

SUMMER PROJECT REPORT

““ A study on special Training given to employees in
Organization”

Submitted to:
Rashtrasant Tukadoji Maharaj Nagpur University,
Nagpur

Submitted by:
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Department of Management Sciences and Research,
G.S. College of Commerce & Economics, Nagpur
NAAC Accredited “A” Grade Institution Academic
Year 2020-21

NAAC accredited "A" grade institution

Certificate

MedPlus+

OPTIVAL HEALTH SOLUTION PVT LTD

Medplus health service Pvt Ltd

H.No.11-6-56,257/258/1.opp IDPL Railway siding,moosapet,kukatpal
Hyderabad,Telangana-500037

TO WHOM IT MAY CONCERN

This is to certify that Ms Nayan Bablu Nagdeve has been completed six weeks as on 27 July to 15 September internship at our Company. Her internship activity includes familiarizations to all the departments and the operations and processes and there management overview involved with training process of the company. She had majorly involved in an activity of Training and development and recruitment and selection process. Also updated technology improves performance level of an employee.

During the period of her internship program with us she had been exposed to different process was found punctual, hardworking and inquisitive. We wish her every success in her life and career.

For, Optival health solution Pvt Ltd



Signature of authorized person

HR department

OHS warehouse ,Nagpur.

MED PLUS
Chemist & Druggist
(Under Optival Health Solutions Pvt. Ltd.)
Shop No. 208, Flat No. 1, C.V. Verma
Laxman Road, Nagpur

Date:30.09.2020

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1. Summary

During my internship I gained practical knowledge on how the human resource division of an organization operates and coordinates its activities to ensure smooth functioning of the organization at all levels by ensuring right numbers of people are available at the right time to do

the right job. Not only that I have also gained insight into the working culture of the organization

and observed how Medplus handles its employees with value and empowerment to ensure they are motivated to give their best to the organization.

The report starts with an organization profile of Medplus giving its background, mission, vision, its products and services, the hierarchy and organogram of the organization.

The next section is the comprises the project, Human Resource Management in Medplus. The project encompasses introduction to the topic, recruitment, selection, training and development.

Each chapter contains detailed discussion of the HR functions followed by Organization Practice at Medplus which basically conveys how things are done in the HR Department.

The next part of the project carries out SWOT Analysis that touches upon strengths, weakness, opportunities and threats to the organization followed by findings and recommendation on critical factors regarding Human Resource Management of Medplus .Finally there is the conclusion followed by references.

Human Recourse Practices at Optival Health Solution Pvt Ltd

Introduction

I have select the topic of this report is "Training and development of Human Resource Management of

Medplus". I tried to integrate my theoretical knowledge of HR and combine it with practical examples as observed during my internship. I have tried to cover all the major functions of Human Resource Management- recruitment, selection, compensation and benefits, training and development and convey my understandings of the different functions of Human Resource Management through this project. At the end of the report I have done a SWOT Analysis on the HRM Practice of Medplus followed by discussing critical points. I have also tried to provide some recommendations based on my knowledge followed by the conclusion which I gathered during my internship .

Objective of the Report

There have been some objectives set forward in doing this report so that it can be determined what tasks have to be done. The objectives of the report are:

To familiarize with the Medplus, its operation and activities, management style and endeavor to realized the gap between the theoretical knowledge with the real business world Analyze the current performance appraisal format & compensation.knowledge of all the investment activities practiced by the Medplus.

- *Identifying inherent problems associated with the format.*
- *Propose changes mainly in the guidelines, format and management philosophy by*
- *keeping relevance with other processes.*
- *Employee Personnel practice.*
- *Developing Employees practices.*

1. Sources of information

All the information incorporated in this report has been collected from primary sources as well as secondary sources.

Primary sources:

- *Interview with assistant manager of administration & HR-In Charge*
- *Operations manager and some other employees.*
- *Discussion with supervisors.*

Performance appraisal format

Performance appraisal guideline provided by the Human Resources division

Limitations

- *Limitation of employment personal.*
- *Lack of practices in human resource management.*
- *Human resources department was hesitant to provide information, because of*

difficulty in accessing sensitive data and information.

- *Non-availability of some previous statistical data.*
- *The term of the internship period is brief time whereas Human Resources Division*

is a vast area, after doing the regular office works from 10 AM to 7 PM it is

difficult to go through in depth within this short duration of time.

- *The secondary source of information was not enough to complete the report.*
- *Confidentiality.*

2. Introduction about company

The first MedPlus pharmacy store opened in February 2006 in Hyderabad and over the last decade has grown into the second largest pharmacy retail chain in the country with over 1500+ pharmacies throughout India. Medplus today serves over 3,50,000 customers daily and employs over 10,000 people.

Our online pharmacy & general store, MedPlusMart.com, launched in 2015 has quickly grown to become the biggest e-Pharmacy in the country today. Through MedPlusMart, customers can buy medicines, OTC products, FMCG and nutrition products from the convenience of their home or through mobile, read important information about medicines, store their health records, view their prescription history and redeem rewards.

They continue to strive to improve ourselves everyday and aspire to be India's favorite healthcare provider with the highest standards of service excellence

MedPlus, is an Indian pharmacy retailer headquartered in [Hyderabad, India](#).^{[2][3]}

MedPlus Health Services Pvt. Ltd.



MedPlus 

Type	Private
Industry	Pharmacy Retail Stores
Founded	Hyderabad, 2006
Founder	Dr. Madhukar Gangadi
Headquarters	Hyderabad , India
Number of locations	1500+
Area served	India
Number of employees	14000+[1]
Subsidiaries	MedPlusMart.com MedPlusLab.com MedPlusLens.com MedPlusIndia.com

3. Human Resources Management

Human resource management involves all management decisions and practices that directly affect or influence the people, or human resources, who work for the organization. In modern years, amplified concentration has been devoted to how organizations manage Human Resources. This augmented focus comes from the comprehension that an organization's employees facilitate an organization to attain its goals and the management of these human resources is vital to an organization's success.

Functions of HR

The functions of human resource management are:

- 1. Staffing**
- 2. Training and Development**
- 3. Motivation**
- 4. Maintenance.**

By doing all these functions Human resource management complete its job.

Staffing in HRM

Activities in HRM concerned with seeking and hiring qualified employees is Staffing.

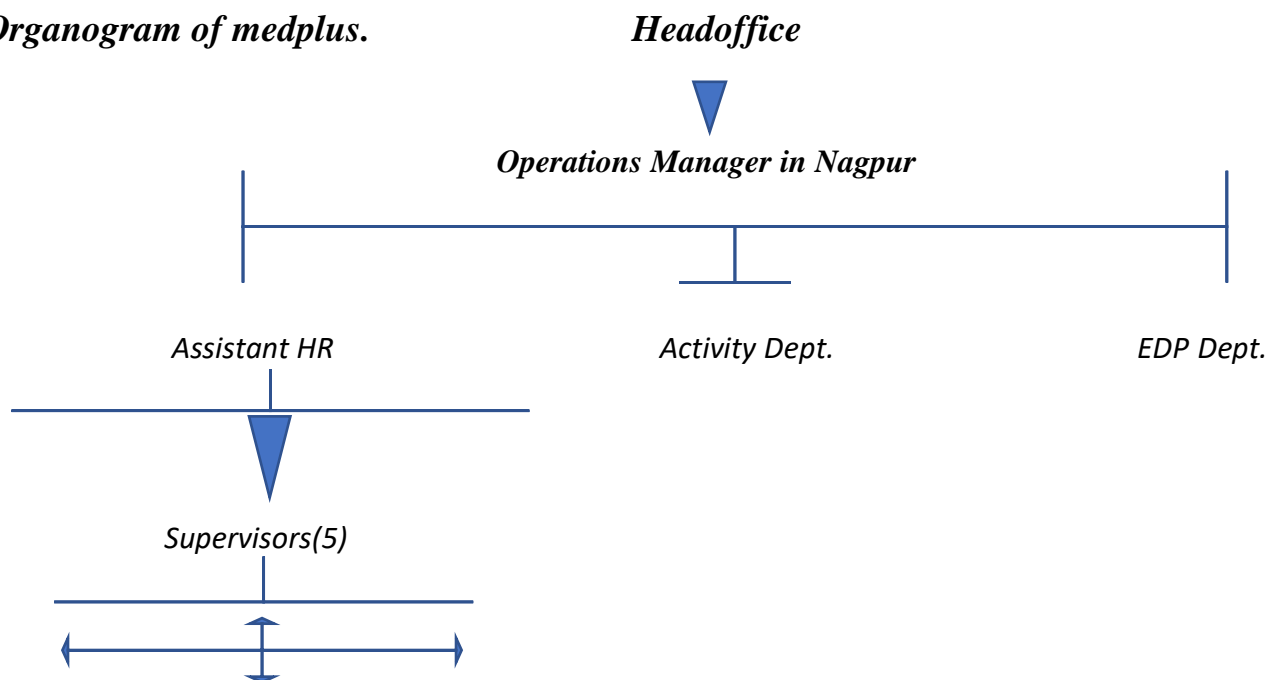
A company needs a well-defined reason for needing individuals who posses specific skills,

knowledge and abilities to specify the job. Employee referrals can produce the best applicants for two reasons. First, current employees screen applicants before referring them. Second, current employees believe that their reputations with the firm will be reflected in the candidates that they recommend.

Recruiting is the initial step of staffing. Recruiting is the process of locating, identifying, and attracting capable employees. Many companies are finding new employees on the World Wide Web. The source that is used should reflect the local labor market, the type or level of position, and the size of the organization. Now the second step of Staffing, that is Strategic HR planning. For that a company plans strategically. They set goals and objectives, these goals and objectives may lead to the structural changes in the company. Third step is Selection. This process is attracting qualified applicators and discouraging the unqualified applicants. By this a company can get its desired employees of requirement. It has dual focus, attempting thin out the large set of applications that arrived during the recruiting phase and to select an applicant who will be successful on the job.

To achieve this goal, companies can use a variety of steps. The employees who are able to do all the steps and ensure good performance they get the job. HRM must communicate a variety of information to the applicants, such as the organization culture.

Organogram of medplus.



4.Training and Development:

Training is one of the important activities of human resource management. In the training process companies try to motivate and train the employees in a manner so that they can work more effectively in the future. Under the training process there are some steps they are given below:

Employee Orientation: *Employee orientation provides new employees with the basic background information they need to perform their jobs satisfactorily.*

Companies arrange an orientation program for the employees.

In an orientation program the employees should feel-

- *feel welcome*
- *understand the organization in a broad sense*
- *be clear about what the firm expects in terms of work and behavior*
- *begin the process of socialization*
-

Employee Training:

There is some process, method and techniques of employee training. A company follows the all the steps of training to provide the employees a good look on their work.

Career Development:

The career development stage is given below

- *Pre transition: Is simply looking for a job and preparing oneself for a career.*
- *Transition: An individual is already having a job and developing oneself for future career or moving to another career.*

- *Preferred area: An individual prefers a specific sector of the career.*
- *Early stage: First 1-5 years of career is called early career.*
- *Mid career: 5-20 years after the career starts.*
- *Late career: Late career starts after 20 years of job life.*
- *Retirement: And finally after completing the stages of career and individual*

decides to retired.

5.Motivation is

to inspire people to work, individuals in such as to produce best results. It is the willingness to exert high level of effort towards organizational goals, conditioned by the efforts and ability to satisfy some individual needs.

An important part of the retention of staff, reducing staff turnover and minimizing absenteeism at work is ensuring that staff are properly motivated. The wage should be increased, the facilities should be insured and social security should be confirmed. These are the types of common motivational ways.

Staff motivation is the cornerstone of open, flexible and caring management culture, which the Government aims to establish through HRM.

To put it into practice, “open” means not only to listen to staff suggestions and opinions, but also to empower staff, accept their constructive criticisms and use their suggestions.

To be “flexible”, we may need to change the traditional ways of doing things. As far as staff motivation is concerned, the biggest challenge perhaps is to stop focusing on problems and the guilty party (police behavior) and start looking for those responsible for things gone right (coach behavior).

“Caring” calls for a human leader who would give emotional support to individuals and at the same time attend to the overall emotional needs of team members – which include treating them all in a fair and impartial manner.

Today’s employees want a respect that can be seen as involvedness in decision that will affect them. Listening to the employees is a way of Motivation. All the motivation functions focus on one primary goal, to have some competent and adapted employees with up-to-date skills, knowledge and abilities, exerting high energy levels.

Maintenance of employees

To maintain the employees of a company must look after the employee-

Health and Safety:

For employees health and safety there HR policy need to be very clear to all staff so that they feel safe to work here. They can put their attention and productivity properly towards the task.

The communication between the employees and top level management should be clear and transparent. There should no gap between top level management and low level management.

Employee's relation:

Employees should be committed to their companies and the companies also should understand the needs and wants of the employees. In some companies employees and labors create labor union for better relationship among the workers and employ.

HRM of Medplus

During my internship i was mainly assign in HR department. Optival health solution Pvt Ltd always determine what jobs need to be done, and how many and types of workers will be required.

So, establishing the structure of the asset management company assists in determining the skills, knowledge and abilities of job holders. To ensure appropriate personnel are available to meet the requirements set during the strategic planning process. It believes that the quality work comes from quality workers who are well motivated and ready to take challenge to provide better service.

Units in HR division:

There are three units in Human Resource Division of Medplus but in local of Nagpur only Manager & HR in charge handled.

- *HR Staffing*
- *HR operation's*
- *Training & Development.*

HR Staffing:

The staffing process- putting the right people in the right positions at the right times- is one of the most critical tasks any organization faces. The quality of the work performed can be only as high as the capabilities of the people performing it.

Three officers are working in HR staffing unit. They perform the following activities-

i. Recruitment

ii. Selection

iii. Leave Management

iv. Personal Profile Management

6. Recruitment:

Recruitment is the process by which a firm finds its employees, are perhaps the most critical tasks any organization faces. Without the right people, no firm can function effectively. For a recruitment program to be successful, managers should cooperate with the human resources staff to define needs and predict vacancies.

This recruiting may be done by internal or external.

Types of Recruitment:

There are two types of recruitment in this organization. They are:

1. Internal Recruitment

2. External Recruitment.

MedPlus+ WANTED **MedPlus+**

**INDIA'S LEADING RETAIL PHARMACY CHAIN
MEDPLUS IS LOOKING CANDIDATES FOR BELOW POSITIONS,
ATTRACTIVE REMUNERATION+INCENTIVES.**

Designation	Exp.	Qualification
Pharmacist With PCI	Freshers can also Apply 0-5 Years	B/D Pharmacy with PCI Certificate
Pharmacy Sales Assistant	0-5 Years	SSC and Above



For Internal Recruitment:

The principal methods are-

- Job posting
- Use of computerized skills inventories
- Referrals from other departments

For External Recruitment:

Organizations rely on-

- Advertisements
- Field recruiting
- Including campus recruiting

Point of Recruitment:

There are two level of recruitment.

- Entry level
- Lateral entry (Recruitment of experienced person)

Selection:

The critical criteria in this regard are job relatedness, reliability, and viability.

For selection of candidates following things are considered-

- o Appearance
- o Attitudes

o Knowledge

o Personal ability & mental ability

MedPlus **New Joiner Check List**

NAME	Dept	E CODE
APPOINTED AS	Dept	D.O.J

TO BE COLLECTED FROM THE EMPLOYEE

1	CURRICULUM VITAE	
2	INTERVIEW EVALUATION SHEET	
3	STANDARD APPLICATION	
4	JOINING REPORT	
5	RELIEVING LETTER FROM PREVIOUS EMPLOYER	
6	I.D & RESIDENCE PROOF	
7	PAN NO	
8	D.O.B PROOF	
9	PHOTOGRAPHS - 5 No's	
10	P.F : FORM	
11	E S I : FORM	
12	GRATUITY DECLARATION FORM	
13	SELF DECLARATION FORM	
14	AUTHORIZED DEDUCTIONS	
15	XEROX COPIES OF QUALIFICATIONS & EXPERIENCE	
16	EMPLOYEE BOND	
17	CODE OF CONDUCT/ENGLISH/LOCAL LANGUAGE	
18	CIRCULAR Dated 19/07/2011 (Shop Level Employees)	
19	CIRCULAR Dated 12/10/2011 (All Employees)	

QUALIFICATIONS:

a) S.S.C		e) INTERMEDIATE	
b) D.Pharmacy		f) DEGREE	
c) M.Pharmacy		g) POST GRADUATION	
d) Others			

TO BE GIVEN TO EMPLOYEE

1	OFFER LETTER	
2	APPOINTMENT LETTER	
3	IDENTITY CARD	
4	UNIFORM / UNDERTAKING LETTER	
5	MOBILE / UNDERTAKING LETTER	
6	LAPTOP / UNDERTAKING LETTER	
7	COMPANY VEHICLE / UNDERTAKING LETTER	
8	BANK ACCOUNT	

INTIMATION TO

a)	ATTENDANCE INCHARGE	
b)	SECURITY	
c)	PAY SHEET INPUT	
d)	WELCOME MAIL	
e)	IT DEPARTEMENT WHERE EVER APPLICABLE	

INCHARGE RECRUITMENT

o Physical ability

o Qualification

o Communication skill

o Job knowledge (for lateral entry)

7.Leave management:

Leave is earned by duty. Leave cannot be claimed as a matter of right, and leave

admissible under the service rule of Optival health solutions Pvt Ltd may be granted by the Managing Director or his authorized person, who may refuse leave, grant leave for a shorter period than applied for, revoke leave of any description and recall an employee before the expiry of the leave.

One Officer is looking after the leave matter of employees and keeping leave records. Employees of a Optival health solutions Pvt Ltd are enjoying following kinds of leaves-

Earned Leave: 12 days in a year as per service rule of Medplus after one year have been completed.

Casual Leave: 12 days in a year compulsory.

Sick Leave: 14 days in a year + conditional additional sick leave allowed by the mgt. as per service rule of Medplus for only employees doesn't have ESIC facility.

Maternity Leave: 24 weeks for each issue up to one children.

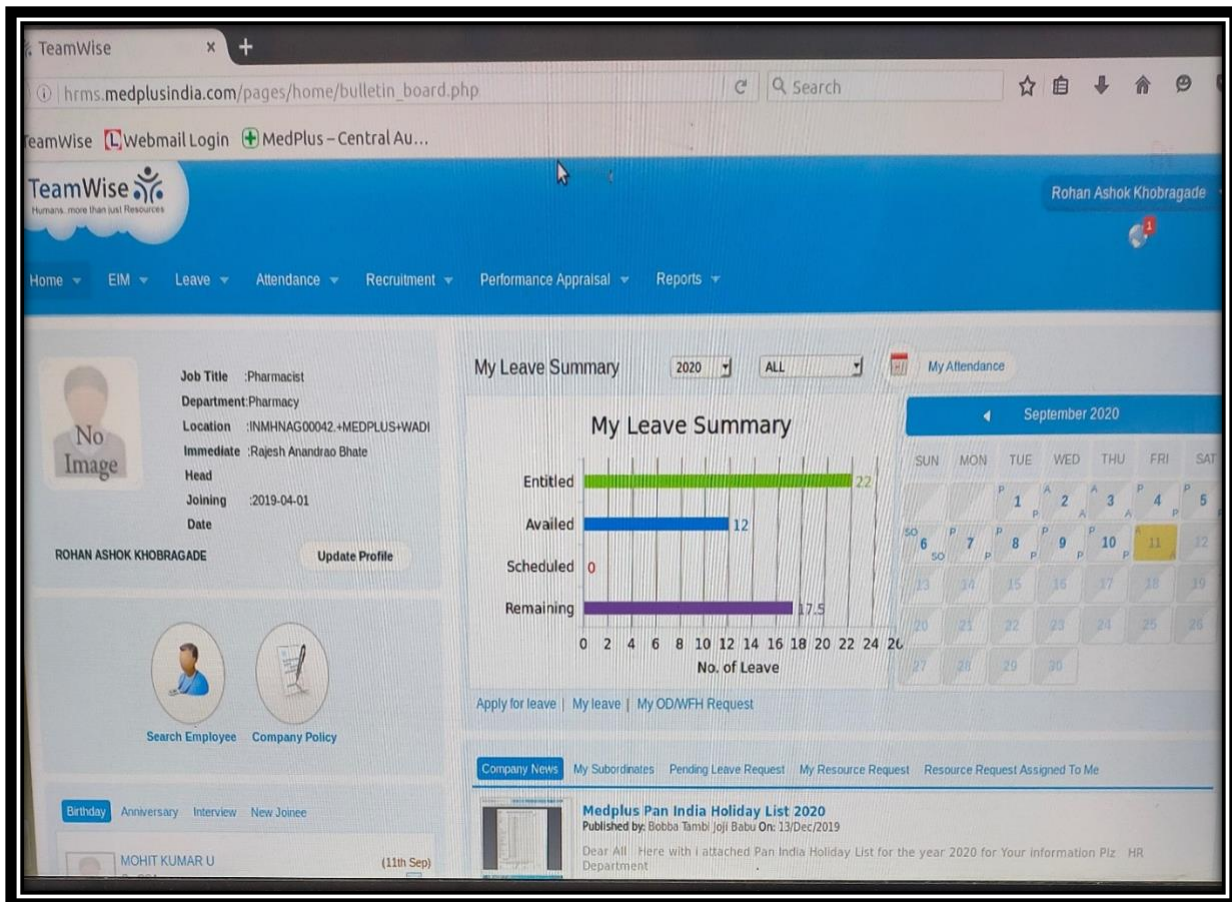
Leave Without Pay 12 days once during the year.

S.No	Holiday	Month	Date	Day	TS	TS-Corpo	AP	TN	KN	MH-Pune	MH-Nagpur	WB	DD	Common Holiday	Remarks
1	New Year	January	01-01-20	Wednesday											
2	Sankranti / Pongal	January	15-01-20	Wednesday	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
3	Republic Day	January	26-01-20	Sunday	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
4	Mahashivratri	Feb	21-02-20	Friday	✓		✓								
5	Holi	March	09-03-20	Monday	✓					✓	✓		✓		
6	Holi	March	10-03-20	Tuesday	✓					✓	✓		✓		
7	Ugadi	March	25-03-20	Wednesday	✓	✓	✓		✓						
8	Sri Ramanavami	April	02-04-20	Thursday											
9	Good Friday	April	10-04-20	Friday											
10	Tamil New Year/Bengal New Year	April	14-04-20	Tuesday	✓			✓				✓			
11	Maharashtra Formation Day	May	01-05-20	Friday						✓	✓				
12	Ramzan	May	25-05-20	Saturday	✓										
13	Telangana Formation Day	June	02-06-20	Tuesday	✓	✓									
14	Raja Sankranti	June	15-06-20	Monday									✓		
15	Independence day	August	15-08-20	Saturday	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
16	Sri Krishnasami	August	11-08-20	Tuesday				✓	✓	✓	✓				
17	Ganesh Chaturthi	August	22-08-20	Saturday				✓	✓	✓	✓				
18	Mahatma Gandhi Jayanthi	October	02-10-20	Friday	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
19	Maha Saphami	October	23-10-20	Friday									✓		
20	Maha Navami	October	24-10-20	Saturday									✓		
21	Vijaya Dashmi	October	26-10-20	Monday	✓	✓		✓	✓	✓	✓	✓	✓	✓	
22	AP State Formation day	November	01-11-20	Sunday				✓	✓	✓	✓				
23	Deepavali	November	14-11-20	Saturday	✓		✓	✓	✓	✓	✓				
24	Karnataka Formation Day	November	01-11-20	Sunday					✓						
25	Amabasya	December	14-12-20	Monday										✓	
26	Christmas	December	25-12-20	Friday											
OPTIONAL HOLIDAYS						2	2	2	2	2	2	2	2		
TOTAL						10	10	10	10	10	10	10	10		

Note:- some of the states have no opted for Paid for Paid Holiday for state formation day in case such state government declares it as a mandatory holiday, the state may like to swap any of the holidays consider using of the optional Holiday.

Prepared By: [Signature] Verified By: [Signature] National Head-HR: [Signature] Bhaswan Nigam C.O.O.

Personal Profile Management: They maintain employees personal profile with hardcopy of documents for example: CV, NID, Educational Certificates and other necessary documents.



8.HR Operations:

HR operations unit mainly work in the area of short term and long-term benefits of the employees of Medplus, like salary, bonus, provident fund, gratuity, super annulations fund, etc.

- Monthly Salary Disbursement
- Preparation and disbursement of Festival Bonus and Performance Bonus
- Employees Final Settlement.
- Maintain liaison with different AMC, which are under the corporate agreement with Optival health solutions Pvt Ltd.
- Submission of various Salary related MIS report to the Management & Regulatory

bodies.

- Work as System Admin in HR department
- Assist in Appraisal Management
- Investment with the gratuity and PF fund
- Employee Tax processing,

Training & Development:

Human Resource is the key to success of a service oriented business organization. The famous quotes from some renowned business leaders are:

The mission is

To be the first choice of customers for their health and wellness needs by consistently understanding and exceeding their expectations

Our Mission

To revolutionize healthcare delivery in India

Steps of training program

A typical training program can be classified into 5 steps

1 Need Analysis

2 Instruction Design

3 Validation

4 Implementation

5 Evaluation and Follow-up

1. Need Analysis

- *Identify the specific job performance skills needed to improve performance and productivity.*
- *Analyze the skills and needs of the prospective trainees and to develop specific measurable knowledge to perform their job.*
- *To ensure that the program will be suited to the trainees specific levels of education, experience and skills.*
- *Use study report to develop specific measurable knowledge and performance objective*
- *Technique to identify Training Needs:*

Task analysis and performance analysis are two main techniques for identifying training needs.

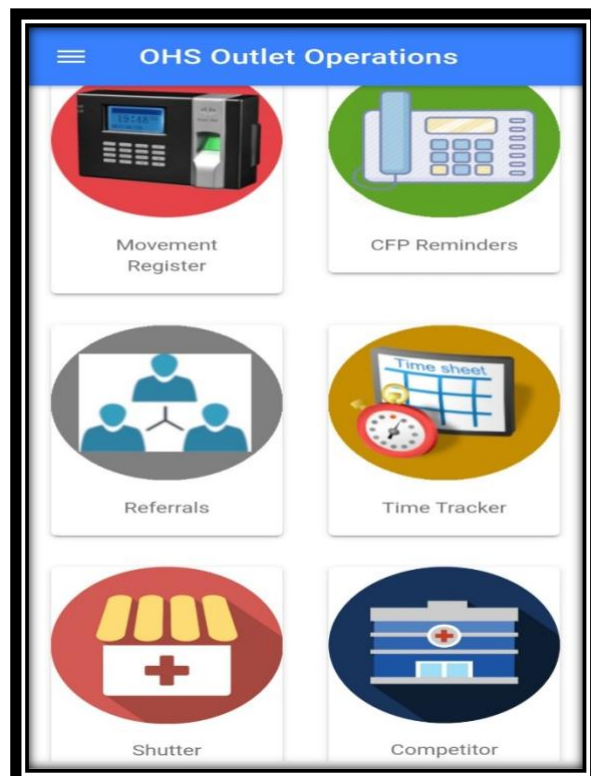
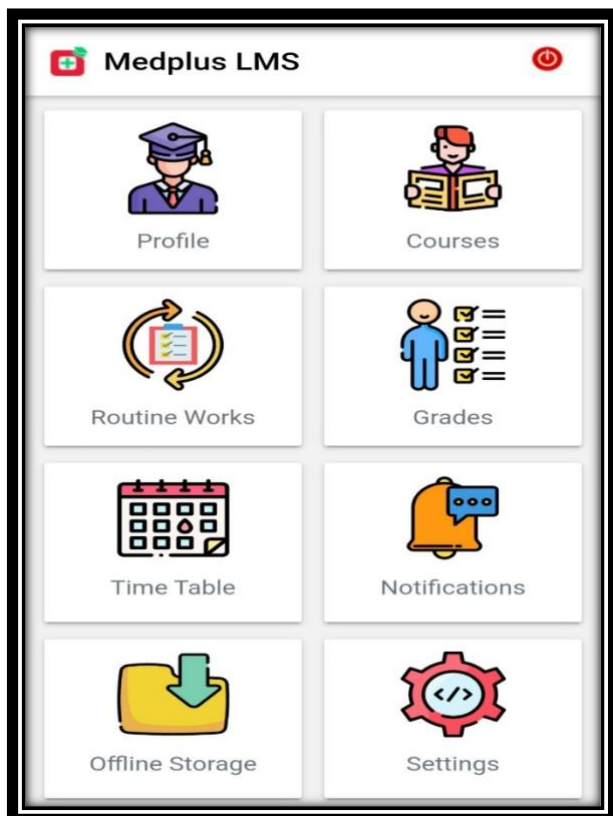
- **Task analysis:**

The first step in training is to determine what training, if any, is required. The main task in

assessing the training needs of new employees is to determine what the job entails and break it down into subtasks, each of which is then taught to the new employee. So, task analysis is a detailed study of a job to identify skills required so that an appropriate training program may be instituted.

Task Analysis form contains six types of information.

How often performed



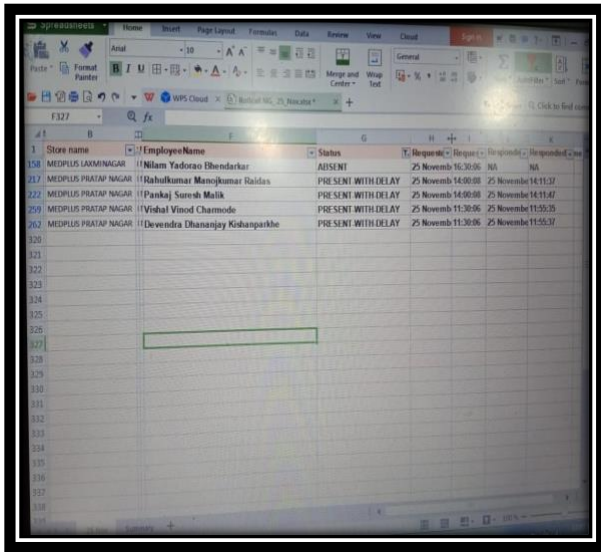
- Quantity, Quality Standards
- Performance Conditions
- Skills Required
- Where best learned
- App should provided to activity.

Registers & files maintain in outlet

Registers	Files
<ul style="list-style-type: none"> • Register 1:-Daily routin work, CFP calling,Excess cash,Duty handover,central drug mistake <ul style="list-style-type: none"> • Bounce register • Movement register • Attendance register 	<ul style="list-style-type: none"> • Outlet opening & closing file • DSR • Schedule drug file • Sale order file • Internal audit file • Store complaint file • Bank deposit file • Employee audit file

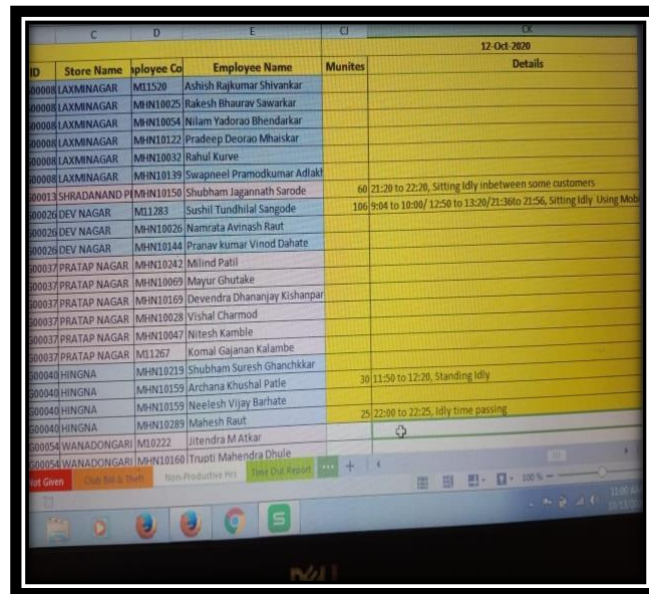
1. Performance Analysis:

Verifying that there is a performance deficiency and determining whether that deficiency should be rectified through training or some other means (such as transferring the employee).



Store name	Employee Name	Status	Response Time	Response Time
MEDPLUS LAXMINAGAR	Nilam Yadrao Bhendarkar	ABSENT	25 Novemb 16:30:06	NA
MEDPLUS PRATAP NAGAR	Rahulkumar Manojkumar Ralidas	PRESENT WITH DELAY	25 Novemb 14:00:08	25 Novemb 14:11:37
MEDPLUS PRATAP NAGAR	Pankaj Suresh Malik	PRESENT WITH DELAY	25 Novemb 11:30:06	25 Novemb 11:55:35
MEDPLUS PRATAP NAGAR	Vishal Vinod Charnode	PRESENT WITH DELAY	25 Novemb 11:30:06	25 Novemb 11:55:37

Roll call doesn't responded on time



ID	Store Name	Employee Co	Employee Name	Munits	Details
000008	LAXMINAGAR	M11520	Ashish Rajkumar Shivankar		
000008	LAXMINAGAR	MHN10025	Rakesh Bhaunay Sawarkar		
000008	LAXMINAGAR	MHN10054	Nilam Yadrao Bhendarkar		
000008	LAXMINAGAR	MHN10122	Pradeep Deora Mhaiskar		
000008	LAXMINAGAR	MHN10032	Rahul Kurve		
000008	LAXMINAGAR	MHN10139	Swagoneel Pramodkumar Adlakt		
000013	SHRADANAND PH	MHN10150	Shubham Jagannath Sarode	60	21:20 to 22:20, Sitting Idly in-between some customers
000026	DEV NAGAR	M11283	Sushil Tundhial Sangode	106	9:04 to 10:00/ 12:50 to 13:20/21:30to 21:56, Sitting Idly Using Mob
000026	DEV NAGAR	MHN10026	Namrata Avinash Raut		
000026	DEV NAGAR	MHN10144	Pranav kumar Vinod Dahate		
000037	PRATAP NAGAR	MHN10242	Millind Patil		
000037	PRATAP NAGAR	MHN10069	Mayur Ghutake		
000037	PRATAP NAGAR	MHN10169	Devendra Dhananjay Kishanpar		
000037	PRATAP NAGAR	MHN10028	Vishal Charnod		
000037	PRATAP NAGAR	MHN10047	Nitesh Kamble		
000037	PRATAP NAGAR	M11267	Komal Gajanan Kalambe		
000040	HINGNA	MHN10219	Shubham Suresh Ghanchikkar	30	11:50 to 12:20, Standing Idly
000040	HINGNA	MHN10159	Archana Khushal Patle		
000040	HINGNA	MHN10159	Neelesh Vijay Bahate	25	22:00 to 22:25, Idly time passing
000040	HINGNA	MHN10289	Mahesh Raut		
000054	WANADONGARI	M10222	Jitendra M Atkar		
000054	WANADONGARI	MHN10160	Trupti Mahendra Dhule		

Non productive employess during shift timing

2. Instructional Design:

Gather instructional objectives, methods, media, description of and sequence of content, examples, exercise and activities.

Make sure all materials such as video scripts, leader's guides and participant's workbooks, complement each other are written clearly and blend into unified training geared directly to the stated learning objectives.

Carefully and professionally handle all program elements-whether reproduced on paper, film or tape to guarantee and effectiveness.

3. Validation:

Introduce and validate the training program before it presented to the trainee.

4. Implementation:

When applicable boost success of training workshop focuses on presentation knowledge and skills in addition to training content.

5. Evaluation and Follow-Up:

Asses program success-according to-

Reaction: Document the learner's immediate reactions to the training.

Learning: Use feedback devices or pre and post tests to measure what learners have actually learned.

Behavior: Note supervisor's reactions to learner's performance following completion of the training. This is one way to the degree to which learners apply new skills and knowledge to their jobs.

Results: *Determine the level of improvement in job performance and assess needed maintenance*

Setting training objective

After training needs have been analyzed, concrete and measurable training objectives should be set. Objectives specify that what the trainee should be able to accomplish after successfully completing the training program.

OUTLET ASSIGNMENT FORM Date: _____

Name of the Trainee: Riya S. Shahu Store location: INMHNAG 00014
 Name of the Trainer: Nilesh Shambharkar Name of Store incharge: Pankaj Bhende
 Batch no: NG127 Name of Supervisor: Tomar sir

Kindly enter the data pertaining to each parameter for all the days of outlet training

S.No	Description	Days					Tot
		1	2	3	4	5	
1.	Reporting Time (Punctuality) Log In Time: _____ Log Out Time: _____	8:57	8:56	9:00	9:00	9:00	
		6:00	6:00	6:00	6:00	6:00	
2.	Number of Live Billing Done (Min 10 No:s)	43	66	41	36	42	
3.	Number of Live Customers Handled (Min 10 Customers & graded increase)	43	66	41	36	42	
4.	Number of Sale Order Done (Min 5 per day)	0	0	0	0	0	0
5.	Number of Spot Flexi Done (Min 5 per day)	2	0	2	2	0	
6.	Number of Pages Audited. (Min 3 per day)	3	3	3	17	3	
7.	Number of T.O Received & Replenished (Min 5)	5	10	13	0	10	
8.	Number of Web Order (Min 2 per day)	0	0	0	0	0	0
9.	Number of OTC Updated (Twice/day)	2	10	2	2	2	
10.	Number of Bounce Updated (5-10 products)	10	10	12	15	16	
11.	Number of CFP Calls done (Only 5 calls per day)	10	12	9	10	11	
12.	Monthly Offers & Up selling	7	5	7	8	7	

Kindly rate the overall performance of the employee as per the scale mentioned after 5 days of Outlet training: 1 – Poor 2 – Average 3 – Good 4 – V.Good 5 – Excellent

S.No.	Critical Skills Required	Rating	Remarks
1.	Customer Receiving	4	
2.	Picking Speed	5	
3.	Billing Speed	4	
4.	Drug Knowledge (Speed 1&2 / OTC)	3	
5.	POS Basic Functions	4	
6.	Files & Registers	4	
7.	Specs (Alternate, Flexi, CFP)	3	
8.	Overall Customer Handling Skills	4	

P.R. Shukla
 6/10/2020
 Shop In-charge (Sign)

 Trainer

P. G. Patil
 6/10/2020
 Supervisor (Sign)

Techniques of training program:

After determine employees training needs, set training objectives and designed the program, the training program can be implemented. Most popular training techniques are:

- On the job training
- Off the job training

On the job training:

On the job training is like having a person learns a job by actually performing it. Virtually every employee, from mailroom clerk to company president gets some on the job training when he or she joined the firm.

A useful step by step job instruction approach for giving a new employee on the job training is as follows-

- o Preparation of learner
- o Presentation of the operation

o Performance tryout

o Follow-up

On the job training has several advantages-

o It is relatively inexpensive

o Trainees learn while they working

o There is no need of class-room, programmed learning devices

o Trainees learn actually doing the job

o Get quick feed-back about the correctness of their performance.

On the job management development techniques:

On the job training is one of the most popular development methods.

Important techniques here include-

o Job rotation

o Coaching/ under-study approach

o Junior boards

o Action learning

Off the job training: *Medplus do not provide off the job training.*

9. Company Analysis.

SWOT Analysis:

STRENGTHS:

The strengths of a company are the most important building blocks required for growth to take place. The following are a few of the most prevalent strengths that Optival Health solutions pvt Ltd has at the present time.

Recruitment: *Their recruitment and selection policy is very strong. Medplus recruits talented candidates from the market through proper testing- written and interview. The written part contains questionnaires that are of IBA standard which is a renowned education institution of our country.*

Work environment: *During my stay I found the work environment very satisfactory. Everyone is cordial and helpful and cooperative. There is less internal conflict or politics at play which is essential for conducting a productive working environment.*

Transparency: *For clear communication to the employees of the HR Practice in Medplus, they have a service rule book which they give to every employee. The guide articulates important and covers all HR Practice followed by the organization. This is very helpful both for the employees and the employer as it removes chances of misinterpretation, bias etc.*

Leave Management: *They Provide a 36 days leave balance which include earn leave 12 days, Casual leave 10 days and Medical leave 14 days of some employees excepts ESI benefits.. So employees have no worries regarding having leave.*

Accountable Corporate Governance is very important for the AMC:

Good Corporate Governance is an issue of vital importance to the Board and Management .

The Board of Directors, as the head level of authority, is responsible and accountable for the overall direction and is ultimate answerable to regulatory authorities and shareholders for the activities, strategies and performance of the company.

Capital board has a formal schedule of matters especially reserved for its decision including corporate strategy, approval of budgets and balance sheet, annual financial results, Director Appointment, proposal for dividend, approval of major corporate transactions and credit proposals beyond the delegated business power of the management. Optival health solutions pvt Ltd provides online Services, which provides the online

services to its customers. By using the modern online services, where customer can purchase or repurchase a medicine.. This service gives customer huge flexibility. More and more urban customers are becoming attracted to this service day by day. This online service provides great benefit for the customers, as they do not have to face the hassle of going to the office to know their balances.

Training and development system is a prime reason of their Success. Optival health solutions pvt Ltd gives regular training to the officer of both middle and lower levels. Again if there is any strategy or technology change, there will be special training program arranged based on individual needs. They arrange special training on their software also which they use in the office to operate their system, which eventually becomes beneficial not only for the employee but also for the organization, because if they do not know the exact procedure of carrying out work in their system then that might affect them both the employee end into making mistake, and as a result the reputation of the organization also might get hampered.

WEAKNESS:

Though Optival health solution pvt Ltd is a company that has many strengths but it also has some weakness. The followings are few of the most common weakness has at the present time:

Inadequate human resources:

The human resources are not sufficient in terms of its service providing system. It has to maintain a number of formalities to recruit employees.

Human Resource Planning:

There is not much Human Resource Planning at the Organization except for those employees who are well experienced.

Lack of Job Analysis:

It is the important part of HR practice in an organization but not implanted in which means they are less informed about current market trends and that could lead to loss of potential talents from their pool.

OPPORTUNITY:

In an organization opportunities are positive external environmental factors. An organization should explore all possible opportunities available to it. These opportunities are intended to improve the organization. By making improvements, the organization should be able to become more competitive in the market.

Recruitment:

Most recruitment in here is through internal recruitment, they can spread the pool of entry level employees through campus recruitment.

Recent performance will establish stronger credibility:

. Their retained earnings have already provided a strong foundation for the portfolio.

Expanded market:

As today's the private pharmacies are available so the most of medicines get from nearest stores. so Medplus will be able to capture a large number of

institutional clients from competitors, as well as new clients to available of new medicines as soon possible.

THREATS:

An organization's threats are negative external factors. An organization should explore all possible threats available to it. These threats are intended to diminish the organization. By making improvements and proper monitoring of the threats, the organization should be able to turn more competitive in the market.

Sales growth

The market can be expanded, and a sudden lock down creates more demand of medicine prices will client confidence portfolio performance. Like in COVID 19 customers take medicines in bulk and the medicines boost health, immunity in large but after some time it's going on regular situation.

Government Policy:

The changes of policy connected to the operation of Medplus regarding to medicines rules and regulations. The scheduled drugs records should maintain carefully or not.

The Lack of Motivation of Employees:

Sometimes the lack of motivation in employees can create a threat to the organization.

Employees may be overburdened with tasks that are not their core-competencies. As a result, the quality and accuracy of deliverables duties may fall. Employee turnover may have a negative effect on the overall performance of organization.

Findings and Recommendations**Findings of the study:**

- **Compensation and Benefits:** Compensation basically consists of direct and indirect compensation and benefits. Medplus is very much concerned about both these types of compensation. They offer attractive package that is in per with current market practice in similar sector. They also offer bonuses and yearly incremental. For long term benefits, Medplus has provision of Gratuity, Provident Fund. They also have

leave planning for employees consisting of different kind of leaves according to employee needs.

- **Performance Evaluation:** The evaluation of employee's performance is not properly done by the HR division.
- Officers of the organization are competent even though many of them simply know the working procedure of what they are doing but don't know the philosophy behind doing those.
- Service quality is commendable. It is very important for every organization serve its customers so that it create a loyal customer base who will repeatedly buy its products and carry a long time relationship with the company as well as work as a spoken person to promote the products of the company to peers, friends, relatives, etc. This organization is really good at its service quality.

Recommendations:

- The organization should practice proper Medplus guideline. The purpose of Human Resource Management is to improve the productive contribution of people.
- To get effective and efficient employee, the organization should arrange proper training and development programs.
- The entire HR department should be well informed regarding the employment personal.
- The organization should provide well direct compensation as well as direct to its staffs.
- The management should have job evaluated salary structure, which is most competitive than other organizations in the country.
- To evaluate employee's performance; the management should follow promotion policy properly.
- In order to get competitive advantage and to deliver quality service, top management should try to modify the services.
- Periodical performance appraisal and giving recognition and rewards to the qualified employees to keep motivating them.
- Proper training needed for ensuring efficient performance of the employees.
- Medplus should hire specialist for each individual sector.
- The management should create customers database and continuously informing the investors about the available facilities or opportunities which will work to achieve twin goal at a time; one is direct marketing and another is large pool of customers database.

10. Conclusion

From the above discussion it can conclude such a way that since human resource management is a continuously practicing issue so it plays a significant role on organizations overall performance. If an organization wants to gain full benefit from human resource management it should follow all the sections of HRM. As a small few persons are recruited for its operations and performances. But it will expand soon or later and then the number of HR employee may not be enough to run the company. Committed and trustworthy employees are the most significant factors to becoming an employer of choice, it is no surprise that companies and organizations face significant challenges in developing energized and engaged workforces. However, there is abundance of research to demonstrate that increased employee commitment and trust in leadership can positively impact the company's bottom line. In fact, the true potential of an organization can only be realized when the productivity level of all individuals and teams are fully aligned, committed and energized to successfully accomplish the goals of the organization. Thus, the objective of every company should be to improve the desire of employees to stay in the relationship they have with the company.

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