift criterion through Shift Master Form. It can define shift time and period as well as Pay period through this form. It allows user to set shift parameters such as time breaks of Late marks, Half day, Low time, early out. You can add, edit and delete shifts here.

#### 2.11 INTERPRETATION ON TIME OFFICE:



For contract labourers:

#### Punch Cards:

The contract labourers are given punch cards to enter into the company. The labourers get punch card with name and card number. They punch it on the machine to note the timings they enter and move out. The punch card machine shows some information, they are:

- ✓ Time and Date
- ✓ Punch card Number
- ✓ Name of the laborer

#### Token System:

If the labourers are new to the contract, they provide token with the number for identification. Mobile phones are prohibited inside the plant, so they provide tokens for the mobile phones too in order to keep it safe.

### **ESI- Employee State Insurance Scheme:**

ESI is must for all the contract labourers in case of any accidents/injuries/ or any other. They claim if any accidents occur while working in the plant or otherwise for their own usage.

### **Come-back pass and Out-pass:**

The contract labourers may go out and come back due to personal reasons, so they provide with 2 comeback passes. One pass is to give to the security when they go out and another pass is to bring when they come in.

### **Shifts:**

There are several shifts for the in plant workers and also the contract labourers. There are general shift, shift I, shift II, 6 to 6 shift, 8 to 8 shift and other shifts too.

### **Maintenance Of Register:**

Register has been maintained for the contract labourers with the contractor or company's name and how many of them went in and all the details are mentioned with total numbers.

### **Photo Identity Card:**

This type of identity Card is also provided for the labourers with the details of passport size photo, name, date of birth, ESI number and signature of the officers.

### **Safety Measures:**

Safety letter is maintained for the labourers who have attended safety classes. Only after the class, they are permitted to work in the company. Safety letter to the HR manager contains the signature of HR, Chief Security Officer and signature of Safety officer.



### **Information To HR Department:**

All the information of manpower in and out has been sent through email to maintain the records and allotment of salary to the contract labourers.

### **Return Of Punch Cards:**

Punch cards after return, the details of the punch card are uploaded and deleted to the percentage of 100 and then the new details are uploaded with the details when it is needed. The cards are reused once the name and card number are erased.

### **Time Office On Employees:**

- Punch cards are received only after the verification of documents. If it matches with each document, the punch card is given.
- Punch card contains the number and name of the person.
- Once the punch cards are done punching, the information is received after one hour.
- Time and date are also mentioned in the punch card. When there is a time delay, it shows the time column as red. If it is more than 5, warning will be given by the heads of the department, and then it continues again, loss of pay will be deducted from the salary.
- The problems regarding the punch cards like the card not working, not verifying the fingerprints or something, then it is rectified by the Time Office.
- The leaves taken list is also maintained by Time Office. Leaves include casual leave, sick leave, earned leave, accident leave, compensatory off and so on.
- Each department have a separate device for punch cards- finger prints, face detection, eye, palm and so on.
- The complaints and all other activities for the employees are done only through the software called Talento2 and if any problem occurs, it is rectified by Time Office team.



### **Working Hours**

- Work for 48 hours a week.
- One day off for every 7 day period
- Over time work does not exceed 12 hours per employee per week
- Over time work is always remunerated at a premium rate

### **Remuneration**

- The wages are paid as per "THE MINIMUM WAGES ACT"
- The wages are sufficient to meet the basic needs and provide discretionary income
- The wages are paid regularly and in transparent manner
- The wages are not deducted for disciplinary purposes

### **2.12 Quality Policy:**

- Customers' Satisfaction
- Continual improvement
- Compliance of applicable legal and other requirements
- Conservation of resources
- Pollution prevention practices
- Prevention of injury and ill-health
- Sustained training in quality environment and occupational health & safety management

### **2.13 Quality Management System**

Certifying body

Det Norskey Veritas

Standard : ISO 9001:2008

## CHAPTER 3

## CHAPTER-III

### REVIEW OF LITERATURE

#### 3.1 INTRODUCTION

In TUTICORIN ALKALI CHEMICALS AND FERTILIZERS LIMITED (TFL) training and development is the strongest pillar that enables high performance, optimum result and success. The process of employee training and development differs from company to company and country to country but the purpose of the training and development function is to organize and facilitate learning and development. Training is the process of increasing the knowledge and skills for doing a particular job. It is organized procedure by which employee learn knowledge and skills for a define purpose. The purpose of training is basically to bridge the gap between job requirements and present competence of an employee. Training is closely related with the education and development. Employee training is distinct from management development. training is the short term process utilizing a systematic & organized procedure by which non managerial personnel learn technical and mechanical operation of machines. It is for short duration and for specific job related purpose. Development is the long term process utilizing a systematic and organized procedure by which managerial personnel learn conceptual and theoretical concept and it is designed for manager

In TUTICORIN ALKALI CHEMICALS AND FERTILIZERS LIMITED (TFL) it provides training session to every level of employee in the organization. It begin from manager level to the worker level. Even the new fresher including junior officer training (jot) and engineer management service (EMS) trainee get training. The training program is given at every month according to the training calendar is being scheduled. The induction program is normally of 6 months. It is designed as per the department requirements. In the beginning of this program, the employee is required to fill a particular form. This form contain his basic information. The induction program for the employee is designed after studying this form, taking into consideration his background, areas of interest, weakness, strength etc.,



The study conducted in TFL companies showed that job sites and portals, social media like campus recruitment were the landing channels preferred by organizations for hiring the variant the workforces. Training and development involves several function concerned with the management of employees to work. It includes orientation, compliance, leadership, career planning, research, needs assessment. Training and development is not a short function. It must be performed continuously if the organizational objectives are to be achieved smoothly. There is a need for understanding the current technology in training and development. The works must learn new things new techniques to make use of advanced technology. Thus, training should be treated as a continuous process to update the employees in new methods and procedure.

### **3.2 AT TUTICORIN ALKALI CHEMICALS AND FERTILEZERS LIMITED (TFL) TRAINING PROGRAMMES**

Training is required for several purpose. Training programmes that are organized in TFL are as follows

#### **I) Orientation Training**

In TFL, once employees are selected they must be prepared to do their jobs .orientation means providing new employees with basic information about the employer. They are introduced to various concepts like health and safety information and the employees are informed about the company policies, rules and regulations etc, the immediate supervisor gives a brief information to the employee about the job description. Then the employee is introduced to his colleagues. Next, the supervisors take them around the section/divisions that are related to his job. Thus this training provides necessary information and helps in gaining basic knowledge about the firm and his job. In TFL training programs are used to ensure that the new employees have the basic knowledge required to perform the job satisfactorily

#### **II) Job Training**

In TFL, job training helps to develop the career of the individual and the prosperous growth of the organization. On- the- job training is a form of training provided inside the organization. During the training, employees are taught the correct method of handling equipments, machines, tools, materials etc used in a job



### **III) Safety Training**

In TFL, safety training is provide to all employees by a safety officer. This training is to educate employees on the basis of health and safety practices in the organization. In this training the employees are taught how to handle equipment, to operate machines etc. they are also provide with safety equipment such as earplugs, hand safety gloves, tight fitting clothes, shoes etc. training is also provided to employees to escape through exit doors in case of fire etc.

### **IV) Promotional Training**

In TFL, promotional training is given to the efficient workers to handle more duties and responsibilities, making him/her eligible for promotion to higher jobs in the organization. Through the promotional training an employee feels motivated and determined to reach at a higher position as soon as possible

### **V) Refresher Training**

In TFL, refresher training is designed for the existing employees in the use of new skills and methods, and processes required to improve their performance on the jobs. Thus, the refresher training is conducted to keep these employees update with latest inventions. In this training the self-confidence and morale of the employees get boosted up

### **VI) Apprenticeship Training**

In this training, it is an on-the-job training wherein the workers earn while learning the skills required for performing the specialized job. This training given to the technical staff such as mechanics, electricians, welders, etc. who work under the experts of each field for a longer period. This apprenticeship training programme is for 4-5 years until the worker becomes an expert in his field

### **VII) Internship Training**

In TFL, the internship training is given to the educational or vocational institutes to provide practical knowledge to its students. In TFL they offer pre-placement offers to the trainees on the basis of their performance during their internship program.

### **VIII) Remedial Training**

This training is given in order to overcome the shortcomings in the behaviour and performances of old employees. Due to the invention of technology, the employees may resist to accept the change and cause a disturbance in our organization. Therefore, such training is given to make them to understand the importance of change and its necessity in the operations of business.

### **3.3 ON-JOB TRAINING IN TUTICORIN ALKALI CHEMICALS AND FERTILIZERS:**

On the job-training is the process where employees can learn the skills that are required to be performed in the actual conditions and also get accustomed to the working environment.

At TFL they follow on the job training process like coaching and mentoring, job rotation etc,

In TFL, coaching and mentoring is offered to employees by a senior staff or an experienced person in the unit. In this type of training the employee gets firsthand information about his designed job. The coach/mentor also motivates them to perform efficiently. This training helps the employees to focus on the more detailed aspects of the job. The coach/mentor tries their best to give a more detailed and classified information about the job that is required to be performed. Job rotation reduces the monotony of the job and gives them a wider experience and helps the employees gain more insights. In TFL job rotation is practiced at supervisor level. The supervisors are shifted from different division to division.

### **ENGINEERING MANAGEMENT SERVICE (EMS)**

In the EMS training, a trainee will be selected through placement cell on the basis of written examination and interview. After the interview, a trainee has to attend the training programme for twenty four months along with the stipend of 11,000/-. In the training process, the trainees have to attend the sessions based on the subject knowledge related to the organization. The knowledge is perceived through creative sessions and seminars. To examine their mastery, viva will be conducted for every two weeks. The records are maintained by the trainees and submitted every week to be checked by the higher officials. The signature of the Head of the Department is mandatory every week on the record. Candidates who are finally



selected will be enrolled as EMS must possess a degree in B.E & M.E. The performances of the trainees are measured by a supervisor who evaluates on the daily basis and observe them.

The probationary period starts after completing the training for twenty four months during which their employer can decide whether the person is suitable to work in the organization. Otherwise, he/she will need training and the discussions will be held to admit them again to the training. If they permit, they will be allowed to attend the training again for three months. Retest will be held to observe their knowledge. The duration for probationary period is for six months. Only after the probationary period, a trainee would be appointed as an employee. Training and development centre is highly beneficial for the trainees. It is organized for the trainees for a certain period to get learn about the job. In the training period, the company offers special allowances for the trainees, it is mandatory for each training employee to register the biometrics to record their in/out time every day.

### **JUNIOR OFFICER TRAINING (JOT)**

In the JOT training, a trainee will be selected through placement cell on the basis of written examination and interview. After the interview, a trainee has to attend the training programme for twenty four months along with the stipend of 9,000/-. In the training process, the trainees have to attend the sessions based on the subject knowledge related to the organization. The knowledge is perceived through creative sessions and seminars. To examine their mastery, viva will be conducted for every two weeks. The records are maintained by the trainees and submitted every week to be checked by the higher officials. The signature of the Head of the Department is mandatory every week on the record. Candidates who are finally selected will be enrolled as JOT must possess a degree in ARTS. The performances of the trainees are measured by a supervisor who evaluates on the daily basis and observe them.

The probationary period starts after completing the training for twenty four months during which their employer can decide whether the person is suitable to work in the organization. Otherwise, he/she will need training and the discussions will be held to admit them again to the training. If they permit, they will be allowed to attend the training again for three months. Retest will be held to observe their knowledge. The duration for probationary period is for six months. Only after the probationary period, a trainee would be appointed as an employee.

Training and development centre is highly beneficial for the trainees. It is organized for the trainees for a certain period to get learn about the job. In the training period, the company offers special allowances for the trainees, it is mandatory for each training employee to register the biometrics to record their in/out time every day.

### **3.4 OFF THE JOB TRAINING PROCESS**

Off the job training is the training that is conducted away from the workplace. This training is conducted to minimize distractions and allows the employees to devote their full attention to the material being taught

At TFL they follow off the job training process like special lectures, classroom training, and motivational training etc. these trainings are necessary for the employees of TFL because there are also employees who are uneducated. Thus off the job training is essential to make sure that the employees possess enough knowledge about the job before they start the job

Classroom training is given to employees it is an ongoing process. It is compulsory training process where all employees must go through this training in monthly basis here the employees are given training related to the specific job and its evaluated test is conducted in presentation method and the trainees are asked to select the right answer using the remote. If the employees do not perform well in the training process, retraining process is given. Classroom training is allows employees to get along with their colleagues

TFL have a special training feature where they train their employees to stay motivated. They hire external people to give lectures to motivate employees when they lack. They even hire psychiatrists so that the employees can share their worries. These type of motivational lecture training can help the employees stay motivated and helps them to give their full potential do their job



# CHAPTER 4

## CONCLUSION

Training and development helps the growth of organization. Training and development has its strategies positioning and its directly contributes towards organizational business goals and objectives. by this study I found in TUTICORIN ALKALI CHEMICALS AND FERTILIZERS LIMITED (TFL) training and development is very effective. They give more importance for conducting program. In TFL render training to their employees once they observe the need of training. In TFL importance given to practical training more than theoretical training.

My study indicates most of the TFL employees are satisfied and highly motivated by the training and development program. in TFL Human Resource Department focus more on conducting training and development. I concluded that most of the employees made use of training and development efficiently and effectively.

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- ✓ <http://www.businessgarjons.com/>
- ✓ <http://www.slideshare.net/>



DEPARTMENT OF HUMAN RESOURCE MANAGEMENT  
ST. MARY'S COLLEGE (AUTONOMOUS) THOOTHUKUDI-628001



CERTIFICATE

This is to certify that **M. SAKTHI SARASWATHI** of second year Master of Human Resource Management has undergone Internship training on **"A STUDY ON WELFARE OF WOMEN EMPLOYEES IN SONIYA DRY MARINE SEA FOODS, THOOTHUKUDI"** under the guidance of **Mrs. C.S. PURNIMA B.SC (HORTI)...MBA., NET** and this is an original work Up to my knowledge.

CO-ORDINATOR

EXTERNAL EXAMINER

FACULTY GUIDE

PRINCIPAL  
Principal

St. Mary's College (Autonomous),  
Thoothukudi - 628 001.

DIRECTOR

Director

Self Supporting Courses  
St. Mary's College (Autonomous)  
Thoothukudi - 628 001.



## *Soniya Dry Marine Foods*

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TUTICORIN DISTRICT  
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Email : petersekar@live.com

---

Date: 12.09.2022

### CERTIFICATE

This is to certify that Ms.**M.SAKTHI SARASWATHI** (Reg.No 21SPHR09)  
II MHRM student of St. Marys College (Autonomous) Thoothukudi has done an  
internship on the topic of **"A Study On Welfare Of Women Employees"** for a  
period of 15 days (29.08.2022 to 12.09.2022) in our organization.

During this tenure, she gained knowledge on various activities. Her conduct  
and character was good.

We wish her all success in her career.

For Soniya Dry Marine Foods

  
Proprietor

### DECLARATION

I hereby declare that the internship entitled “A STUDY ON WELFARE OF WOMEN EMPLOYEES IN SONIYA DRY SEA FOODS, THOOTHUKUDI” is submitted to St.Mary’s College (Autonomous), Thoothukudi , affiliated to Manonmaniam Sundaranar University for the award of degree of **Master of Human Resource Management** is my original work and that no part of this internship has been submitted for any Degree, Diploma, and Fellowship of other similar titles.

Place: Thoothukudi

Date: 11.11.2022

M. Sakthisaraswathi

Signature of the Candidate

(M. SAKTHI SARASWATHI)

## ACKNOWLEDGEMENT

First of all I thank the Almighty for his abundant grace and blessing for the accomplishment of my internship report. I would like to express my sincere gratitude to Principal **Dr. Sr. A.S.J. Lucia Rose, M.Sc., B.Ed., M.Phil. PGDCA. Ph. D.** for permitting me to do my internship report.

I also thank Director **Sr. Josephine Jeyarani, M.A., M.Phil.,** Self-supporting Courses for her encouragement.

I express my heartfelt thanks to **Mrs. Mary Judith Reene Fernando, M.Com., M.Phil., Ph.D.,** co-ordinator of Human Resource Management and for her kind support and guidance.

I wish a deep sense of gratitude to my internship guide **Mrs. C.S. PURNIMA B.SC (HORTI)....,MBA.NET** Assistant Professor of Department of Human Resource Management St. Mary's College for providing foundation in internship work and I am grateful to her, for giving invaluable guidance to complete my internship report.

I express my sincere thanks to **MR.ANTONY** service manager of Soniya Dry Sea Foods ,Thoothukudi for allowing me to complete my internship report in their esteemed institution.

I thank **all the employees** Soniya Dry Sea Foods, Thoothukudi, of for their kind co-operation extended to me providing the necessary data & information to complete my internship report successfully.

Finally I also thank my parents and my friends for their ethical support and encouragement which has helped me in completing this work



## ABSTRACT

Companies are putting in a lot of effort and to recruit and retain potential female employees. New strategies are being worked upon to make it sure that these potential employees do not leave the company midlife. The wage world was different for this gender and has dramatically changed in the last few decades. Two decades ago, a crèche facility or a flexible work time benefit was considered to be a big deal. But now with companies facing the crunch of skilled workforce, they are coming out with innovative and path breaking ideas. The biggest problem with the organization like apple and facebook is the ever dwindling number of female workforce. One big reason behind this phenomenon has been the fact that the female workforce in their midlife prefer family above jobs. This is the age when the employees is challenged with different assignments so that the leadership abilities can be checked and groomed. But unfortunately this workforce prefers to move out of the working arena so that they can contribute to the future workforce. This paper goes into the working womens history pages and tries to unravel the stories which has led to the current situation. This paper searches the American history and literature to understand the resolution of women to work and earn. Objectives to understand the history of working women welfare and understand the modern welfare moves by the different organization.

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# CHAPTER 1



## **CHAPTER I**

### **INTRODUCTION**

The aim of the study is women employee satisfaction. It is the term used to describe whether women employee are happy and fulfilling their desires and needs at work .The critical factor with women employee satisfaction is that satisfied women employees must to the job and make the contribution that the women employer needs.

A company is only as strong and successful as its members, its employees, are. By measuring employee satisfaction in keys areas, organization can give the information needed to improve women employee satisfaction, retention, and productivity. For increasing their satisfaction and productivity, the company offers various welfare facilities and other amenities.

Welfare includes anything that is done for the comfort and improvement of employees and is provided over and above the wages. Welfare helps in keeping the morale and motivation of the employees high so as to retain the employees for longer duration.

#### **1.1 DEFINITION OF WELFARE:**

Welfare means faring or doing well. It is a comprehensive term, and refers to the physical, mental, moral and emotional well-being of an individual. The term welfare is a relative concept, relative in time and space. It, therefore, varies from time to time, region to region and from country to country.

Labor welfare refers to taking care of the well-being of workers by employers, trade unions and governmental and non-governmental agencies. Recognizing the unique place of the worker in the society and doing good for him/her, retaining and motivating employees, minimizing social evils, and building up the local reputation of the company are the argument in favor of employee welfare.

Welfare facilities help in motivating and retaining employees, most welfare facilities are hygiene factors which, according to Herzberg, create dissatisfaction if not provided. Welfare facilities besides removing dissatisfaction help develop loyalty in workers towards the organization.

## 1.2 OBJECTIVES OF EMPLOYEE WELFARE

- a) To provide better life and health to the workers
- b) To make the workers happy and satisfied
- c) To relieve workers from industrial fatigue and to improve intellectual, cultural and material conditions of living of the workers.
- d) Promote economic development by increasing production and productivity
- e) Secure the employees proper human conditions of work and living
- f) Minimize the hazardous effect on the life of the employees and their family members.
- g) Improve the loyalty and morale of the employees
- h) Improve the efficiency of the employees. Efficiency gives double reward, one in the form of increased production and other in the shape of higher wages due to achievement of higher productivity
- i) It reduces labor turnover and absenteeism.
- j) Welfare measure help to improve the good will and public image of the enterprise
- k) It helps to improve industrial relations and industrial peace.

## 1.3 FEATURES OF EMPLOYEE WELFARE

- a) Labor welfare includes various facilities, services and amenities provided to workers for improving their health, efficiency, economic betterment and social status.
- b) Welfare measures are in addition to regular wages and other economics benefits available to workers due to legal provisions and collective bargaining.
- c) Labor welfare schemes are flexible and ever-changing. New welfare measures are added to the existing ones from time to time.
- d) Welfare measures may be introduced by the employers, government, employees or by any social or charitable agency.
- e) The purpose of labor welfare is to bring about the development of the whole personality of the workers to make a better workplace.
- f) The logic behind providing welfare scheme is to create efficient, health, loyal and satisfied labor force for the organization. The purpose of providing such facilities is to make their work life better and also to raise their standard of living.
- g) It is the work usually undertaken within the premises or in the vicinity of the undertakings for the benefit of the employees and members of their families

- h) It is a broad term which covers social security along with items like medical aid, crèches, canteens, recreation, housing, adult education etc.
- i) Employee welfare is a comprehensive term including various services, facilities and amenities provided to employees for their betterment.

### **1.5 IMPORTANCE OF EMPLOYEE WELFARE**

Employee welfare raises the company's expenses but if it is done correctly it has huge benefit for both employer and employee. Under the principle of employee welfare if an employee feels that the management is concerned cares for him/her as a person and not just as another employee, he/she will be more committed to his/her work. Other forms of welfare will aid the employee of financial burdens while welfare activities break the monotony of work.

An employee who feels appreciate will be more fulfilled, satisfied and more productive. This will not only lead to higher productivity but also satisfied customers and hence profitability for the company. A satisfied employee will also not go looking for other job opportunity and hence and employer will get to keep the best talent and record lower employee turnover.

During employment the offer benefits will determine whether an employee commits to organization or not. As such good employee welfare enables a company to compete favorably with other employers for the recruitment and retention of quality personnel.

### **1.6 PROVISION FOR CRECHES**

- a) Section 48 of the factories act, 1948
- b) Section 44 of the Inter State migrant workmen act, 1979
- c) Section 12 of the plantation labor act, 1951.
- d) Section 14 of the Beedi and cigar workers
- e) Section 35 of the building and other construction.

### **1.7 STATUTORY AND NON STATUTORY WELFARE POLICIES**

Organizations provide welfare facilities to their employees to keep their motivation levels high. The employee welfare scheme can be classified into two categories. Statutory and non-statutory welfare scheme. The statutory schemes are those scheme that are compulsory to provide and organization as

compliance to the laws governing employee's health and safety. These include provision provide industrial act like factories act 1948, Dock workers act (safety, health, welfare) 1986, Mines act 1962. The non-statutory scheme differ organization to organization and from industry to industry.

### **1.8 SCOPE OF THE STUDY**

The study on the women welfare in the Soniya dry sea foods is a depth survey done through on site observation and interview schedule.

As employees are the mainstream of workforce and the productivity of them is very important to the existence and survival of an industry. Welfare measures has very important role to increase the productivity of employees especially in the case of women employees. If employees were treated with good welfare facilities it will increase their productivity, motivate and retain them. So the scope of the study is obvious and the management can gain advantage through this study.

From the study itself Soniya dry sea foods can understand its advantages and if there are any limitations. It can concentrate on its decisions to eliminate these problems. The study further helps to improve the productivity of women employees through the effective management of welfare measures.

### **1.9. STATUTORY WELFARE SCHEMES**

The statutory welfare schemes includes the following provision.

#### **a) WORKING HOURS LIMIT**

As per labor act time for which the employee will work is defined as maximum 9 hours per day, if any over-time work is taken above 9 hours it will be remunerated twice the regular salary for an hour.

### **1.10 PROVIDING FIRST AID FACILITY**

Providing adequate first aid facilities to the employees is morale as well as statutory responsibility of the employer against his/her employees. So that in case of any medical emergency or miss happening timely and appropriate treatment can be provided.



#### **i) Canteen facility**

Every organization should have a facility of a canteen for the employees within an organization so that they need not rush outside for lunch. However free meals services are apart from this service as they are voluntary services provided by the organization to their employees, but canteen facility is a paid service by an organization.

#### **ii) Drinking water facility**

An organization must fulfill the general necessities of an employee within an organization, and the drinking water is one of the essential needs of any human; thus, it's the responsibility of the employer to look after this service necessarily.

#### **iii) Sanitation facility**

Providing proper sanitation facilities to the employees working in the organization is legal as well as the moral duty of the employer. Separate toilets should be provided for male and female employees.

#### **iv) Washing facility**

Segregate washing space should be provided to the employees to the organization.

### **1.11 MATERNITY BENEFIT**

This facility is provided to the female employees of the company while they conceive or give birth to a child, the employee gets a pay without work as an employee benefit and a leave of 6 months for taking care of her child. Welfare facilities outside factory premises

In addition to providing welfare facilities in the factory premises, workers are also provided certain benefits and facilities outside the factory. These include:

- ✓ Gratuity, pension and provident fund benefits
- ✓ Educational facilities;
- ✓ Housing facilities;
- ✓ Recreational facilities including sports and cultural activities;
- ✓ Library and reading rooms;
- ✓ Holiday home and leave travel facilities;
- ✓ Consumers' cooperative stores and fair price shops;

- ✓ Vocational training; and
- ✓ Transportation facility to and from the place of work.

## 1.12 WOMEN WELFARE

It means the social, economic, political, intellectual and actual emancipation of women. In Indian conditions 'women' s welfare' can be defined as 'improvement of the educational social, economic, health, political and cultural status of women' s leading to their emancipation and development'.

The main aim of the study is based on women welfare facilities. Women workers contribute to the development of national economy. Women apart from their work usually spend more than 10 to 12 hours per day for children, household chores as well as collection of fuel, fodder, water etc.

Women workers supplement in the income of poor households. They have to face many problems due to family responsibilities, limited mobility and social restriction.

The welfare measures motivation them to perform better thus increasing the productivity of the organization. Rights of working women in factories

- Women must have separate toilets and washrooms with doors
- If a factory has more than 30 women workers the employer must
- Provide a crèche for the workers children.
- Women cannot be made of lift more than the prescribed weight.
- Women cannot be made to clean or oil any moving machine
- Women cannot be made to work more than 48 hours in a week
- Women must get one day off in a week
- Women cannot be made to work for more than 5 hours at a stretch
- Women cannot be made to work only between 6 am in the morning and 7am in the evening
- State government can grant exemption to nay factory or group or class of factories, but no
- Woman can be permitted to work during 10pm to 5am
- Shift can changes only after weekly or another holiday and not in between.

### **1.13 BENEFITS OF EMPLOYEE WELFARE:**

#### **1. High efficiency:**

The employee welfare schemes act as a morale booster. When the employees get an appreciation for what they do, it helps in increasing the work efficiency of the employees. When the work is done lauded by the organization, it proves lucrative to both the company as well as the employees.

If the work done by the employees is not appreciated, the output might not come as expected. So, it is essential to have employee welfare schemes.

#### **2. Boost the morale of employees:**

The employees work only when they are motivated to work. If the company wishes to get 100% output, then it is the company which has to put in little efforts to encourage the employees.

No one else would deliver the expected results. So, in order to boost the morale of the employees, it is essential to offer employee welfare measures.

#### **3. To build a competitive edge**

Competition is must if the company wants employees to work well. In order to form a competitive environment in the office, it must provide employees with opportunities. The competitive edge in the work environment can only help in getting the required work from the employees.

So, if a healthy work environment or healthy competition is required within the organization, it is vital to provide employees with welfare schemes.

#### **4. To get timely result:**

If the companies want the employees to give the result on time or deliver the work in time, there needs to be some extra effort by the company so as to encourage the employees to give timely work. This can be done only when the employees are encouraged apart from praising their work and given some welfare schemes.

If the extra work is expected from the employees, they should also be given extra benefits by the company. Only then the timely results could be expected by the company.

#### **5. Improved industrial relations:**

The employees when benefited, results in good industrial relations too. Not just the work output is good, but also the amiable relations are built by the employees when encouraged through various schemes. So, various employee schemes are essential to make employees work in a better manner in the company.

#### **6. Mental and moral health are also improved:**

The employees when given different facilities at work; it improves mental health as well as helping in becoming a good citizen. So, it helps in overall development of the employee. Employee development is equivalent to the development of the company. So, if the companies want themselves to grow, they need to help employees in their growth.

#### **7. Social benefits:**

The employees also get various social benefits which are advantageous to the company also. The social benefits increase productivity, production as well as the work efficiency of the employees.

The good work by the employees also helps in increasing of the remuneration. Finally, this helps in increasing the standard of the employees which is appreciated and accepted by everyone, indeed.

#### **. Invites more employees:**

The employee welfare schemes invite more employees within an organization. This is one of the good ways of recruiting employees. If your company has less staff then these schemes are enough to invite more employees within the company.

More the employees, more will be the vacancies filled and the work will be done in proper order. Ultimately, it will benefit the company only. The work will be executed in the proper order so, for this reason it is essential to initiate various employee welfare activities schemes in the company.



**a. Urge to do better:**

The benefits to the employees urges the other employees to work better. It creates a competitive edge and helps in the growth of the employees. The employees who get such schemes makes the other employees to perform better which creates a competitive environment in the organization.

**10. Helps in overall growth of the employee:**

The schemes are a motivating factor to the employees and it helps in the overall growth of the employees. Both the common organizational goal and the personal goals are easily achieved by the employees, which benefits not just the company but also the members working in the company.

**11. Retains more employees for more time period:**

The companies train employees to get good results. But if the employees leave the company early, it affects not just the employees but also the company. So, the company has to get some schemes to retain the employees for a longer time period and that is only possible with the employee welfare programs.

The employees would not even think of leaving the company if they will get the required share of appreciation. So, it is better to give employees the welfare schemes.

**12. Employees work harder:**

The employees work hard if they are given extra benefits. Benefits are never refused by anyone but appreciated by all. So, the employees work harder when given the great deal to work for. Salaries are the obvious thing to get but when given something extra, the employees work harder.

So, above are some of the advantages of welfare programs. The benefits of employee welfare measures are more, direct to the employees than the company. However, it is important for the company to generate various employee welfare schemes. For every company to retain the employees, it has to bring forward various schemes.

### **1.13 LIMITATION OF EMPLOYEE WELFARE MEASURES:**

As every coin has two sides, similarly the employee welfare to have its advantages and disadvantages. Some of the disadvantages of employee welfare are as follows:

#### **1. The welfare schemes become the driving force to work:**

Neither the money nor the schemes should be the driving force to work for the employees. The employees must be motivated through the work done by others. A competitive environment should be the driving force for the employees to work. Only then, the expected work can be delivered by the employees.

#### **2. The Financial burden for the company:**

The company gets burdened financially as more the employees, more the budget will be required by the company to equally distribute the schemes among the employees working within an organization.

So, in order to equally distribute the schemes among the employees, it is essential for the company to have proper a financial budget in order to provide employees with the required schemes.

#### **3. To maintain a competitive edge in the market:**

In order to remain in the market and to keep oneself on the edge, it is essential to keep good employee welfare policy so as to attract maximum skilled employees within the organization.

Every company needs skilled workers to work so that they get better output. In order to do the same, the company will have to have an edge over the welfare schemes too.

#### **4. Outshines all the old schemes of the company:**

All the other schemes of the companies get outdated. Other here means the older schemes, does not exist anywhere. When the other competitive companies give the employees great and newly developed schemes, the present schemes seems a big failure due to which the other companies have to get similar beneficial schemes. So, this kind of burden also kills the companies at large.

# CHAPTER 2

## CHAPTER II

### PROFILE OF THE ORGANIZATION HISTORY

#### 2.1 Company profile:

Soniya Dry Sea Foods is a consent for producing dry sea foods. Mostly production of massi plays a vital role. It is a company which collects raw material as Tuna fish and exports Masi as a finished goods.



They acquire Tuna fish from the fish company's and do certain process to get Masi then it is exported to various localities through water ways. It is major dried sea food shop in Thoothukudi. Soniya dry marine sea food purchase tuna fish from Bharat fish company, SR Fish Company located at Tharuvaikulam. During fish ban period the Tuna fish is imported from Andhra Pradesh. The processed Masi is exported through Tuticorin Harbour through shipping to various countries.

An export trading company is an independent company that provide support service for firms engaged in exporting. This may include warehousing, shipping, incurring and billing on behalf of the client. The Expanding economy and business opportunities have caused companies to export and import product to develop product to develop their business. Effective use of transportation equipment and modes reduces shipping and logistics costs. However export and import planning entails all sorts of considerations from inventory levels and manufacturing lead times to customer's



preferences and transportation options. SONIYA DRY MARINE SEA FOODS is an export company that masi fish as finished product to sea to local and other countries.

## **2.2 VISION**

- To be a leading world diversified value added marine product exporter committed to consistently delight the customers through their product quality, taste, texture and appearance.

## **2.3 MISSION**

- Dedicated to improve quality of life by providing innovative cost effective products and services of global standards.

## **2.4 GOALS**

- They hope and wish to improve at all stages of their endeavour and expect that their endurances and strengths gets tested time and again and their best only gets better each and every time to help provide their customers and clients with an ever changing and improving experience and heightened happiness quotient.
- They give also most importance to customers or client demands and feedback to help them in them improve in their commitment and dedication to meet maximum customer satisfaction and forever remain connected to their customers and clients.

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## **Preservation**

Preservation technique are needed to prevent masi and lengthen shelf life. They are designed to inhibit the activity of spoilage bacteria and the metabolic changes that result in the loss of Masi quality. Spoiled bacteria are the specific bacteria that produce the unpleasant odours and flavours associated with spoiled with Masi. It normally host many bacteria that are not spoilage bacteria, and most of the bacteria present on spoiled masi played no role in the spoilage. To flourish bacteria need the right temperature, sufficient water and oxygen, and surrounding that are not too acidic.

### **Curing**

The traditional method of processing Masi by salting, drying smoking pickling etc. are collectively known as curing. Curing is the oldest method of squid preservation. Through traditional it is still widely practiced in developed and developing countries. Though produced in coastal areas, cured squid is usually consumed in the interior markets and hilly areas. This is the cheapest method of preservation also, since no expensive method or technology is used.

About 20% of the Masi caught annually is used for curing in India. It is also an important form of export.

### **Storage**

Drying is an effective way reducing spoiling in Masi, if it is done quickly and if the massi are kept heated and handled carefully and hygienically. The objective of drying is to heat squid as quickly as possible to as low a temperature as possible without spoilage. Drying cannot prevent the spoilage together but in general, the heaten the masi , the greater the reduction in bacterial and enzyme activity.

### **Packaging**

There are three levels of packing that are commonly recognised. Not every shipments utilizes multiple levels of packaging and in some cases, one packaging level provide the function of multiple levels;

- Primary packaging contains the product. It provide and containment.
- Secondary packaging contain one or more primary package for use during transport. Secondary packaging aids in containment, handling, unitization and damage prevention.

Tertiary packaging contains is used to group secondary packaging together to aid handling, unitization, transportation and damage prevention to produce.

### **Transportation**

The exporter's option for transporting goods are dictated in large measure by their destination. Consultants to companies who engage in exporting note that the merchandise they ship will generally be subject to more handling and potentially damaging forces during transport than will good headed for

domestic destination. Exporting firms need to keep abreast of labelling and marking requirements on goods intended for international destination as well.

## 2.5 METHODS

Purchasing Tuna fish from Fish Company's near by the locality. Nearly 5 tone of fish is brought from the company. The price list if fishes are,

Taxon fish- 1kg 65 rupees

Gaga fish -1kg 25 rupees

Carp fish – 1kg 80 rupees

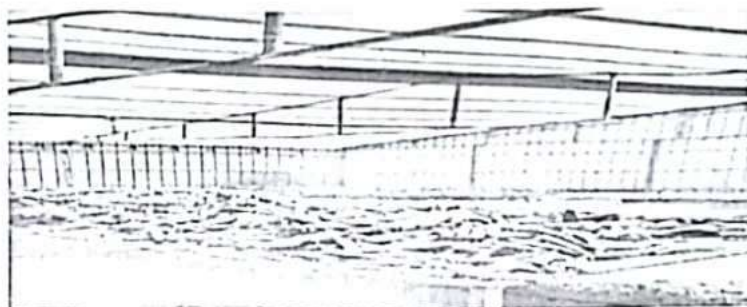
Rat fish- 1kg 20 rupees



Tuna fish is cleaned and boiled with water and salt in ovarian character. With 20000 litres of salt water and 10-15kg salt. It takes nearly 2hours to 3hours to boil. The boiled Tuna fish is made to dry in a cart or under the sheads for 9 to 10 days to dry. Tuna fish is kept in a polythin shead and solar shead consist of 60 degree celcius. It takes three days to dry and polythin shead takes seven days to dry. Compared to polythin solar shead takes less time to dry but it is expensive.



During rainy seasons it is made to dry under the solar shed or polythine shed. In summer season Masi is left in a cart to dry under hot sun. The cart is made with metal and plastic sheet is used to cover the cart.



The thrones of the Masi are removed by the workers. The salary allotted for men is 370 rupees and for women 350 rupees. Then the grading process takes place.

Then the Masi is graded and ready for packing.

First grade 350- 450 rupees per g

Second grade -270 rupees per kg

Breakage Masi – 100 rupees per kg

Due some climatic changes Masi is affected by fungus. They are cleaned by using vinegar. In 10 litres of water 250 millilitre of vinegar is mixed and this mixture is used for cleaning process. At last the



packed MASI is exported to Sri Lanka through tuticorin shipping harbour. Wastage Masi is used as chicken feed for the cost 40 rupees for 1 kg.

## **2.6 SKILLS REQUIRED**

- ✓ Gained early understanding and appreciation of the practical life real –life situation challenges associated with application of the theoretical knowledge acquired.
- ✓ Developed professionals self – awareness, internalization of career job requirements and experience.
- ✓ Acquired critical skills needed to proactively observe and analyse problems or challenges encountered while executing career duties and responsibilities at work.
- ✓ Gained knowledge about performing specific task and developing problem identification of problem solving skills, finance management, accounting, etc.
- ✓ Exposed to professional role models or mentors who supported me in early stages of the internship and provided examples of the behaviours expected in the intern's workplace.
- ✓ Improved the skills, confidence, and competency in specific areas related to my academic major or our particular area of career interest.
- ✓ Was provided with a professional working environment that encourages and gives space to professional identity development and the development of professional competence.

# CHAPTER 3

## CHAPTER III

### REVIEW OF LITERATURE

#### 3.0 Employee welfare

##### 3.1 Introduction of employee welfare:

Employee welfare is a term including various services, benefits and facilities offered to employees by the employers. The welfare measures need not be monetary but in any forms. This includes items such as allowances, housing, transportation, medical insurance and food. Employee welfare also includes monitoring of working conditions, creation of industrial harmony through infrastructure for health, industrial relations and insurance against disease, accident and unemployment for the workers and their families. Through such generous benefits the employer makes life worth living for employees. Welfare includes anything that is done for the comfort and improvement of employees and is provided over and above the wages. Welfare helps in keeping the morale and motivation of the employee high so as to retain the employees for longer duration. The welfare measures need not be in monetary terms only but in any forms.

##### 3.2 Welfare programmes in the Soniya Dry sea foods:

- Drinking Water facilities
- Changing rooms facilities
- Toilets facilities
- Sanitary facilities
- Showers and hand washing facilities
- Common standards of conservation and cleaning.
- First aid facilities
- Rest shelter facilities
- Training
- Dining Hall
- Creches
- Canteen facilities
- Personal counseling

- Women employee welfare fund

**a) Drinking Water supply facilities**

The Soniya Dry sea food provides a sufficient supply of drinkingwater in proportion to the number of workers, easily accessible to all of them and distributed in places close to the workplace.

They will not be allowed to draw or transfer water for drinking through pots, barrels, buckets or other open or provisionally covered containers. It can also be prohibited to drink by applying the lips directly to the taps.

**b) Changing rooms facilities**

The Soniya Dry sea foods provides changing rooms and toilets forworkers/staff use, duly separated for workers of both sexes. The minimum height of the ceiling will be 30 meters

The soniya dry sea foods will be provided with seats and individualcabinets or lockers, with a key, to store clothing and footwear.

The soniya dry sea foods will provide individual towels or they will have hot air dryers, automatic towel rails or paper towels, existing, in the lattercase, suitable containers to deposit the used ones.

**c) Toilets facilities**

The soniya dry sea foods provide toilets with the automatic dischargeof running water and toilet paper. They will be separately by sex in the toilets that are to be used by women, special and closed containers will beinstalled.

The soniya dry sea foods provides female employees the facility and sanitary waste bin.

**d) Sanitary facilities**

Soniya dry sea foods provides female employee use the facilityand sanitary .The soniya dry sea foods provides men and women can share toilets and shower and separate room with a lockable door and is for use by only one person at a time

**e) Showers and hand washing facilities**

The soniya sea foods provides dirty work, toxic, infectious or irritant distances are handled, it excessive heat, physical efforts are made above normal, A hot and cold shower also provide.



#### **f) Common standard of conversation and cleaning**

The soniya dry sea foods provides a floors, walls and ceilings of the toilets, sinks, showers, changing rooms and cleaning rooms will be continuous, smooth and waterproof, plastered in light tones and with materials that allow washing with disinfectant liquids are also provided.

The soniya dry sea foods provides taps, drains and shower heads in perfect working order and cabinets and benches suitable for use.

#### **g) First aid facilities**

The soniya dry sea foods provides an emergency health service with sufficient means to provide first aid to workers. The health personnel, the facilities and provision of these services, will be related to the number of workers in the workplace, location and characteristics of the same and the generic and specific risks of the activity that is carried out.

The soniya dry sea foods provide a Medical Service, which is in charge of providing first aid to workers who need it urgently, due to accidents or illness, during their stay in the workplace

#### **h) Rest shelter facilities**

The soniya sea foods provides sufficient toilets available in easily accessible locations. Restrooms and areas should be equipped with an adequate number of tables and seats with backs for the number of people at work who are likely to use them at any given time.

The soniya dry sea foods provide an adequate facilities for any woman at work who is pregnant or nursing to rest lying down. Includes adequate arrangements to ensure that meals can be prepared and eaten and means to boil and maintain water at a suitable temperature.

#### **i) Training**

- Schedule training and improvement courses, seminars for employers and workers and measures aimed at improving welfare at the work site.
- The continuous training of employees is another great resource to ~~im~~ workplace well-being.
- Training and development provide benefits to both the individual and ~~te~~ business as a whole that make the cost and time worth the investment.

**j) Dining Hall**

The soniya dry sea foods provides a separate area for eating meals is only required employees' food is likely to be contaminated by work processes.

Employees should not be expected to eat their lunch on a company shop floor, but in a company environment, it is usually clean enough to eat at a desk.

Employees should be able to take rest breaks undisturbed, so again sitting at a desk would be acceptable providing there are no interruptions, a receptionist should not be expected to sit at their desk for a break as they may be disturbed by visitors or members of the public.

**k) Creches**

The soniya dry sea foods will be provided with a creche and maintained a suitable room for use of children under the age of six years in each women. It has good lighting and ventilation.

**l) Canteen facilities**

The soniya dry sea foods provide a good accommodation, furniture and other equipments in the canteen and maintained in the food stuff. The cost of foods are borne by the company itself

**m) Personal counseling**

The soniya dry sea foods provides an advice and counseling for each persons personal problems in the company.

The labors share their problem stress and counseling helps to reduce their troubles.

**n) Women employee welfare fund**

The soniya dry sea food provides the women employee fund which will be useful for working women's in case of emergency.

# CHAPTER 4

## CONCLUSION

The objectives of this study was to know the various welfare measures adopted by Soniya dry marine sea food and to know the effective of welfare measures in the company. From this study we can study and understand that 80 % of the employees are satisfied from the company and majority state that welfare measures improve their productivity. From this study we can understand that welfare measures reduce the labor turn over, absenteeism and increase the efficiency of the employees. We can understand that welfare measures is directly related with productivity and soniya dry marine sea foods provide many welfare package to employees for increasing their efficiency and productive.



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**INTERNSHIP REPORT ON A STUDY ON WORK LIFE BALANCE OF EMPLOYEE  
IN SONIYA DRY MARINES SEA FOODS, THOOTHUKUDI**

(As internship report submitted in partial fulfilment of the requirements for the degree)Of

**MASTER OF HUMAN RESOURCE MANAGEMENT**

Of

**ST. MARY'S COLLEGE (AUTONOMOUS)-THOOTHUKUDI**

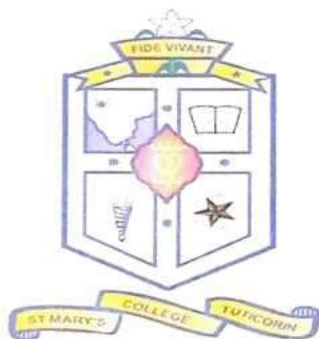
Submitted by

**A.SELVARAK PRINOCIL**

**REG NO: 21SPHR10**

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Department of Human Resource Management

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November 2022

**DEPARTMENT OF HUMAN RESOURCE MANAGEMENT**  
**ST. MARY'S COLLEGE (AUTONOMOUS) THOOTHUKUDI-628001**



**CERTIFICATE**


This is to certify that **A.SELVARAK PRINOCIL** of second year Master of Human Resource Management has undergone Internship training on “**A STUDY ON WORK LIFE BALANCE OF EMPLOYEE IN SONIYA DRY MARINE SEA FOODS, THOOTHUKUDI**” under the guidance of **Mrs. C.S. PURNIMA B.SC (HORTI)...MBA., NET** and this is an original work Up to my knowledge.

  
**CO-ORDINATOR**

  
**EXTERNAL EXAMINER**

  
**FACULTY GUIDE**

  
**PRINCIPAL**

  
**DIRECTOR**  
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### **CERTIFICATE**

This is to certify that MS.A.SELVARAK PRINOCIL (Reg.No21SPHR10) II MHRM student of St.Marys College (Autonomous) Thoothukudi has done an internship on the topic of "**A Study On Work Life Balance Of Employees**" for a period of 15 days (29.08.2022 to 12.09.2022) in our organisation.

During this tenure, she gained knowledge on various activities. Her conduct and character was good.

We wish her all success in her career.

**For Soniya Dry Marine Foods**

**Proprietor**

### DECLARATION

I hereby declare that the internship entitled "**A STUDY ON WORK LIFE BALANCE OF EMPLOYEE IN SONIVA DRY SEA FOODS, THOOTHUKUDI**" is submitted to St. Mary's College (Autonomous), Thoothukudi, affiliated to Manonmaniam Sundaranar University for the award of degree of **Master of Human Resource Management** is my original work and that no part of this internship has been submitted for any Degree, Diploma, and Fellowship of other similar titles.

Place: Thoothukudi

Date: 11/11/2022

*A. Selvarak Prinoil*

Signature of the Candidate

(A. SELVARAK PRINOIL)

## ACKNOWLEDGEMENT

First of all I thank the Almighty for his abundant grace and blessing for the accomplishment of my internship report. I would like to express my sincere gratitude to Principal **Dr. Sr. A.S.J. Lucia Rose, M.Sc., B.Ed., M.Phil. PGDCA. Ph. D.** for permitting me to do my internship report.

I also thank Director **Sr. Josephine Jeyarani, M.A., M.Phil.,** Self-supporting Courses for her encouragement.

I express my heartfelt thanks to **Mrs. Mary Judith Reese Fernando, M.Com., M.Phil., Ph.D.,** co-ordinator of Human Resource Management and for her kind support and guidance.

I wish a deep sense of gratitude to my internship guide **Mrs. C.S. PURNIMA B.SC (HORTI)....,MBA.NET** Assistant Professor of Department of Human Resource Management St. Mary's College for providing foundation in internship work and I am grateful to her, for giving invaluable guidance to complete my internship report.

I express my sincere thanks to **MR.ANTONY** service manager of Soniya Dry Sea Foods ,Thoothukudi for allowing me to complete my internship report in their esteemed institution.

I thank **all the employees** Soniya Dry Sea Foods, Thoothukudi, of for their kind co-operation extended to me providing the necessary data & information to complete my internship report successfully.

Finally I also thank my parents and my friends for their ethical support and encouragement which has helped me in completing this work

## **ABSTRACT**

Work life balance is a method which help employees of an organization to balance their personal and professional lives. It basically encourage employees to divide their time on priority basis and helps in maintain a healthy life style. A healthy work life balance has got greater significance in working employee especially business world. Lot of challenges is posed both at workplace and family which exerts enormous pressure on working women.

Work life balance is important role in deciding the related employees in any industry such circumstances a fair level of work life balance. In fast – paced society, human resource professionals seek option to positively impact the bottom line of their companies improve employee morale, retain employees with valuable company knowledge and keep pace with workplace trends.



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# CHAPTER 1

## **CHAPTER I**

### **INTRODUCTION**

#### **1.1 History**

The work-leisure dichotomy was invented in the mid -1800s. Paul Krassneer remarked that anthropologist use a definition of happiness that is to have as little separation as possible “between your work and your play”. The expression “work-life balance” was first Used in the United Kingdom in the late 1970s to describe the balance between an individual’s work and personal life. In the United States, this phrase was used in 1986.

Most recently, there has been a shift in the workplace as a result of advance in technology. Employees have many methods, such as emails, computers and cell phones, which enable them to accomplish their work beyond the physical boundaries of their office. Researchers have found that employees who consider their work roles to be an important component of their identities will be more likely to apply these communication technologies to work while in their non-work domain.

Many authors believe that parents being affected by work-life conflict will either reduce the number of hour’s one works where other authors suggest that a parent may run away from family life or work more hours at a workplace. This implies that care individual Views work-life conflict differently.

Employee’s assistance professionals say there are many causes for this situation ranging from personal ambition and the pressure of family obligation to the acceleration pace of technology. According to a recent study for the center for work -life policy. 1.7 million People consider their jobs and their work hours excessive because of globalization.

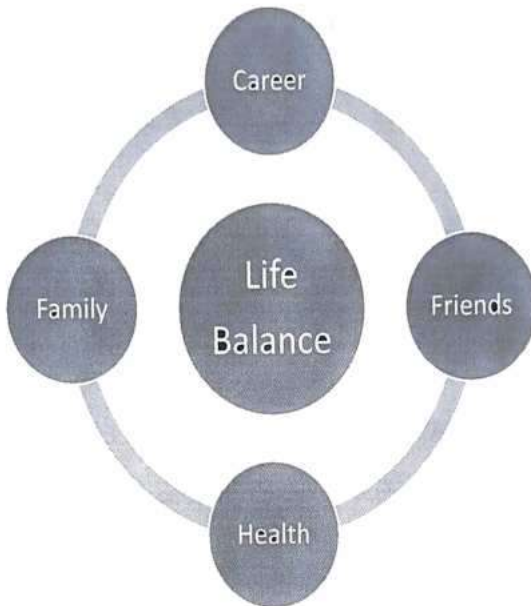
#### **1.2 WORK-LIFE BALANCE**

Work-life balance is about effectively managing the juggling act between paid work and the other activities that are important to people. It’s not about saying that work is wrong or bad that work shouldn’t completely crowd out the other things that matter to people like time with family, participation in community activities, voluntary work, personal development, leisure and recreation.



The 'right' balance is a very personal thing and will change for each person at different times of his or her life. For some people the issue is being able to get into work or find more work rather than having too much work. There is no 'one size fits all' solution

Balancing 5 things work life balance:



#### ❖ Family:

Successful parenting, the culture of care and selflessness that are part of family life, requires energy, time, patience and a tolerance for mess and confusion a tall order when the working day has proved stressful and long. The key question here is 'who finds time to care for who?', for what often happens is that the time consuming listening part of relationships gets ditched in favour of quick fixes, and then the unattended get to feel unsolved and react accordingly. Families need nurturing, and our responses have to be sufficiently deep and elastic to accommodate the unexpected, not just the scheduled bits that fit in neatly with our jobs.

#### ❖ Home:

Home making is time-consuming. In the making of a home we create atmosphere that reflect our sense of place in this world. Life a warm and familiar jumper, the

home provides us with an extension of ourselves, a place where we can feel free in our emotions and content to be whom we really are. The paradox is that the more we work, the more desperate we are to find such a home with its timeless associations and the less time we have to create it. Homes can so easily become houses, pit stops that provide briefly for sleep, rest and the bare essentials in the intervals between works

#### ❖ Friendship

It's often been said that the art of friendship require common skills to an uncommon degree; a combination of affection, tolerance and patience as well as a sense of constancy in times of struggle and difference. Yet when our work-life balance spirals out of control, often friendship along with exercise are the first things to suffer. In a report entitled 'social trends; British Social attitude Survey 30 (HMSO2000) a significant factor over the past two decades is that we are seeing less of our best friends. Yet, as the extended family get to be geographically more and more challenged, our friendship become increasingly relevant to our circle of mutual nature and support.

#### ❖ Community:

Life family, home and friendships, our local communities depend on our time and energy in order to function effectively, freely and spontaneously. It is in the reciprocal context of its activities that our communal identity can be experienced and enjoyed. Yet if we lose that vital work-life balance then the many activities through which neighbourhood and locality are expressed are marginalized and we are the poorer for that neglect. Hobbies, interest and sporting pursuits derive much of their meaning through our interaction with other. If we fail to address the issues of work-life balance as a society then one of the first casualties will be the richness and diversity of community life.

By work life balance we mean that all workers should have a right to work that does not damage their freedom to pursue activities and responsibilities outside the work place. That means making work more sensitive, arranging work more effectively and organising it more intelligently.

### 1.3 OBJECTIVES:

- ✓ How work – life balance impact the wellbeing of employee?
- ✓ Is there any relation between the work – life balance and performance of the employees?

- ✓ Is there any correlation between work – life balance and family satisfaction?
- ✓ Is there any correlation between work – life balance and psychological distress?

#### **1.4 Scope of study:**

The scope of study has been limited to finding the impact of the work – life balance on the working class in India only. The study is conducted based on the response of the questionnaire and percentage analysis of the response.

#### **1.5 Characteristics:**

- ✓ Work life balance business benefits
- ✓ Not constant comes and goes with life changes
- ✓ It takes work
- ✓ The process of seeking balance can be deeply rewarding

#### **1.6 Effect of work life balance:**

The case of work life balance tends to be made on two counts.

- ❖ First, that work life balance improve individual's health, wellbeing and job satisfaction.
- ❖ Second that business can benefit from work life balance these policies.
  - Improve productivity and worker commitment
  - Reduce sickness absence
  - Increase retention rate for talented workers and reduce replacement cost
  - Allow organization to recruit from a wider pool of talent.
  - Enable organization to offer services beyond usual business hours by employing workers on different shift that fit in with caring responsibilities.

## 1.7 Balance benefits:

- Attracts new employees
- Helps to retain staff
- Builds diversity in skills and personnel
- Improve morale
- Reduce sickness and absenteeism
- Enhance working relationship between colleagues
- Encourages employees to show more initiative and teamwork
- Increases level of production and satisfaction
- Decrease stress and burnout

## 1.8 Some reasons for work life balance:

A review of public holidays and paid holidays across a sample of countries including, Australia, China , France ,Singapore the US and UK shows that India is actually quite comparable in terms of the number of days of vacation and holidays provided by law and general practices. It would therefore be fair to assume that the intent of law as well as the espoused values of organization seems to be in favour of providing a fit amount of leisure and balance. Whether it has translated into reality is another matter.

- Gender concerns
- Young generation
- Identity through work

### Gender concerns:

Similar discrimination is experienced by men who take time off or reduce working hours for taking care of the family.

For many employees today both male and female – their lives are becoming more consumed with a host of family and other personal responsibilities and interest. Therefore on an effort to retain employees, it is increasingly important for organization to recognize this balance.



### **Young generation:**

According to Kathieen Gerson, Socialist young people “ are searching for new ways to define care that do not force them to choose between spending time with their children and earning an income” are looking for definition of personal identity that do not pit their own development against creating committed to others readily. Young adults believe that parents should get involved and support the children both economically and emotionally as well as share labour equally. Young people do not believe work-life balance is possible and think it is dangerous too build a life dependent on another when relationship are unpredictable. They are looking for partners to share the house work and family work together. Men and women believe that women should have jobs before considering marriage, for better life and to be happy in marriage. Young people do not think their mother’s generation were unhappy. They also do not think they were powerless because they were economically dependent.

### **Identity through work:**

By working in an organization employees identify to some extent with the organization as part of a collective group. Organizational values, norms and interest become incorporated in the self-concept an employee’s increase their identity with the organization. However employees also identify with their outside roles or their “true self”. Examples of these might be parental/ caretaker roles, identification with certain group, religious affiliations, align with certain values and morals, mass media etc., Most employees identify with not only the organization but also other facet of their life ( family, children, religion, etc.,) Sometimes these identities align and sometimes they do not. When identities are in conflict the sense of a healthy work life balance may be affected. Organization members must perform identity work so that they align themselves with the area in which they are performing to avoid conflict and any stress.

### **1.9 Work life balance includes:**

- ✓ Flexi time
- ✓ Staggered hours
- ✓ Time off in lieu
- ✓ Compressed working hours
- ✓ Shift swapping
- ✓ Self-roistering
- ✓ Job sharing

- ✓ Term time working
- ✓ Working from home
- ✓ Tale working
- ✓ Breaks from home

### 1.10 Drivers for change:

Work life balance has become increasingly important for a number of social and economic reasons that are making;

- ✓ Organization think about how they work.
- ✓ Government think at how people balance paid and unpaid work and care.
- ✓ Individuals think about the role work has and will have at different stages of their lives.

Broadly this shift is influenced by change to markets ways of working the labour market and expectation of work. In the drivers mean;

- ✓ Pressure to increase efficiencies while at the same time responding to the demands of service users, creating more flexible and responsive public services.
- ✓ That there is a need understand better and respond to customer requirements in a population that is becoming older and more ethnically diverse. Therefore people who possess these skills and relationship are crucial to helping organization understand new customer segments, promote creativity and cope with increasingly complex business models.

### 1.11 Challenges:

Work-life balance is increasingly an issue for any country. Jobs the workplace and the workforce are changing as;

- ✓ Technology changes the way we work- e.g. cell More women and sole parents go into work
- ✓ More people juggle more than one job
- ✓ The work force ages and is increasingly divers
- ✓ Business continue to compete globally to hire skilled workers.
- ✓ Phones and PCs blur the distinction between work and personal time.

✓ For any country the two biggest work-life balance problem are:

- People with not enough work or income
- People who have too much work: the low paid who need to work long hours to earn enough and the higher paid who may feel trapped into working more hours than they want to.

Through the consultation employers told that they wanted to address work -life balance issues in their workplace and that they wanted practical tool to important work life balance initiatives. Workers, families and individuals told us that the key issues for them in achieving work -life balance concerned their caring responsibilities, workplace practices and cultures and the need to earn sufficient income.

#### **1.12 Flexible work life:**

A significant feature within the changing world of work is the need of work is the need to develop a diverse, skilled and motivated workforce able to respond quickly and efficiently to client needs. Ensuring a committed, responsive and high performing workforce often depends on creating an environment that enables employees to more easily manage the demands of work and life particularly their family responsibilities. Flexible work options are defined as mutually agreed long or short term changes to working time and leave arrangement within the context of organizational needs. Their successful implementation depends on employee management knowledge, pre-planning, regular review and the creation of a supportive workplace culture.

#### **1.13 Benefits of flexible work:**

Workplace practice and culture impact on the work, family and life balance of all employees. International research and experience across both the public and private sector, and feedback within the Banking sector highlight the tangible benefits of mutually agreed flexible work options and a supportive workplace culture.

#### **Benefits of flexible work option include:**

- ✓ Increased capacity to attract and retain skilled and specialist employees and professional staff

- ✓ Maximizing returns on training and professional development investment renewed energy and freshness contributing to resilience as well as increased morale, commitment and high work performance from staff
- ✓ Improved learning outcomes through matching work options and available skills with student needs
- ✓ Increased performance and productivity through improved organizational climate, reduction of absenteeism and stress and a more efficient use of staff

#### **1.14 The benefits for business:**

Research has repeatedly shown that there is significant business benefits associated with implementing work-life balance policies. In a Department of Labour scan of more than 85 case studies of organizations implementing work-life balance policies employers experienced benefits such as;

- ✓ Improved recruitment and retention rates with associated cost savings
- ✓ Reduced absenteeism and sick usage
- ✓ A reduction in worker stress and improvement in employees satisfaction and loyalty
- ✓ Greater flexibility for business operating hours
- ✓ Improved productivity
- ✓ Improved corporate image becoming an 'employer of choice'

#### **1.15 The benefits for employees:**

Employees in companies already implementing work life practices enjoy significant benefits such as;

- ✓ Being able to effectively manage multiple responsibilities at home, work and in the community without guilt or regret
- ✓ Being able to work in flexible ways so that earning an income and managing family /other become easier
- ✓ Being part of a supportive workplace that values and trusts staff



### **1.16 The benefits families and communities:**

Over the past 20 years the demanding of the modern workplace are perceived to have impacted heavily on family and community life. Parents with them had more time with their children. 'Me time' seems to be shrinking and ageing population means eldercare is becoming a serious issue. There's also less time for volunteering.

Work –life balance initiative can make it easier to juggle multiple responsibilities at home, work and in the community. People with a good work-life balance are healthy, physically, emotionally and socially and have a sense of control over their life.

### **1.17 Advantages of work life balance:**

#### **Develop loyalty and commitment:**

Employees are likely to demonstrate loyalty and commitment to the employer if the employer is showing consideration for their needs.

#### **Increased productivity:**

Increased loyalty and commitment lead to better performance at an individual and thus increased productivity at an organizational level.

#### **Reduced absenteeism:**

There will be a decrease in sickness absence and its associated costs.

#### **Reduced staff turnover:**

There will be a lower staff turnover substantially reducing the employer's recruitment induction and training costs.

### **1.18 Disadvantages of work life balance:**

- By the work life balance improvement in organization performance will take to become apparent.
- In downsized organization, flexible working arrangements may result in some employees taking on more in order for others to do less.

- If not introduced equitably some employees may resent others.
- Flexible or remote working may make it difficult to maintain an organization's structure.
- Once policies are introduced it may be difficult it may be difficult to change them even if the company runs into difficulties.

# CHAPTER 2

## CHAPTER II

### PROFILE OF THE ORGANIZATION HISTORY

#### 2.1 Company profile:

Soniya Dry Sea Foods is a consent for producing dry sea foods. Mostly production of massi plays a vital role. It is a company which collects raw material as Tuna fish and exports Masi as a finished goods.



They acquire Tuna fish from the fish company's and do certain process to get Masi then it is exported to various localities through water ways. It is major dried sea food shop in Thoothukudi. Soniya dry marine sea food purchase tuna fish from Bharat fish company, SR Fish Company located at Tharuvaikulam. During fish ban period the Tuna fish is imported from Andhra Pradesh. The processed Masi is exported through Tuticorin Harbour through shipping to various countries.

An export trading company is an independent company that provide support service for firms engaged in exporting. This may include warehousing, shipping, incurring and billing on behalf of the client. The Expanding economy and business opportunities have caused companies to export and import product to develop product to develop their business. Effective use of transportation equipment and modes reduces shipping and logistics costs. However export and import planning entails all sorts of considerations from inventory levels and



manufacturing lead times to customer's preferences and transportation options. SONIYA DRY MARINE SE FOODS is an export company that masi fish as finished product to sea to local and other countries.

## 2.2 VISION

- To be a leading world diversified value added marine product exporter committed to consistently delight the customers through their product quality, taste, texture and appearance.

## 2.3 MISSION

- Dedicated to improve quality of life by providing innovative cost effective products and services of global standards.

## 2.4 GOALS

- They hope and wish to improve at all stages of their endeavour and expect that their endurances and strengths gets tested time and again and their best only gets better each and every time to help provide their customers and clients with an ever changing and improving experience and heightened happiness quotient.
- They give also most importance to customers or client demands and feedback to help them in them improve in their commitment and dedication to meet maximum customer satisfaction and forever remain connected to their customers and clients.

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## Preservation

Preservation technique are needed to prevent masi and lengthen shelf life. They are designed to inhibit the activity of spoilage bacteria and the metabolic changes that result in the loss of Masi quality. Spoiled bacteria are the specific bacteria that produce the unpleasant odours and flavours associated with spoiled with Masi. It normally host many bacteria that are not spoilage bacteria, and most of the bacteria present on spoiled masi played no role in the

spoilage. To flourish bacteria need the right temperature, sufficient water and oxygen, and surrounding that are not too acidic.

### **Curing**

The traditional method of processing Masi by salting, drying smoking pickling etc. are collectively known as curing. Curing is the oldest method of squid preservation. Through traditional it is still widely practiced in developed and developing countries. Though produced in coastal areas, cured squid is usually consumed in the interior markets and hilly areas. This is the cheapest method of preservation also, since no expensive method or technology is used.

About 20% of the Masi caught annually is used for curing in India. It is also an important form of export.

### **Storage**

Drying is an effective way reducing spoiling in Masi, if it is done quickly and if the massi are kept heated and handled carefully and hygienically. The objective of drying is to heat squid as quickly as possible to as low a temperature as possible without spoilage. Drying cannot prevent the spoilage together but in general, the heaten the masi , the greater the reduction in bacterial and enzyme activity.

### **Packaging**

There are three levels of packing that are commonly recognised. Not every shipments utilizes multiple levels of packaging and in some cases, one packaging level provide the function of multiple levels:

Primary packaging contains the product. It provide and containment.

Secondary packaging contain one or more primary package for use during transport. Secondary packaging aids in containment, handling, unitization and damage prevention.

Tertiary packaging contains is used to group secondary packaging together to aid handling, unitization, transportation and damage prevention to produce.

## Transportation

The exporter's option for transporting goods are dictated in large measure by their destination. Consultants to companies who engage in exporting note that the merchandise they ship will generally be subject to more handling and potentially damaging forces during transport than will goods headed for domestic destination. Exporting firms need to keep abreast of labelling and marking requirements on goods intended for international destination as well.

## 2.5 METHODS

Purchasing Tuna fish from Fish Company's near by the locality. Nearly 5 tone of fish is brought from the company. The price list if fishes are,

Taxon fish- 1kg 65 rupees

Gaga fish -1kg 25 rupees

Carp fish – 1kg 80 rupees

Rat fish- 1kg 20 rupees



Tuna fish is cleaned and boiled with water and salt in ovarian character. With 20000 litres of salt water and 10-15kg salt. It takes nearly 2hours to 3hours to boil. The boiled Tuna fish is made to dry in a cart or under the sheads for 9 to 10 days to dry. Tuna fish is kept in a polythin shead and solar shead consist of 60 degree celcius. It takes three days to dry and polythin shead takes seven days to dry. Compared to polythin solar shead takes less time to dry but it is expensive.



During rainy seasons it is made to dry under the solar shed or polythin shed. In summer season Masi is left in a cart to dry under hot sun. The cart is made with metal and plastic sheet is used to cover the cart.



The thrones of the Masi are removed by the workers. The salary allotted for men is 370 rupees and for women 350 rupees. Then the grading process takes place.

Then the Masi is graded and ready for packing.

First grade 350- 450 rupees per g

Second grade -270 rupees per kg

Breakage Masi – 100 rupees per kg

Due some climatic changes Masi is affected by fungus. They are cleaned by using vinegar. In 10 litres of water 250 millilitre of vinegar is mixed and this mixture is used for



cleaning process. At last the packed MASI is exported to Sri Lanka through Tuticorin shipping harbour. Wastage Masi is used as chicken feed for the cost 40 rupees for 1 kg.

## 2.6 SKILLS REQUIRED

- ✓ Gained early understanding and appreciation of the practical life real –life situation challenges associated with application of the theoretical knowledge acquired.
- ✓ Developed professional self – awareness, internalization of career job requirements and experience.
- ✓ Acquired critical skills needed to proactively observe and analyse problems or challenges encountered while executing career duties and responsibilities at work.
- ✓ Gained knowledge about performing specific task and developing problem identification of problem solving skills, finance management, accounting, etc.
- ✓ Exposed to professional role models or mentors who supported me in early stages of the internship and provided examples of the behaviours expected in the intern's workplace.
- ✓ Improved the skills, confidence, and competency in specific areas related to my academic major or our particular area of career interest.
- ✓ Was provided with a professional working environment that encourages and gives space to professional identity development and the development of professional competence.

## CHAPTER 3

## CHAPTER III

### RIVIEW OF LITERATURE

#### **Introduction:**

The main objective for some people is to work their career becomes the core of life. However people have limited time and therefore have to perform many other activities other than their jobs. Without a balance between work and life many mishaps can be experienced in both.

Soniya dry sea foods have around hundred employees who have been working for five years. In this study work life balance is analysed on the basis of organization and employees context. The various factors that are responsible for affecting the work life balance of employees at soniya dry sea foods are discussed below.

#### **3.1 Work Environment Factors:**

##### **a) Working hours**

The numbers of working days in a week and the number of hours the employee work in a week have an impact on the work life balance of employees.

##### **b) Working hours for lower level employees**

The employees work for six days in a week for eight to nine hours each day. Soniya dry sea Foods Company for the workers from 9am to 6pm. working hours for top level management and middle level management.

The top level management (Managing director, General Manager, Quality manager, Production manager, Cutting manager, HR manager and Admin) and he middle management (Data entry operator, HR assistant, Supervisor and technical workers have general shift and they work from 8am to 6pm.

##### **c) Work culture**

Work culture at Soniya Dry Sea Foods demonstrates trust on employees and understands of employee's needs and concerns. They provide clear organizational direction so that the employees are able to prioritise their work.

#### **d) Working condition**

The work place are ventilated and there is sufficient fresh and pure air. All the work places are kept clean and waste material are disposed of in suitable of in suitable containers. The waste materials are not allowed to accumulate in the office premises which improve the look of the organization and morals of the employees. Rest room are provided for employees with clean wash room facilities special rest rooms are provided for pregnant and nursing employees. As these facilities are take care of by the organizational the employees have a very a satisfied work life.

#### **e) Managerial support**

The managers make themselves available to their subordinate whenever they need them. The managers clearly communicate their employees for about their expectation. The manager praise and encourage the employees for their work done. The managers of Soniya Dry Sea Foods act as mentors. They teach them provide additional support or nominate their names for the right type of training.

Constructive feedback is provided in case an employee is not able to succeed well his job. They encourage employees to come up with innovative ideas. They take decision are taken quickly employees complement them in a better way. Thus makes the employees feel more efficient and effective.

#### **f) Supervisor support**

The supervisors or very supportive which reduce the negative impact of work life balance. When employees request for an alternative work schedule they are given provided a valid reason is given by the employees. Preference is given to women employee's sickness of children or to provide care for their elderly parents. Supervisors also assist employees who experience difficulty in balancing work and family.

#### **g) Co- worker support**

The relationship better peers are found to very friendly. This friendly environment reduces conflict between the employees at work place and improves the employees ability ton his daily tasks.



Co- workers at Soniya Dry Sea Foods are very supportive with the other employees which helps to balance work and personal lives. If there is a problem at home for an employee such as a sick child or death in the family the other employees are ready to do the work that particular employee. This helps them to balance work and life in times of difficulties.

#### **h) Safety measures**

For employees doing risk prone jobs the organization provide some safety measure such as:

- Gloves
- Safety coats
- Ear plugs
- Mask
- Safety shoes
- Safety glasses
- Cap

By ensuring safety to their lives the organization takes good care of the employees

#### **i) Amenities for women employees**

Women employees in Soniya Dry Sea Foods are able to balance their work life as they are provided with maternity benefits along with pay for a period of three month. The employees with children below the age of four are provided with child care center inside the campus to take care of their children during their working hours. When the women employees feel stressed the company provides special counselling sessions for them.

#### **j) Employees training**

For the naïve/ fresh employees training is provided under a supervisor. Training helps new employees to get acquainted to the new working environment which reduces stress levels and help them in balancing their work and life. Training empowers the employees to manage workload and stress which helps the employees to achieve the work balance. Training programme to reduce stress level and time management are also provided.

### **3.2 Work Facilities**

#### **a) Transport facilities**

There is a strong relationship between travelling hours in a day and work life balance. Soniya Dry Sea Foods has bus facilities for the workers. There are about five buses which take employees from far and near places. The transport facility is provided free of cost. Thus they are able to reach their destination early this reduces transportation charges. They are also able to spend much time with their family. They also have sufficient time to do their house hold work so their relationship between their family members are better they are able to Devote sufficient time for house work responsibilities. They are able to manage their personal and professional life well.

#### **b) Food facilities**

The employees working at Soniya Dry Sea Foods are provided with food at a subsidized rate of rupees hundred per month. The hostel members are also given subsidy in their in their mess fees. As food facility is provided by the organization employees need not take the trouble of carrying food to work. As they are provided with hot food, tea and snacks when they are in need.

#### **c) Medical facilities**

Physical well- being is a work place priority. Facility provide a better work life balance. The employees are provided with ESI (Employee State Insurance) scheme which helps the employees to receive free treatment at hospital during their sickness. They are able to work without any anxiety as they need not spend much on their treatment. This provision has brought happiness among the employees as their family members can also to be treated free of cost.

#### **d) Fringe benefit**

Top management employee are provided with free mobile phones and car facilities for personal and office use. Supervisors are given free mobile phones with SIM for work and personal use. Managers are given car for office use only.

### **3.3 Compensation Factors**

The employees are given to achieve a daily target. If they achieve it they are given an incentive amount of rupees one thousand every month .employees are allowed to refer people to fill their job vacancies and if the referred to the company they are given referral a right

person is referred the company they are given referral bonus amount of rupees one thousand. If such person continuously works for three month without making himself absent the amount will be increased to rupees two thousand. This helps employees to manage their additional expenses. This facility of earning extra income the employees to have a well- balanced professional and personal life.

### **Family welfare allowances**

Employee who wish to go higher studies are provided with loans at very low interest rates. Marriage allowance is provided to children of employees and also to unmarried employees who work in the organization. Education loan is provided for the children of employee's right from schooling to college. Emergency loans are also provided during sudden death of a person in the family member meets with an accident.

## **3.4 Recreation Facilities**

### **a) Awards function**

Awards are given for each unit and to individual employees. It is based on the performance. They are also provided with medals and gift to improve their performance. The families of the employees are invited for the award night. This program is conducted is conducted once in a year. The awards given are

- Team employees producing high out put
- Best manager
- Best supervisor
- Best employee
- Best new comer
- Best weaver
- Best unit
- Best office executive

When employee are rewarded for their performance it boots up their confidence level thus reducing stress and managing their work life.

### **b) Picnics**

Employees are taken out for picnics for a day and the expenses are met by the company.

As most of the employees are working at Soniya Dry Sea Foods for long period of time they are understand their work and balance their life efficiency. They also feel proud to be associated with this organization.



## CHAPTER 4

## CONCLUSION

Work life balance is at best an exclusive ideal and at worst a complete myth. But by making deliberate choices about which opportunities to pursue and which decline rather than simply reacting to emergencies, leaders can and do engage meaningfully with work, family and community.

Through work life balance the individual will feel relaxed and organised. Productivity of the person increase which will lead accomplishing task efficiency as well as to attain greater successes. Promoting and practicing healthy work life balance is good for employee as well as organization. The benefit are manifold and it does wonders to strengthen bonds between an employee and their organization.

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DEPARTMENT OF HUMAN RESOURCE MANAGEMENT  
ST. MARY'S COLLEGE (AUTONOMOUS) THOOTHUKUDI-628001



CERTIFICATE

This is to certify that **A.SKANDHA** of second year Master of Human Resource Management has undergone Internship training on “**A STUDY ON EMPLOYEE RETENTION TECHNIQUES**” under the guidance of **Mrs. PURNIMA B.Sc., MBA., NET** and this is an original work up to my knowledge.

CO-ORDINATOR

FACULTY GUIDE

EXTERNAL EXAMINER

PRINCIPAL

Principal

St. Mary's College (Autonomous)  
Thoothukudi - 628 001.

  
DIRECTOR  
Director

Self Supporting Courses  
St. Mary's College (Autonomous)  
Thoothukudi - 628 001.

# Brilliant Salt Refinery

Mfrs & Exports of Refined Free flow Iodized Salt & Industrial Salt  
68-A, South Raja Street, Thoothukudi – 628 001.  
Tamilnadu, India.

REFINED FREE FLOW

IS: 7224



CM/L: 6393984

Date : 12.09.2022

## CERTIFICATE

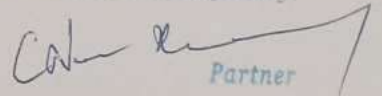
This is to certify that Mrs. **A. Skandha** (Reg No. **21SPHR11**) II MHRM Student of **St. Mary's College (Autonomous) Thoothukudi** has done an internship on the topic of “**Employee Retention Techniques**” for the period of **15** days (**29.08.2022 to 12.09.2022**) in our organisation.

During this tenure, she gained knowledge on various activities. Her conduct and character were good.

We wish her all success in her career.

Best regards,

For Brilliant Salt Refinery,

  
Partner



Factory: The Tuticorin op. Industrial Estate Ltd., Unit No. SB -14, Korampallam – 628 101.

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## DECLARATION

I hereby declare that the internship entitled "**A STUDY ON EMPLOYEE RETENTION TECHNIQUES**" is submitted to St. Mary's College (Autonomous), Thoothukudi, affiliated to Manonmaniam Sundaranar University for the award of degree of **Master of Human Resource Management** is my original work and that no part of this internship has been submitted for any Degree, Diploma, and Fellowship of other similar titles.

Signature of the candidate

A.SKANDHA

Place: Thoothukudi

Date: 11.11.2022

## ACKNOWLEDGEMENT

First of all I thank the Almighty for his abundant grace and blessing for the accomplishment of my internship report. I would like to express my sincere gratitude to Principal **Dr. Sr. A.S.J. Lucia Rose, M.Sc., B.Ed., M.Phil., PGDCA., Ph. D.** for permitting me to do my internship report.

I also thank **Sr. JESOPHINE JEYARANI, M.A., M.Phil** Self-supporting Courses for her encouragement.

I express my heartfelt thanks to **Mrs. Mary Judith Reene Fernando, M.Com., M.Phil., Ph.D.,** Head of the Department of Human Resource Management and for her kind support and guidance.

I wish a deep sense of gratitude to my internship guide **Ms. C.S.PURNIMA B.Sc., MBA.,NET** Assistant Professor of Department of Human Resource Management St. Mary's College for providing foundation in internship work and I am grateful to her, for giving invaluable guidance to complete my internship report.

I express my sincere thanks to **Mr . C.NAREN DHARMARAJ.** Service manger of Seamax Shipping Pvt.ltd.,thoothukudi for allowing me to complete my internship report in their esteemed institution.

I thank **all the employees** Seamax Shipping Pvt. Ltd, thoothukudi, of for their kind co-operation extended to me providing the necessary data & information to complete my internship report successfully.

Finally I also thank my parents and my friends for their ethical support and encouragement which has helped me in completing this work.



## ABSTRACT

Employee retention is a process in which the employees are encouraged to remain with the organization for the maximum period of time or until the completion of the project. Employee retention is beneficial for the organization as well as employee. Employees today are different. They are not the ones who don't have good opportunities in hand. As soon as they feel dissatisfied with the current employees or the job, they switch over to the next job. It is the responsibility of the employer to retain their best employees. A good employer should how to attract and retain its employees.

Most employees feel they are worth more than they are actually paid. There is a natural disparity between what people think they should be paid and what organization spends in compensation. When the difference becomes too great and another opportunity occurs, turnover cost result. Pay is defined as the wages, salary, or compensation given to an employee in exchanges for services the employee performs for the organization

Employees comprise the most vital assets of the company. In a work place where employees are not able to use their full potential and not heard and valued, they are likely to leave because of stress and frustration. In a transparent environment while employees get a sense of achievement and belongingness from a healthy environment, the company is benefited with a stronger, reliable work- force harboring bright new ideas for its growth.

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# CHAPTER – I

## INTRODUCTION

### 1.1 Introduction of the Study

Employee Retention is defined as an organization's ability to retain its employees. It can also be called as a process, in which the resources are motivated and encouraged to stay in an organization for a longer period of time for the sustainability of the organization.

The ultimate aim of Employee Retention is to make both the stakeholders, i.e., employees and employer happier. It facilitates loyal employees sticking to the company for a longer duration, which in turn will benefit both the stakeholders.

Employee retention is not just a matter that can be dealt with records and reports. It purely depends upon how the employers understand the various concerns of the employees and how they help them resolve their problem, when they are in need.

Every organization spends time and invests money in grooming new employees and make them corporate-ready. The organization will be in complete loss, if such employees quit after they are fully trained. People are the most important as well as dynamic resources in any organisation. The management of human resources has undergone significant change due to changes in markets, industry, technology, costs, workforce and employer-employee relationship. Technological growth has posed one of the greatest challenges in today's business world. With rapid pace of technological development over the recent past, an increased shortage of highly skilled employees is being witnessed. One of the critical issues faced by the corporate leaders, today, is retaining the employees. Employee retention, as an issue, is getting importance due to the shortage of skilled labour, economic growth and employee turnover. Today, the demands and expectations of workers have been increasing. It is in terms of every aspect, not only salaries and perquisites but also work experience and cultural context in which it occurs. Intense competition and globalization of businesses have put mounting pressure on organizations to deliver more and better than ever before. An organization cannot afford to allow effective people to leave their organizations because, when they leave, they take away with them the intellectual property, relationships, investments, an occasional employee or two, and a chunk of the organization's future. Employee retention initiatives help organizations to retain its valued employees. In today's highly competitive labour market, there is extensive evidence that organizations regardless of size, technological advances, market focus and other

factors are facing retention challenges. In the present scenario it is becoming important for organizations to focus on finding, developing and retaining talented employees. Retention of key employees is critical to the long- term health and success of any organization. Retaining the best employees ensures and facilitates customer satisfaction, increased product sales, satisfied employees, and reporting staff, effective succession planning and deeply embedded organizational knowledge and learning. Employees in any organization are normally found to like their jobs and try their level best to work hard for the organization and get appreciation as well as many opportunities to advance in their careers. Employees try to provide their valuable services to the employer and tend to stick to the job. However, in the real world this is not the case as we find that significant segment of the employees lack job satisfaction and they are not happy with the retention initiatives employed by the organization. In fact employees' knowledge and skills are of enormous importance for an organization and an organization's competitive strength is influenced by the type, knowledge and skills of its human resources employed. There is no doubt about the fact that employee retention is important and very crucial for any organisation be it a profit-making organisation or a non-profit-making organisation. It is a cause of concern for organisations to find good people leaving the organization. Employee Retention Strategies help organizations to provide effective employee communication to improve commitment and enhance workforce support for key management initiatives. The long-term health of any organisation heavily depends on the retention of its key employees. Retaining the best employees will not only help in ensuring customer satisfaction, increased sales of the products and services but will also lead to satisfied office executives and deeply imbedded organisational knowledge and learning. According to Jackson and Schuler (2004), the retention of human resources refers to attempts to ensure that employees stay in the organisation and that voluntary turnover will be minimised.

According to Jackson and Schuler (2004), the retention of human resources refers to attempts to ensure that employees stay in the organization and that voluntary turnover will be minimized. The retention factor was divided into three broad categories, i.e., social, mental and physical. The social dimension consists of the relations that the employees have with people, both inside and outside the organization. The mental dimension of retention consist of the characteristics of the job. Employees usually prefer flexible work tasks where they can use their knowledge and see the results of their efforts which, in turn, helps in retaining the valuable resources.



The ultimate aim of employee retention is to make both the stakeholders, i.e., employees and employer happier. It facilitates loyal employees sticking to the company for a longer duration, which in turn will benefit both the stakeholders. The organization is completely at loss when the employees leave their job once they are fully trained. Employee retention takes into account the various measures taken so that an individual stays in an organization for the maximum period of time.

## **1.2 Objectives of the Study**

### **1. To Reduce Turnover Hassles**

Employee turnover costs a company not only in terms of money, but also time and productivity. Replacing people means hours spent in hiring and training, which also becomes cumbersome for existing employees. It becomes even more difficult when it comes to replacing senior-level executives, sometimes the cost of turnover reaching 213% of a CEO's salary to replace such employees! Thus, to replace highly educated or skilled employees, is a risky and costly task, and it often takes a substantial amount of time to make up for these huge losses.

### **2. To Reduce Acquisition and Training Time**

It is no secret that hiring the right employees can go a long way in bringing all-round profits for any company. While dedicated workers can take the company to new heights meeting collective objectives, wrong fits can cause the company a ton in terms of both monetary and human resources. Training an employee to meet the job description is not an easy task, and usually takes a lot of effort back and forth between the trainer and the trainee. It is a much easier and safer option to keep existing employees satisfied, than to spend precious company time in acquiring new ones.

### **3. To Improve Employee Morale**

Employee satisfaction rates are directly connected to the success of a company, however small or large. An office is not just a cubicle with no communication with the outside world but is rather a breeding ground for young friendships and good life experience. Seeing one's colleagues get regularly replaced not only comes off as a personal loss to employees but makes them question their own security in the distant future. Team dynamics also change, and it usually takes months for team members to build a rapport that would bring them up to speed

with productivity again. Disruption in communication between employees thus renders a huge hit to both productivity and employee morale

#### **4. To achieve Increased Employee Productivity**

By now, it is clear that employee retention can be one of the best ways to ensure that a company continues to grow. A successful retention scheme can also be a fundamental way of ensuring effective employee engagement. A long-drawn association with a company ensures that employees know its nooks and crannies, and can contribute to it wholeheartedly, often going the extra mile for achieving the business

#### **5. To achieve Improved Customer Experiences**

Keeping in mind the bigger picture, employee retention becomes essential in order to ensure customer satisfaction. One study has found that improved customer relations can boost a company's sales by almost 20%. Apart from this, experienced employees have better knowledge and skills to deal with customers they have a long association with, thus decreasing time spent in problem solving. In customer-oriented businesses, the replacement of employees could incur huge losses to the company. The easiest way for this to take place is through the direct communication between a customer and a disgruntled employee. Unhappy employees could partake in cutting corners, or rude behaviour, causing harm not only to sale numbers, but also to the company name at large objective.

### **1.3 Importance of the Study**

Employee Retention refers to the techniques employed by the management to help the employees stay with the organization for a longer period of time. Employee retention strategies go a long way in motivating the employees so that they stick to the organization for the maximum time and contribute effectively. Sincere efforts must be taken to ensure growth and learning for the employees in their current assignments and for them to enjoy their work.

- **Hiring is not an easy process:**

The HR Professional shortlists few individuals from a large pool of talent, conducts preliminary interviews and eventually forwards it to the respective line managers who further grill them to judge whether they are fit for the organization or not. Recruiting the right candidate is a time consuming process.

- **An organization invests time and money in grooming an individual and make him ready to work and understand the corporate culture:**

A new joiner is completely raw and the management really has to work hard to train him for his overall development. It is a complete wastage of time and money when an individual leaves an organization all of a sudden. The HR has to start the recruitment process all over again for the same vacancy; a mere duplication of work. Finding a right employee for an organization is a tedious job and all efforts simply go waste when the employee leaves.

- **When an individual resigns from his present organization, it is more likely that he would join the competitors:**

In such cases, employees tend to take all the strategies, policies from the current organization to the new one. Individuals take all the important data, information and statistics to their new organization and in some cases even leak the secrets of the previous organization. To avoid such cases, it is essential that the new joiner is made to sign a document which stops him from passing on any information even if he leaves the organization. Strict policy should be made which prevents the employees to join the competitors. This is an effective way to retain the employees.

- **Every individual needs time to adjust with others:**

One needs time to know his team members well, be friendly with them and eventually trust them. Organizations are always benefited when the employees are compatible with each other and discuss things among themselves to come out with something beneficial for all. When a new individual replaces an existing employee, adjustment problems crop up. Individuals find it really difficult to establish a comfort level with the other person. After striking a rapport with an existing employee, it is a challenge for the employees to adjust with someone new and most importantly trust him. It is a human tendency to compare a new joiner with the previous employees and always find faults in him.

- It is essential for the organization to retain the valuable employees showing potential:

Every organization needs hardworking and talented employees who can really come out with something creative and different. No organization can survive if all the top performers quit. It is essential for the organization to retain those employees who really work hard and are indispensable for the system.

#### Scope of the study:

##### 1. Target your efforts

Increase the impact of your retention efforts by targeting key areas. It may not be advantageous or even necessary to retain everyone in your organization. If you have limited time and resources, it's important to first identify, and then focus your efforts on, mission-critical jobs, hard-to-replace individuals and positions, individuals with critical "future" skills, and all jobs within key business units.

##### 2. Increase productivity first

Get targeted workers to be more productive while they are still on the job.

##### 3. Limit responses to recruiters.

Prevent high performers and critical individuals from ever picking up the phone to answer an external recruiter's call.

##### 4. Increase tenure

Get key individuals to stay longer that is extend the average tenure for a person in that position.

##### 5. Identify causes.

Develop processes to identify why top performers leave in order to learn how to prevent future turnover



**6. Prevent other employees from following.**

Since departing managers and top performers often convince others to follow them, it's important to try to prevent additional turnover by identifying and managing those individuals that are likely to follow a key employee to his or her new firm.

**7. Predict departures.**

Develop processes that accurately predict when an individual is about to leave.

**8. Leave at the best time.**

Get employees to leave during slow periods.

**9. Minimize the impact.**

Develop processes to minimize the economic impact when employees do actually leave. For example, have a "backfill" person for every key position.

**10. Reward high retention.**

Develop a process to reward managers who have low top performer turnover rates.

**11. Separate out preventable turnover.**

Identify which voluntary turnovers were preventable so that turnover metrics will be more revealing.

**12. Identify where they go.**

Identify where top performers go (example. competitors, a different field, or retirement) in order to help more accurately quantify the costs of losing someone to a competitor firm. Where possible, it's also desirable to direct employees to a non-competitor when they leave.

**13. Depart happy.**

Get employees to leave "happy" so that they don't disparage your company and hurt your employment brand. After all, former employees frequently buy your firm's products or act referral sources.

**14. Increase the return rate.**

Develop a process to get those who left to return some day. For example, start a boomerang program to lure high performers into returning some other day.

**15. Increase involuntary turnover.**

Increase the turnover rate of low performers in order to increase overall productivity and reduce the frustration of the top performers who have to work alongside them.

**16. Get management's ownership.**

In order to increase the chances of success for any retention program, it's important to get managers and employees to "own" retention.

**17. Distribute turnover metrics.**

Develop a process to distribute monthly turnover metrics to all managers in order to increase competition and "embarrass" under-performing managers.

**18. Identify bad managers.**

Because weak managers are the prime cause of turnover, one goal needs to be to fix or replace managers who have high top-performer turnover rates and low involuntary turnover rates.

**19. Best-practice sharing.**

Develop a process that rapidly spreads "what works" retention tools to all managers throughout the organization.

**20. Avoid "zero" turnover.**

Develop processes that ensure that the firm has a minimum turnover rate in order to keep the organization vibrant and to be sure your people are desirable.

**21. Identify why new hires quit.**

Develop a process that identifies why each new hire quit his or her last position in order to educate their new managers about what might trigger the new hire's next departure.

## 1.4 Factors affecting employee retention

### 1. People and culture

A positive working environment or company culture should fit like your favourite pair of jeans. It should be comfortable, a good fit, and make you feel fantastic. According to a 2018 study by LinkedIn, 70% of professionals would not work at a leading company if it meant they had to tolerate bad workplace culture.

### 2. Work acknowledgement

As mentioned earlier, humans are social beings and as such respond well to positive reinforcement. Research by experts at Meta Learning and University of Michigan Business School revealed that the highest performing business teams offered a 5.6 to 1 ratio of positive-to-negative reinforcement (meaning an average of 5.6 pieces of positive feedback to 1 piece of negative feedback). Comparatively, the lowest performing teams received an average positive-to-negative reinforcement of 1 to 3.

### 3. Meaningful benefits

Employees stay with a company when they receive competitive benefits, have opportunities to grow, feel respected and valued, and support the company's culture and mission.

Provide tangible reminders of your company's values to keep your employees motivated. Chances are that your company's values were an important part of your employees' decision-making when you hired them. According to LinkedIn, 44% of professionals care about strong workplace benefits such as paid time off, parental leave, and healthcare plans.

### 4. Ongoing training

Studies show that employees find "opportunities to grow" a key factor in remaining with their company. Training could take shape as a seminar or conference, in-company apprenticeships or mentoring, online learning, or through an advisory agency.

By investing in employees, you are demonstrating care regarding their professional growth and potential to progress to more senior positions within the company. This feeds into a positive loop of belonging, motivation, productivity, and ultimately, retention.

## **5. Workplace environment**

Imagine working your 9-to-5 in a room dominated by the bluish glow of computer screens and the artificial glare of too-bright lights. Now imagine going to work in an airy space with pot plants and windows that allow plenty of natural light. Where would you prefer to spend your workdays?

It should come as no surprise that environment can have a big impact in your employee retention strategy. Access to daylight directly relates to employee health and wellbeing. Surrounding yourself with real or fake plants can decrease stress and increase productivity. Other factors like noise, ergonomics, and daily movement can also affect employee performance.

Since we know that environment has such a big impact on a person's wellbeing and energy levels, it makes sense for your company to invest in a good workplace environment setup.

### **1.5 Benefits of employee retention**

Here are the top ten benefits of employee retention:

#### **1. Increased employee loyalty**

When employees feel their employer supports and values them, they may feel more loyal to the goals of their company. Finding ways to keep employees around longer can also improve loyalty since long-term employees have invested a lot of time and effort into their job. With increased employee loyalty comes more productivity and ethical work.

For instance, an employee who genuinely cares about the company may feel more inclined to finish their work on time and be honest about the hours they report.

#### **2. Decreased hiring costs**

Finding new team members can get quite costly. Things like hiring recruiters, training staff and giving sign-on bonuses can add up. By keeping their employees around, companies can limit these costs. Companies can save money by investing in their current staff rather than looking for new candidates.



### **3. Highly skilled workforce**

When an employee is with the company for a while, they can build their skill set and relevant experience. Rather than starting over with a new employee, employers can build an effective workforce by using their resources for continued training and career development among current team members.

When filling a high-level position, employers can benefit from promoting internally since their current employees already know the company and may have the right set of skills.

### **4. Fewer transitions and employment gaps**

High turnover rates can lead to a decrease in productivity. That's because when an employee resigns, it can take some time to fill their role, which could lead to either a gap in the position or more work for the remaining staff members.

By contrast, organizations that retain their employees may experience fewer gaps in their positions and can often avoid overloading the workloads of the existing employees.

### **5. Improved customer relations**

Clients can notice when companies have high turnover rates. This might concern customers who want to support businesses with positive company cultures. When companies keep their employees around, clients have the chance to get to know employees.

This familiarity can benefit businesses since clients may feel brand loyalty because of the chance to work with a favourite staff member. Creating relationships and rapport with customers is an important part of making repeat sales.

### **6. Positive company culture**

High turnover rates can lead to lower employer morale. It can be challenging for employees to feel excited about work if many of their co-workers resign. When employees want to stay around, the company culture can benefit.

Everyone is an integral part of the company culture, so when employees feel happy and committed to their work, this can help contribute to a positive culture. Along with benefiting current employees, good company culture can attract top talent and improve customer relations.

### **7. Better brand reputation**

When companies are able to keep employees around, this can reflect positively on the way they operate. This can be good public relations for a brand. When employees have good things to say about their company, this can boost a brand's reputation. This may come with all kinds of additional benefits, such as increased profits, positive press, competitive hiring edge and brand familiarity.

### **8. Deeper connections among staff**

The longer colleagues work together, the better they can get to know each other. By working with the same people for years, you can get to know each other's personalities and working styles. This can lead to better teamwork and collaboration in the workplace. It can also lead to more camaraderie among staff, which can contribute to increased job satisfaction.

### **9. More competitive staff**

When news spreads about a company's high retention rates, this can help the company attract top talent. When your company is a good place to work, it can attract people who wish to leave your competitors. This is useful for companies looking to gain a competitive edge by having a talented staff.

### **10. Consistent processes and systems**

Having the same employees around makes it easier to keep your processes and systems consistent. Each time an employer takes on a new hire, they may experience a gap in the way their systems work.

For example, a company with a small customer service department may fall behind on work if they lose one staff member. By having employees around for a while, employers can ensure their team fully understands how the company operates.

### **11. Optimized revenue**

Retaining your employees can ultimately help boost both departmental or overall company profits. A business's revenue can increase based on several benefits it can receive from employee retention, including better customer service, reduced hiring costs and optimized

employee productivity. This can also boost a company's ROI, a metric that may help demonstrate to HR staff the value of retaining employees.

## **STRATEGIES OF EMPLOYEE RETENTION**

### **1. Hire strategically.**

Investing in the right hires from the jump is a key way to ensure you aren't throwing away your recruiting and training investment. In fact, 80% of turnover is due to bad hiring decisions. You don't want to spend money on a new hire just for them to quit a few months later.

To avoid misalignment in skills and role responsibilities, clearly explain your expectations for the position. Be aware of possible mismatches in experience and culture during the interview process.

### **2. Improve the on boarding experience.**

Effective on boarding is an integral part of retaining employees. In fact, 40% of employees who did not receive adequate training leave their job within a year. On boarding is more than giving an office tour or training employees for a few days. On boarding should be a year-long process that achieves multiple goals.

Effective on boarding reinforces a positive impression, sets clear expectations, clarifies policies and benefits, and integrates new hires into the company culture. It also connects new hires with existing team members and enables planning for their long-term future.

### **3. Leverage feedback from top to bottom.**

Employee feedback drives growth at all levels of your organization. When feedback is used consistently, employees understand what they are doing well, and what they could improve upon. When leaders are transparent, employees are less likely to feel left in the dark and become a retention risk. Plus, their quality of work will increase as they improve over time.

Leaders should create a channel for employees to give feedback as well. This helps companies grow to support their employees and attend to their needs. Practice continuous listening, hold regular 1-on-1s, and leverage employee surveys to safeguard employee turnover.

### **4. Prioritize recognition.**

To retain top talent, leverage recognition processes that make your employees feel valued. This is important, as nearly two-thirds of employees would leave their position if they didn't feel appreciated by their manager.

When recognition is used consistently, employees feel competent and respected, making them unlikely to explore their options elsewhere.

#### **5. Drive employee growth.**

A great way to prevent turnover is by giving employees opportunities for growth and development. Our research shows that only 38 percent of departing employees said they saw professional growth and career development opportunities for themselves at their organizations.

To reduce retention risks, encourage long-term goal setting, provide coaching and mentorship, and leverage internal hires when possible. Prioritize consistent growth conversations and be vocal about available opportunities to your employees.

#### **6. Uncover insights from exit surveys.**

Sometimes employee turnover is inevitable. Luckily, you can gain valuable insights from employees who have decided to leave.

Leverage exit surveys to receive direct feedback from departing employees. Ask them their reasons for leaving and possible suggestions for improvement. This helps you improve the employee experience for those who remain at your company.



## Chapter II

### COMPANY PROFILE

#### 2.1 Brilliant Salt Refineries

Salt is an inevitable element utilized in the residential and industrial areas. The aspect has multiple properties and is available in various forms. Though we do not give much credit for salt in words, it is impossible to survive without it.

The salt is a culinary wonder that enhances and balances the flavour of the food. The health benefits aid consumers to embrace a stronger way of life. The element also has a spiritual influence in various cultures.

#### 2.2 History

We started our salt business in 1930'S and we were the pioneer in salt trade in TUTICORIN. We had markets all over India and our supplies are concentrated in northeast areas like Calcutta and Assam and west coast like Mangalore and coastal areas of Kerala. We started the Salt Production back in year 1958 as a pioneer in the Non-Licensed sector. These experts had a thorough understanding of the production as well as the significance in daily life.

The group reorganized their company in Tuticorin in the year 1970. The Coastal City is known for its ideal conditions for salt production. The weather conditions, natural resources and skilled labour make it a perfect choice for the process. The company gradually grew to over 200 acres of salt pan and has become a significant supplier in South India.

Brilliant salt, which was initially into the harvesting of salt gradually, evolved into the refinery segment in 2001. The organization currently concentrates on the manufacture of salt for domestic and industrial use. They have further diversified into speciality products to cater to the different segments of consumers. The target base has also expanded geographically with a strong presence in Tamil Nadu, Kerala and Karnataka.

#### 2.3 Products

##### ➤ Ganga

Iodised Crystal Salt

Refined Iodized Salt

➤ Asure

Iodised Crystal Salt  
Refined Iodized Salt

## 2.4 Quality Control

Quality is the key characteristics of a great product. The impurities in salt do not just compromise the quality of the product but can have an impact on the health of the consumer.

We have developed a stringent process control system that helps to maintain our quality standards.

Our purity levels are relatively higher than our counterparts. We take extra care to remove the minute impurities resulting in excellent products to enhance the consumer's life. All our refined iodised salt are approved and accredited by ISI by Bureau of Indian Standards. Our salt production and products are approved by FSSAI.

## 2.5 Awards

Awards and accolades stand as a testimony for our dedicated service and quality products.

- Nestia Bellpins karmayogi A Chelladurai Award
- Nestia Bellpins Karmayogi A Chelladurai Award, 2004-Outstanding performance
- among small scale industries in south Tamil nadu.
- Maditssia – AIMO Industrial Award
- Maditssia – AIMO Industrial Award, 2007 – Best company in small scale
- Industries.

## 2.6 Mission:

- ❖ To create unique products and solutions to cater to specific targets.
- ❖ To innovate and initiate newer trends to revolutionize and upgrade the salt segment.
- ❖ To expand our distribution channel across the country and enhance our market presence.
- ❖ To expand the volume of salt production and distribution.

## 2.7 Vision:

- To create quality and affordable products which offer holistic solutions to our
- consumers
- To maintain our service standards by constant maintenance and regular updating.

- To uplift the lives of our dealers by providing the best product at economic margins.

### **2.8 Brands:**

At present we have 2 brands Ganga and Asure to cater to the consumer market in south India. Our brand Ganga is certified by trademark network. We have implemented a bar-coding system in all our packets that assures our quality standards. We are positioned in major super markets and grocery stores. We also export our products to Malaysia and other countries.

### **2.9 Process:**

#### **Extraction:**

This is the first and foremost step in the production of salt. This is a crucial aspect of the quality of the product is determined in this step. We have a 200- acres saltpan that helps us to harvest the element. We use the solar evaporation technique that is the purest method for salt harvesting. Our team is educated in the intricate details of the citify process. This help us to avoid pollutants and maintain the quality of the product. We maintain the required quality and allied elements to preserve the value of the product. A part of the harvested salt is send to our new crystal salt automatic iodization plant where iodized crystal salt is packed in consumer packets of different weights. Another part of raw salt is transported to the salt refinery through dedicated trucks and containers. We keep sufficient stock in our salt works to supply salt in rainy season to run the salt refinery and supply iodized crystal throughout the year.

#### **Purification:**

This purification process involves washing, centrifuging, dying and sorting the raw salt creates a usable refined product that is ready for packaging and distribution. Our refining plant is completely automated and is programmed to function around the clock. All our machinery is continually upgraded to maintain service standards. We have developed a standards operating procedure aids in seamless operations and helps in quality control. We have an inbuilt 8000 square .feet area for storage of raw and finished products. All our techniques are reviewed and continuously upgraded. We strive hard to preserve per standards and steps are taken to curb production cost.

#### **Packaging**

A good packaging uplifts the entire value of the product. We use Automatic packing machine to maintain the exact weight of the products. As much as the quality is critical, the package attracts the attention of the clients. It creates a significant impact on consumers and improves overall sales. Our creative team works closely with market research firms to understand customer expectation.

Every product has a unique consumer base, and we take extra effort to accommodate their needs. Every product is distinctive and yet beholds the brand value of Brilliant salts. We do not just concentrate on the aesthetic elements, but also the durability of the covers

### **Distribution**

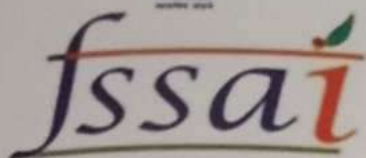
Brilliant Salts has an extensive network of partners who help in the distribution of the products across South India. We understand the commercial aspects and the volume ratio of the product. We have designed the ideal schemes to aid our dealers to benefit from our partnership. We provide the necessary materials to help them to market the product in their respective regions.

We pride ourselves in our seamless supply system and ensure that our suppliers are provided with adequate material. We have a strong presence in South India and have established our market even in Tier 2 and Tier 3 areas. We have partnered with Government organisations and supply products to Central and State organisations.

### **Quality Control**

Quality is the key characteristics of a great product. The impurities in salt do not just compromise the quality of the product but can have an impact on the health of the consumer. We have deployed a stringent process control system that helps to maintain our quality standards. Our purity levels are relatively higher than our counterparts. We take extra care to remove the minute impurities resulting in excellent products to enhance the consumer's life. All our refined iodised salt are approved and accredited by ISI by Bureau of Indian Standards. Our salt production and products are approved by FSSAI.





Food Safety and Standards  
Authority of India

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### Brilliant Salt Refineries

Salt Is An Inevitable Element Utilized In The Residential And Industrial Areas. The Aspect Has Multiple Properties And Is Available In Various Forms. Though We Do Not Give Much Credit For Salt In Words, It Is Impossible To Survive Without It.

The Salt is a culinary wonder that Enhances and Balances The Flavour Of The Food. The Health Benefits Aid Consumers to Embrace a Stronger way of life. The Element Also Has a spiritual influence in various cultures.





#### **Our Infrastructure**

- Our factory is well connected with highways towards tirunelveli madurai east coast and other prominent locations
- Sufficient area of land 200 acres salt pans
- Sufficient salt refining of 50 tons production and overall area of 15,000 square ft.

#### **Our Brands**

At present, we have 2 brands Ganga and Asure to cater to the consumer market in South India. Our Brand Ganga is certified by Trademark network. We have implemented a barcoding system in all our packets that assures our quality standards. We are positioned in major super markets and grocery stores. We also export our products to Malaysia and other countries.

## CHAPTER III

### REVIEW OF LITERATURE

#### 3.1 Overview

Managing for employee retention involves strategic actions to keep employees motivated and focused so they elect to remain employed and fully productive for the benefit of the organization. A comprehensive employee retention program can play a vital role in both attracting and retaining key employees, as well as in reducing turnover and its related costs. All of these contribute to an organization's productivity and overall business performance. It is more efficient to retain a quality employee than to recruit, train and orient a replacement employee of the same quality.

Fairness and transparency are fundamental yet powerful concepts that can make a lasting impression on employees. According to Strategic Human Resource Management's Employee Job Satisfaction and Engagement: The Doors of Opportunity are Open research report, employees identified these five factors as the leading contributors to job satisfaction:

1. Respectful treatment of all employees at all levels.
2. Compensation/pay.
3. Trust between employees and senior management.
4. Job security.
5. Opportunities to use their skills and abilities at work.

Employee job satisfaction and engagement factors are key ingredients of employee retention programs. The importance of addressing these factors is obvious, but actually doing so takes time and these tasks are often left for another day. However, the payoff of focusing on employee retention—in terms of increased performance, productivity, employee morale and quality of work, plus a reduction in both turnover and employee-related problems—is well worth the time and financial investment. The bottom line is that by managing for employee retention, organizations will retain talented and motivated employees who truly want to be a part of the company and who are focused on contributing to the organization's overall success. See Employee Job Satisfaction and Engagement: The Doors of Opportunity are Open.

### **3.2 Limitation of employee retention**

Employee retention has several benefits to an organization. It can reduce organizational costs while improving work quality with the help of experienced employees. However, it can pose some problems as well.

Let's take a look at the problems employee retention can cause:

#### **1. Retaining Less-Qualified Employees**

Employee retention is one of the important policies for an organization. When these policies are not monitored properly, it can cost organizations dearly.

Not all employees are ready to grow along with the organization. Therefore, these employees become liable for organizations. They cannot add much value to the organization and can adversely affect the organization.

A good retention policy can solve this problem. In this policy, managers can include certain metrics to retain valuable employees.

#### **2. Groupism**

Retention can influence employees to overestimate their worth and shift power to the wrong hands. As a result, the work quality and workflow impact a lot.

With overestimating the worth, it can create micro-groups between employees that can hamper the balance in the workplace. It can make other employees feel insecure and shift employee dynamics in the wrong direction.

It is important to clarify why an employee was retained in the first place. It will give them a sense of self-worth and end groupism.

#### **3. Toxicity in Work Environment**

Office culture is an important aspect of any organization. Without good retention policies, it can hamper this culture.



In some instances, retention can demand more privileges than they deserve. It can create certain problems and divide employees into several subgroups. It can initiate toxicity in the workplace easily.

This problem can be solved by retaining employees who intend to add positive energy to the workplace rather than introducing toxicity.

#### **4. Affecting Workplace Productivity**

When organizations fail to develop proper policies for retaining employees, it can severely impact the productivity of the workplace. It can give the employees a false sense of justification for the wrong reasons and stop their growth.

Without proper professional development, the employees may lose their productivity. As a result, the whole organization suffers to achieve success. It reduces the overall productivity of the workplace.

Different recognition programs can help solve this problem. With these programs, employees can clearly understand why they are appreciated in the workplace. It encourages them to keep up the good work and increase productivity in the organization.

### **3.3 Factors Influence employee retention**

#### **1. On boarding and training**

A report from SHRM (Society for Human Resource Management) shows that recruitment practices themselves strongly influence employee turnover. In fact, a failure to consider retention at this early stage could see you missing out on the best employees from the start.

Even once an employee is on your team, a failure to implement training can also threaten retention. Sadly, only a fifth of employees report receiving this workplace benefit in the last five years.

#### **2. Flexibility**

Flexibility is a business buzzword at the moment, and with good reason. As many as workers believe they could be more productive with higher levels of flexibility. While

remote working takes the helm, employees are also crying out for flexibility around appointments, life events, and more.

As flexible working arrangements become the norm, employers who don't consider this are sure to start feeling hot under the collar. Modern workers simply won't stick with the traditional restrictions of the 9-5 and are sure to start looking elsewhere if that's all you offer.

### **3. Financial insecurity**

You may assume that payment is a vital factor influencing employee retention, but that isn't altogether accurate. Unlike other issues mentioned, studies show that the compensation you offer can only help retention when paired with other critical components. Despite that, financial insecurity is most definitely behind many high turnovers.

It's not difficult to work out that an employee who's worried about money isn't going to be as productive or happy at work as they should be. If another company came along offering a better salary, said team member is liable to jump ship without a second thought.

### **4. Work-life balance**

The majority of parents cite a lack of balance as a critical contributor to workplace dissatisfaction, and they aren't alone. Employees no longer want constraints that stop them from doing the things they love. This is what makes remote work such a vital retention component, and it's why work-life balance should always be at the front of your mind. Any manager who fails to consider this will soon find themselves in trouble.

### **5. Management**

People leave managers just as often as they leave jobs. According to a Total jobs study, 49% of Indian employees have left a job because of a poor relationship with their manager.

Poor management in the form of lousy structuring or unnecessary strictness can destroy everything from productivity to workplace wellbeing. More pressingly, it can cost employee retention in a significant way.

### **6. Recognition**

Linking with poor management style, a lack of recognition can have a significant impact on employee turnover. No one enjoys feeling underappreciated, after all, and an

ongoing lack of recognition is sure to see employees seeking the attention they deserve elsewhere. Shockingly, however, around 65% of workers feel unappreciated in their current roles. That's something you need to address if you're to stand a chance at improving retention anytime soon.

Even if a lack of recognition doesn't immediately cost your best employees, failure to take care of this will lead to low morale and faltering productivity. That then leaves the doors wide open for companies that offer notable recognition procedures and processes.

## CONCLUSION

Employee retention is a major concern for many employers. Management teams of several organizations have to realize the importance of retention and to make productive plans. High turnover leads to loss of valuable workers whose replacement is costly.

It is important to note that a high employee turnover is normally indicative of an organization's performance as well as the productivity of other personnel. High employee turnover affects productivity of remaining employees since they may be compelled to perform duties of more than one person or allocated duties that do not match to their training.



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**INTERNSHIP REPORT ON A STUDY ON JOB SATISFACTION OF  
EMPLOYEE WORK LIFE, IN AKS GLOBAL LOGISTICS (OPC) PVT. LTD,  
THOOTHUKUDI**

(As internship report submitted in partial fulfillment of the requirements for the degree)

Of

**MASTER OF HUMAN RESOURCE MANAGEMENT**

Of

**ST.MARY'S COLLEGE (AUTONOMOUS) - THOOTHUKUDI**

Submitted by

**M.YOGALAKSHMI**

**REG NO: 21SPHR12**

Under the guidance of

**MRS. C.S.PURNIMA B.SC (HORTI)., MBA., NET**



Department of Human Resource Management

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NOVEMBER 2022

**DEPARTMENT OF HUMAN RESOURCE MANAGEMENT**  
**ST.MARY'S COLLEGE (AUTONOMOUS)**  
**THOOTHUKUDI-628001**



**CERTIFICATE**

This is to certify that **M.YOGALAKSHMI** of second year Master of HumanResource Management has undergone Internship training on “**A STUDY ON JOB SATISFACTION OF EMPLOYEE WORK LIFE**” under the guidance of **MRS. C.S.PURNIMA B.SC (HORTI)., MBA., NET** and this is an original workup to my knowledge.

**CO-ORDINATOR**

**FACULTY GUIDE**

**EXTERNAL EXAMINER**

**PRINCIPAL**

Principal  
St. Mary's College (Autonomous)  
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**DIRECTOR**  
Director

Self Supporting Courses  
St. Mary's College (Autonomous)  
Thoothukudi - 628 001.



Date: 12.09.2022

### CERTIFICATE

This is to certify that **Mrs M. Yogalakshmi** (Reg. No. 21SPHR12) II  
MHRM Student of St. Mary's College (Autonomous) Thoothukudi has done an  
internship on the topic of "**A Study on Job satisfaction of employee work  
life**" for a period of 15 days (29.08.2022 to 12.09.2022) in our organization.

During this tenure, she gained knowledge on various activities. Her  
conduct and character were good.

We wish her all success in her career.

Best Regards,



**AKS GLOBAL LOGISTICS (OPC) PVT. LTD**  
**VISAKA TRADE CENTRE**  
103F/4D, PALAI ROAD WEST MILLERPURAM JUNCTION,  
TUTICORIN - 628 008, TAMILNADU  
● [www.aksglobal.com](http://www.aksglobal.com) ☎ 0461-4200400



There by declare that the internship entitled "**A Study on Job Satifaction of employee work life,**" is submitted to St.Mary's College (Autonomous),Thoothukudi, affiliated to Manonmaniam Sundaranar University for the award of degree of **Master of Human Resource Management** is my original work and thatno part of this internship has been submitted for any Degree, Diploma, and Fellowship of other similar titles.

**Place:**Thoothukudi

**Date:** 11/11/2022

M. Yogalakshmi

**Signature of the candidate**

**(M.YOGALAKSHMI)**

## ACKNOWLEDGEMENT

First of all I thank the Almighty for his abundant grace and blessing for the accomplishment of my internship report. I would like to express my sincere gratitude to Principal **Dr. Sr. A.S.J. Lucia Rose, M.Sc., B.Ed., M.Phil., PGDCA., Ph. D.** for permitting me to do my internship report.

I also thank Director **Sr. Josephine Jeyarani, M.A., M.Phil., Self-supporting Courses** for her encouragement.

I express my heartfelt thanks to **Mrs. Mary Judith Reene Fernando, M.Com., M.Phil., Ph.D.,** co-ordinator of Human Resource Management and for her kind support and guidance.

I wish a deep sense of gratitude to my internship guide **Mrs. C.S. Purnima B.sc (Horti)., MBA., NET** Assistant Professor of Department of Human Resource Management St. Mary's College for providing foundation in internship work and I am grateful to her, for giving invaluable guidance to complete my internship report.

I express my sincere thanks to **ANATHA RAJ HR** of AKS Global Logistics (OPC) Pvt.ltd thoothukudi, for allowing me to complete my internship report in their esteemed institution.

I thank **all the employees** , AKS Global Logistics (OPC) Pvt.ltd Thoothukudi, of for their kind co-operation extended to me providing the necessary data & information to complete my internship report successfully.

Finally I also thank my parents and my friends for their ethical support and encouragement which has helped me in completing this work

## **ABSTRACT**

Compensation is the reward an employee receives in exchange for performing the organizational tasks. Compensation can be linked to business structure and to employee recruitment, retention, motivation, performance, feedback and satisfaction. It is typically among the first things potential employees consider. For employees, compensation signifies not so much how they are paid, but how they are valued.

This study on the effect of compensation management highlights to find out the financial position of the organization and its wage determining factors. It also helps to identify the benefits the employees enjoy in the organization.

From this study it is found that the employees are satisfied with the pay structure given by the organization and the organization also takes special care to nurture the growth and development of the employee. Thus the compensation serves the organization to attract and sustain the best talents.

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# CHAPTER 1

# **CHAPTER 1**

## **INTRODUCTION**

### **1.1 Human Resource Management:**

#### **1.1.2 Meaning:**

Human Resource Management (HRM) is essential for business of all Sizes. If you are looking for basic information about Human Resource Management , you've come to the basic of Human Resource we will go over basics of human resource management.

A Human resource is one person within a company's overall workforce, with each person lending their skills and talents to the organization to help it succeed. Any person willing to trade their labour, knowledge, or time for compensation in an effort to improve the organization is a human resource. It doesn't matter if they're part-time, full-time, freelance, or contract employees.

Human resource is the set of people who make up the workforce of a organization, business sector, industry, or economy. A narrower concept is human capital, the knowledge and skills which the individual command. Similar terms include manpower, labour, personnel, associates or simply.

#### **1.1.2.2 Definition :**

Human resource (HR) is the division of a business that is charged with finding, screening, recruiting, and training job application, as administering employee-benefit program. HR plays a key role in helping companies deal with a fast-changing business environment and a greater demand for quality employees in the 21<sup>st</sup> century.

John R. Commons, an American Institutional economist, first coined the term "Human Resource" in the book "The Distribution of Wealth," published in 1893. However, it was not until the 19<sup>th</sup> century that HR departments were formerly developed and tasked with addressing misunderstanding between employees and their employers.

### **1.1.2.3 Human Resource on the basis of Employee Satisfaction:**

Employee satisfaction is a broad term used by the HR industry to describe how satisfied content employees are with elements like their employee experience, and the organizations they work for.

Employee satisfaction is one key metric that can help determine the overall health of an organization, which is why many organization employee regular surveys to measure employee satisfaction and track satisfaction trends over time. A high satisfaction level indicates that employee are happy with how their employer treats them.

Often, employee satisfaction is used interchangeably with employee engagement. While, satisfaction is important for retention, not necessarily a predictor of performance. Ideally , satisfaction occurs as a result of both material factors like compensation and benefits as well as less-tangible elements like engagement, recognition, and strong leadership.

## **1.2 Employee satisfaction:**

Employee satisfaction is that the nomenclature accustomed describe whether or non-worker's area unit happy; contended and fulfilling their wished and wishes at work. Several lives support that worker satisfaction may be a think about worker satisfaction may be a measure of however happy worker area unit with their job and dealing atmosphere. During this paper varied variable chargeable for worker satisfaction has been mentioned like Organization development factors, job security factors, work task factors , policies of compensation and profit issue and opportunities that provide satisfaction to worker like promotion and career development conjointly has been delineated.

### **1.2.1 Meaning:**

Employee's Satisfaction is the term used to describe whether employee is happy and fulfilling their desires and needs at work. Many measures purport that employee satisfaction is a factor in employee motivation, employee goal achievement, coast saving, customer satisfaction, employee productivity, positive employee morale in the work place.

An employee can experience different levels of satisfaction in relation to the different dimensions. The dimensions of satisfaction can be represented as a tree structure. Judging a

certain dimension negatively does not mean that everything will be negatively judged. In satisfaction studies the following organisation dimensions are standard. Of course, within these dimensions 'further elaboration is possible.

An employee can be dissatisfied with his salary but satisfied with his working conditions and colleagues. If this employee, consciously or unconsciously, attaches more value to working conditions and colleagues than to salary, then in general he will be satisfied.

This has resulted in the formulation of multiple definitions for the concept 'employee satisfaction'. In essence they all mean the same thing, namely the feeling of well-being that a person experiences through his work. This well-being is a positive emotional state that the employee experiences as a result of his feelings about his work and/or the organisation. How an employee evaluates his well-being is dependent on the frame of reference he consciously or unconsciously applies. In order to be satisfied about the work it is important the employee can work well.

### **1.2.2 Definition:**

According to Moyes Shao & Newsome (2008) the employee satisfaction may be described as how pleased an employee is with his or her position of employment. Employee satisfaction is a comprehensive term that comprises job satisfaction of employee and their satisfaction overall with company's policies, company environment etc.

According to Bhatti & Qureshi (2007) "Employee satisfaction is a measure of how happy workers are with their job and working environment". It is sure there may be many factors affecting the organisation's effectiveness and one of them is the employee satisfaction.

### **1.2.3 Signification of Employee Satisfaction:**

- **To create conditions:**

Main basic Objective of motivation in which people create conditions in which people are willing to work with zeal, initiative, interest and enthusiasm with a high moral satisfaction personal as well as group. Motivation, as well as create feeling of responsibility and loyalty



- **To stimulate Employee Growth:**

Motivational techniques are utilized to simulate employee growth. Clarence Francis rightly said that "You can buy a man's physical presence at a measured number of skilled muscular motions per hour to day, but you cannot buy enthusiasm, you cannot buy initiative, you can't buy loyalty, you can't buy devotion of hearts, minds and soul. You have to earn these things". Motivation helps management in winning those that can't be bought. Managers believe that motivation is one the most important factor in managing human resources today.

- **To Achieve organization Goals:**

Predetermine objectives and goals of any organization can be achieved by will full as well as efficient work by the workforce. Motivation only, expected standard and efficiency. It therefore is a basic duty of every manager to motivate his subordinates for the attainment of predetermined organizational goals and objectives.

- **For job satisfaction:**

Higher motivation leads to job satisfaction of worker which can reduce absenteeism, turnover, and labour unrest.

- **For better industrial relation:**

If managements successful in understanding the motives or needs of the workers and provides an environment in which appropriate incentives are available for their needs satisfaction, it leads to better industrial relation between management and workers. It also will increase effectiveness of the organization. Motivation will also foster team spirit among the workers and increase their loyalty to the organization.

#### **1.2.4 Scope of Employee Satisfaction:**

- Employee satisfaction is the level of contentment a person feels regarding his her job. This feeling is mainly based on an individual's perception of satisfaction. Employee satisfaction can be influenced by a person's ability to complete required tasks, the level of communication in an organization, and the way management treats employees.
- The cost of employee is quite high, and creating satisfaction relevant to the return on this investment is paramount. Positive work environment and increased shareholder value are directly related.

- The study is helpful to the organization for identifying the area of dissatisfaction of the employee. It is helpful to identify the employee level of satisfaction towards motivation.

#### 1.2.5 Importance of employee satisfaction:

- Employee satisfaction is of utmost importance for workers to stay happy and conjointly deliver their bounds.
- Employee got to be aroused towards their work and keenness comes only staff are glad with their job and organization on the total.
- The 1<sup>st</sup> good thing about employee satisfaction is that people hardly think about feat their current job.
- Employee's satisfaction is important to confirm higher revenues for the organization. No quantity of training or motivation would facilitate, unless and till people develop a sense of attachment and loyalty towards their organization.
- Satisfied staff tends to regulate additional and handle pressure with ease as compared to annoyed ones.

#### 1.3 Objective of the study:

##### Primary objectives:

- To study about the employee's satisfaction in **AKS Global logistics** shipping association, thoothukudi.

##### Secondary objectives:

- To measure the job satisfaction level of the employees.
- To study the employee's working environment.
- To know the importance of the work life balance in employee satisfaction.
- To identify the factor which motivates the employee.
- To study the organization culture and its policies.

#### 1.4 Need of the study:

The purpose of the study is to get an idea about the employee satisfaction among employee in **AKS Global logistics** shipping association , thoothukudi. This study helps to understand the importance of employee work life balance, working environment, feature that

encourages the employee to work and the retirement benefits of the employee. The research will be helpful in considering how the organization culture and its policies help the employees to attain the job satisfaction in their work life

### **1.5 Scope of the study**

The study was done at AKS Global logistics shipping company, thoothukudi. The company is associated export and import of goods and services. The study aims to understand the employee's satisfaction in AKS Global Logistics, thoothukudi. Its follow job satisfaction of the employee, working environment of the organization, feature which initiate the employees to work, characterizing how the employee balancing their work life, to know about the company' fringe benefits like promotion, compensation, safety measure of the employees, retirement benefits, performance evaluation of the employee. This study aims at examine Employee Satisfaction of the employee at work and fringe benefits provided by the organization.

### **1.6 Study on limitation of employee satisfaction:**

- ✚ During the study on survey there is a lack of time to collect information about the worker.
- ✚ Accounting to the organization norms the employees are not allowed to discuss during their work hours, it makes delay in completing the survey earlier.
- ✚ At survey, some employees are not well responded and interactive.

### **1.7 Research Methodology:**

#### **1.7.1 Meaning:**

Research Methodology is the systematic way to solve the research problem. It gives an idea about various steps adopted by the researcher in systematic manner. The research method of the study explains the systematic way of finding to the predominant objective. This provides the clear path to accomplish and achieve clear solution for the problem stated.

Research in common parlance refers to a search for knowledge. Once can also define research as a scientific and systematic search for pertinent information on a specific topic. In fact, research is art of scientific investigation. The Advanced Learner's Dictionary of current



English lays down the meaning of research as "a careful investigation or inquiry specially through search for new facts in any branch of knowledge".

Research is , thus an original contribution to the existing stock of knowledge making for its advancement. It is the pursuit of truth with the help of study, observation, comparison and experiment. In short, the search for knowledge through objective and systematic method of finding solution to a problem is research.

### **1.7.2 Definition:**

D. Slesinger and M. Stephenson in the Encyclopaedia of social sciences define research as "the manipulation of things, concepts or symbols for the purpose of generalising to extend, correct or verify knowledge, whether that knowledge aids in construction of theory or in the practices of an art".

Redman and Mory define research as a "systematized effort to gain new knowledge". Some people consider research as a movement, a movement from the know to the unknown. It is actually a voyage of discovery.

### **1.7.3 Research design:**

A research design is considered as the frame work or plan for a study that guides as well as helps the data collection and analysis of data. The research design in this project is descriptive in nature. The formidable problem that follows that task of defining the research problem is the preparation of the design of the research project, popularly known as the "Research design".

In fact, the research design is the conceptual structure within which research is conducted; it constitutes the blueprint for the collection, measurement and analysis of the data. As such the design include an outline of what the researcher will do from writing the hypothesis and operational implications to the final analysis of data.

Decision regarding what, where, when, how much by what means concerning an inquiry or a research study constitute a research study constitute a research design."A research design is the arrangement of conditions for collection and analysis of data in a manner that aims to combine relevance to the research purpose with economy in procedure.



#### **1.7.4 Sampling design:**

- **Population:**

The total population of AKS Global logistics shipping company has 120 employees.

- **Sample size:**

From the total numbers of population in the company. The study of sample size was collected from 100 employees.

- **Sample area:**

The research was conducted at AKS Global logistics shipping company, thoothukudi.

- **Sampling procedure:**

The research was made by the survey in accordance to the convenience of the employee. The sampling technique used was convenience sampling.

#### **1.7.5 Method of data collection**

- Primary data
- Secondary data

##### **Primary data:**

The primary data are the collected fresh and for the first time and thus happen to be original. The primary data is collected by questionnaire was handed over to the company employees and the purpose of the study was explained to them and details were collected.

##### **Secondary data:**

The secondary data are collected from the company records, journals, internet and books.

# CHAPTER 2

## CHAPTER-2

### 2.1 COMPANY'S PROFILE

#### History:

AKS Global Logistics was established in 2002 by setting up an office in Riyadh in Saudi Arabia under the stewardship of the Executive director and a vibrant team. Within a short span of time, we have grown regionally covering the Western and Eastern regions of KSA.

#### Company logo :



#### Website

<https://www.aksglobal.com/>

#### Industries

Transportation, Logistics, Supply Chain and Storage

**Company size**

51-200 employees

**Headquarters**

Dubai, Dubai

**Type**

Privately Held

**Founded**

2002

**Specialties**

Shipping, Logistics, Freight Forwarding, and Customs Clearance

**Mission:**

To create value for our customer and others stakeholders by being a sustainable shipping company.

**Vision:**

Leading global supplier of innovative, sustainable and industrial shipping solution.

**Core value:**

Reflecting AKS global business beliefs and principles, our values form the foundation of our company culture. Represented by a propeller's five blades, each value is equally important in defining how we should act, internally and externally. Collectively the values guide business strategy, support decision making and shape the work environment, enabling us to deliver the best experience for our customers.

**2.2.1 Organization structure:**

An organizational structure is a **system that outlines how certain activities are directed in order to achieve the goals of an organization**. These activities can include rules, roles, and responsibilities. The organizational structure also determines how information flows between levels within the company.



### **2.2.2 Supplier management:**

Supplier management is the process that ensures maximum value is received for the money that an organization pays to its suppliers. Because these supplies play a part in the smooth running of an organization, it's important for both supplier and organization to engage properly and effectively.

Establishing a proper relationship, managing the requirements, and communicating clearly with suppliers is essential to the organization, which means a comprehensive supplier management policy is required.

### **2.3 Importing and Exporting**

Importing and Exporting are means of Foreign Trade. Foreign trade is carried out in goods and services – which includes imports, exports, and the balance of foreign trade – is presented separately for goods and for services. The total imports, exports, and balance of foreign trade are presented as summaries of goods and services. Exporting refers to the selling of goods and services from the home country to a foreign nation. Whereas, importing refers to the purchase of foreign products and bringing them into one's home country. Further, it is divided in two ways, which are,

i. Direct

ii. Indirect

Every nation is blessed with certain resources, assets, and abilities. For instance, a few nations are rich in natural reserves, for example, petroleum products, timber, fertile soil or valuable metals and minerals, while different nations have deficiencies of these resources.

### **2.4 Advantages of Import and Export**

- It is one of the simplest routes of entering into the global trade and import and export generate huge employment opportunities.

- Requires less investment in terms of time and money when contrasted with other methods of entering into the global trade.
- Is comparatively less risky when compared with different routes of entering in international business.
- As no nation can be 100% self-sufficient, import and export are very crucial for the functioning and growth of that nation.
- Can help Countries to access the best technologies available and best products and services in the world.
- It gives better control over the trade than setting up a market and the risk is considerably low.

#### **2.4.1 Limitations of Import and Export**

- It includes extra packaging, transportation and protection and insurance costs which build up the total cost of items.
- Exporting isn't doable in the event that the foreign nation prohibits imports.
- Domestic organizations which are closer to the client could serve them better than firms outside their national borders.
- Merchandises are subject to quality standards any low-grade merchandise which is exported will result in Country reputation and remarks on countries.
- Obtaining licenses and documentation for foreign trade is a difficult and frustrating task.
- If you are not careful, you can lose grip on the domestic market and existing customers.

#### **2.5 Business and operation value:**

##### **1. Create an Ownership Mentality:**

One of the big observations of how company cultures have changed over the last few decades is that top-down management styles are no longer effective.

Employees today have a strong need to feel valued in order to do their best work. A great way to accomplish this is by promoting a company-wide sense of ownership. Integrating this concept stills the idea that everyone involved has a significant stake in how projects play out.

They strongly believe that "owners" are passionate people who go above and beyond in everything they do. This company is leading the industry in developing internal solutions that bring companies to the next level.

Basically, empowering employees is the key to unlocking a level of emotional intelligence to create a bright future. After all, a business is only as good as the team it employs.

## **2. Invest in Collaboration**

In most businesses, especially during the rapid growth stage, it can take a while before a company finds its bearings in terms of streamlining tasks and communication.

With this in mind, the earlier you place priority on a good project management system, the quicker you will find a rhythm in which tasks are delegated at an optimal rate. Technology has given companies agile and lean resources that CEOs could only dream of 10-15 years ago.

Work zone for example, is a collaboration platform that hits a balance between simplistic to-do list programs like Base camp and complex project management systems like Microsoft Project. There are approval flows, individual workload views, shared workspaces, Gantt charts, and industry-specific project templates, to identify the most efficient operational strategies for businesses of all backgrounds and sizes.

From the dashboard, you have a complete overview of how tasks are being completed with open communication portals to ensure nothing slips through the cracks.

However, simply buying a good project management software will only take you so far. These tools only give you the means to succeed. The actual execution depends solely on the mindsets and fundamentals of you and your team.

For this reason, it's an extremely critical move to make sure everyone involved in your operation is trained in the field of project management. Make sure your training process involves a quick Project Management Professional (PMP) course – online or otherwise – to get your managers up to speed on proper terminology, management styles, real-world situations, and even some insider tricks of the trade. Employees are your most valuable asset, and adding to their knowledge ultimately adds to your organizational knowledge.

Business will be wise to implement a good system early on to establish core procedures.



### **3. Encourage Creativity:**

Regardless of what tasks your employees are faced with, giving them a portion of the day to reflect on what makes them unique is a useful tactic in boosting morale. Google is famous for their 80/20 rule. This concept means a normal workday entails 80 percent of time dedicated to daily responsibilities. The remaining 20 percent is set aside for employees to step back and think creatively. Believe it or not, some the biggest breakthroughs in Google's history are attributed to this program. Gmail and AdSense were two of the big ones.

### **4. Promote from Within:**

Hiring big names to fill positions is not quite as great as it sounds, unfortunately. While outside hires may look enticing for specific tasks, doing so can mean disillusionment for the current employees who have been working their tails off to advance.

Promoting from within is perhaps the best practice to increase motivation across the board. When you do this, you are creating a valuable "go-getter" mentality that boosts morale and improves retention rate. Practicing this operational value is especially important with millennial workers, of whom are prone to job-hopping.

In fact, a study conducted by Glass door for Employees found that 46 percent of millennials left their job due to lack of career growth.

It's no secret that the cost of turnover is detrimental to businesses. In terms of financial and cultural development, you should be working to build a community in which employees are inspired to stay for the long haul.

### **5. Advocate Honest Feedback**

People join companies with the desire to grow and develop their professional skills. As a business owner, adopting this mentality is instrumental for continuous growth. One of the most common mistakes upper management executives make is assuming they have all the answers.

When this is the case, not only will it be harder for employees to do their best work, your company won't evolve around the people within in.

A good leader is one that promotes open communication, transparency, and receptiveness to new ideas. This mindset is beneficial in the workplace for many reasons. It gives you an idea of how the company is running, where the weak points are, and most importantly, helps shed light on potential problems before they turn into full-blown disasters.



Buffer is perhaps the most well-known transparent company out there today. The CEO is no stranger to the people on the front lines and regularly meets with them and discusses how things are going and ways to improve the status quo.

A great way to encourage feedback from your employees is with forms. Try sending these out on a regular basis (once or twice per month). The trick here is getting employees to be honest, as some might be afraid of jeopardizing their job security. While there are a number of ways to approach this, you can always have the submissions be anonymous.

Remember, if you don't actually act on the feedback your employees give you, it will all be in vain. Make sure you take ACTION based on their feedback, track your progress, and share the results of those actions with them. Jurgen Appelo, in his book *Management 3.0*, discusses "Feedback Wraps." Here's an example from the man himself:

At the end of the day, mutual honesty is the key to a successful business operation. Placing a high value on this virtue is imperative for long term success.

## 6. Keep it Simple

Regardless of the goals and values you and your team strive for, above all else, they need to be easy to understand and practice. Actionable fundamental philosophies are not complex and full of jargon. They are short and sweet. While these should be clearly communicated in the early stages of bringing people onboard, they should be expressed each and every day throughout operations.

- Communicate issues
- Satisfy clients
- Work as a team
- Strive to innovate

These are just a handful of straight-to-the-point ideologies to consider instilling. Going beyond the basics, simplicity is an operational value in itself. Looking for ways to make life easier in everything you do in the day-to-day should be a task that never sleeps.

This, however, does not mean to oversimplify the system to the point where the results are compromised. Your corporate philosophies and processes need to strike a healthy balance. In everything you do, keep the SMART acronym in mind.

- Specific
- Measurable

- Achievable
- Relevant
- Timely

Ultimately, it shouldn't matter how complex your product or service seems on the outside. Your internal system needs to be simple and free of clutter.

## **2.6 Employee & Development:**

Employee development is a joint initiative of the employee as well as the employer to upgrade the existing skills and knowledge of an individual. It is of utmost importance for employees to keep themselves abreast with the latest developments in the industry to survive the fierce competition. Believe me, if you are not aware of what is happening around you, even before you realize you would be out of the game.

As they say there is really no age limit for education. Upgrading knowledge is essential to live with the changes of time. Employee development goes a long way in training, sharpening the skills of an employee and upgrading his/her existing knowledge and abilities. In a layman's language, employee development helps in developing and nurturing employees for them to become reliable resources and eventually benefit the organization. Employees also develop a sense of attachment towards the organization as a result of employee development activities.

Organizations must encourage their employees to participate in employee development activities. Employees also must take skill enhancement or employee development activities seriously.

### **2.6.1 Importance of Employee Development:**

Employee development activities help in the growth and development of employees, who are the true assets of an organization. You need to respect your employees for them to feel motivated and develop a sense of loyalty and attachment towards the organization. Don't forget your employees strive really hard for almost the entire day to accomplish the organization's goals and objectives. They need to be appreciated. The management ought to acknowledge their hard work.

Employees who give their heart and soul to the organization also expect something in return. Money could be one motivating factor but nothing like it if you prepare your employee not only for his/her current job but also for future assignments as well. Employees need to grow



with time. One cannot apply similar skills and techniques everywhere. Technology also becomes obsolete with time. An individual needs to keep himself/herself abreast with the latest developments to survive the fierce competition.

Employee development is important for employees to enhance their skills and upgrade their existing knowledge in order to perform better. Employee development activities and trainings make an employee aware of the latest developments and what is happening around him?

Employee development is important not only for professional but also personal growth of employees. Employee development activities prepare individuals for adverse conditions and unforeseen situations.

Every employee likes to acquire new skills and learning while at job. A sense of pride develops when they feel that their organization is investing time and resources to train them. Employee development is essential for extracting the best out of employees.

## **2.7 Steps employee development Plan:**

### **1. First Step - Prepare an Employee**

Organizations must encourage their employees to think about their growth chart in the organization and how would they achieve the same? Each employee should be aware of his/her roles and responsibilities and how can he/she contribute more effectively towards the organization.

It is always better if employees come up with their own development plans and what all new they would wish to learn for them to become versatile.

Human resource professionals can prepare various questionnaires which can be circulated among employees to know their opinion. Let your employees suggest you activities which will help them develop further.

### **2. Second Step - Plan Development Activities:**

Once you have a rough-cut idea of what your employees expect out of you, start preparing development plans. A common development plan would not work out for all employees'. Every employee is different.

Organize various internal as well as external trainings keeping in mind the employee's requirements and how the training program would benefit him/her. Design the training programs in line with the organization's needs and demands. Encourage employees to sit with an open mind and interact with the trainer as much as they can. Mere one way communication makes the training boring and nothing productive can be derived out of it.

Encourage employees to work in teams. Individuals do train their counterparts on jobs. Ask individuals to train their fellow workers. This would not only train other employees but also make the trainer proficient.

Motivate employees to learn from each other. Allow employees to discuss their work on an open forum once in a week. Such activities help in information and knowledge sharing.

Let employees assist their managers in day to day work. Team leaders can take their team members for business meetings or crucial deals once in a while. Taking them out for meetings and providing them the chance of interacting with clients will give them the necessary exposure.

### **3. Third Step - Performance Monitoring:**

You need to keep a track of what your employees are up to? Proper feedbacks are essential. Sit with your employees after each quarter and review their performances. Give them necessary suggestions as to how they can improve their performance. If they have not performed well once, do not shout on them or demotivate them.

### **4. Fourth Step - Create Confidence:**

Trust your employees. Make them feel that you are there with them. Don't always count their mistakes; rather appreciate them whenever they do something extraordinary. Support your employees to expect loyalty in return.

## **2.8 Work/Life Balance & Quality:**

Being satisfied with your work implies having better work-life quality. But, the fact that you love your job doesn't mean that you should neglect your love life or relationships with your family and friends. Maintaining a work-life balance is vital as well



In this article, we'll cover the most significant elements of both work-life quality and work-life balance. We'll talk about what work-life quality and balance are, how different types of work settings impact our work-life balance.

Also, we'll discuss how various generations perceive work-life balance and how work-life quality and balance can affect employee turnover.

Finally, we'll review the statistics for work-life balance around the world and what the future of the workforce.

## **2.9 Job satisfaction:**

Job satisfaction is defined as the extent to which an employee feels self-motivated, content & satisfied with his/her job. Job satisfaction happens when an employee feels that he/she is having job stability, career growth and a comfortable work life balance. This implies that the employee is having satisfaction at job as the work meets the expectations of the individual.

There are a lot of factors which go together to ensure high job satisfaction rates in a company. To begin with hygiene factors like good pay, work life balance, perks, leaves etc. play a very important role in making sure that the employee is content in the job. Job satisfaction can be a relative term as it may depend on an individual's perception but overall job satisfaction can be judged through various indirect parameters like productivity, attrition rate, employee feedback etc. It may also differ from industry to industry. The measurement or perception of job satisfaction may be different from IT sector when compared to manufacturing sector.

### **2.9.1 Job Satisfaction Factors :**

Job satisfaction is related to the psychology of an employee. A happy & content employee at a job is always motivated to contribute more. On the other hand, a dissatisfied employee is lethargic, makes mistakes & becomes a burden to the company. The elements & factors which contribute to job satisfaction are:

#### **1. Compensation & Working conditions**

One of the biggest factors of job satisfaction are the compensation and benefits given to an employee. An employee with a good salary, incentives, bonuses, healthcare options etc. is happier with their job as compared to someone who doesn't have the same. A healthy workplace environment also adds value to an employee.

## **2. Work life balance**

Every individual wants to have a good workplace which allow them time to spend with their family & friends.

Job satisfaction for employees is often due a good work life balance policy, which ensures that an employee spends quality time with their family along with doing their work. This improves the employee's quality of work life.

## **3. Respect & Recognition**

Any individual appreciates and feels motivated if they are respected at their workplace. Also, if they are awarded for their hard work, it further motivates employees. Hence recognition is one of the job satisfaction factors.

## **4. Job security**

If an employee is assured that the company would retain them even if the market is turbulent, it gives them immense confidence. Job security is one of the main reasons for job satisfaction for employees.

## **5. Challenges**

Monotonous work activities can lead to dissatisfied employees. Hence, things like job rotation, job enrichment etc can help in job satisfaction of employees as well.

## **6. Career Growth**

Employees always keep their career growth part as a high priority in their life. Hence, if a company helps groom employees and gives them newer job roles, it enhances the job satisfaction as they know they would get a boost in their career.

### **2.9.2 Importance of Job Satisfaction**

By actively working on satisfaction in the workplace, you end up with employees who are more engaged, involved, and eager to go the extra mile. This benefits your company in several ways.

## **1. Satisfied employees translate into satisfied customers**

If employees are unhappy at work, the chances are that this will reflect in their interactions with the customer. Contact centers, specifically, cannot afford to have dissatisfied employees – this is sure to show in every word they say and every campaign they work on.

Even in non-customer-facing jobs, low satisfaction can cause errors in the workflow – for example, a higher defect rate in manufacturing and bad code in software development. This is why employee satisfaction is vital for customer-centric companies.

## **2. Voluntary turnover will come down**

Sometimes, turnover can be good for business, as it brings fresh talent into the organization. But voluntary turnover looks different – you risk losing top talent you have carefully trained over the years.

Also, this talent takes with it tribal knowledge once it leaves the company, which could toughen up the competition for your products and service offerings. On the other hand, a satisfied workforce is less likely to quit.

## **3. You increase the chances of referrals**

Employee referrals are the most effective method of recruitment, bar none. A report by Jobvite found that referrals make up 7% of all applications but an overwhelming 40% of all hires. An employee satisfied with the work conditions and the pay scale is far more likely to recommend their friends than a dis-satisfied employee.

Non-compensation related factors make up a big part of this benefit, as employees will assess multiple factors before recommending someone else.

## **4. Satisfaction is directly linked to your productivity**

In a positive work environment, employees are more likely to bring their best to work everyday. For example, research by the Social Market Foundation and the University of



Warwick's Centre for Competitive Advantage in the Global Economy (CAGE) found that happy employees are 20% more productive than unhappy employees on average.

There's also a secondary reason for this – high-satisfaction workplaces prioritize employee wellness. Therefore, they are more likely to look after themselves, and address stress/burnout/health issues, before it impacts work.

## **5. In the long term, you can dramatically reduce HR costs**

Typically, you need to plan for both fixed and variable costs as part of your HR budget. Low satisfaction could significantly dent the variable aspect of this equation – dissatisfied employees require targeted surveys, specialized learning and development, additional career assistance, and ultimately may lead to rehiring and retraining costs in the case of turnover. All of this needs you to invest more than you had expected.

By making job satisfaction a priority at your company, you can stay ahead of the curve and ensure that there are no unprecedented issues arising due to low satisfaction.

### **2.10 Definition:**

The Health and Safety Executive (2000) reports that sick building syndrome (SBS) was recognized in 1982 by World Health Organization as a medical condition. Hedge and Ericson (1996) wrote that World Health Organization has defined SBS as “a collection of nonspecific symptoms including eye, nose and throat irritation, mental fatigue, headaches, nausea, dizziness and skin irritations, which seem to be linked with occupancy of certain workplaces”. The word ‘Syndrome’ comes from the Greek word ‘syndrome’ that means concurrence, and today a Syndrome usually refers to a group of symptoms that occur together. With SBS it is not the building that is sick, but the people who occupy it may have one, some, or all of the ill-health subclinical symptoms included in the World Health Organization definition.

### **Health and Safety:**

Health and safety considerations should be an important part of planning a drainage sampling campaign, and instruction on health and safety issues must be given to sampling teams before they commence work. Apart from the obvious duty of care a project manager has for their sampling team and the samplers have for each other, serious accidents to personnel can seriously



disrupt or terminate a sampling program. It is surprising how often samplers or labourers employed to collect and carry samples, often involving crossing or working near deep water, have never been asked such a fundamental question as whether they could swim

. A risk assessment should always be part of a sampling plan, whether or not it is a statutory requirement of the country of work, the health and safety aspects of working in heavily polluted converted streams makes it essential that the field geochemists have the assistance and involvement of municipal authorities during the sampling.

# CHAPTER 3

## CHAPTER 3

### Review of literature

#### 3.1 Introduction

Employee satisfaction is utmost importance in any organization be it small or large. It plays a significant role in defining organizational success. Every organization develops strategies that strength the work environment and increase the employee' morale to enhance employees' performance and productivity, which ultimately results in high profits, customer somewhat elementary, satisfaction employees are preferred because they simply make a work environment and organizational climate better. There are many difference practices that an organization can directly affect employee satisfaction. Some ideas that managers are the most concerned about, are: attracting the most qualified workers and utilizing the utilizing the human capital within the organization. The following points will show the job satisfaction of employees provided at AKS Global Logistics (OPC) Pvt.ltd

#### 3.2 Human Resource factors

The first objective is to analyse human resource factor. Human resource is of paramount importance for the success of any organisation. It is source of strength and aid. Human resources are the wealth of an organisation . The value ethic, beliefs of individuals working categories of people and other people and available to the organisation can be treated as human resource. In the present complex environment no business or organisation can exit and grow without appropriate human resource. Thus, for the development of an organisation the prerequisite is to develop the human resource.

- **Job security:**

Job security is the probability is that an individual will keep their job; a job with a high level of security is such that a person with the job would have a small chance of losing it. When adequate job security is provided to the employee in will motivate them to do their work and increase productivity. AKS Global Logistics (OPC) Pvt.ltd provide adequate job security for the employee job satisfaction

- **Family security:**

Family security is the condition of having stable income or other resource to support a standard of living now and in the for able future. It include probable continued solvency, predictability of the future cash flow of person , employment security or job security family more often refer to individual and family money management and saving. When there is family security the mind of employee are free from various tensions and they can devote more time for their work and hence productivity can be increased. AKS Global Logistics provide family security for employees.

- **Training and development:**

Employee training refers to the process that helps employees learn specific knowledge or skills to improve performance in their current roles. Employee development process is more expansive and focuses on employee's growth and future performance rather than immediate job roles. AKS Global Logistics company provides various type of training such as apprenticeship training, refresher training etc which improves the performance of the employee and thus results in better production.

- **Promotion polices:**

A promotion policy is a company policy that details how employee can get promotions. A clear promotion policy prevents discrimination, retains good employees, ensure that only qualified employee are promoted and eligibility of the employees. Promotion are from within and based on seniority and eligibility of the employees. AKS Global Logistics also provides promotion policies to employees from lower level to higher level and from one branch to other branch shop.

- **Grievance handing system:**

Grievance handling is the management of employee dissatisfaction or complains. By establishing formal grievance handling procedures, you provide a safe environment for your employee to raise their concerns. In AKS Global Logistics the human recourse department acts as the moderator between the management and employee.



- **Involvement in decision making:**

Greater involvement in decision –making will also increase their job involvement. The employee in AKS Global Logistics are of the options in the involvement in decision in work force.

- **Multi culture workforce:**

With the number of multi culture companies are increase operation in different nations, AKS Global Logistics consists of people from different culture. They does see culture difference in the work force.

- **Woman in workforce:**

The number of woman who have joined the work force has drastically increased over a few years. There are more few employees in AKS Global Logistics. They provide employee opportunities to woman employee without any gender difference.

- **Handicapped employees:**

This section of the population normally faces a lot of problems on the job, very few organization have jobs and facilities specially designed for handicapped workers. AKS Global Logistics provide employee by creating an atmosphere suitable for such employee and encouraging them to work better. Already there are two handicapped employee working there.

### **3.3 WELFARE FACTORS**

Welfare services are merely maintenance factors and not motivators. Yet they are essential for the health of the organisation since they bear close connection with the productivity of the labour force. The welfare factor that are provided in AKS Global Logistics are medical benefit, transport facilities, leave facilities, canteen facilities and club facilities.

- **Medical benefits**

Medical benefits means medical, optical or dental benefits, including, but not limited to, hospital and physician services, prescription drugs, and related benefits. AKS Global Logistics provide medical benefits to the employees.

- **Transport facility:**

AKS Global Logistics provides van facility to the workers to and from the shop. These facilities helps in reducing strain and absenteeism and enable the workers to reach their work place without loss of much time and without fatigue.

- **Leave facility:**

AKS Global Logistics provide sick, causal, maternity and personal leave to employee and they are satisfied with this.

- **Canteen facility:**

AKS Global Logistics private limited company canteen provides good and nutritious food to employees at subsidised rate.

- **Club activities:**

AKS Global Logistics private limited company club provide recreation in the from of music , sports, games and theatre and these contribute an important role in the physical and mental development of employees.

### **3.4 FINANCIAL FACTORS**

AKS Global Logistics private limited company also consider finance as its important factor as money is the most important to people who are young and are raising their families then to those who have aligned at a stage when money needs are less. Financial needs go changing from time to time. According to Gellerman, money is actually used to remain people in the reorganisation and not primarily to motivate employee. The financial includes the following factors such as salaries ,incentives, bonus, E.P.F and E.S.I.

- **Salary**

Good salary provides basic attraction to the employee to perform job effectively and efficiently. Salary leads to employee motivation. Salaries constitute an important source of income for employee and determine their standard of living. Salaries effect employees productivity and

work performance. AKS Global Logistics provide high amount of salary from top level employees to lower level employees.

- **Incentives**

AKS Global Logistics provides incentives to the employee based on their on their performance which in boosts the morale of the employees.

- **Bonus**

Bonus is the extra payment or financial component which is received as a reward for doing one's job well. Bonus usually comes along with salary of the employee. It is the gesture of appreciation from the organization towards their employees. AKS Global Logistics they gives yearly bonus that is one month salary is being distributed during Dewali time.

- **E.P.F**

The employee provident fund is one of the most widely used investment scheme by the salaries class in the country. AKS Global Logistics follows this schemes

- **E.S.I**

Employee State Insurance scheme is a type of social security scheme for employee in the organized sector. The employee registered under the scheme are entitled to medical treatment for themselves and their dependents freely. Unemployment cash benefits in certain contingencies and maternity benefits in case of woman employee. AKS Global Logistics follows this schemes.

### **3.5 ROLES AND RESPONSIBILITIES OF EMPLOYEE IN AKS GLOBAL LOGISTICS**

The employees play very important in the organization. They need to have positive attitude towards the work. They are to concentrate on the work and enjoy the work. The responsibilities which the workers needs to have the role which the employees are to play in the organization, include the following.

- Employee should have positive attitude at the workplace. Positive attitude towards work helps the workers to give enhance performance and higher output.



- Employees should be loyal to the organization. They are to avoid situations of conflict of interest with the organizational management and must not use confidential information for personal advantage.
- Employee should listen to their supervisor. They are to listen to their fellow workers. They are to work with their supervisor and their fellow workers as team.
- At the workplace, employee have concentrate on the job without getting distracted with what is happening around them. However , they are to keep their eyes and eras open, so that they can notice any abnormality in the equipment and process during their work.
- Employee should take the training opportunity provided to them by the organization very seriously, since it provides them opportunity to develop skills for the job.
- Employee should continuously enhance their knowledge so that they acquire the abilities and are in a position to step into the rule of a supervisor.
- Employee should be well infirmed. They are to understand all the communication which the organizational management conveys to them. They are also to be aware what is happening in their area of work in the industry.
- Employee should build good relations with their colleagues, supervisors and middle leave of managers with whom they come in contact with.
- Employee should be punctual. In case of shift working, they are to come to the job slightly before the shift starts so that they can understand the behaviour of equipment/process during the previous shift.



# CHAPTER 4

## CHAPTER IV

### CONCLUSION

To conclude we can say that employees job satisfaction in **ASK global logistic private limited**, is very important part of organization. Most of the employees are satisfied with the working condition.

Employees are satisfied with the training and development programme which help the employees to improve working skills and help them to achieve organisation goals which is benefited for both Respondent and **ASK global logistic private limited** gives priority to the employee welfare.

Overall the employees are satisfied with the working conditions of the **ASK global logistic private limited**

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