



23rd March, 2018

TO WHOMSOEVER IT MAY CONCERN

This is to certify that Miss. T.K.Yazhini doing her MBA 2nd year at Acharya Institute Of Technology, Bangalore has completed her internship training in our HR department from 15th January, 2018 to 23rd March, 2018.

Sincerely yours,

Preetha Suresh

Deputy Manager – Human Resources

Pfizer Healthcare India Private Limited
(Formerly "Hospira Healthcare India Private Limited")
(CIN: U24232TN2009PTC073563)

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ACHARYA INSTITUTE OF TECHNOLOGY

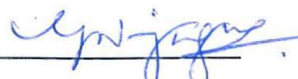
(Affiliated to Visvesvaraya Technological University, Belagavi, Approved by AICTE, New Delhi and Accredited by NBA and NAAC)


Date: 25/05/2018

CERTIFICATE

This is to certify that **Ms. Yazhini T K** bearing USN **1AZ16MBA83** is a bonafide student of Master of Business Administration course of the Institute 2016-18 batch, affiliated to Visvesvaraya Technological University, Belgaum. Project report on “**A Study on Effectiveness of Employee Welfare Measures at Pfizer, Chennai**” is prepared by her under the guidance of **Prof. Keerthi H K**, in partial fulfillment of the requirements for the award of the degree of Master of Business Administration, Visvesvaraya Technological University, Belgaum, Karnataka.


Signature of Internal Guide


Signature of HOD
Head of the Department
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Signature of Principal

PRINCIPAL
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DECLARATION

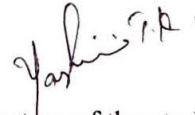
I, Yazhini T. K hereby declare that the Internship report entitled Study on Effectiveness of Employee Welfare Measures at Pfizer, prepared by me under the guidance of Prof. Keerthi H. K faculty, Department of MBA Acharya Institute of technology/ and external assistance by Preetha Suresh, Deputy Manager-Human Resource, Pfizer.

I also declare that this Internship work is towards the partial fulfilment of the university regulations for the award of degree of Master of Business Administration by Visvesvaraya Technological University, Belgaum.

I have undergone a summer project for a period of Ten weeks. I further declare that this project is based on the original study undertaken by me and has not been submitted for the award of any degree/diploma from any other University / Institution.

Place: Bangalore

Date: 29.05.2018



Signature of the student

ACKNOWLEDGEMENT

I deem it a privilege to thank our Principal, Dr. Sharanabasava Pilli, Dr. Mahesh, Dean Academics and our HOD Dr.Nijaguna for having given me the opportunity to do the project, which has been a very valuable learning experience.

I am truly grateful to my external guide Preetha Suresh, Deputy Manager-HR., and my internal research Guide, Asst. Prof. Keerthi H.K, Faculty of for their research guidance, encouragement, and opportunities provided.

I wish to thank all the respondents from the firms who spent their valuable time in discussing with me and giving valuable data by filling up the questionnaire.

My sincere and heartfelt thanks to all my teachers at the Department of MBA, Acharya Institute of Technology for their valuable support and guidance.

Last, but not least, I want to express my deep appreciation to my parents for their unstinted support.

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Executive Summary

Employee welfare is where the business should care for its workers to pledge that they remain authentic to the industry to be spurred to continue serving for business & not leave to work for contender, and be cost-effective to enable the occupation to get done its goals.

This will be the activity of the HRM division and they will give assistance to specialists who require bolster, which could be the situation for labourers who have monetary, or maybe even family, issues.

This project has been done to examine the adequacy of welfare measures at Pfizer. Pfizer inc, a leading pharma company headquartered at New York city, United states and has been in the business since 1849. Pfizer manufactures and produces vaccines and medicines for a wide range of medical disciplines.

This examination is unmistakable sort of research where information is gathered through the assistance of survey where the reaction has been gathered from 100 respondents. The information gathered is organized, investigated and translated.

The investigation was led amid the entry level position with Pfizer as a HR Intern in the HR division. This task will help in seeing how viable the welfare measures has been executed and how it has helped the workers regarding fulfilment and development.

CHAPTER 1

INTRODUCTION

Welfare means living in a comfortable conditions. It also means that the attempt to create a satisfied life for employee. Employee is foremost vital plus for a company, also the job has got to record worth and value of individuals in a company.

The idea of 'Employee welfare' always is versatile and changes with areas, organizations, nations, societal values, customs and final socio economic blooming of individuals & political teachings winning in explicit times. Normally the term labor, worker, employee or worker is accustomed seek advice from the remuneration earning human agents at numerous organizations.

While value on coaching, development, etc., is recorded one by one and the cost on welfare movements is associated with investment and also the returns judged. In contrast to different assets that has reduction in worth as time passes by, worth on human assets increases with the passing years. Worth will get reduced by the aging method that usually increases by worries and bad health conditions. When this method gets over-involved, or if minimum of workers formed to feel young in the spirit value significantly. Industry success depends on glad proletariat, also on the significant of welfare measures was started at early 1930, once the Commission on labor declared advantages that go below this language, area unit of nice significance to labor that he is not able to protect himself. Schemes of employee welfare could also, be considered as gentle investment that ought to, typically will lead to profitable outcome within sort of bigger potency

1.2 INDUSTRY PROFILE

21st century pharmaceutical and biotech part has progressed significantly from its foundations in nineteenth century drug store – Robin Walsh takes a gander at its advancement throughout the hundreds of years

The origin of pharmaceutical business lies with the drug specialists and medication stores that recommended standard cures as far back as the medieval circumstances, offering a hit-and-miss scope of medications in light of hundreds of years of people learning. In any case, the industry as we understand it today, it truly has its causes in next 50% of the nineteenth century. While logical insurrection of 17th century spreader thoughts of logic and practical experimentation and transformation had modified the products in 18th century. Merck which is located at Germany was potentially the most prompt organization to go toward this way. Started as a drug storehouse started in Darmstadt in 1667, it was in 1837 that Merck started the progress towards the contemporary and logical worry by gathering, contributing alkaloids.

So also, while Glaxo Smith Kline's sources to be followed back similar to 1714, it was amidst the 19th century that Beecham wound up associated with the modern generation of medication, delivering protected prescription from 1843, and world's 1st manufacturing plant for generating just solutions in 1849.

1900s – Aspirin arrives

It was not simply swiss organizations had their foundations in color exchange. Bayer was opened at 1863 as color producer at Wuppertal. It is the main place of Karl Marx's partner Friedrich Engels. Later it moved in to meds, materializing headache drug around turn of 20th century.

The interwar years

This period in the vicinity of 1918 and 1939 was set apart by two achievements that forecasted landing, of pharma business. First was insulin, Frederick Banting & partners examined how to seclude insulin which can cure diabetes.

Pharma in India

Introduction

Indian pharma industry advertise it as 3rd largest regarding volume and 13th largest as far as regard, it characterizes twenty on every money in capacity positions & 1.4 on each money in appreciation terms of Worldwide Pharma Industry agreeing to the statement by Equity Master. India is largest trader of plain capsules all around with Indian generics on behalf of twenty on each currency of universal charges as far its capacity. Generally, solidification has twisted in to vital for the Indian pharma market as industry is exceptionally separated.

India rises a vital situation in the global pharma industry. The country additionally has an extensive group of investigators & specialists who probably can guide the industry in advance to much larger volume. More than eighty for every currency of the anti-retroviral medicines applied all around to combat AIDS

Market Size

Indian pharma dissection is assessed to characterize 3.2 – 3.7 for separately every currency of universal pharma productiveness in regard positions and 11 for each currency in dimensions terms. It is trusted up on to progress to US\$200 billion by 2030. The marketplace is trusted upon to progress to US\$ 59 billion by 2025, in this way increasing as the sixth largest pharma marketplace comprehensively through outright scope, as spoken by Arun Singh Indian Ambassador to US. Manifest generics overwhelm pharma cabinet, establishing around 90 for every currency of portion of the whole business the division is trusted up on to make 58,000 extra beginnings for effort by year 2030.

India's pharma charges continued at US\$ 16.9 billion of each 2017-18 and relied upon to grow by 30 aimed at each currency all over the resulting 3 years to realize US\$ 30 billion by 2025, as per Pharma Export Promotion Council India.

Street Ahead

Pharma arcade measure relied on for developing into US\$ 150 billion by 2030, determined through escalating shopper expenditure, quick development, and the floating social assurance

protection amongst others. Pharma area's incomes remain relied upon to develop by 9 for every penny year-on-year through financial 2025.

Pfizer inc, joined on June 2, 1942 is an examination based universal bio pharmaceutical organization. The Company is engaged with the revelation, enhancement and formulation of medicinal amenities items. Its universal collection joins pharma and injections, and also customer services items. The Corporation compacts with its business activities through two business sections: Pfizer Inventive Health and Pfizer Essential Health. IH centers on producing and commercializing medications and immunizations improve patients' be alive, and additionally substances for shopper medicinal services. It remedial regions include private pharmaceutical, immunizations, irritation & immunology, infrequent sicknesses & shopper medicinal amenities. EH integrates tradition brands, marked generics, non-specific fresh injectable items, and biosimilar and implantation backgrounds. Likewise joins an innovative work (R&D) connotation, and moreover its arrangement manufacturing business. As of December 30, 2016 the Firm wholesaled it items in more than 126 countries

1.3 COMPANY PROFILE

1.3.1 PROMOTERS

		Shares apprehended		Shares burdened		
No	Shareholder name	Number	Percentage of grand total	No	Percentage of total shares	Percentage of grand total
1	Pharmacia Establishment	774,941	0	-	-	-
2	John Wyeth & Brother Ltd	942,000	0	-	-	-
3	Parke, Davis & Company LLC	793,733	0	-	-	-
4	WARNER-LAMBERT COMPANY LLC	1345,163	0	-	-	-
5	Wyeth Holdings Corporation	1,940,166	0	-	-	-
6	Wyeth LLC	5,458,821	0	-	-	-
7	PFIZER EAST INDIA B V	18,110,382	0	-		

1.3.2 VISION, MISSION, QUALITY POLICY

Mission: To be the head, creative biopharmaceutical organization.

Purpose: Innovate to convey treatments to patients that essentially enhance their lives.

Qualities:

- Customer center
- Community
- Respect for individuals
- Performance
- Collaboration
- Leadership
- Integrity
- Quality
- Innovation

Quality Policy

1. Pfizer is focused on the conveyance of sheltered and powerful items to patients and purchasers, a key component of our Company's Purpose and Mission.
2. To meet this dedication, Pfizer keeps up a quality-centered culture to guarantee the most noteworthy need is put on the wellbeing, adequacy and unwavering quality of our items, the security of our patients and purchasers, the nature of information supporting administrative entries, and communications with our partners.
3. Pfizer pioneers are focused on keeping up a quality culture with suitable frameworks and procedures set up to drive quality-centered practices and guarantee basic leadership in view of what is best for item quality, patient and buyer wellbeing, and security of Pfizer's notoriety and business.
4. Every individual in Pfizer is responsible for guaranteeing item quality, and patient and customer security.

As a feature of Pfizer's sense of duty regarding Quality:

- Pfizer's business is led in consistence with relevant quality directions, codes and norms;
- Division pioneers are responsible to guarantee techniques are set up that enough characterize the desires for work that backings, or straightforwardly influences, item quality, item enlistment and additionally information that backings item quality and patient or purchaser security;

- All Colleagues and Contingent Workers have the suitable instruction, preparing, aptitudes and experience to complete their work skillfully, as per material controls and Pfizer strategies and methods;
- Records, documentation and information are overseen as per material controls. • Processes for raising issues to guarantee item uprightness and patient and purchaser wellbeing are set up and reliably utilized; and
- There is powerful oversight of any outsider completing work for the benefit of Pfizer.

Pfizer's Quality Policy is actualized through a thorough Quality Management System. Our execution is checked and consistently explored to guarantee our measures of lead live up to our high desires of value for our patients, clients, and partners.

1.3.3 PRODUCTS AND SERVICE PROFILE

1. Accupril	21. Calan	41. Cyklokapron
2. Accuretic	22. Camptosar	42. Cytomel
3. Aldactazide	23. Cardura	43. Cytotec
4. Aldactone	24. Caverject Impulse	44. Daypro Alta
5. Alsuma	25. Celebrex	45. Daypro
6. Altace	26. Celontin	46. Depo
7. Antivert	27. Chantix	47. Depo-Medrol
8. Aricept	28. Cleocin HCl	48. Depo-Provera
9. Aromasin	29. Cleocin Pediatric	49. Detrol
10. Arthrotec	30. Cleocin Phosphate	50. Didrex
11. Atgam	31. Cleocin T	51. Diflucan
12. Avinza	32. Cleocin	52. Dilantin

13. Azulfidine	33. Colestid	53. Dilantin-125
14. Bacitracin	34. Cordarone	54. Duavee
15. BAVENCIO	35. Corgard	55. DYLOJECT
16. BeneFIX	36. Cortisporin cream	56. EFFEXOR XR
17. BESPONSA	37. Cortisporin oinment	57. ELELYSO
18. Bicillin	38. Corvert	58. ELIQUIS
19. BOSULIF	39. Corzide	59. Ellence
20. Caduet	40. Covera-HS	60. Embeda

61. Emcyt	81. Ibrance	101. Neurontin
62. Enbrel	82. Idamycin PFS	102. Nexium
63. ERAXIS	83. INFLECTRA	103. Nicotrol inhaler
64. Estring	84. Inlyta	104. Nicotrol NS
65. Eucrisa	85. Inspra	105. Norpace
66. Feldene	86. Levoxyl	106. Ogen
67. Flagyl	87. Lincocin	107. Precedex
68. Flagyl 375	88. Lipitor	108. Pfizerpen
69. Flagyl ER	89. Lomotil	109. PREMARIN
70. Flector patch	90. Lopid	110. PREMPHASE
71. Gelfilm	91. Lyrica	111. PREMPRO
72. Gelfoam	92. Lyrica CR	112. PREPARATION
73. Gelfoam Dental sponge	93. Medrol	113. PREVNAR 13
74. Genotropin	94. Menest	114. PRISTIQ
75. Geodon	95. Mycobutin	115. Prostin E2
76. Glucotrol XL	96. MYLOTARG	116. Prostin VR Pediatric
77. Glucotrol	97. Nardil	117. PROTONIX
78. Glynase	98. Navane	118. QuilliChew ER
79. Hemabate	99. Neosporin	119. QUILLIVANT XR
80. Heparin Sodium Injection	100. Neumega	120. Rapamune

1.3.4 AREAS OF OPERATIONS

Argentina	Hong Kong
Australia	Hungary
Austria	India
Belarus	Indonesia
Belgium	Ireland
Brazil	Israel
Bulgaria	Italy
Canada	Japan
China	Korea
Colombia	Latvia
Croatia	Lithuania
Czech Republic	Malaysia
Denmark	Mexico
Spain	Sweden
turkey	United kingdom
Greece	Philippines

1.3.5 INFRASTRUCTURE FACILITIES

The organization has given the framework offices like building, work space gear, PCs and supporting administrations. Other than this the organization give following office.

1. Training and development modified

Before utilizing the representatives, the organization gives appropriate preparing to workers in regards to their individual employment parts and duties and furthermore workshops and to think about various types of divisions in office.

2. Great ventilation and lighting office

For better condition to the representatives in the workplace, great ventilation and delicate lighting are utilized to keep up strength of the representatives. There are numerous windows, tube lights, fans which will give an ideal workplace for the representatives to work.

3. Rest room

The rest room office giving here to representative amid relaxation time. The representatives can have their nourishment and take rest in this rest room.

4. Parking area

The organization has great space for stopping. The stopping office is accommodated autos, and 2-wheeler vehicles.

5. Drinking water and toilets office

6. Break room office

7. presentation rooms

8. Recreational office

The organization has masterminded a drinking water office at 2 puts in premises. The separated and unadulterated water is being to give to specialists. The organization has even given the toilets office to workers.

9. Lift facility

For representatives the lift office is additionally accessible and steps accessible they having the great framework office.

1.4 COMPETITORS INFORMATION

About Abbvie Inc.

Abbvie is competing for predominance in the realm of medicines. The firm finds, creates, and popularizes both biopharmaceutical and little particle drugs, with an attention on immune system sicknesses, hepatitis C, HIV, and different afflictions. Its essential item is Humira, best known as a rheumatoid joint pain tranquilize; it represents over 60% of AbbVie's deals. Other key items incorporate disease treatment Imbruvica and hepatitis C medicate Viekira. The firm has seven offices making items that are accessible in excess of 170 nations. After the termination of Humira's compound patent assurance in late 2016, the R&D firm is searching for the following enormous thing.

About Amgen Inc.

Amgen is among the greatest of the biotechs. The organization utilizes cell science and therapeutic science to target growths, kidney infirmities, incendiary issue, and metabolic maladies. Its best protein-based helpful items incorporate Neulasta and Neupogen (both utilized as against infectives in malignancy patients), Aranesp and Epogen (used to battle weakness in constant kidney ailment and tumor patients), and Enbrel for rheumatoid joint pain

About Biogen Inc.

With its pipeline loaded with biotech drugs, Biogen intends to meet the neglected needs of patients around the globe. The biotech goliath is centered around creating medicines in the regions of immunology and neurology. Its item program incorporates top of the line drugs Tecfidera and Avonex (interferon) for the treatment of backsliding numerous sclerosis (MS); Tysabri, a medication treatment for MS and Crohn's ailment; and Fampyra, which enhances

strolling in grown-ups with MS. Different items incorporate Plegridy for MS. Established in 1978, Biogen serves clients in excess of 90 nations.

About Bristol-Myers Squibb Company

Pharmaceutical goliath Bristol-Myers Squibb (BMS) treats a variety of illnesses through its immense lineup of treatments. The biopharmaceutical's blockbuster drugs incorporate rheumatoid joint inflammation behavior Orencia and ELIQUIS for stroke counteractive action. BMS has worldwide research offices and assembling plants, for the most part in the US and Europe, and its items are showcased to human services experts, healing centers, and oversaw mind suppliers in 100 nations.

About Chattem, Inc.

On the off chance that it's a notable cream, oil, glue, pill, or powder it's presumable that Chattem claims that brand name. The Sanofi auxiliary markets about two dozen over-the-counter marked individual care items and dietary supplements, including healthy skin and agony medications, for example, Aspercreme, Cortizone-10, Icy Hot muscle torment reliever, and Pamprin menstrual side effect reliever. The organization additionally makes the Unisom tranquilizer, cured powder Gold Bond, Bullfrog sunscreen, Mudd mud based facial covers, and Selsun Blue dandruff cleanser. Chattem pitches its items to wholesalers and retail merchandisers. The organization was framed in 1879 as the Chattanooga Medicine Company.

About Eli Lilly and Company

Best known for its neuroscience items, pharmaceutical firm Eli Lilly is into endocrinology oncology & cardio vascular care solutions. Best offering tablets incorporate Cymbalta for misery,agony,. Lilly additionally influences drugs to treat bipolar gastric lung tumor and diabetes and also hostile to infective operators and a developing line of creature wellbeing items.

1.5 SWOT ANALYSIS

SWOT Analysis is an all inclusive investigative method concentrated on the assessment of interior and outside components influencing the accomplishment of the association or some other assessed framework. Normally and most regularly, the SWOT investigation is utilized as a part of the vital administration of the association in assessing a vital expectation. Beneath said are the distinguished quality, shortcoming, opportunity and dangers of Pfizer.

Strengths:

1. Biggest pharma industry and operates in excess of 50 countries.
2. Had merged and acquired with many pharma brands expanding brand image.
3. The pharmaceutical organization has nearly about 1, 00,000 employees which are working in various portions of this organization
4. Solid brand name and review all inclusive
5. One of Pfizer's more disregarded qualities is their showcasing methodologies. Pfizer has a one of a kind method to request straightforwardly to buyers, for example, TV advertisements, as opposed to experience outsiders, for example, specialists or healing centers. In doing as such the organization makes a compatibility with their clients which manufactures a level of trust and extensions generally holes
6. Pfizer likewise shows a vital quality as it demonstrates its backbone with a solid and tip top innovative work group. The most generally recommended drug on the planet is the cholesterol medicine Lipitor which Pfizer formally presented in 1997. From that point forward Pfizer has revealed the absolute most basic professionally prescribed prescriptions on the planet including Enbrel and Zithromax. In conjunction with this, Pfizer likewise has a few medications in their pipeline that if effectively attempted and advertised, are certain to be enormous hits, for example, ones that treat Diabetes, constant agony, and Asthma

Weakness

1. The organization was discovered include in biggest human services misrepresentation, when it advertised the pharmaceuticals in unlawful way, which brought negative picture for this brand and discolored the notoriety of the organization.

2. Being one of the biggest pharmaceutical organizations on the planet can likewise be translated as a soft spot for Pfizer. Since the organization is so substantial, the corporate activities are considerably more unpredictable than those of littler contenders. Another burden to their size is the way that it can't be covered up when Pfizer commits an error or one of their meds is under serious investigation. In that capacity an extensive organization, Pfizer is regularly under the magnifying lens for different parts of their business rehearses just like their items and administrations. Because of this, it is very much announced when their prescriptions turn out badly or one of their items is found to have unfriendly symptoms
3. The organization neglects to proceed with creation of the drug even at the later stages.
4. When the organization works with other worldwide accomplices, at that point its image notoriety is influenced

OPPURTUNITIES

1. There are numerous open doors that are as of now in sight of Pfizer, Inc. that will assist guarantee that they keep on being one of the biggest pharmaceutical organizations on the planet. Pfizer can anticipate worldwide development and entrance through acquisitions and mergers. Pfizer has shown a solid history in this perspective with effective mergers as of late. In 2009 Pfizer converged with kindred pharmaceutical organization Wyeth securing Pfizer's situation as the top pharmaceutical organization on the planet.
2. Pfizer likewise has a tremendous open door in the worldwide market with their drives to venture up as a medicinal services pioneer around the world. Pfizer has made the "Worldwide Regenerative Medicine Unit" which centers around undeveloped cells and how they can open entryways for regenerative medication. Pfizer likewise started a program titled "Prepare against Malaria" which is intended to help address holes in the treatment and training of Malaria. Likewise helping Pfizer on the worldwide stage is an authorizing concurrence with two organizations situated in India. This assention will enable Pfizer to give the underserved populaces of various countries with fundamental prescriptions and medicines.
3. One of the best open doors that Pfizer right now has is in their concurrences with other pharmaceutical organizations to help support its examination. As a plenitude of research is performed, new meds can hit the market which expands income for both Pfizer and the

organization they have a concurrence with .As the overall populace develops more seasoned, one of the open doors that is before Pfizer is to keep on readily address the developing medicinal services needs of the maturing populace. Proceeding with their history of giving powerful medicines and medications, Pfizer is taking a gander at a potential gold mine of income and development as individuals turn out to be more mindful of their social insurance needs while Pfizer can give the medications,

4. Worldwide entrance through mergers & acquisitions

Threats

1. Despite the fact that innovative work is a tremendous piece of Pfizer, it is additionally one of their dangers. Innovative work requires significant investment and income which can be lost when an item isn't fruitful. In this same vein, it is fundamental to Pfizer to ensure they secure their item licenses so as to guarantee different organizations can't exploit new items.
2. A major risk to Pfizer is the up and coming or late items that have terminated licenses.
3. Lipitor is effectively one of Pfizer's best pharmaceuticals, yet with its terminated patent it will no longer be the income powerhouse that it has been in past years. Bland pharmaceuticals are frequently less expensive yet seen as an indistinguishable bore from their image name partners by generally buyers. As medicinal and solution costs ascend, there is no uncertainty clients will swing to the less expensive generics that are advertised
4. A noteworthy risk that Pfizer and every pharmaceutical organization confront is the point at which one of their as of now advertised items is regarded perilous for utilization. For example, Bextra was a typical agony reliever that was pulled back from the market in 2005 after it was found out of the unfavorable cardiovascular impacts this pharmaceutical may cause. This prescription was created by G. D.Searle and Company, which is currently a piece of Pfizer, Inc. At the point when a medicine is pulled back from the market, the delivering organization may confront investigation for a considerable length of time to come in types of shopper case and government fines. It can likewise be a blend of these two that Pfizer needs to look because of a pulled back prescription
5. Danger of unsuccessful new Products
6. Administrative condition is ending up more and more stringent

1.6 FUTURE GROWTH AND PROSPECTS

Manufacturing Quality & Supply Chain

Pfizer's worldwide assembling & supply activity conveys imaginative treatments to patients. Pfizer consolidates worldwide impression fabricating destinations everywhere globe under Pfizer Global Supply with innovatively propelled generation & forefront following of supply to quicken tolerant access. Associates committed to get solutions to patients & work intimately with our innovative work accomplices to create and convey quality items that essentially enhance patient lives.

Extending Bio technology

- International Biotechnology Epicenter will incorporate a progressed, measured office, made by our accomplice GE Healthcare, in view of adaptable single-utilize bio-fabricating innovation that offers quickened speed of development and improved natural gauges.
- The measured office is especially prominent for capacity to build speed market and assembling adaptability, less demanding to create & exchange items – at price tag anticipated that would be in the vicinity of 25 and 50 percent of proportionate conventional offices. Moreover, the time it will take to manufacture this office is incredibly abbreviated; only year and a half contrasted with three years for a regular office. Further, with regards to Pfizer's Green Journey and sense of duty regarding natural manageability, the middle is intended to diminish carbon dioxide discharges, water and vitality use when contrasted with conventional offices.
- Andover grounds as of now incorporates seven structures lodging research facilities, clinical and business producing suites, and bolster regions. It additionally incorporates a multi-item fabricating office, which enables clinical and business items to be made all the while.

1.7 FINANCIAL STATEMENT

particulars	March17 (12 months)	March16 (12 months)
Equities & liabilities		
Share holders fund		
Equity share capital	45.75	45.75
Total share capital	45.75	45.75
Reserves and surplus	2373.13	2072.24
Total reserves and surplus	2373.13	2072.24
Total share holders fund	2418.88	2117.99
Non current liabilities		
Long term borrowing	2.50	2.50
Differd tax liabilities (net)	17.56	0.00
Other long term liabilities	0.00	0.10
Long term provisions	44.73	33.74
Total non current liabilities	64.79	36.35
Current liabilities		
Trade payables	397.78	338.05
Other current liabilities	330.98	181.52
Short term provisions	58.19	239.80
Total current liabilities	786.95	759.37
Total capital and liabilities	3270.63	2913.71
Assets		
Non current assets		
Tangible assets	83.27	98.33

Intangible assets	783.81	760.59
Capital work in progress	15.34	3.27
Other assets	35.12	0.00
Assets held for sale	0.00	0.00
Fixed assets	917.54	862.19
Noncurrent investments	0.00	36.51
Deffered tax assets(net)	0.00	75.51
Long term loans and advances	32.12	309.65
Other non current assets	242.08	0.00
Total non current assets	1191.74	1283.86
Current assets		
Current investments	0.00	4.33
Inventories	321.90	360.68
Trade recievables	120.78	142.30
Cash and cash eqivalants	1523.09	1024.65
Short term loans and advances	16.93	68.55
Other current assets	96.18	29.34

Profit and loss account:

Particulars	March 17(12 months)	March 16(12 months)
Income		
Revenue from operations (gross)	2041.85	2076.28
Less excise / service tax / other levies	75.67	81.42
Revenue from operations (net)	1966.19	1994.86
Other operating revenues	0.08	22.16

Total operating revenues	1966.27	2017.02
Other income	101.16	85.74
Total revenue	2067.43	2102.76
Expenses		
Cost of materials consumed	387.54	370.95
Purchase of stock in trade	424.70	362.09
Changes in inventories of FG , WIP and stock in trade	-15.76	51.89
Employee benefit expenses	303.89	275.75
Finance cost	0.96	0.52
Depreciation and amortization expenses	62.93	123.87
Other expenses	516.77	525.36
Total expenses	1681.03	1710.43
	March 17(12 months)	March 16(12 months)
Profit and loss before exceptional , extraordinary items and tax	386.40	392.33
Exceptional items	130.43	9.89
Profit / loss before tax	516.84	402.21
Tax expenses continued operations		
Current tax	188.66	187.81
Deffered tax	-8.61	-8.37
Total tax expenses	180.06	179.44
Profit / loss after tax and before extraordinary items	336.78	222.77
Extraordinary items	0.00	0.00
Profit / loss from continuing operations	336.78	222.77
Profit / loss for the period	336.78	222.77

CHAPTER 2: CONCEPTUAL BACKGROUND AND LITERATURE REVIEW

2.1 THEORETICAL BACKGROUND OF STUDY

Meaning of welfare:

Endeavours to mark life value living for labourers. The clue of Work welfare us adaptable versatile & dissimilarities sketchily with time district diligence communal potentials clients smooth of mechanization wide ranging socio enhancement of general population

1. Welfare dealings nonetheless standard incomes other financial recompenses manageable specialists since legitimate arrangements & cumulative swapping
2. Exertion welfare diplomacies are flexible & consistently sprouting. Innovative welfare procedures supplementary
3. Enthusiasm behind work welfare is to realize expansion of perfect distinctiveness specialists to recover work constrain.

The essential recompenses of wellbeing measures:

- Contributes improved physical & emotional wellness to laborers & in this mode spread a solid workplace
- Offices like accommodations strategies fitness rewards & instruction & digression offices for specialists families help raising their methods of life. This marks whizzes give suspicious thought towards work & along these lines builds there profitability.
- Executives get steady work compel by giving welfare offices. Labourers appreciate their occupations & work with a mawkishness inclusion & interest.

Welfare Measures inside Work Place

1. Conditions of workplace
2. Accessibilities
3. Health Services
4. Women & Child Welfare
5. Workers' diversion
6. Economic administrations
7. Workers instruction

Welfare measures outside the working environment

1. Roads, lighting, parks, amusement, play areas.
2. Schools: nursery, essential, optional and secondary school.
3. Markets, cooperatives, customer and credit social orders.
4. Bank
5. Transport
6. Communication: post, broadcast and phone.
7. Health and therapeutic administrations: dispensary, crisis ward, outpatient and in-tolerant care, family going to, family arranging
8. Recreation: amusements; clubs, security

2.2 LITERATURE REVIEW

1. Dr.Usha Tiwari, articulated as predictable with overseer normal acclaim score & percent rating of the general worker happy with the offices are 64%. The laborers welfare offices gave by the endeavour to workers are fulfilled, yet extent of there for encourage the change

2. Srinivas K.T conveyed that the supervision offering great offices to every one of the workers in such way that representative progresses happy around work welfare workplaces. Builds proficiency notwithstanding quality and amount. Upgrading the wellbeing office concluded work force end up glad, worker accomplishment degree develops augmentation prompts enhance beneficial outcomes of gainfulness

3. S.Prabakar expressed that the laborers are to a great degree content with intramural offices gave by the association in a couple of districts like outside offices there might be expect of expansion change in these offices outfitted to HR and furthermore in a few areas like non statutory focuses, there might be require to make improvement in those

4. Dr.K.Lalitha and T.Priyanka expressed that specialist welfare enhancements are test to this branch, if the laborers are happy with welfare benefits then just the productivity of that office can be extend. Establishment on the learning of the laborer welfare offices in IT undertaking it is obvious that the business is extremely serious in the support welfare actuated

5. B.Rajkuar, expressed that specialists are moderately unpreserved, which require consistent welfare offices for his or her up movement and introduction on this field. In India benefit locale is most essential division which make extra administration, needs welfare methodology for their improvement. The welfare measures help to energize and protect laborers most extreme of welfare focuses are plan of purified among HR and impacted through showing welfare measures.

6. K.Logasakthi and Rajagopal.K expressed that the laborers of the business have the advantage of occupation fulfillment as well as various welfare administrations determined by the firm. The works build up their most extreme keep up for their upgrade of the organization. The individual division deals with full human asset inside the venture. The organization offers all the prosperity security and welfares to the faculty with the goal that it will encourage to make enhanced introduction in the effort and running environment.

7. Mr. T. Venkata Ramana pronounced it is far comparably critical to verify that powerful and specialists in any regard phase of the venture and related to the ethnicity of the

affiliation and living it. Out comes drawn with establishment of perceptions are additional wall painting offices, welfare offices to family and young ladies; where as in intra-wall painting conveniences are in denied circumstance to improve the charge of laborer please.

8. Subhasish Patanaik (2011) voiced that wellbeing pleasantries, arranged by the connotation. It reasoned over every 1 of the rules ought to be taken through the administration. Numerous laborers aren't content with flask offices. Games exercises, a diversions office isn't generally enough for laborers.

9. Poonam Salaria and Aumit Salaria expressed that auto division enterprise offer welfare offices to their specialists to hold their motivation ranges hoisted. Welfare offering may moreover wide be classified into classes (1) intramural exercises (2) extracurricular exercises. Presently a day's most associations supply their laborers an altruistic welfare and trivial focuses. Underneath this examinations welfare measures outfitted to staff, pride and cognizance with respect to the welfare. Work force in auto area are incredibly content with the intramural welfare measures and little are disillusioned with the extracurricular welfare measures. Conviction of the workforce on general welfare measure is happy exceptionally littler amount staff are disenfranchised.

10. Johri Mehrotra Sanjeev1 (2014) from examination they inferred that willful welfare measure ought to be given to worker. They contemplate the level of attention to worker about different welfare measures.

11. Bharti P Parul & Ashok Kumar (2013) expressed to distinguish where any connection exists between welfare arrangements and worker's fulfillment. His investigation likewise surveys on welfare arrangements and worker's fulfillment.

12. Manzine and Gwandure9 (2015) Studied that idea of representative's welfare has utilized numerous association as procedure of demon animating profitability of worker. It is contended that welfare administrations can utilized to secure the representative power by giving appropriate human states work.

13. Michael Armstrong¹¹ (2012) wellbeing assets gave to workers in points of interest. He sorted that arrangement of welfare benefits in let of individual administrations, amass administrations help in enhancing worker's relations

14. Robert (2006) restrained how the market for tyke mind administrations, and welfare changes influence the progress of welfare beneficiaries from welfare to work. Specifically, they are keen on distinguishing which factors urge single parents to move straightforwardly from welfare to work and which dynamics urge solo parents seek after tutoring employment preparing choices before inflowing work showcase. Distinction potential progress ways critical while thinking about monetary independence. In spite of the fact that their information keep them from watching the profit of single parents after they have made the change from open help, they can break down the impact

15. Koshan (1975) brought up that disregarding statutory arrangements and implementing organizations in India, the work welfare offices were truant and the concrete business was the special case where arrangements were enough authorized. The examination demanded the requirement for upgrading and fixing the apparatus of review.

16. Subramanya (1994) characterizes government managed savings as a certification by the entire group to every one of its individuals, of the support of their way of life, or possibly of middle of the road living conditions, by methods for redistribution of pay, in view of national solidarity. At the end of the day, the idea of government disability in widest ought to comprehended to mean the help gave to the person

17. Chris (2016) investigated point on new work's benefit change program for rebuild hold armed force of work with the goal that it can satisfy its part in overseeing financial security. The accentuation is after guaranteeing that work is as shoddy as feasible for cash-flow to utilize through different immediate and roundabout wage endowments and requiring more advantage subordinate gatherings to seek paid business.

18. Monga (1980) led an investigation on execution and attention to work laws in Haryana. He concentrated for the most part on the apparatus for usage of, work laws and the obstacles

defying the execution. He has discovered that the staff sent for authorization of work laws are insufficient & punishment on detainment seldom forced. He presumes that nonappearance on sufficient mindfulness.

19. Yakushev (1992) express that with a specific end goal to enhance government managed savings arrangements, it is fundamental to build use generously, as well as to guarantee better association not exclusively to raise the level of least social insurance for penniless people, yet additionally to defeat leveling impacts in the framework. To accomplish a more proficient circulation of assets, it is important to dispose of the current unevenness amongst financing and use and to build up the nearest conceivable correspondence between the esteem separated from specific classes of specialists and the social insurance they get consequently. The Soviet Pensions Act, 1990 gets rid of the backward strategy for constructing annuities with respect to wage.

20. James (1995) stated Investigating Decisions on Employee services reports developing accentuation keeping representatives agreeable & cheerful, numerous organizations if there specialists in excess of customary advantages bundle. Perquisite that regularly given on location sustenance benefit. Different administrations incorporate nearby wellness focuses, day-mind offices, and little retail foundations, for example, stationery stores. A few firms even give medicinal services in the home for representatives' youngsters or elderly guardians. Few out of every odd firm will have the capacity to furnish its representatives with each one of the administrations, yet those organizations that can give at least one of the conveniences will profit by higher profitability, bring down turnover, and enhanced spirit

CHAPTER 3: RESEARCH DESIGN

3.1 STATEMENT OF PROBLEM:

HR are the most imperative assets of any association. Here it is the obligation of the administration to care for the welfare measures of the representatives. On the off chance that the workers are happy with the given welfare measures, the creation will increment. The welfare measures of the representative are fundamental as a result of the idea of the modern framework. Today specialists are a basic component adding to the development of the association. On the off chance that we make a general review of the living and working state of mechanical specialists, the need of work welfare measures would be clear.

In the event of Pfizer there are in excess of 500 laborers utilized and the organization is in charge of the welfare of these specialists. Subsequently the present investigation is directed to take in the level of fulfillment of the workers as for the welfare measures.

3.2 NEED FOR THE INVESTIGATION:

To realize whether wellbeing offices assume imperative part on working of representatives, & to know when representatives get disappointed wellbeing offices will support them to get spurred. Representatives undertake vibrant part in modern generation of nation. Thus, connotations need to secure participation of representatives with a specific end goal to expand the creation and to win higher benefits.

3.3 OBJECTIVES

- To determine the welfare factors leads to satisfaction
- To decide if the welfare measures adds to worker fulfillment
- To discover satisfaction among workers on existing welfare measures

3.4 SCOPE OF STUDY

Study has been piloted at Pfizer will enable the administration to know the fulfilment to level of workers on welfare exercises.

1. It will help the administration to comprehend the regions to be enhanced and says what changes to be made on the overall welfare exercises
2. Also it will encourage the administration to increment
3. Motivational programs
4. Understand worker grievances
5. Reduce work related issues and
6. Develop representatives to accomplish their objectives successfully.

3.5 RESEARCH METHODOLOGY

Unmistakable research configuration is utilized as a part of this examination. This examination configuration essentially portrays the precise depiction of clients who are the items. The graphic investigation is normally, worried about deciding the recurrence with which something happens.

Sample design

Random examining technique is utilized as a part of this investigation. Random sampling from a limited population alludes thereto that technique for test decision that is given each potential example mix an equivalent likelihood of being gotten and each thing inside the whole thing inside the whole populace to have measure up to likelihood of being encased inside the example. The testing unit is that the essential unit containing the components of the objective populace. In the examination, the individual representatives are the individuals who work in Pfizer. The example was taken from the examination in 100.

Data Collection Method: Data gathering is a demonstration of gathering significant and sufficient information required for the examination from test measure. By and large, two techniques are utilized for information accumulation, they are

Primary data Essential information are those that are gathered for the 1st time For this study structured questionnaires through direct interview method was used

Secondary Data: optional information has been gathered from diaries magazines daily papers and so forth.

3.6 HYPOTHESIS

H₀: Working hours , work environmenti, grievance settlement , training , and leave policy and safety measures does not leads to satisfaction

H₁: Working hours, work environmenti, grievance settlement , training , and leave policy and safety measures leads to satisfaction

Statistical test:

Information gathered will be exhibited in classified frame and investigation will be completed utilizing correlation view to see if the consequence of research think about is implication or not.

3.7 LIMITATIONS OF THE INVESTIGATION

1. This consider was totally in light of the data gave by the workers, in this manner there are conceivable outcomes for giving one-sided data
2. Time is one of the greatest imperatives, era was not adequate for the examination
3. Some of the respondents were not intrigued to top off the surveys
4. Sample estimate being 100, comes about can't be summed up.

3.8 CHAPTER SCHEME

Chapter 1: Introduction

This part gives a concise presentation about the investigation of employee welfare at Pfizer, Chennai.

Chapter 2: Conceptual background and literature review

Chapter 3: Research design

This part manages the ideas of research outline, for example, title of the investigation, explanation of issue, goal of study, extent of the examination, look into approach, theory and confinements of the investigation

Chapter 4: Data Analysis And Interpretation

This includes tabulation, exploration & interpretation of the data collected presented in graphical form

Chapter 5: Summary of findings, conclusions and suggestion:

This chapter concludes the project report. It comprises of the findings and conclusions, justification of the objectives of the study and various recommendations and suggestions that can be made

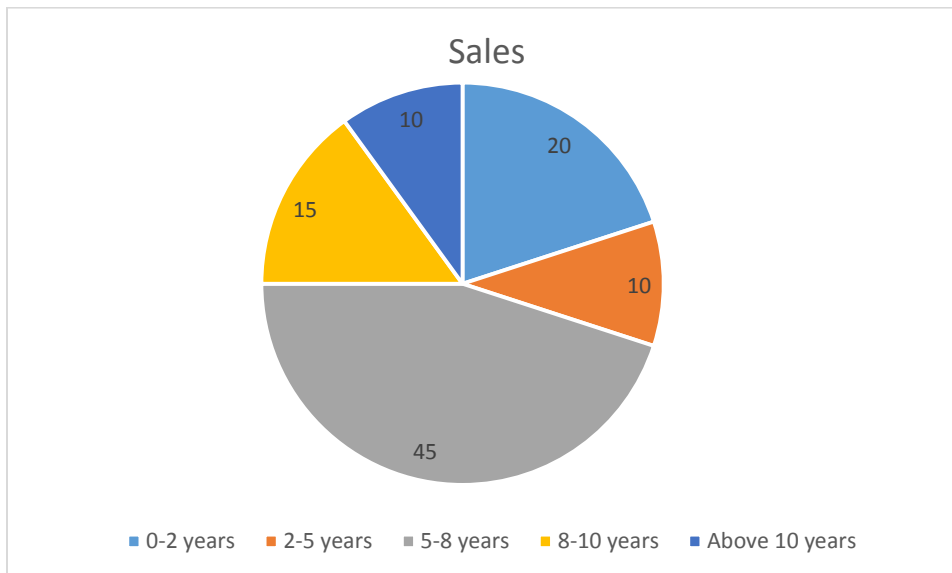
CHAPTER 4:
DATA ANALYSIS AND INTERPRETATION

Table 4.1

Table showing the number of years employees working in the company

Sl no	Response	Frequency	Percentage
1	0-2 years	20	20%
2	2-5 years	10	10%
3	5-8 years	45	45%
4	8-10 years	15	15%
5	Above 10 years	10	10%
	Total	100	100%

CHART 4.1



SOURCE 4.1

Analysis

The above outline appears that 20% of the respondents have been working in this organization for less than 2 years 10% of the respondents have been working in this organization from 2-5 years 45% of the respondents have been working in this organization from 5-8 years 15% of the respondents have been working in this organization from 8-10 years 10% of the respondents have been working in this organization for additional than 10 years

Interpretation

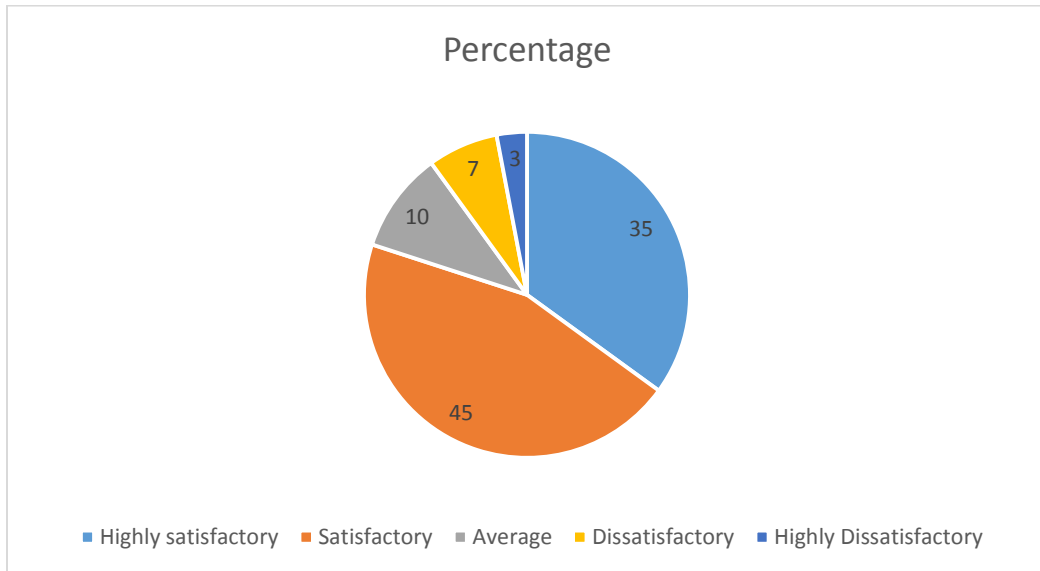
From the above analysis it is understood that majority of the respondents have been working in this organization from 5 to 10 years. From this analysis we can conclude that employees love working in this company and they are satisfied with this company

Table 4.2

Table showing the satisfaction level on working hours of the company

Sl no	Response	Frequency	Percentage
1	Highly satisfactory	35	35%
2	Satisfactory	45	45%
3	Average	10	10%
4	Dissatisfactory	7	7%
5	Highly Dissatisfactory	3	3%
	Total	100	100%

CHART 4.2



SOURCE 4.2

Analysis

The above chart shows that 35% of the respondents are highly satisfied with the working hours of the company 45% of the respondents are satisfied 10% of the respondents have neutral opinion 7% of the respondents are dissatisfied and 3% of the respondents are highly dissatisfied

Interpretation

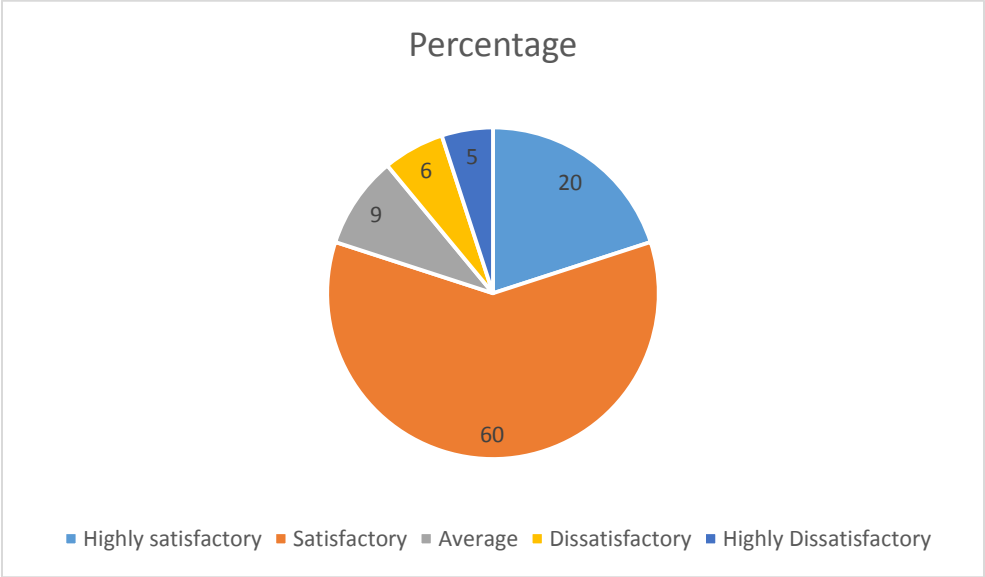
From the above analysis it is understood that majority of the respondents are satisfied with the working hours of the company because the company follows flexible timings We can conclude that employees are satisfied with the flexible timings

Table 4.3

Table showing the satisfaction level on working environment of the company

Sl no	Response	Frequency	Percentage
1	Highly satisfactory	20	20%
2	Satisfactory	60	60%
3	Average	9	9%
4	Dissatisfactory	6	6%
5	Highly Dissatisfactory	5	5%
	Total	100	100%

CHART 4.3



SOURCE 4.3

Analysis

The above chart shows that 20% of the respondents are highly satisfied with the working environment of the company, 60% of the respondents are satisfied, 9% of the respondents have neutral opinion, 6% of the respondents are dissatisfied and 5% of the respondents are highly dissatisfied

Interpretation

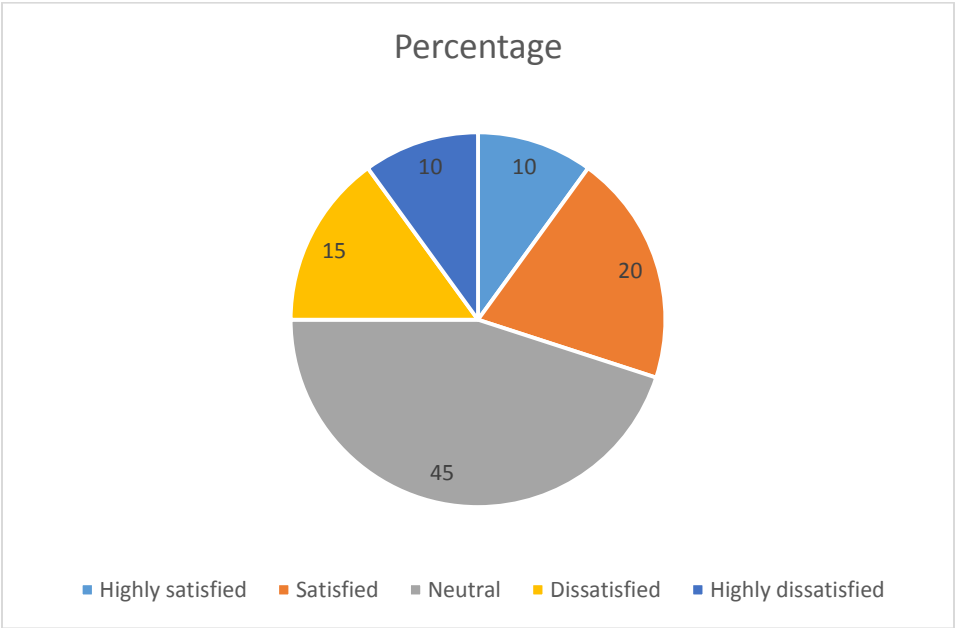
From the above analysis it is inferred that majority of the respondents are satisfied with the working hours of the company which means the company provides good working environment to the employees

Table 4.4

Table showing the satisfaction level on the medical benefits provided by the organization.

Sl no	Response	Frequency	Percentage
1	Highly satisfied	10	10%
2	Satisfied	20	20%
3	Neutral	45	45%
4	Dissatisfied	15	15%
5	Highly dissatisfied	10	10%
	Total	100	100%

CHART 4.4



SOURCE 4.4

Analysis

The above chart shows that 10% of the respondents are highly satisfied with the medical benefits provided by the organization 20% of the respondents are satisfied 45% of the respondents have neutral opinion 15% of the respondents are dissatisfied 10% of the respondents are highly dissatisfied

Interpretation

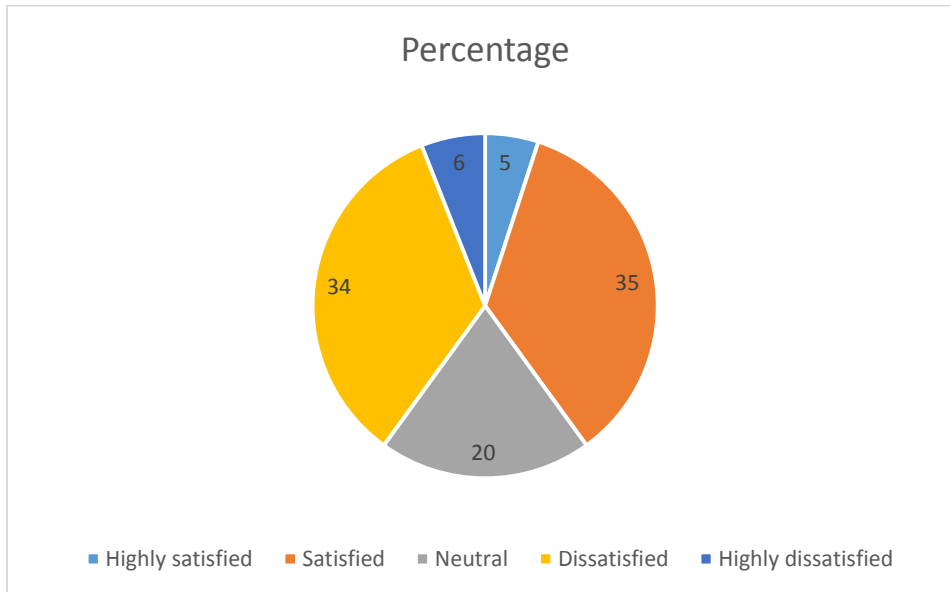
From the above analysis it is understood that majority of the employees are neutrally satisfied with medical benefits. We can conclude that the company has to improve in terms of medical benefits

Table 4.5

Table showing the satisfaction level on settlement of grievances and employee complaints

Sl no	Response	Frequency	Percentage
1	Highly satisfied	5	5%
2	Satisfied	35	35%
3	Neutral	20	20%
4	Dissatisfied	34	34%
5	Highly dissatisfied	6	6%
	Total	100	100%

CHART 4.5



SOURCE 4.5

Analysis

The above chart says that 5% of the respondents are highly satisfied with the settlement of grievances and employee complaints, 20% of the respondents are satisfied, 35% of the respondents have neutral opinion, 34% of the respondents are dissatisfied, 6% of the respondents are highly dissatisfied

Interpretation

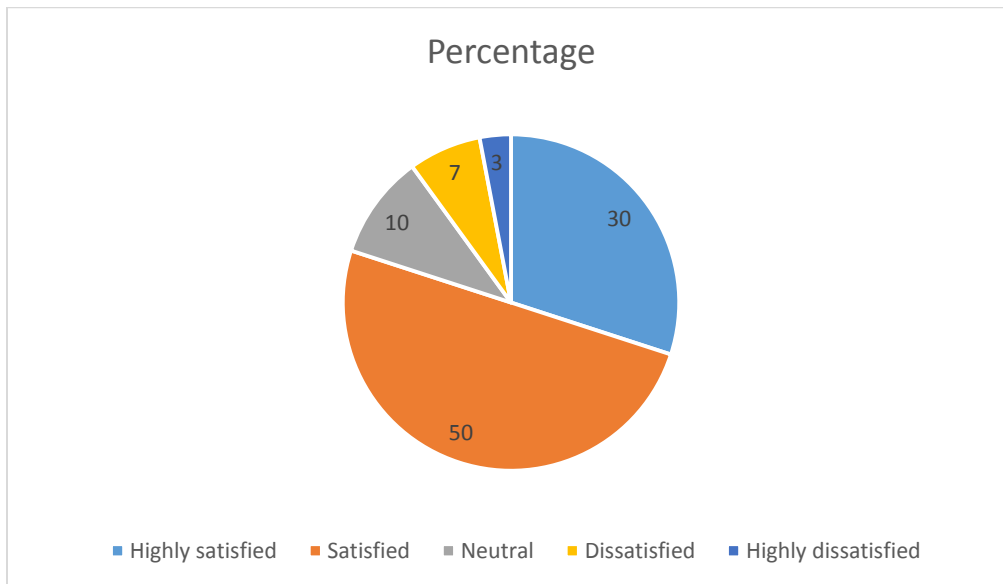
From the above analysis it is understood that majority of the respondents are satisfied on settlement of grievances and employee complaints. From this we can conclude that the company solves employee's problems immediately

Table 4.6

Table showing the satisfaction level on training provided by the organization.

Sl no	Response	Frequency	Percentage
1	Highly satisfied	30	30%
2	Satisfied	50	50%
3	Neutral	10	10%
4	Dissatisfied	7	7%
5	Highly dissatisfied	3	3%
	Total	100	100%

CHART 4.6



SOURCE 4.6

Analysis

The above chart says that 30% of the respondents are highly satisfied with the training provided by the organization, 50% of the respondents are satisfied, 10% of the respondents have neutral opinion, 7% of the employees are dissatisfied and 3% of the respondents are highly dissatisfied

Interpretation

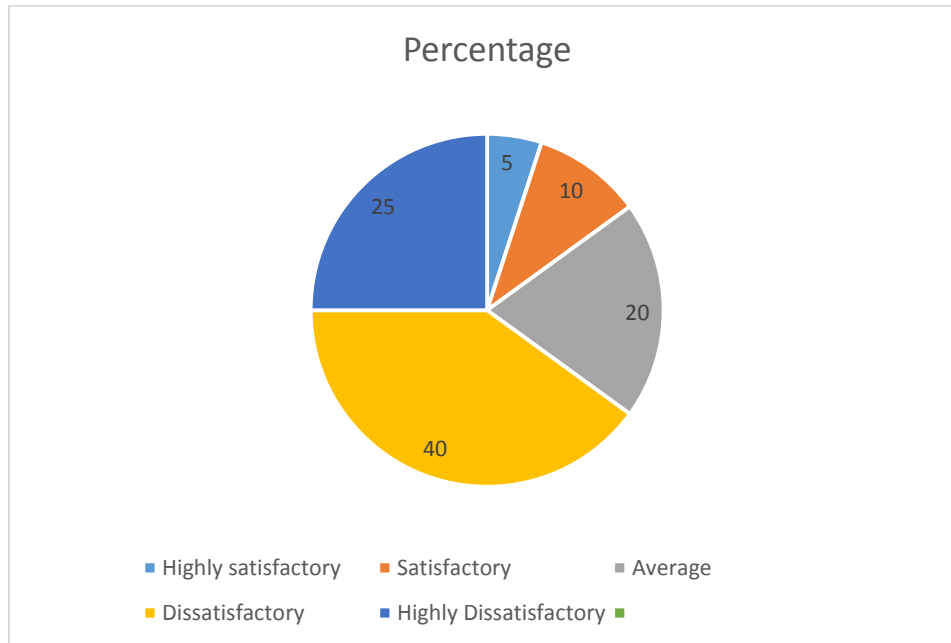
From the above analysis it is understood that majority of the respondents are satisfied with the training provided by the company. So we can conclude that proper training is provided by the organization to its employees

Table 4.7

Table showing the satisfaction level on the library facility provided at the workplace

Sl no	Response	Frequency	Percentage
1	Highly satisfied	5	5%
2	Satisfied	10	10%
3	Neutral	20	20%
4	Dissatisfied	40	40%
5	Highly Dissatisfied	25	25%
	Total	100	100%

CHART 4.7



SOURCE 4.7

Analysis

The above chart shows that 5% of the respondents are highly satisfied with the library facility provided at the workplace, 10% of the respondents are satisfied, 20% of the respondents have neutral opinion, 40% of the respondents are dissatisfied and 25% of the respondents are highly dissatisfied.

Interpretation

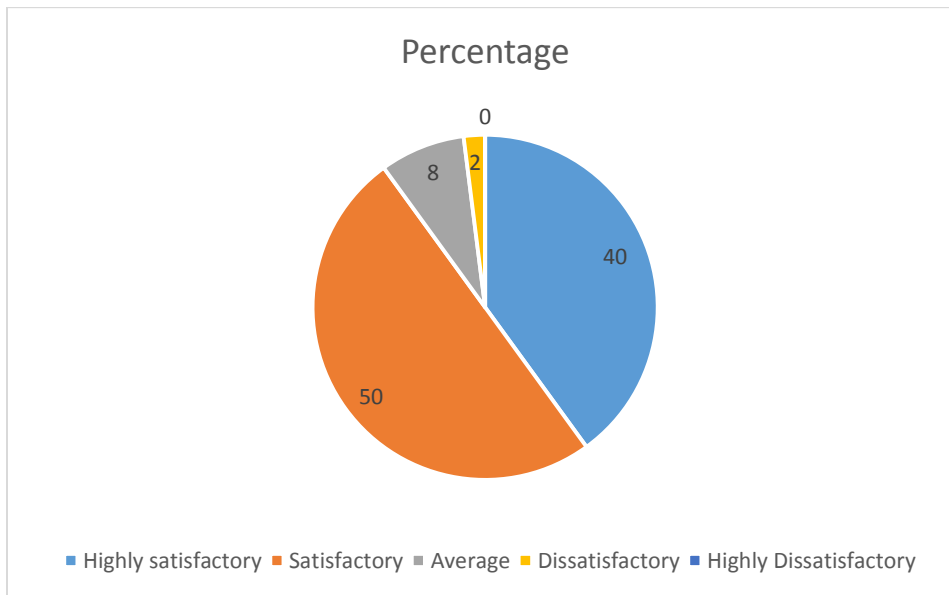
From the above analysis it is understood that majority of the employees are dissatisfied with the library facility provided by the organization. From this we can conclude that the organization has to improve in terms of library facilities

Table 4.8

Table showing the satisfaction level on sitting arrangements in the company

Sl no	Response	Frequency	Percentage
1	Highly satisfactory	40	40%
2	Satisfactory	50	50%
3	Average	8	8%
4	Dissatisfactory	2	2%
5	Highly Dissatisfactory	0	0%
	Total	100	100%

CHART 4.8



SOURCE 4.8

Analysis

The above chart shows that 40% of the respondents are highly satisfied, 50% of the respondents are satisfied, 8% of the respondents have neutral opinion, 2% of the respondents are dissatisfied and none of the respondents are highly dissatisfied

Interpretation

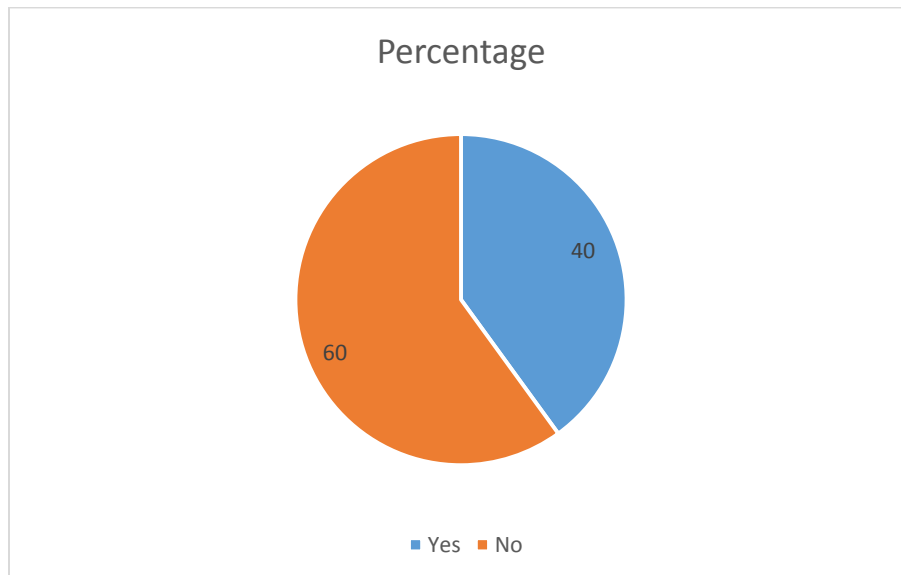
From the above analysis it is understood that majority of the employees are satisfied with the sitting arrangements provided by the organization. So we can conclude that the organization provides good sitting arrangement

Table 4.9

Table showing whether the respondents are getting regular increments or not.

Sl no	Response	Frequency	Percentage
1	Yes	40	40%
2	No	60	60%
	Total	100	100%

CHART 4.9



SOURCE 4.9

Analysis

The above chart says that 40% of the respondents are getting regular increment and 60% of the respondents are not getting regular increments.

Interpretation:

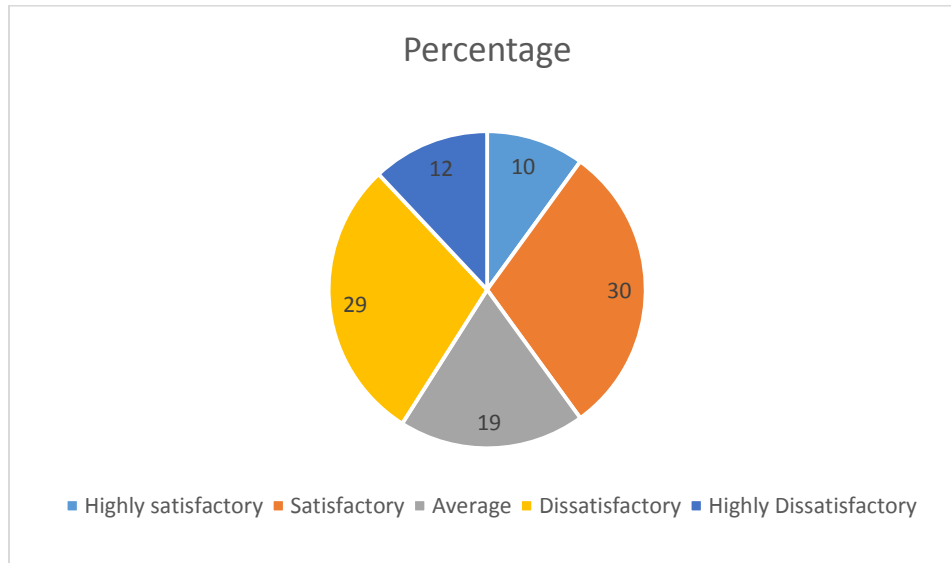
From the above analysis it is understood that majority of the respondents are not getting regular increments which means the organization has to improve in terms of providing regular increment

Table 4.10

Table showing the satisfaction level on leave policy of the company

Sl no	Response	Frequency	Percentage
1	Highly satisfied	10	10%
2	Satisfied	30	30%
3	Neutral	19	19%
4	Dissatisfied	29	29%
5	Highly Dissatisfied	12	12%
	Total	100	100%

CHART 4.10



SOURCE 4.10

Analysis

The above chart shows that 10% of the respondents are highly satisfied 30% of the respondents are satisfied 19% of , the respondents have neutral opinion , 29% of the respondents are dissatisfied and 12% of the respondents are highly dissatisfied

Interpretation

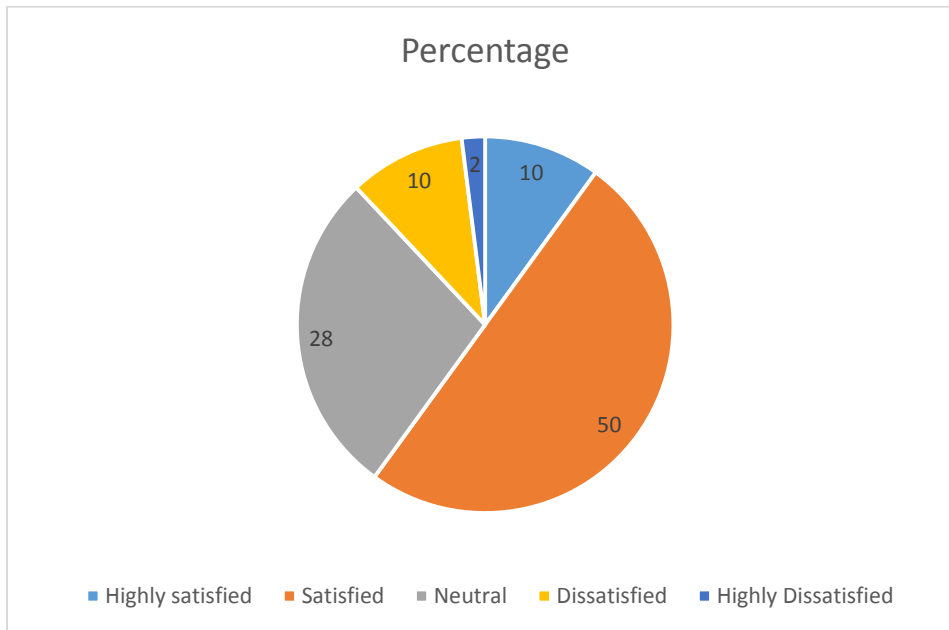
From the above analysis it is understood that majority of the employees are satisfied with the leave policy of the company. So, we can conclude that the organization's leave policy is satisfactory

Table 4.11

Table showing the satisfaction level on the lunch room facility provided to employees

Sl no	Response	Frequency	Percentage
1	Highly satisfied	10	10%
2	Satisfied	50	50%
3	Neutral	28	28%
4	Dissatisfied	10	10%
5	Highly Dissatisfied	2	2%
	Total	100	100%

CHART 4.11



SOURCE 4.11

Analysis

The above chart shows that 10% of the respondents are highly satisfied with the lunch room facility, 50% of the respondents are satisfied, 28% of the respondents have

neutral opinion 10% of the respondents are dissatisfied, 2% of the respondents are highly dissatisfied

Interpretation

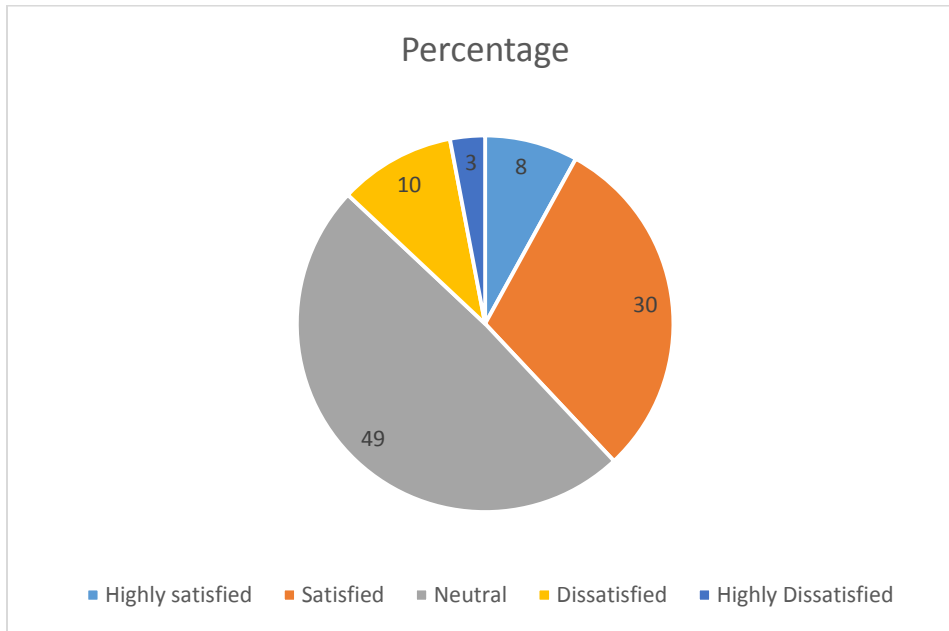
From the above analysis it is understood that majority of the respondents are satisfied with lunch room facilities. From this we can conclude that the organization is providing good lunch room facilities to the employees.

Table 4.12

Table showing the satisfaction level on toilet facilities provided to employees.

Sl no	Response	Frequency	Percentage
1	Highly satisfied	8	8%
2	Satisfied	30	30%
3	Neutral	49	49%
4	Dissatisfied	10	10%
5	Highly Dissatisfied	3	3%
	Total	100	100%

CHART 4.12



SOURCE 4.12

Analysis:

The above chart shows that 8% of the respondents are highly satisfied with the toilet facilities provided to employees, 30% of the respondents are satisfied, 49% of the respondents have neutral opinion, 10% of the respondents are dissatisfied and 3% of the respondents are highly dissatisfied.

Interpretation:

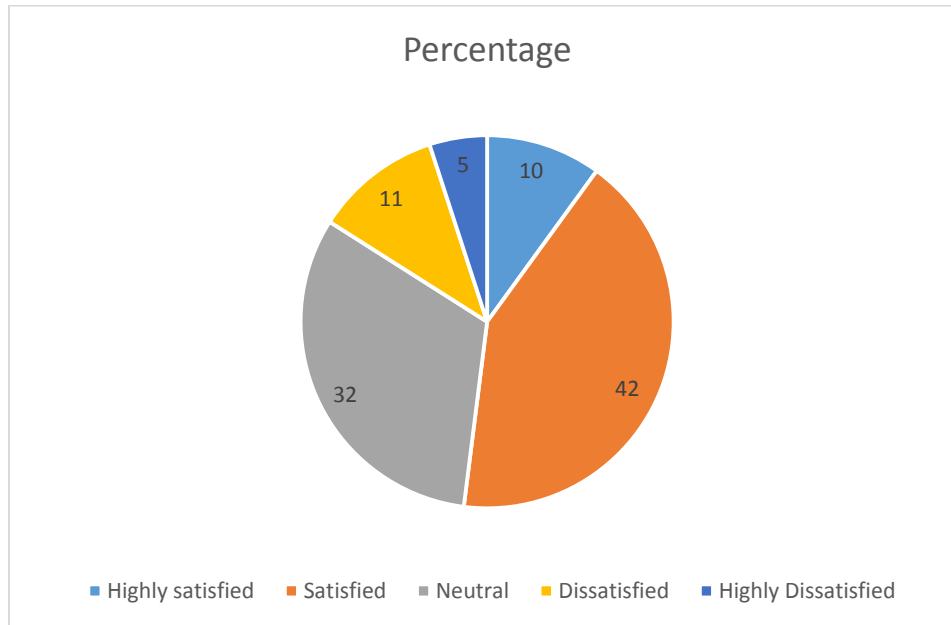
From the above analysis it is understood that majority of the employees are neutrally satisfied with the toilet facilities provided by the organization which means the company is providing good toilet facilities still it can improve in terms of toilet facilities

Table 4.13

Table showing the satisfaction level on drinking water facilities

Sl no	Response	Frequency	Percentage
1	Highly satisfied	10	10%
2	Satisfied	42	42%
3	Neutral	32	32%
4	Dissatisfied	11	11%
5	Highly Dissatisfied	5	5%
	Total	100	100%

CHART 4.13



SOURCE 4.13

Analysis

The above shows that 10% of the respondents are highly satisfied with drinking water facilities 42% of the respondents are satisfied 32% of the respondents have neutral opinion, 11% of the employees are dissatisfied and 5% of the respondents are highly dissatisfied

Interpretation:

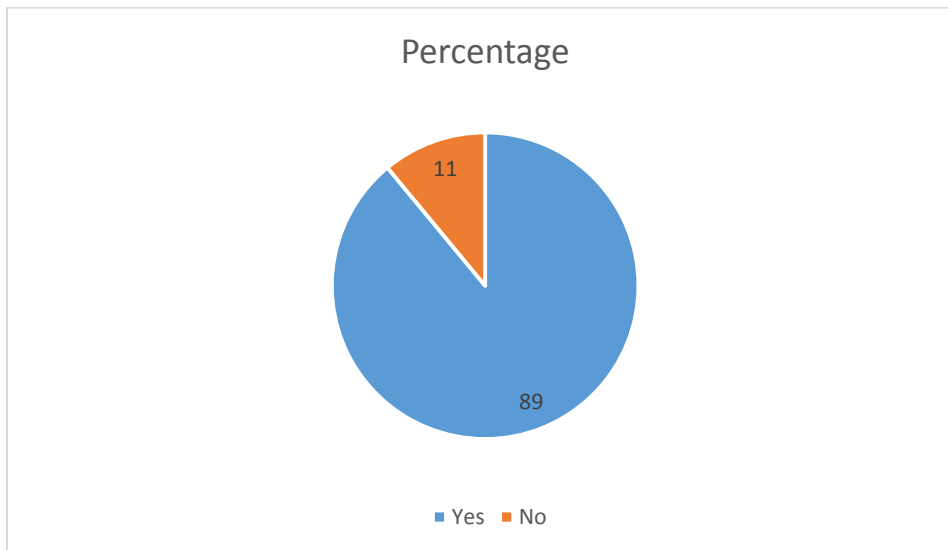
From the above analysis it is understood that majority of the respondents are satisfied with the drinking water facilities . From this we can conclude that the organization is providing good drinking water facilities

Table 4.14

Table showing whether the working organization gives a feeling of security.

Sl no	Response	Frequency	Percentage
1	Yes	89	89%
2	No	11	11%
	Total	100	100

CHART 4.14



SOURCE 4.14

Analysis:

The above chart implies that 89% of the employees says that the working organization gives a feeling of security and 11% of the respondents disagree with this.

Interpretation

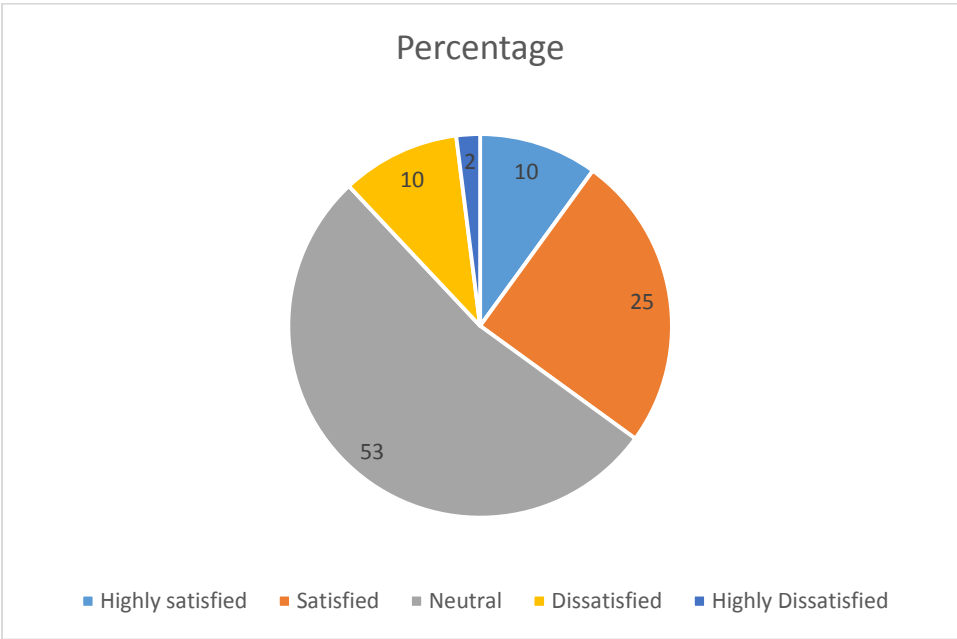
From the above analysis it is understood that majority of the respondents says the organization gives a feeling of security. From this we can conclude that organization takes good care of employees and provide proper security to employees.

Table 4.15

Table showing the satisfaction level on safety measures provided by the organization.

Sl no	Response	Frequency	Percentage
1	Highly satisfied	10	10%
2	Satisfied	25	25%
3	Neutral	53	53%
4	Dissatisfied	10	10%
5	Highly Dissatisfied	2	2%
	Total	100	100%

CHART 4.15



SOURCE 4.15

Analysis

The above chart shows that 10% of the respondents are highly satisfied with the safety measures provided by the company, 25% of the respondents are satisfied, 53% of the respondents have neutral opinion, 10% of the respondents are dissatisfied and 2% of the employees are highly dissatisfied.

Interpretation

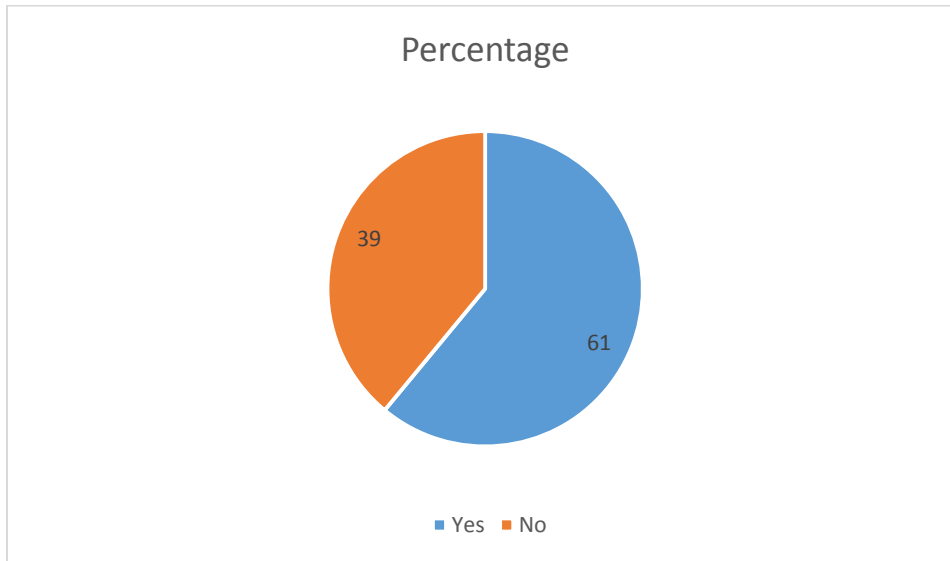
From the above analysis it is understood that majority of the respondents are neutrally satisfied with the safety measures provided by the organization. From this we can conclude that the safety measures provided by the organization is good and still it can improve in terms of safety measures.

Table 4.16

Table showing whether organization gives a feeling of safety and improves performance

Sl no	Response	Frequency	Percentage
1	Yes	61	61%
2	No	39	39%
	Total	100	100%

CHART 4.16



SOURCE 4.16

Analysis:

The above chart implies 61% of the respondents says that organization gives a feeling of safety and improves performance and 39% disagree with this

Interpretation;

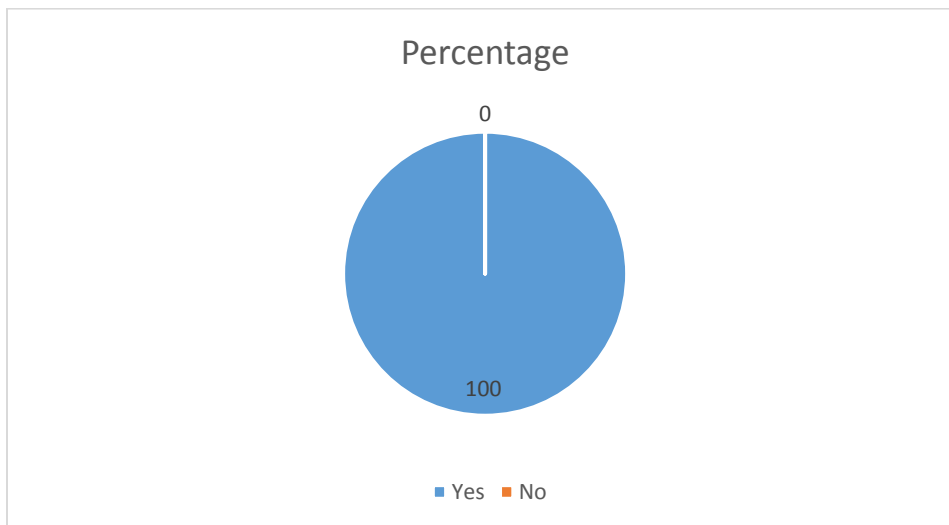
From the above analysis it is understood from the majority of the employees that the organization gives the feeling of safety and helps them in improving the performance. From this we can conclude that employees feel safe in the workplace.

Table 4.17

Table showing whether the organization provides PF benefit or not.

Sl no	Response	Frequency	Percentage
1	Yes	100	100%
2	No	0	0%
	Total	100	100%

CHART 4.17



SOURCE 4.17

Analysis:

The above chart implies that 100% of the respondents says that the company provides pf benefit

Interpretation:

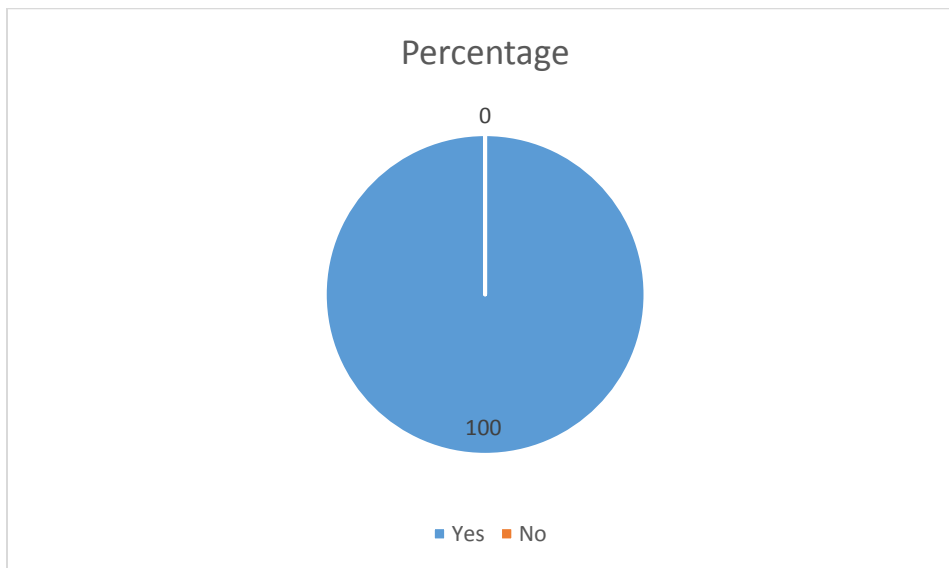
From the above analysis it is understood from the majority of the employees that the organization provides PF benefit. From this we can conclude that the organization follows the statutory laws properly.

Table 4.18

Table showing whether the organisation provides gratuity benefits.

Sl no	Response	Frequency	Percentage
1	Yes	100	100%
2	No	0	0%
	Total	100	100%

CHART 4.18



SOURCE 4.18

Analysis:

The above chart implies that 100% of the respondents says that the company provides gratuity benefit

Interpretation:

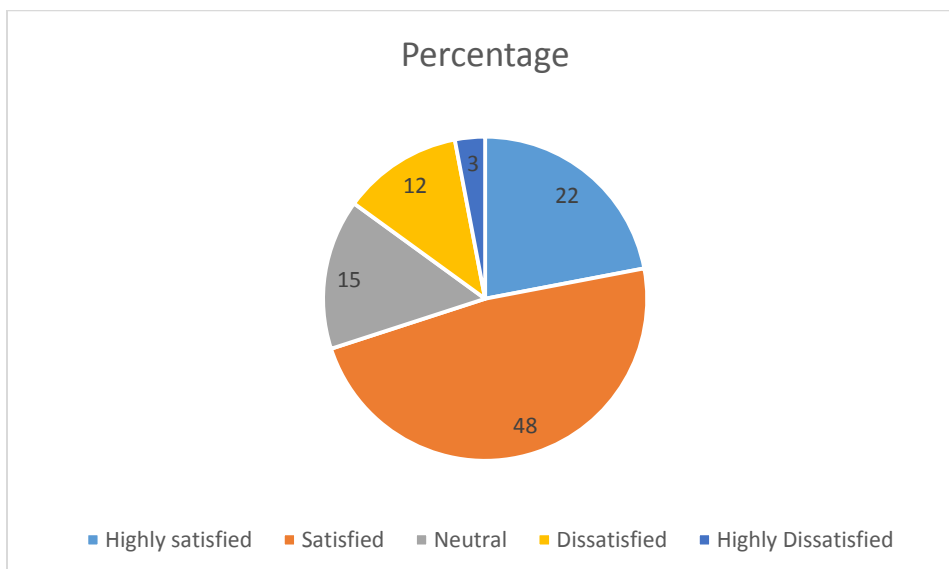
From the above analysis it is understood from the majority of the employees that the organization provides gratuity benefit. From this we can conclude that the organization provides gratuity to all the eligible employees

Table 4.19

Table showing the satisfaction level on settlement of all the benefit within time frame.

Sl no	Response	Frequency	Percentage
1	Highly satisfied	22	22%
2	Satisfied	48	48%
3	Neutral	15	15%
4	Dissatisfied	12	12%
5	Highly Dissatisfied	3	3%
	Total	100	100%

CHART 4.19



SOURCE 4.19

Analysis:

The above chart says that 22% of respondents are highly satisfied with the benefit being settled on time, 48% of the respondents are satisfied, 15% of respondents have neutral opinion, 12% of employees are dissatisfied and 3% of employees are highly dissatisfied

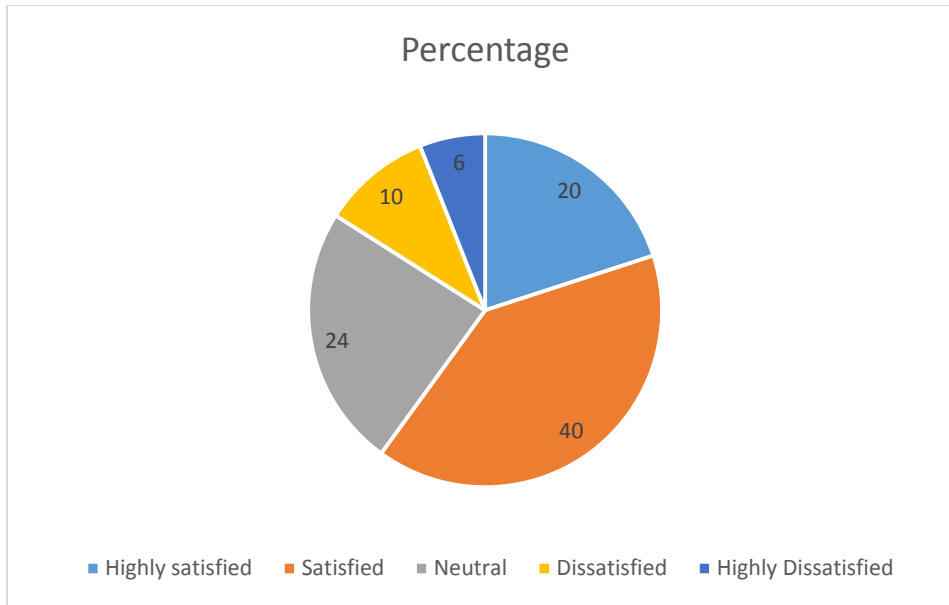
Interpretation

From above analysis it is understood that majority of the respondents are satisfied with the settlement of benefit within the time frame. From this we can conclude that the organization settles all the benefits within the timeframe.

Table 4.20

Table showing the overall satisfaction with employee welfare activities in the company.

Sl no	Response	Frequency	Percentage
1	Highly satisfied	20	20%
2	Satisfied	40	40%
3	Neutral	24	24%
4	Dissatisfied	10	10%
5	Highly Dissatisfied	6	6%
	Total	100	100%



SOURCE 4.20

Analysis:

The above chart shows that 20% of the respondents are highly satisfied with the welfare activities in the company, 40% of respondents are satisfied, 24% of the respondents have neutral opinion, 10% of the respondents are dissatisfied and 6% of the respondents are highly dissatisfied.

Interpretation:

From the above analysis it is understood that majority of the employees are satisfied with overall welfare activities. From this we can conclude that the organization is providing proper welfare facilities to employees

4.3 STATISTICAL TOOL RESULTS:

H₀: Working hours , work environmenti, grievance settlement , training , and leave policy and safety measures does not leads to satisfaction

H₁: Working hours , work environmenti, grievance settlement , training , and leave policy and safety measures leads to satisfaction

		2. working hours	3. working environment	5.settlement of grievances	6.Training	10.leave policy
N		100	100	100	100	100
20.Overall satisfaction	Pearson Correlation	.863	.954	.422	.633	.754*
	Sig. (2-tailed)	.005	.015	.008	.897	.047
	N	100	100	100	100	100

*. Correlation is significant at the 0.05 level (2-tailed).

Interpretation:

1. Working hours: The above table shows that the result is highly significant and positive with significant value 0.005 which is less than 0.05. It means employees are happy with the working hours which is leading to satisfaction.
2. Working environment: The above table shows that the result is highly significant and positive with significant value 0.015 which is less than 0.05. It means employees are happy with the working environment which is leading to satisfaction.
3. Settlement of grievances: The above table shows that the result is highly significant and positive with significant value 0.008 which is less than 0.05. It means employees are happy with the settlement of grievances which is leading to satisfaction.
4. Training: The above table shows that the result is significant but not positive with significant value 0.897 which is more than 0.05. It means employees are not happy with the training provided by the organization.
5. Leave policy: The above table shows that the result is highly significant and positive with significant value 0.047 which is less than 0.05. It means employees are happy with the settlement of grievances which is leading to satisfaction.

CHAPTER 5

SUMMARY OF FINDINGS CONCLUSION AND SUGGESTIONS

5.1 FINDINGS

1. It is discovered that greater part of the employees have been working in this organization from 5-10 years
2. It is discovered that greater part of the respondents are happy with working hours of the organization since they take after adaptable timings
3. It is discovered that greater part of the respondents are happy with the workplace of the organization
4. It is discovered that health advantages ought to be enhanced in the association since dominant part of the respondents are impartially fulfilled as far as health advantages gave by the organization
5. It is discovered that employee dissensions and grievances are not settled legitimately/rapidly in light of the fact that lion's share 35% of respondents are impartially happy with the settlement of grievances and worker grumblings
6. It is discovered that preparation gave by the association is great and dominant part of the representatives are happy with preparing program
7. It is discovered that library offices ought to be moved forward. Aside from magazines daily papers and general books, subject arranged books ought to likewise be given since greater part 40% of the representatives are disappointed with library office
8. It is discovered that larger part of the representatives are happy with sitting courses of action gave by the association
9. It is discovered that tip are given legitimately on the grounds that 100% of the representatives are accepting every one of these advantages.
10. It is discovered that the association is following legitimate leave arrangements since dominant part of the representatives are happy with the leave approach gave by the association
11. It is discovered that dominant part of the representatives are happy with the break room office gave by the organization

12. It is discovered that dominant part of the representatives are happy with the can offices gave by the organization
13. It is discovered dominant part of the representatives are happy with the drinking water offices gave by the organization
14. It is discovered that the association gives feeling of security to dominant part of the representatives
15. It is discovered that the representatives are happy with general welfare measures
16. It is discovered that PF benefits are given by statutory laws in light of the fact that 100% of the representatives are getting every one of these advantages.
17. It is discovered that gratuity benefits are given by statutory laws in light of the fact that 100% of the representatives are getting every one of these advantages.
18. It is discovered that association isn't giving standard additions since dominant part of the respondents are not getting normal augmentations
19. It is discovered that welfare exercises like drinking water offices, can offices, and break room offices are palatable
20. It is discovered that the association settles all welfare benefits inside time allotment since larger part 48% of the respondents are happy with the settlement of advantages inside time span

5.2 Conclusion

The examination entitled A STUDY ON EFFECTIVENESS OF EMPLOYEE WELFARE MEASURES AT PFIZER, CHENNAI Aims to discover the employee's mindfulness and fulfillment level regarding the different welfare plans, working condition and government disability plans gave by the organization.

The welfare measures, working conditions and standardized savings plans, which are given to representatives in Pfizer are palatable. The staff and workers require all the more amicable association with the administration.

Proposal and suggestions are additionally incorporated into the venture. Certain moves to be made to improve the level of familiarity with welfare plans, shield from associations and enactments. Fruitful usage of these proposals will upgrade the estimation of administration to the representatives, in this manner administration and workers can feel wonderful. It is presumed

that this venture will be particularly useful to the administration to grant better welfare measures, working condition and government managed savings plans to the representatives.

5.3 SUGGESTIONS

1. The management needs to enhance the quality and satisfactory things of the nourishment which is a standout amongst the most imperative essential civilities and it fulfills the workers.
2. The number of spittoons gave at the work put isn't adequate, and so the organization needs to build the quantity of spittoons which keeps the earth clean.
3. Rest room office must be adequately given
4. The management can give better quality and assortment of nourishment in the container
5. The Management should mastermind more projects to enhance the worker's mindfulness about the welfare measures working conditions and standardized savings plans.
6. Satisfactory number of emergency treatment machines must be given

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Annexure:

Questionnaire on Employee Welfare at Pfizer.

Dear Sir/Madam,

I am pleased to introduce myself as MBA student. As a part of my project report I have undertaken a study on “EMPLOYEE WELFARE FACILITY” in Pfizer. The information provided by you will be kept confidential and used for academic purpose only.

Employee Name: _____

Designation: _____

Branch Name: _____

1. From how many years you are working with this Company?

- 0-2 years
- 2-5 years
- 5-8 years
- 8-10 years
- 10 above

2. How do you rate the working Hours of the Company?

- Highly Satisfactory
- Satisfactory
- Average
- Dissatisfactory
- Highly Dissatisfactory

3. How do you rate the Working Environment of the Company?

- Highly Satisfactory
- Satisfactory
- Averagely Satisfactory

- Dissatisfactory
 - Highly Dissatisfactory
4. How do you rate the medical benefits provided by the organization for the employees & their families?
- Highly Satisfied
 - Satisfied
 - Average
 - Dissatisfied
 - Highly Dissatisfied
5. Rate your satisfaction level on settlement of grievances and employee complaints
- Highly satisfactory
 - Satisfactory
 - Average
 - Dissatisfactory
 - Highly Dissatisfactory
6. Rate your satisfaction level on training provided by the organization to employees
- Highly satisfied
 - Satisfied
 - Neutral
 - Dissatisfied
 - Highly dissatisfied
7. Rate your satisfaction level on library facility provided at your workplace
- Highly Satisfied
 - Satisfied
 - Average
 - Dissatisfied
 - Highly dissatisfied

8. How do you rate the sitting arrangement of the Company?

- Highly Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Highly Dissatisfied

9. Do you get regular increments?

- Yes
- No

10. How do you rate leave policy of the Company?

- Highly Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Highly Dissatisfied

11. Rate the lunch room facility to the employees.

- Highly Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Highly Dissatisfied

12. Rate your satisfaction level on toilet facilities provided to the employees.

- Highly satisfied
- Satisfied
- Neutral
- Dissatisfied
- Highly dissatisfied

13. Rate your satisfaction level on drinking water facilities provided for employees.

- Highly satisfied
- Satisfied
- Neutral
- Dissatisfied
- Highly dissatisfied

14. Does working in the organization give you a feeling of security?

- Yes
- No

15. Rate your satisfaction level on safety measures provided for employee safety.

- Highly satisfied
- Satisfied
- Neutral
- Dissatisfied
- Highly dissatisfied

16. Do you think employee welfare activities of the Company give a feeling of safety and improve your performance?

- Yes
- No

17. Does the organization provide PF benefit?

- Yes
- No

18. Does the organization provide gratuity benefits?

- Yes
- No

19. Rate the satisfaction level with regard to the settlement of all the benefits within a time frame.

- Highly satisfied

- Satisfied
- Neutral
- Dissatisfied
- Highly dissatisfied

20. Rate the overall satisfaction with employee welfare activities of the Company.

- Highly Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Highly Dissatisfied



ACHARYA INSTITUTE OF TECHNOLOGY

DEPARTMENT OF MBA

Name of the student: Yazhini T K

Internal guide: Keerthi H K

USN No: 1AZ16MBA83

Specialization: HR/ Marketing

Title of the project: A study on effectiveness of employee welfare measure at Pfizer.

WEEK	WORK UNDERTAKEN	EXTERNAL GUIDE SIGN	INTERNAL GUIDE SIGN
15-1-2018 to 20-1-2018	Introduction about Pattern effects labs and its operation	S. Preetha	S
22-1-2018 to 27-1-2018	Learning about different operation and products	S. Preetha	S
29-1-2018 to 3-2-2018	Orientation and Gathering information about growth of company	S. Preetha	S
5-2-2018 to 10-2-2018	Analysis of market position of the company	S. Preetha	S
12-2-2018 to 17-2-2018	Research problem identification	S. Preetha	S
19-2-2018 to 24-2-2018	Preparation of research instruments for the data collection	S. Preetha	S
26-2-2018 to 3-3-2018	Theoretical background of the study	S. Preetha	S
5-3-2018 to 10-3-2018	Data collection and data analysis	S. Preetha	S
12-3-2018 to 17-3-2018	Interpretation of the data gathered during the survey	S. Preetha	S
19-3-2018 to 24-3-2018	Final report preparation and submission	S. Preetha	S

Internal Guide: 



HOD: 

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