



Shri Vithal Education & Research Institute's

COLLEGE OF ENGINEERING, PANDHARPUR



P.B.No 54, Gopalpur - Ranjani Road, Gopalpur, Pandharpur - 413304, District: Solapur (Maharashtra)
Tel.: (02186) 216063, 9503103757, Toll Free No.: 1800-3000-4131 e-mail.: coe@sveri.ac.in
Website.: www.sveri.ac.in (Approved by A.I.C.T.E., New Delhi and Affiliated to Solapur University, Solapur)
NBA Accredited all eligible UG Programmes, NAAC Accredited Institute, ISO 9001:2015 Certified Institute,
Accredited by The Institution of Engineers (India), Kolkata and TCS, Pune.

Ref:-

Date:-

1.3.3 Number of the student studied course on experimental learning through Project Work / Internship

Programme Name: Master of Business Administration (MBA)			
Programme Code: 1-1408968337			
Year of offering: 2019-2020			
Sr. No.	Name of the Course that include experiential learning through project work/field work/internship	Course code	Number of the student studied course on experiential learning through project work/field work/internship
1.	Project Report & Viva		52



B. Renge
PRINCIPAL,
College of Engineering,
PANDHARPUR

SVERI's
College of Engineering, Pandharpur
Master of Business Administration
(MBA) Department
Project Report & Viva Record
A.Y.: 2019-2020

List of Students Studied the Course "Project Report & Viva"

Sr. No.	Student Name	Project Title	Guide Name
1.	Jade Nishigandha Ambadas	A Study On Buying Behavior And Customer Satisfaction Of Yamaha Bikes With Special Reference To Shree Motors Yamaha Pandharpur .	Prof. P.S. More
2.	Chikane Jyotsna Jitendra	A Study On Non-Performing Assets With Special Reference To The Pandharpur Merchant Co-Operative Bank Ltd , Pandharpur.	Prof . P. S. More
3.	Chavan Neha Mahesh	A Study On Employee Satisfaction With Regard To Recruitment And Selection With Specific Reference To Ssv Engineers Pvt. Ltd. Pune.	Prof. A.N.Gaikwad
4.	Kakade Dhanshree Vishwanath	A Study On Stress Management Of Employee With Special Reference To Mota Garment Pvt. Ltd., Baramati.	Prof. K. B. Patil
5.	Shinde Prajakta Chandrakant	A Study On HR Policies And Practices With Special Reference To Mota Garment Baramati.	Prof. K. B. Patil



(Prof. Karan Patil)
Head, MBA Dept.

H. O. D.

Master of Business Administration
C. O. E. Pandharpur

SVERI's College of Engineering, Pandharpur

Master of Business Administration

A.Y.:- 2019-2020

List of Students Studied the Course "Project Report & Viva"

Sr. No.	Student Name	Project Title	Guide Name
6.	Limgire Prajakta Mohan	A Study On Customer Satisfaction Towards Hotel Industry With Special Reference To Radish Garden At Pandharpur	Prof.S.A.Jagtap
7.	Shewale Pradnya Vasant	A Study On Employee Performance Appraisal With Special Reference To Kb Plus Software System Pvt. Ltd. Katraj, Pune	Prof. A.N.Gaikwad
8.	Bhosale Prajakta Jayawant	A Study On Customer Satisfaction With Special Reference To Jay Plast Pack Pvt. Ltd, Pune.	Prof. K. B. Patil
9.	Hivrare Rohan Hanumant	Effective Training And Development	Prof.K.B.Patil
10.	Shinde Shital Deepak	A Study On Customer Satisfaction Of Product And Service With Special Reference To The Pandharpur Merchant Cooperative Bank Ltd. Pandharpur	Prof. P.S. More



(Prof. Karan Patil)
Head, MBA Dept.

H. O. D.

Master of Business Administration
C. O. E. Pandharpur


SVERI's College of Engineering, Pandharpur

Master of Business Administration

A.Y.:- 2019-2020

List of Students Studied the Course "Project Report & Viva"

Sr. No.	Student Name	Project Title	Guide Name
11.	Jadhav Rahul Dashrath	A Study On Customer Satisfaction Towards Bajaj Bikes With Reference Pawar Bajaj Showroom At Atpadi	Prof. P.S. More
12.	More Apurva Vikas	A Study On Employee Relationship Management And It Seefect On Employee Reference At Ssp Technology	Prof.K.B.Patil
13.	Takale Varsha Somnath	A Study On The Effect Of Stress On Employee Performance With Special Reference Utl. Coupling Pvt. Ltd. Satara.	Prof.K. B.Patil
14.	Hake Dilip Gorakh	A Study On Payroll Software Used In Vishwkarma Enterprises And HR Role In Payroll	Prof. A.N.Gaikwad
15.	Sawant Vaibhav Babasaheb	A Study On Recruitment And Selection With Special Reference To Real Life Care Drugs Pvt Ltd	Prof. S. A. Jagtap.


(Prof. Karan Patil)
Head, MBA Dept.

H. O. D.
Master of Business Administration
C. O. E. Pandharpur

SVERI's College of Engineering, Pandharpur

Master of Business Administration

A.Y.:- 2019-2020

List of Students Studied the Course "Project Report & Viva"

Sr. No.	Student Name	Project Title	Guide Name
16.	Yadav Vaibhav Bharat	A Study On General Awareness About Health Insurance And Customer Satisfaction With Special Reference To Iffco-Tokio Insurance Company Pvt Ltd	Prof. S. A. Jagtap.
17.	Lavate Akshay Bhiva	A Study On Recruitment And Selection With Special Reference To Raj Industry Pune	Prof. K. B. Patil
18.	Ropalkar Swapnil Balkrishna	A Study On Cost Analysis With Special Reference To Shetkari Sahkari Soot Girani Maryadit Sangole	Prof. R. N. Misal
19.	Dongare Vishal Vilas	A Study On Training And Development At Micro Dynamic Software Company Pune	Prof. K. B. Patil



(Prof. Karan Patil)
Head, MBA Dept.

H. O. D.

Master of Business Administration
C. O. E. Pandharpur.

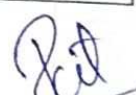
SVERI's College of Engineering, Pandharpur

Master of Business Administration

A.Y.:- 2019-2020

List of Students Studied the Course "Project Report & Viva"

Sr. No.	Student Name	Project Title	Guide Name
20.	Dongare Sangram Ranjit	A Study On Customer Perception Towards Mahindra Tractors Authorized Service Center With Special Reference To Vitthal Automotive	Prof M.M Bhore
21.	Shaikh Sahil Jamil	A Study On Work Life Balance Of Employees With G4s Facility Services (I) Pvt. Ltd., Pune.	Prof. R. N. Misal
22.	Gaikwad Rupali Prakash	A Study On Employees Performance Appraisal In Sugar Factory With Special Reference To Shri Sant Damaji Sahakari Sakhar Karkhana Ltd, Mangalwedha.	Prof. K.B. Patil.
23.	Mane Ashwini Sambhaji	A Study On Customer Satisfaction And Exception With Regard To Real Estate For Pgd Pinnacle Llp	Prof M.M. Bhore
24.	Randive Vikram Vinayak	A Study On Comparative Analysis Of Bank In Terms Of Services Quality With Special Reference Canare Bank Pandharpur	Prof M.M. Bhore
25.	Inamdar Mujjmeel Jahangir	A Study On Customer Perception Towards Digital Marketing With Special Reference To Kbplus	Prof M. M .Bhore


(Prof. Karan Patil)
Head, MBA Dept.

H. O. D.
Master of Business Administration
C. O. E. Pandharpur

SVERI's College of Engineering, Pandharpur

Master of Business Administration

A.Y.:- 2019-2020

List of Students Studied the Course "Project Report & Viva"

Sr. No.	Student Name	Project Title	Guide Name
26.	Suryawanshi Pooja Shivaji	A Study On Wages And Salary Administration Special Reference To Utkarsh Transmition Pvt Ltd Satara	Prof. A. N. Gaikwad
27.	Pakhare Sarjerao Balbhim	A Study On Employee Job Satisfaction Of Vitthal Corporation Ltd Mhaisgaon (Sugar Industry)	Prof. K. B. Patil
28.	Nanaware Prashant Balu	A Study On Awareness Of Integrated Facility Management Services And Willingness To Consider Availing Such Services With Respect To G4s Facility Services (India) Ltd	Prof M.M Bhore
29.	Jeva Khatoon	A Study On Job Satisfaction Of Employees With Surjeet Hyundai,27-G Near Minal Jk Road, Bhopal(Mp).	Prof.K. B. Patil
30.	Devkar Minakshi Dattatray	A Study On Satisfaction About Employee Compensation With Reference To The S.S.V Engineers Pvt Ltd Pune	Prof.A.N. Gaikwad
31.	Doshi Nikita Harshvardhan	A Study Of The Non-Performing Assets Of The Pandharpur Urban Co-Operative Bank Ltd	Prof. S. A. Jagtap



(Prof. Karan Patil)
Head, MBA Dept.

H. O. D.

Master of Business Administration
C. O. E. Pandharpur

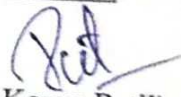
SVERI's College of Engineering, Pandharpur

Master of Business Administration

A.Y.:- 2019-2020

List of Students Studied the Course "Project Report & Viva"

Sr. No.	Student Name	Project Title	Guide Name
32.	Khune Rupali Anand	A Study On Wages And Salary Administration With Reference To Sumeet Facilities Pvt. Ltd, Chinchwad Pune.	Prof. S. A. Jagtap.
33.	Jamdar Puja Mahadeo	A Study On Perception Of Consumer With Respect To Highfat Milk And Lowfat Milk For Kolhapur Zillha Sahkari Dudh Utpadak Sangh Ltd (Gokul) Kolhapur	Prof.K. B. Patil
34.	Shah Sejal Rajkumar	Shah Sejal Rajkumar	Shah Sejal Rajkumar
35.	Giram Suraj Satish	A Study On Perception Of Customer Towards Advertising And Sales Promotion Of Sterling Motors For Tata Motors Showroom	Prof. A.N. Gaikwad
36.	Behere Vidyarani Rajaram	A Study on evaluation of Training Program	Prof. A. N. Gaikwad
37.	Yelpale Monali Ashok	To Study On The Employee Welfare In The Tejas Agro Irrigation System Pvt Ltd Bhandishegaon.	Prof. K. B. Patil


(Prof. Karan Patil)
Head, MBA Dept.

H. O. D.
Master of Business Administration
C. O. E. Pandharpur

SVERI's College of Engineering, Pandharpur

Master of Business Administration

A.Y.:- 2019-2020

List of Students Studied the Course "Project Report & Viva"

Sr. No.	Student Name	Project Title	Guide Name
38.	Sartape Akshasy Tanaji	A Study On Supply Chain Management With The Help Of Babasaheb Deshmukh Shetakri Sahakari Soot Girni Maryadit, Atapdi	Prof. P. S. More
39.	More Manisha Sahebrao	A Study On Recovery Management Crenta Chemical Tembhurni	Prof. R. N. Misal
40.	Khandelwal Sakshi Vishnukant	A Study On Employee Motivation With Special Reference To Nikho Engineers Pvt Ltd Pune	Prof. A. N. Gaikwad
41.	Inamdar Pranjali Sayaji	A Study On Employee Retention In Cipla Ltd At Kurkumbh	Prof. K. B. Patil
42.	Vyavahare Swapnil Satyawan	A Study On Customer Satisfaction Towards Bafna Tata Pvt. Ltd. Pune	Prof. A. N. Gaikwad



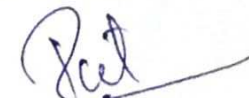
(Prof. Karan Patil)
Head, MBA Dept.

H. O. D.

Master of Business Administration
C. O. E. Pandharpur

List of Students Studied the Course "Project Report & Viva"

Sr. No.	Student Name	Project Title	Guide Name
43.	Khare Vishal Gahininath	A Study On Internet Banking Facility Awareness Among The Sbi Bank Account Holder In Sbi Karkamb Branch	Prof. P.S. More
44.	Satpute Chetan Arjun	A Study On Rural Customer Behavior Of Purchasing Tafe Tractor Authorized Service Center With Special Reference To Sonali Tractor	Prof. P.S. More
45.	Bangale Pooja Raghunath	A Study On Loans And Advance Its Procedure With Special Reference Union Bank Of India Pandharpur.	Prof. P.S. More
46.	Masal Chandrakant Appa	A Study On Market Potential For The Milk And Milk Product With Reference To Szsdv And Ps's Dudh Pandhari Branch Pandharpur	Prof. P.S. More
47.	Kamble Swapnil Surykant	A Study On Financial Analysis Of Nestle India Pvt Ltd Mumbai	Prof. P.S. More
48.	Abhijeet Suresh Tarate	Study of Recruitment and Selection Process in Real Dairy Industries	Prof. A. N. Gaikwad
49.	Aditya Dhanajya Gaikwad	A study on Customer Satisfaction towards Honda bike with special reference to Sangram Wheels Pvt Ltd.	Prof. K. B. Patil



(Prof. Karan Patil)

Head, MBA Dept.

H. O. D.

Master of Business Administration

C. O. E. Pandharpur.

SVERI's College of Engineering, Pandharpur

Master of Business Administration

A.Y.:- 2019-2020

List of Students Studied the Course "Project Report & Viva"

Sr. No.	Student Name	Project Title	Guide Name
50.	Dhondore Vijay Sanjay	A Study of Babasheb Deshmukh Shetkari Sahakari Soot Girni Maryadit Ltd. Atpadi	Prof. A. N. Gaikwad
51.	Hingamire Revti Milind	A Study On Employee Welfare Facility In Dairy Industry With Special Reference To Kolhapur Zillha Sahkari Dush Utpadak Sangh Ltd Gokul Kolhapur	Prof. K. B. Patil
52.	Chavan Suraj Yashwant	A Study On Awareness Of Health Insurance Products In Pandharpur Area And Claim Settlement Process With Reference To The United India Insurance Company .	Miss. M.M.Bhore



(Prof. Karan Patil)
Head, MBA Dept.

H. O. D.

Master of Business Administration
C. O. E. Pandharpur

CERTIFICATE

This is to certify that **Miss. Nishigandha Ambadas Jade** a student of SVERI's College of Engineering, Pandharpur, Dist. Solapur, has worked in our organization from 5 June 2019 to 5 July 2019 on a project assigned by us. She has worked on the project named as **"A STUDY ON CUSTOMER BUYING BEHAVUOR AND CUSTOMER SATISFACTION OF YAMAHA BIKES WITH SPECIAL REFERANCE TO SHREE MOTORS YAMAHA, PANDHARPUR."** She has successfully completed her summer internship at **SHREE MOTORS YAMAHA** Pandharpur. During the period of her project she was participated in all activities of our showroom.

During the tenure of the project we found her hard working & sincere and we wish her all the very best in her future endeavors.



Mr. Shreeomkar Suryavanshi.

1961

(02186) ♦ H.O. 223106 Manager : Tele Fax : (02186) 227682

**The Pandharpur Merchant's
Co-op. Bank Ltd;**

Kami Path, PANDHARPUR 413304

Email Id. - pmcblppr@rediffmail.com



**दि पंढरपूर मर्चन्टस्
को-ऑपरेटिव्ह बँक लिमिटेड**

लक्ष्मी पथ, पंढरपूर ४१३३०४

Branches - ▶ Karkamb 242239 ▶ Market Yard, Pandharpur 223834 ▶ Kurduwadi 223163 ▶ Mahud 246376 ▶ Tembhorni 231612

Ref. No. :-

Date :- **8 JUL 2019**

TO WHOM SO EVER IT MAY CONCERN

This is to certify that Ms. Chikane Jyotsna Jitendra a student of *Shri Vithal Education And Research Institute's College of Engineering, MBA Department Pandharpur*, Dist- Solapur has worked in our organization on project assigned by us.

She has worked on the project named " A Study of Non Performing Assets with special Reference to The Pandharpur Merchant's Co-op. Bank Ltd; Pandharpur" She has successfully completed her Internship form 5th June 2019 to 5th July 2019 at The Pandharpur Merchant's Co-op. Bank Ltd; Pandharpur.

During the period of internship we found that she was sincere and hard working.

I wish her success for all her future endeavors.

The Pandharpur Merchant's Co-op Bank Ltd; Pandharpur



Mr Sunil G. Mohite
Manger

Mr. Dnyaneshwar S. Pore
Guide-Recovery Officer



SSV ENGINEERS PVT. LTD.

CIN No. : U29299PN2008PTC131611 2007-2008
AN ISO 9001:2008 , ISO 14001:2004 & OHSAS 18001:2007 CERTIFIED COMPANY
Registered Office- Unit I : E-110, General Block, M.I.D.C., Bhosari, Pune - 411 026.
Maharashtra, (India) Phone : +91-020-66353900 Fax : +91-020- 66353934



SSV\HRD

Date: July 11, 2019

TO WHOMSOEVER IT MAY CONCERN

This is to certify that **Miss. NEHA MAHESH CHAVAN** a student of Shri Vithal Education And Research Institute's College Of Engineering, MBA Department, Pandharpur has Successfully completed her summer internship in our organization.

Her topic was "**A study on Recruitment & Selection**" with reference to **SSV ENGINEERS PVT. LTD in Pune.**

She has successfully completed her internship from 10th June 2019-10th July 2019.

During the period of internship we found that she was sincere & hardworking.

I wish all the best for her successful future.


 Manager
FOR SSV ENGINEERS

Mail : vmshinde@ssvpune.com

www.ssvengineers.com

Unit II : Gat No. 214, 220, 221, Nanekarwadi, Chakan, Tal. Khed, Dist - Pune - 410 501.

Unit III : Plot No. C-9, Indapur Five Star Industrial Area, Loni Devkar, Tal. Indapur, Dist - Pune.



Date: 04/07/2019

INTERNSHIP CERTIFICATE

TO WHOM SO EVER IT MAY CONCERN

This is to certify that **Ms. Dhanshree Vishwanath Kakade**, is a student of MBA-II in SVERI's, COE Pandharpur, P.A.H. Solapur Univerisity, Solapur. She has successfully completed 1 month (5th June 2019 to 4th July 2019) internship programme at MOTA Garment Pvt.Ltd. She has worked on the project named "A Study on Stress Management of Employee with Reference to MOTA Garment Pvt.Ltd. Baramati."

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

We wish her every success in career & life.

For MOTA Garment Pvt. Ltd.

Authorized Signature

MOTA GARMENT

PARTNER

Date: 04/07/2019



INTERNSHIP CERTIFICATE

TO WHOM SO EVER IT MAY CONCERN

This is to certify that Ms. Prajakta Chandrakant Shinde, is a student of MBA-II in SVERI's, COE Pandharpur, P.A.H. Solapur Univerisity, Solapur. She has successfully completed 1 month (5th June 2019 to 4th July 2019) internship programme at MOTA Garment Pvt.Ltd. She has worked on the project named "A Study on HR Policies and Practices with Reference to MOTA Garment Pvt.Ltd. Baramati."

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

We wish her every success in career & life.

For MOTA Garment Pvt. Ltd.

Authorized Signature

MOTA GARMENT

PARTNER

राधेश गार्डन

के.बी.पी. कॉलेज चौक, पंढरपूर, जि. सोलापूर

प्रोग्रा. दोशी बंधू मो. ९७६३६३६४८४

TO WHOM SO EVER IT MAY CONCERN

This is to Certify that Miss. Prajakta Mohan Limgire a student of Shri Vitthal Education & Research Institutes College of Engineering, MBA Department, Pandharpur has successfully completed her summer internship in our organization her topic was " A Study on Customer Satisfaction Towards Hotel Industry With Special Reference to Hotel Radhesh Garden ."

She has successfully completed her internship from 05/06/2019 to 05/07/2019 at Radhesh Garden. During the period of her internship we found that she was sincere & hardworking. I wish her all the best for her successful future.

Rupesh Doshi

राधेश गार्डन



प्रोग्रायटर

Proprietor

केटरिंगच्या सर्व ऑर्डर स्विकारल्या जातील..... हव्या तशा व हव्या तेथे



KBPlus Software System Pvt. Ltd.

E-mail : kbplussoftwaresystem@gmail.com

Date: 02/07/2019

TO WHOMEVER IT MAY CONCERN

This is to certify that Ms. PRADNYA VASANT SHEVALE appearing at SVERI'S COLLEGE OF ENGINEERING, PANDHARPUR Dist.- Solapur for the course of MBA, Semester-III for academic year 2019-2020, and she is completed her Project Report entitled "TO STUDY ON EMPLOYEE PERFORMANCE APPRAISAL" in our organization from 2th June 2019 to 2th July 2019.

The work prepared by Ms. Pradnya Vasant Shevale in partial fulfillment for the award of the degree of Masters in Business Administration (MBA).

During the period of internship, she was found to be ambitious and hard working. Her commitment to learn and work gives lot of pleasure in issuing this certificate to her.

I wish her success for all future endeavors.

For KB Plus Software System Pvt.Ltd.

Mr. Abdul Malik.

Asst.Manager HR

Malik 02/07/2019.



JAY PLAST PACK PVT. LTD

MANUFACTURE OF H.D.P.E. P.P. LAMINATED OR UNLAMINATED WOVEN BAGS

DATE : 8th July 2019

Certificate

Mrs. **Prajakta Jayawant Bhosale** Student of MBA Class From SVERI College of Engineering, Pandharpur was with us for implant training from 2nd June 2019 To 3rd July 2019 (30 Days) has completed her Summer Internship Project.

She has worked in the field of Marketing on the Title of "The Study of Customer Satisfaction" with special reference to JAY PLAST PACK PVT LTD.

During her project duration she worked sincerely.



Factory Address: Gat no. 395, near Atlas Copco Company, At Post Lonikand, Tal- Haveli Dist Pune 412 216.

Contact us: *Web Site* - www.jayplastpack.com *Phone* - +91 9860502525.

Email us: - info@jayplastpack.com sales@jayplastpack.com

REF:-TPH/HR/2019

Date: 16th August, 2019

TO WHOM IT MAY CONCERN

This is to certify that **MR.ROHAN HANUMANT HIVARALE** of **SVERI's College of Engineering Pandharpur**. He has undergone **Indusrtrial Training** with us in the **HR Department** from **1ST July, 2019 to 15th August, 2019.**

During the above period, we found him to be sincere, hardworking, willing and eager to learn.

We wish him all the best for his future career.

FOR THE PRIDE HOTEL, PUNE



LAXMIKANT D. JOSHI
HR MANAGER



AHMEDABAD • BENGALURU • CHENNAI • NAGPUR • PUNE • KOLKATA • DELHI

5, University Road, Shivaji Nagar, Pune - 411 005, Maharashtra.
Tel : 020 6647 1471 | Fax : 020 2553 3228 | Toll free : 1800 209 1400 | Email : sales.pune@pridehotel.com

Est.- 1961

(02186) ♦ H.O. 223106 Manager : Tele Fax : (02186) 227682

**The Pandharpur Merchant's
Co-op. Bank Ltd;**

axmi Path, PANDHARPUR 413304

Email Id. - pmcblppr@rediffmail.com

Branches - ▶ Karkamb 242239 ▶ Market Yard, Pandharpur 223834 ▶ Kurduwadi 223163 ▶ Mahud 246376 ▶ Tembhurni 231612



**दि पंढरपूर मर्चन्टस्
को-ऑपरेटिव्ह बँक लिमिटेड**

लक्ष्मी पथ, पंढरपूर ४१३३०४

Ref. No. :-

pmcb/116/2019/20

Date :- 5 JUL / 2019

TO WHOM SO EVER IT MAY CONCERN

This is to certify that **Ms. Shinde Shital Deepak** a student of **Shri Vithal Education And Research Institute's College of Engineering, MBA Department Pandharpur**, Dist- Solapur has worked in our organization on project assigned by us.

She has worked on the project named " **A Study on Customer Satisfaction of Products and services with special Reference to The Pandharpur Merchant's Co-op. Bank Ltd; Pandharpur**" She has successfully completed her Internship form 5th June 2019 to 5th July 2019 at The Pandharpur Merchant's Co-op. Bank Ltd; Pandharpur.


During the period of internship we found that she was sincere and hard working.

I wish her success for all her future endeavors.

The Pandharpur Merchant's Co-op Bank Ltd; Pandharpur




Mr. Sunil G. Mohite
Manger


Mr. Dnyaneshwar S. Pore
Guide-Recovery Officer

CERTIFICATE

Date- 21/08/2019

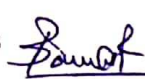
This is to certify that Mr. Rahul Dashrath Jadhav student of Master of Business Administration from SVERI's College Of Engineering pandharpur. as worked from

04 /June /2019 To 03/July 2019 in our organization. During This period,he successful completed the project work assign to him .

The Project undertaken During the period was "A STUDY ON CUSTOMER SATISFACTION TOWARDS BAJAJ BIKES WITH REHRENCE,PAWAR BAJAJ SHOWROOM ATPADI".

He has been sincere Hard working and Punctual in this work .We wish him

best of luck for his career development.

OSV
Signature 
Name : Pawar
Designation : Proprietors
Dealership Name : Pawar Auto

Pawar Bajaj

Atpadi



SSP TECHNOLOGY PUNE

Office Address: 2nd Floor, Above Jijamata Bank , Near Karvenagar Bus Stop, Pune 33.

Mobile No: +91-9579670950 E-mail: info@ssptechnosys.com

Website: www.ssptechnosys.com

REF: Spon-SP0135-2019

Date: 09/07/2019

TO WHOMSOEVER IT MAY CONCERN

This is to certify that Ms. Apurva Vikas More student of MBA (HR) from “Shri Vitthal Education and Research Institute, Pandharpur” has successfully completed Internship on “Employee Relationship Management and Its Effect on Employee Performance at SSP Technology” as a partial fulfillment of requirement towards Second Year of MBA project.

University Name- Solapur University.

Duration- 08th June 2019 to 08th July 2019.

Branch- MBA (HR)

As abided by intellectual property and confidentiality policy of SSP Technology Pune.

We wish her every success in life.



(Signature)

AUTHORIZED PERSON SIGN

SSP TECHNOLOGY PUNE

www.ssptechnosys.com



FLEXIBLE COUPLINGS

Ref. No.- COEP/MBA/2019-20/04

Date -08.07.2019

TO WHOM-SO-EVER IT MAY CONCERN

This is to certify that **MISS. VARSHA SOMANATH TAKLE MBA** Student of "Shri Vithal Education & Research Institute's College of Engineering, Pandharpur" worked for summer Internship project entitled "**A STUDY ON THE EFFECT OF STRESS ON EMPLOYEE PERFORMANCE**" in our company from **8 June 2019 to 8 July 2019** with our entire satisfaction.

During his project period we found her a sincere, honest, hardworking, dedicated student with a professional attitude and very good job knowledge. She is amiable in nature and character is well. We wish her every success in life.

From

Utkarsh Transmission Pvt. Ltd.


DEPUETY GENERAL MANAGER (D.G.M.)



Date: 08.07.2019

UTKARSH TRANSMISSIONS PVT. LTD.

Reg. Office : 27, Kanga Colony, Sadar Bazaar, Satara - 415002
Factory Address :-M-15/2, Additional MIDC, Satara - 415004
Corporate Identity Number :-U25192MH1994PTC082990
Phone No : 02162-240574 / 240974, Fax No : 02162 - 240174
Email : sales@utlcoupling.com, Website : www.utlcoupling.com

Website: www.vishwakarmaenterprises.in
E-mail: info@vishwakarmaenterprises.in
Tel:020 27691388, Fax:020 7690307, Mob:9371018106



VISHWAKARMA ENTERPRISES

Gat No.87/14, Tal: Haveli, Jyotiba Nagar, Talwade, Pune -412 114.

July 06,2019

TO WHOEVER IT MAY CONCERN

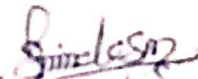
This is to certify that Mr. Hake Dilip Gorakh From Sveri's College Of Engineering, Pandharpur at Punyashlok Ahilyadevi Holkar Solapur University for the course of MBA , semester-III for academic year 2019-2020 ,and he is completed his project Report entitled " A study on payroll softwares used in vishwakarma enterprises and hr roll in payroll" in our Organization from 6th June to 6th July 2019.

During the period of internship, he was found to be ambitious and hardworking; His commitment to learn and work gives lot of pleasure in issuing this certificate to his.

I wish his success for all future endeavors.

For Vishwakarma Enterprises

for Vishwakarma Enterprises


Authorized Signatory

REAL LIFE CARE DRUGS PVT LTD PUNE



TO WHOM-SO-EVER IT MAY CONCERN

This is to certify that **Mr. VAIBHAV BABASAHEB SAWANT MBA** Student of “Shri Vitthal Education and Research Institutes College of Engineering Pandharpur” worked for summer internship project entitled “**A STUDY ON RECRUITMENT AND SELECTION WITH SPECIAL REFERENCE TO REAL LIFE CARE DRUGS PVT LTD PUNE**” in our company from **8th June 2019 to 8th July 2019** with our entire satisfaction.

During his project period we found his a sincere, honest, hard working, dedicated student with a professional attitude and very good job knowledge. He is amiable in nature and character is well. We wish his every success in life.

From

REAL LIFE CARE DRUG PVT. LTD.

Managing Director

Date: 08/07/2019

Real Life Care Drugs Private Limited


Director

Real Life Care Drugs Private Limited's
(CIN) U74999PN2015PTC157693
registration number is 157693.
Email - santosharjunchavan/a@gmail.com

Date:- 4th July 2019

TO WHOMSOEVER IT MAY CONCERN

This is to certify that Mr. Yadav Vaibhav Bharat a student of the SVERI's College of Engineering, MBA Department, Pandharpur Dist- Solapur has worked in our organization on a project assigned by us.

He has worked on the project named "A study on general awareness about health insurance and customer satisfaction with special reference to IFFICO tikio insurance company Pvt Ltd." He has successfully completed his internship from 3rd June, 2019 to 3rd July, 2019 at IFFICO tikio, solapur.

During the period of internship he was found to be, ambitious and hard working. His commitment to learn and work gives lot of pleasure in issuing this certificate to him.

I wish him success for all his future endeavors.

For IFFICO-TOKIO insurance company Pvt Ltd.

HR Department



IFFCO-TOKIO GENERAL INSURANCE COMPANY LIMITED

Corporate Office : 4th & 5th Floors, IFFCO Tower, Plot No. 3, Sector - 29, Gurgaon - 122001 (Haryana) / 01242850100 Fax: 2577523, 2577524

Regd Office : "IFFCO Sadan" C-1 Dist Centre Saket New Delhi - 110

Pune Commercial SBU : A-301, Kapil Towers, 45, Dr. Ambedkar Road, Near PTO, Pune - 411 001

Tel: 020-6727 8900 - 25 (25 Lines) Fax: 020-28058384 Email: cc.pune@tg.co.in Website: www.iffcotokio.co.in

Toll Free Customer Care: 1-800-3453303 Toll Free Claim Call Center: 1-800-1025499



RAJ INDUSTRIES

GAT NO. 169/78 GANESH NAGAR TALAWADE ROAD, CHINCHWAD PUNE- 411092

(ISO 9001:2015 IN110248A)

DATE: 04/07/2019

TO WHOEVER IT MAY CONCERN

This is to certify that **Mr. Lawate Akshay Bhiva** From **Sveri's College Of Engineering, Pandharpur** at **Punyashlok Ahilyadevi Holkar Solapur University** for the course of **MBA**, semester-III for academic year 2019-2020, and he is completed his project Report entitled "**A Study Of Recruitment & Selection Process**" in our Organization from 4th June to 4th July 2019.

During the period of internship, he was found to be ambitious and hardworking; His commitment to learn and work gives lot of pleasure in issuing this certificate to his.

We wish his success for all future endeavors.



For Raj Industries

Authorized Signatory

Estd. Dt. 24th Nov. 1979



SHETKARI SAHAKARI SOOT GIRNI MARYADIT; SANGOLE

DIST. SOLAPUR. PIN-413 307 (M.S.)

Reg. No. S.U.R./ P.R.G. (A) Dt. 7 / 28-1-1980

Prof. NANASAHEB LIGADE
CHAIRMAN 7218180001
GOVINDRAO JADHAV
VICE CHAIRMAN 9421023090
SANJAYKUMAR ANUSE
MANAGING DIRECTOR 9423593703

PHONE : (02187) 220301, 220302, 220303 ■ FAX : (02187) 220370 ■ E-mail : shecospin@gmail.com ■ (www.shecospin.org)

S.S.S.G./T.O/H.P/2019.

Date:-07/09/2019

TO WHOMSOEVER IT MAY CONCERN

This is to certify that Mr. Swapnil Balkrushna Ropalkar, a Student of the SVERI's College of Engineering, MBA Department Pandharpur Dist- Solapur has worked in our organization on a project assigned by us.

He has worked on the name "A STUDY ON COST ANALYSIS WITH SPECIAL REFERENCE TO SHETKARI SAHAKARI SOOT GIRNI MARYADIT, SANGOLE, DIST-SOLAPUR". He has successfully completed his internship from 12th June, 2019 to 12th July, 2019 at Shetkari Sahakari Soot Girni Maryadit, Sangole.

During the period of internship he was found to be, ambitious and hard working. His commitment to learn and work gives lot of pleasure in issuing this certificate to him.

We wish him all the best his future assignments.




Labour Welfare Officer

Micro Dynamic Software company



**Microdynamic
Software**

Date:- 8th July 2019

TO WHOMSOEVER IT MAY CONCERN

This is to certify that **Mr. Dongare Vishal Vilas** a student of the **SVERI's College of Engineering, MBA Department, Pandharpur**, Punyashlok Ahilyadevi Holkar Solapur University, has worked in our organization on a project assigned by us.

He has worked on the project named "**A study on Training and Development at Micro dynamic Software Company Pune.**" He has successfully completed his internship from 6th June, 2019 to 8th July, 2019 at **Pune**.

During the period of internship he was found to be, ambitious and hard working. His Commitment to learn and work gives lot of pleasure in issuing this certificate to him.

I wish him success for all his future endeavors.

For Micro Dynamic Software, Pune.


Sangita Fulband.
(Asst. Manager HR)

103, Vitthal Complex,
Above Hotel Royal Pure Veg near Selfy Point,
Narhe, Pune Maharashtra 411041



mahindra

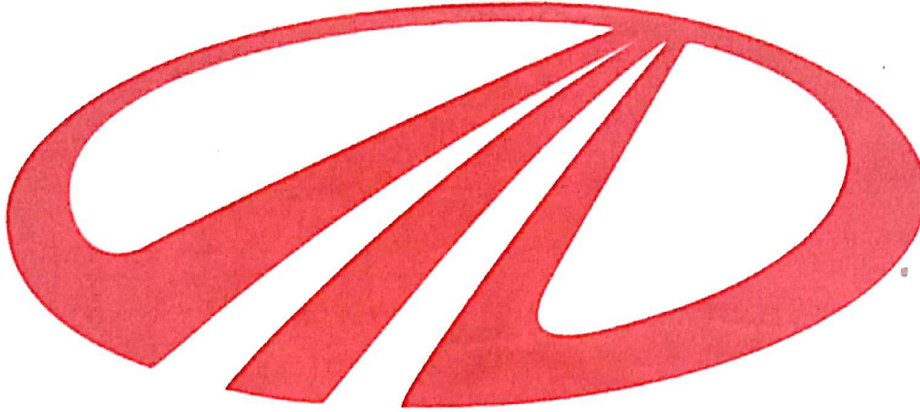
VITTHAL AUTOMOTIVE PANDHARPUR

Dealers for MAHINDRA & MAHINDRA LTD.
(Tractor Divison)

Ref. No.:

Date :

Date:- 4th July 2019



TO WHOMSOEVER IT MAY CONCERN

This is to certify that **Mr. Dongare Sangram Ranjit** a student of the **SVERI's College of Engineering, MBA Department, Pandharpur, Punyashlok Ahilyadevi Holkar Solapur University**, has worked in our organization on a project assigned by us.

He has worked on the project named "**A study on customer perception towards Mahindra Tractors, authorized service center with special reference to Vitthal Automotive.**" He has successfully completed his internship from 3rd June, 2019 to 3rd July, 2019 at **Vitthal Automotive** of Pandharpur.

During the period of internship he was found to be, ambitious and hard working. His Commitment to learn and work gives lot of pleasure in issuing this certificate to him.

I wish him success for all his future endeavors.

For **Vitthal Automotive** of Pandharpur.

Asst. Manager HR:- Shivaji Mutkule.



OFFICE: Gat No. 410 Pandharpur Pune Road , Lokhande Wasti, At/Post - Wakhari Tal- Pandharpur 413304



G4S Facility Services (India) Pvt. Ltd.
CIN No. U67120DL1981PTC102278
No. 14B/1/1 Avdhut Heights Office No.3
3rd Floor, Near Bank Of Baroda / Petrol Pump
Thite Nagar, Kharadi Pune -411014
INDIA
www.g4s.in

Date:- 4th July 2019

TO WHOMSOEVER IT MAY CONCERN

This is to certify that Mr. Sahil Jamil Shaikh a student of the SVERI's College of Engineering, MBA Department, Pandharpur Dist- Solapur has worked in our organization on a project assigned by us.

He has worked on the project named "A study on work life balance of employees with G4S Facility Services (I) Pvt. Ltd" He has successfully completed his internship from 1st June, 2019 to 5th July, 2019 at G4S, Pune.

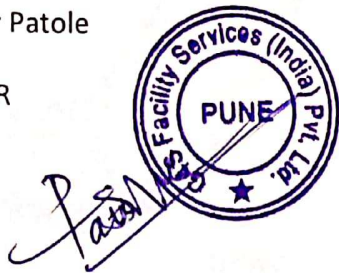
During the period of internship he was found to be, ambitious and hard working. His commitment to learn and work gives lot of pleasure in issuing this certificate to him.

I wish him success for all his future endeavors.

For G4S Facility Services (I) Pvt. Ltd.

Mr. Pradipkumar Patole

Asst. Manager HR



Securing Your World

ISSA MEMBER
The Experts
on Cleaning and Maintenance

Registered Office
C-16, Community Centre, Janakpuri
Behind Janak Cinema, New Delhi - 110 058
Ph. No. : +91-11-66222900, Fax No. 91-11-66222901



**श्री संत दामाजी सहकारी
साखर कारखाना लि., मंगळवेढा**

ता.मंगळवेढा, जि.सोलापूर
महाराष्ट्र- 413 305

**Shri Sant Damaji Sahakari
Sakhar Karkhana Ltd., Mangalwedha**
Mangalwedha, Dist. Solapur. (M.S.) 413 305

2188) 244156, 244345, 244356, 244556
244145 E-Mail : santdamajissk@gmail.com

**समाधान महादेव आवताडे
चेअरमन**

No. Sant Damaji /ADM /2019-20 785

Date :-05/07/2019

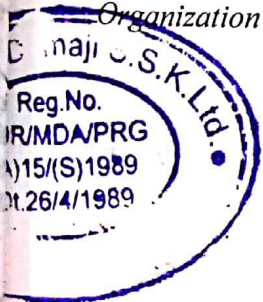
TO WHOM IT MAY CONCERN

This is to certify that Miss. Rupali Prakash Gaikwad a student of the SVERI'S College of Engineering, Pandharpur, Dist-Solapur. has worked on a project assigned by us, name was "A Study on employees performance appraisal in Sugar Factory with special reference to Shri Sant Damaji Sahakari Sakhar Karkhana Ltd Mangalwedha" She has successfully completed her internship from 5th June. 2019 to 5th July, 2019.

During the period of internship she was found to be, ambitious and hard working. Her commitment to learn and work gives lot of pleasure in issuing this certificate to her.

I wish her success for all future endeavors.

Guide : Mr.Dagadu Babasaheb Fate.
Designation : I/c Office Superintendent
Organization : Shri Sant Damaji S.S.K.Ltd, Mangalwedha.



Managing Director
Shri Sant Damaji SSK Ltd., Mangalwedha

A PUNJALAL G. DAVE COMPANY
5, Neelkanth Market, M. G. Road, Ghatkopar (East)
Mumbai 400077, India.
Tel.: +91 22 21024341 | 21022342 | +91 99203 29111
www.pgdgroup.com | admin@pgdave.com



INTERNSHIP CERTIFICATE

Date : 15.07.2019

TO WHOM SO EVER IT MAY CONCERN

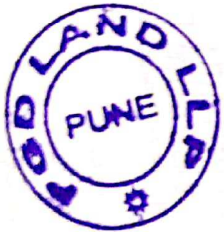
This is to certify that Ms. Ashwini Sambhaji Mane, is a student of MBA in Shri Vithal Education & research Institute College of Engineering, Pandharpur, Solapur University, State – Maharashtra has successfully completed 01 month (16.06.2019 to 15.07.2019) internship programme at PGD Land LLP. She has worked on the project named “To study customer satisfaction & expectation with regards to real estate for PGD Land LLP.”

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

We wish her every success in career & life.

For PGD Land LLP,

Authorized Signatory



Canara Bank, Pandharpur,
Udyog Bhavan, Paschim Dwar,
Main Road, Pandharpur,
Dist. Solapur,
(Maharashtra) – 413304.
Branch: PANDHARPUR.
Contact: 02186-225713
Email: cb2676@canarabank.com

Date: - 4th July 2019

TO WHOMSOEVER IT MAY CONCERN


This is to certify that **Mr. Randive Vikram Vinayak** a student of the SVERI'S college of Engineering, Pandharpur, MBA Department, Pandharpur, Dist. - Solapur has worked in our organization on a project assigned by us.

He has worked on the project named **"To Study On Comparative Analysis Of Bank In Terms Of Service Quality With The Reference To Canara Bank, Pandharpur"** He has successfully completed his internship from 4th June 2019 to 4th July 2019 at **Canara Bank, Pandharpur.**

During the period of internship he was found to be, ambitious and hard working. His commitment to learn and work gives lot of pleasure in issuing this certificate to him.

I wish him success for all his future endeavors.

कृते केनरा बँक
For Canara Bank


प्रबंधक
Manager
महाराष्ट्र
Pandharpur, Maharashtra
Canara Bank

Pandharpur.



KBPlus Software System Pvt. Ltd.

E-mail : kbplussoftwaresystem@gmail.com

Date: 08/07/2019

TO WHOMEVER IT MAY CONCERN

This is to certify that Mr. MUJJMEEL JAHANGIR INAMDAR appearing at SVERI'S COLLEGE OF ENGINEERING, PANDHARPUR Dist.- Solapur for the course of MBA, Semester-III for academic year 2019-2020, and he is completed his Project Report entitled "TO STUDY ON CUSTMER PERCEPTION WITH REGARDING DIGITAL MARKETING" in our organization from 2th June 2019 to 2th July 2019.

The work prepared by Mr. Mujjmeel Jahangir Inamdar in partial fulfillment for the award of the degree of Masters in Business Administration (MBA).

During the period of internship, he was found to be ambitious and hard working. His commitment to learn and work gives lot of pleasure in issuing this certificate to his.

I wish his success for all future endeavors.

For KB Plus Software System Pvt.Ltd.

Mr. Abdul Malik.

Asst.Manager HR

M. J. 08/07/2019



Ref. No.- COEP/MBA/2019-20/04

Date -08.07.2019

TO WHOM-SO-EVER IT MAY CONCERN

This is to certify that **MISS.POOJA SHIVAJI SURYAWANSHI MBA** Student of “Shri Vithal Education & Research Institute’s College of Engineering, Pandharpur” worked for summer Internship project entitled “**A STUDY ON WAGES & SALARY ADMINISTRATION**” in our company from **8 June 2019 to 8 July 2019** with our entire satisfaction.

During his project period we found her a sincere, honest, hardworking, dedicated student with a professional attitude and very good job knowledge. She is amiable in nature and character is well. We wish her every success in life.

From

Utkarsh Transmission Pvt. Ltd.



DEPUETY GENERAL MANAGER (D.G.M.)

Date: 08.07.2019

UTKARSH TRANSMISSIONS PVT. LTD.

Reg. Office : 27, Kanga Colony, Sadar Bazaar, Satara - 415002
Factory Address :-M-15/2, Additional MIDC, Satara - 415004
Corporate Identity Number : -U25192MH1994PTC082990
Phone No : 02162-240574 / 240974, Fax No. : 02162 - 240174
Email : sales@utlcoupling.com, Website : www.utlcoupling.com



SUGAR • CO-GENERATION • DISTILLERY • IMFI • TEXTILE

Registered office : Flat No.104, Suvarmanand Park, Plat No.48-49
Laxmi Park, Navi Peth, Pune Maharashtra-411030 Tel-020 24532730

VCL/SUGAR/AGRI/2019-2020/3452

Date : 18/07/2019

CERTIFICATE

This is to certify **Mr. Sarjerao Balbhim Pakhare** doing MBA in SVERI'S College of Engineering Pandharpur. Has Successfully Undergone Summer Internship Project (SIP) "A STUDY ON EMPLOYEE JOB SATISFATION OF VITTHAL CORPORATION LTD. MHAISGAON (SUGAR INDUSTRY)" under guidance of Mr. Yashwant Shinde (Managing Director) & Mr. Bhaskar Gavhane (HR Manager) during the period 15th june to 14th july 2019 (30 Days).

Hi has been acquainted with the work and functioning of our organization we wish in success in his career.


Managing Director
Vitthal Corporation Ltd.


Correspondence Address / Works

halrao Shinde Nagar, Post. Mhaisgaon, Tal. Madha, Dist. Solapur - 413250 (Maharashtra)
Tal.No. +91 2183 226425, 226455, 226475 Fax: +91 2183 226595
Email: vitthalsugarmfg@gmail.com Website : www.vitthalcorporationltd.com



G4S Facility Services (India) Pvt. Ltd.
CIN No: U67120DN1981PTC102278
Ncy 198111 Astha Heights Office No 3
Tat Hess. Near Bank Of Baroda / Parcel Pump
Thane Nigan, Kharadi, Pune - 411014
INDIA

www.g4s.in

Date:- 4th July 2019

TO WHOMSOEVER IT MAY CONCERN

This is to certify that Mr. Namaware Prashant Balu a student of the SVERI's College of Engineering, MBA Department, Pandharpur Dist- Solapur has worked in our organization on a project assigned by us.

He has worked on the project named "A study on awareness of Integrated Facility Management Services and Willingness to consider availing such services with G4S Facility Services Pvt. Ltd." He has successfully completed his internship from 3rd June, 2019 to 3rd July, 2019 at G4S, Pune.

During the period of internship he was found to be, ambitious and hard working. His commitment to learn and work gives lot of pleasure in issuing this certificate to him.

I wish him success for all his future endeavors.

For G4S Facility Services (I) Pvt. Ltd.

Mr. Pradipkumar Patole

Asst. Manager HR



Securing Your World

ISSA MEMBER[®]
The Experts
on Cleaning and Maintenance

Registered Office
C-16, Community Centre, Janakpuri
Behind Janak Cinema, New Delhi - 110 058
Ph. No. +91-11-66222900, Fax No. : 91-11-66222901



Date: 02/07/2019

TO WHOM IT MAY CONCERN

This is to certify that Miss. Jeva Khatoon, student of Master of Business Administration (MBA) of SVERI's college of engineering, Pandharpur (Solapur University) has successfully completed summer internship in the field of Human Resources Management (From 01-06-2019 To 30-06-2019) with titles "To study of job satisfaction of employees with Surjeet Hyundai, reference to subject Hyundai, 27-G Near Minal JK Road Bhopal (M.P.)

During the period of her internship program with us she had been exposed to different process was found Punctual, Hard working and Inquisitive, She was very Diligent, Sincere, Attentive and her Participation with various activities was highly appreciable and excellent.

We wish her every success in her life and career.

For,

Surjeet Auto Pvt. Ltd.



Authorized Signatory

SURJEET HYUNDAI

G- 27, J.K. Road, Bhopal,
Ph.: 8889200749, 8889200798
email : sales@surjeethyundai.com

NEW THINKING
NEW POSSIBILITIES

SSV ENGINEERS PVT. LTD.

CIN No. : U29299PN2008PTC131611 2007-2008

AN ISO 9001:2008 , ISO 1400 : 2004 & OHSAS 18001:2007 CERTIFIED COMPANY

Registered Office- Unit I : E-110, General Block, M.I.D.C., Bhosari, Pune - 411 026.

Maharashtra, (India) Phone : +91-020-66353900 Fax : +91-020- 66353934



SSV\HRD

Date: July 11, 2019

TO WHOMSOEVER IT MAY CONCERN

This is to certify that **Miss DEVKAR MINAKSHI DATTATRAY** a student of Shri Vithal Education And Research Institute's College Of Engineering, MBA Department, Pandharpur has Successfully completed her summer internship in our organization.

Her topic was "**A study on Satisfaction about employee compensation**" with reference to **SSV ENGINEERS PVT. LTD in Pune.**

She has successfully completed her internship from 10th June 2019-10th July 2019.

During the period of internship we found that she was sincere & hardworking.

I wish all the best for her successful future.




HR Manager

FOR SSV ENGINEERS



पंढरपूर बँक
PANDHARPUR BANK

THE PANDHARPUR URBAN CO-OPERATIVE BANK LTD.

दि पंढरपूर अर्बन
को-ऑप.बँक लि.पंढरपूर

दिनांक : 2 JUL 2019

सं.: 1021

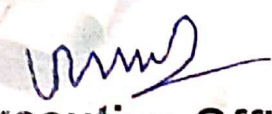
TO WHOMSOEVER IT MAY CONCERN

CERTIFICATE

This is to certify that, Miss. Doshi Nikita Harshvarhan, Student of SVERI's College of Engineering, Pandharpur has completed summer/in-plant training/project work in section of our organization from 10th June 2019 to 10th July 2019.

During the joining period she was found to be sincere and hardworking. We wish her all the in success future.




Chief Executive Officer

SUMEET FACILITIES LIMITED

Formerly Known as Sumeet Facilities Pvt. Ltd



**SUMEET
FACILITIES
LIMITED**

ISO 9001:2015, ISO 14001:2015, OHSAS 18001:2007, ISO 26000:2010
Integrated Facility Management Services | CIN NO.: U74140PN1992PLC0688672
"Summit House", Plot No. 64/21, D-II Block, M.I.D.C., Chinchwad, Pune - 411 019.

Date: 06/07/2019

Ref No. : SFL/HR/Pro.cert/2019

TO WHOMEVER IT MAY CONCERN

This is to certify that Ms. Rupali Anand Khune appearing at SVERI'S COLLEGE OF ENGINEERING, PANDHARPUR, Dist - Solapur for the course of MBA, Semester- III for academic year 2019-2020, and she is completed her Project Report entitled "TO STUDY ON WAGES AND SALARY ADMINISTRATION" in our organization from 6st June 2019 to 6th July 2019.

The work prepared by Ms. Rupali Anand Khune in a partial fulfillment for the award of the degree of Masters in Business Administration (MBA).

To the best of my knowledge and belief the work prescribed in this report is an authentic work and is not reproduced from any source.

We wish her all the best for his future assignments.

For SUMEET FACILITIES LIMITED,

Vinayak Totare

Manager - HR & Admin





Founded : 16-3-1963

Reg. No. KPR/PRD/ (A) 102

Kolhapur Zilla Sahakari Dudh Utpadak Sangh Ltd.

B-1, M. I. D. C., Gokul Shirgaon, Kolhapur - 416 234 (M.S.)

• Ph. : 0231- 2672311 to 15 (5 Lines) • Fax : 0231 - 2672374.

• website : www.gokulmilk.coop • E-mail : kpr_gokul@sancharnet.in

KDS/ADMN/ 8049 /

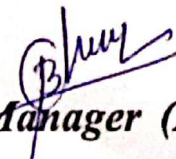
Date : 30/8/19

To Whomsoever It May Concern

Certificate

This is to certify that Ms. Puja M. Jamdar
Student of SVERT'S College of Pandharpur has
completed Summer / Inplant Training / Project Work in
Marketing Section of our Organisation from
03/06 / 2019 to 03/07 / 2019 . During the training period
he / she / they was / were found sincere and hardworking.

We wish him / her / them all the success in future and best luck.


for **Manager (Admn.)**



Founded : 16-3-1963

Reg. No. KPR/PRD/ (A) 102

Kolhapur Zilla Sahakari Dudh Utpadak Sangh Ltd.

B-1, M. I. D. C., Gokul Shirgaon, Kolhapur - 416 234 (M.S.)

• Ph. : 0231- 2672311 to 15 (5 Lines) • Fax : 0231 - 2672374.

• website : www.gokulmilk.coop • E-mail : kpr_gokul@sancharnet.in

KDS/ADMN/8049 /

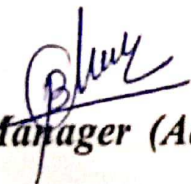
Date : 30/8/19

To Whomsoever It May Concern

Certificate

This is to certify that Ms. Sejal R. Shah
Student of SVERT'S College of Pandharpur has
completed Summer / Inplant Training / Project Work in
HR Section of our Organisation from
03/06 / 2019 to 03/07 / 2019 . During the training period
he / she / they was / were found sincere and hardworking.

We wish him / her / them all the success in future and best luck.


for **Manager (Admn.)**



STERLING MOTORS

TATA MOTORS

TATA MOTORS DEALER FOR NASHIK, SOLAPUR, AHMEDNAGAR

Date:- 6th July 2019

TO WHOMSOEVER IT MAY CONCERN

This is to certify that **Mr. Giram Suraj Satish** a student of the **SVERI's College of Engineering, MBA Department, Pandharpur, Punyashlok Ahilyadevi Holkar Solapur university**, has worked in our organization on a project assigned by us.

He has worked on the project named "A study on perception of customers towards advertising and sales promotion of Sterling Motors for TATA Motors showroom." He has successfully completed his internship from 5th June, 2019 to 5th July, 2019 at **Sterling Motors, Solapur**.

During the period of internship he was found to be, ambitious and hard working. His commitment to learn and work gives lot of pleasure in issuing this certificate to him.

I wish him success for all his future endeavors.

For Sterling Motors, Solapur.



Irabatti
(General Manager)

Date: 05th July 2019

TO WHOMSOEVER IT MAY CONCERN

This is to certify that **MISS. VIDYARANI RAJARAM BEHERE** from 'Shree Vithal Education & Research Institute's College of Engineering, Pandharpur' has successfully completed her project on "**Training & Development**".

Since the period 05th June 2019 to 5th July 2019 in our organization.

During this project duration, we found her sincere, hard working & eager to learn.

We wish Best of Luck for her future education & career.

For Hamirani Metals Pvt. Ltd.


Mr. Ajinkya Kshirsagar
(HR Manager)



Tejas Agro Irrigation Systems Pvt. Ltd.

Tejas
Pipes

Tejas
Drip

Manufacturer :- Tejas Pipes, Tejas Drip, Tejas Fittings, Tejas Polyfittings

Gat No. 977/1/1, Bhandishegaon, Tal. Pandharpur, Dist. Solapur (MAHARASHTRA)

* Website www.tejasagro.com * Email ID info@tejasagro.com * Customer Care No. 9675022220

Date: 20th July, 2019

TO WHOM SO EVER IT MAY CONCERN

This is certifies that Miss. MONALI ASHOK YELPALE studying MBA in SVERI's COLLAGE OF ENGINEERING, PANDHARPUR has done a Project work entitled "TO STUDY OF EMPLOYEES' WALLFARE MEASURES WITH REFERANCE TO TEJAS AGRO IRRIGATION SYSTEMS PVT. LTD." in our organization for period of 30 Days, from 16th June, 2019 to 16th July, 2019.

During the tenure, she was keen in observation and her project. Her conduct & character found to be good.

We wish all the best for her future endeavor



Mr. Pravin M. Shivsharan

(H.R. Manager, TAISPL)



SHETKARI SAHAKARI SOOT GIRNI MARYADIT; SANGOLE

DIST. SOLAPUR. PIN-413 307 (M.S.)

Prof. NANASAHEB LIGADE
CHAIRMAN 7218180001
GOVINDRAO JADHAV
VICE CHAIRMAN 9421023090
SANJAYKUMAR ANUSE
MANAGING DIRECTOR 9423593703

PHONE : (02187) 220301, 220302, 220303 ■ FAX : (02187) 220370 ■ E-mail : shecospin@gmail.com ■ (www.shecospin.org)

S.S.S.G./T.O./H.D/2019.

Date: - 07/08/2019

TO WHOMSOEVER IT MAY CONCERN

This is to certify that MR. Akshay Sevagiri Gosavi, a student of the SVERI's College of Engineering, MBA Department Pandharpur Dist- Solapur has worked in our organization on a project assigned by us.

He has worked on the project named "A Study On Awareness and Satisfaction Level of Welfare Facilities Provided by Shetkari Sahakari Soot Girni Ltd. Sangole." He has successfully completed his internship from 12th June, 2019 to 12th July, 2019 at Shetkari Sahakari Soot Girni Ltd. Sangole.

During the period of internship he was found to be, ambitious and hard working. His commitment to learn and work gives lot of pleasure in issuing this certificate to him.

We wish him all the best in his future assignments.



[Signature]
Labour welfare officer.



**बाबासाहेब देशमुख शेतकरी सहकारी सूत गिरणी मर्यादित,
आटपाडी-४१५ ३०१, जि. सांगली (महाराष्ट्र)**

**BABASAHEB DESHMUKH SHETKARI SAHAKARI SOOT GIRNI
MARYADIT, ATPADI - 415 301, DIST. SANGLI (MAHARASHTRA)**

Ph. (02343) 221165, 221166.

Email ID- bdsgirni@gmail.com / bdsgirni_atpadi@rediffmail.com

संस्थापक चेअरमन- श्री. ना.र. उर्फ राजेंद्र बाबासाहेब देशमुख

Founder Chairman : N.R. Alies Rajendra Babasaheb Deshmukh

Ref.

Date: 01/08/2019

TO WHOMSOEVER IT MAY CONCERN

This is to certify that Mr. Akshay Tajaji Sartape a student of th SVERI's Collage of Engineering, MBA Department, Pandharpur Dist. Solapur has worked in our organization on a project assigned by us.

He has worked on the project with "Babasaheb Deshmukh Shetkari Sahakari Soot Girni Maryadit, Atpadi". He has successfully completed his internship from 10 Jun 2019 to 10 July 2019 at Atpadi.

During the period of internship has was found to be, ambitions and hard working. His commitment to learn and work given lot of pleasure in issuing this certificate to him.

I wish him success for all his future endeavors.

For Babasaheb Deshmukh Shetkari Sahakari

Soot Girni Maryadit, Atpadi.


(U.N. Nagane)

Managing Director





CRENTA CHEMICAL

MFG & MARKETING ALL MICRONUTRIENTS

Plot No. A-07, M.L.D.C. TEMBIHURNI,

Tal.Madha, Dist.Solapur - 413 211 (M.S.)

Ph. (02183) 232207, Cell. - 9637960777, 9637960666

email: crenta7@gmail.com

website : www.crentachemical.com

Date: 01/07/2019

TO WHOM SO EVER IT MAY CONCERN

This is certify that Miss. Manisha Sahebrao More a student of Shree Vittal Education And Research Institute's College of Engineering, MBA Department, Pandhapur she is successfully completed her summer internship in our company. Her topic was "A study on RECOVERY MANAGEMENT".

She has successfully completed her internship from 01/06/2019 to 01/07/2019.

During the period of internship we found that she was sincere and hard working. I wish all the best for her successful & bright future.

Financial Manager


Mr. Dashrath Thorat

For Crenta Chemical


Mr. Rajaram Ganpat Yewale

M.D.



NIKHO ENGINEERS

W-172, S-Block, M.I.D.C. Bhosari, Pune - 411 026. Maharashtra, India.
Mobile No. : +91 9970809999, E-mail : shindeshivajim@gmail.com



NIKHO\HRD .

Date: July 11, 2019

TO WHOMSOEVER IT MAY CONCERN

This is to certify that **Miss. SAKSHI VISHNUKANT KHANDELWAL** a student of Shri Vithal Education And Research Institute's College Of Engineering, MBA Department, Pandharpur has Successfully completed her summer internship in our organization.

Her topic was "**A study on Employee Motivation**" with reference to **NIKHO ENGINEERS PVT. LTD. in Pune**

She has successfully completed her internship from 10th June 2019-10th July 2019.

During the period of internship we found that she was sincere & hardworking.

I wish all the best for her successful future.



HR Manager

For **NIKHO ENGINEERS**

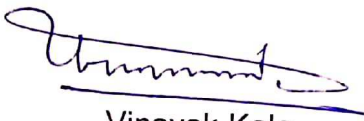
November 21, 2019

TO WHOMSOEVER IT MAY CONCERN

This is to certify that Miss Pranjali Sayaji Inamdar a student of SVERI's College of Engineering, MBA Department, Pandharpur. Dist. Solapur under Punyashlok Ahilyadevi Holkar, Solapur University, Solapur has worked in our organization on a project assigned by us.

She has worked on the project "A Study on Employee Retention" in Cipla Ltd at Kurkumbh". She has successfully completed her 30 days internship in the field of Human Resource from 4th June, 2019 to 3rd July, 2019 at Cipla Ltd, Kurkumbh. Tal. Daund under the guidance of Mr. Vikas Shinde.

During the period of her internship, she was found to hard working. I wish her success for all her future endeavors.



Vinayak Kale
Associate Director - HR





Bafna Motors (Pune) Pvt. Ltd.
Passenger Car Dealer

TATA MOTORS

DATE : 24th DEC 2019

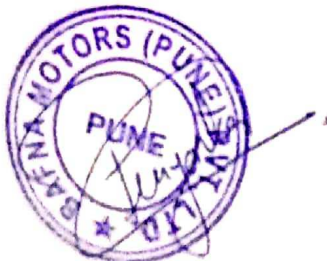
To Whom It May Concern

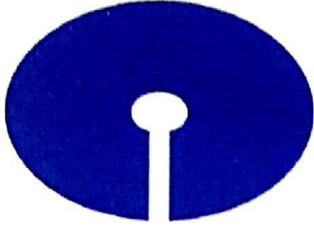
This is to certify that Mr. Swapnil Satywan Vyavahare, Student of Punyashlok Ahilyadevi Holkar Solapur University, Solapur, has successfully completed his internship at our service station. He was engaged with our organization from 01.06.2019 to 15.07.2019, at our Sahakar Nagar branch. During this period he was found honest, hardworking & sincere. He bears a good moral character.

We wish him success for his future.

From Bafna Motors (Pune) Pvt. Ltd.

SERVICE UNIT HEAD





SBI

STATE BANK OF INDIA
KARKAMB

Ref No: -

Date:- 1/08/2019

CERTIFICATE

TO WHOM SO EVER IT MAY CONCERN

This is to certify that **Mr. Khare Vishal Gahininath** is a student of

SVERI'S COLLEGE OF ENGINEERING, PANDHARPUR

Dist.Solapur has completed her summer internship project in title "A study on internet banking facility awareness among the SBI bank account holders in SBI karakamb branch". He has completed his project work from 03/06/2019 to 03/07/2019 during the project he was found practical sincere and hardworking.



Signature
[Handwritten Signature]
(Branch Manager)

Address:

Somwar Peth karkamb

Tal Pandharpur, Solapur,

Maharashtra, Karkamb 413302

M/s. SONALI TRACTORS

02189-232130
232152

TAFE



Market Yard, Near D.C.C. Bank, MOHOL-413213.
Ph. 2189-232130, 232152

THOSIRED DEALERS: TAFE & MASSEY-FERGUSON TRACTORS SALES, SERVICES OF SPARES

No.

DATE : / /20

Date:- 8th July 2019

TO WHOMSOEVER IT MAY CONCERN

This is to certify that Mr. Satpute Chetan Arjun a student of the SVERI's College of Engineering, MBA Department, Pandharpur, Punyashlok Ahilyadevi Holkar Solapur University, has worked in our organization on a project assigned by us.

He has worked on the project named "A study on rural customer behaviour of purchasing Tafe Tractor, authorized service center with special reference to Sonali Tractor." He has successfully completed his internship from 6th June, 2019 to 8th July, 2019 at Mohol.

During the period of internship he was found to be, ambitious and hard working. His Commitment to learn and work gives lot of pleasure in issuing this certificate to him.

I wish him success for all his future endeavors.

For Sonali Tractors Mohol.





Nestlé Good Food, Good Life

NESTLE INDIA PVT.LTD.
ICC Chambers, Saki
Vihar Road, Muranjan Wadi,
Marol, Andheri East, Mumbai
Maharashtra 400072
+91 9766755760/9132551414
<https://www.nestle.in>

TO WHOM IT MAY CONCERN

This is to certify that Mr. Swapnil Suryakant Kamble of **SVERI's College of Engineering Pandharpur**. He has undergone **Industrial Training** with us in the **Finance Department** from **5th July, 2019 to 20th August, 2019**.

During his above tenure we found him to be sincere, hardworking, willing and eager to learn.

We wish him all success in his future endeavor.

FOR NESTLE INDIA PVT.LTD.



AUTHORISED SIGNATURE

Date : 21/10/2019

Place: Mumbai



Date 06/07/2019

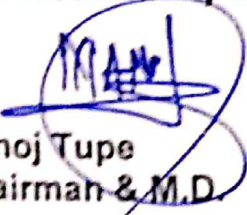
TO WHOEVER IT MAY CONCERN

This is to certify that Mr. Abhijeet Suresh Tarate from Sveri's College Of Engineering. Pandharpur at Punyashlok Ahilyadevi Holkar Solapur University For the course of MBA, semester-III for academic year 2019-2020, and he is completed his project Report entitled "A Study Of Recruitment & Selection Process" in our organization From 5th June 2019 to 5th July 2019.

During the period of internship, he was found to be ambitious and hardworking, His commitment to learn and work give lot of pleasure in issuing this certificate to his.

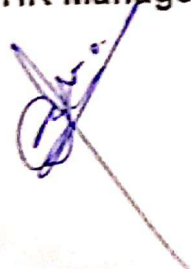
We wish his success for all future endeavors.

For Real Dairy Industries Pvt.Ltd.


Manoj Tupe
Chairman & M.D.



HR Manager.





Date- / /2020

CERTIFICATE

This is to certify that **Mr. Aditya Dhanjay Gaikwad** a **Student of SVERI'S** college of engineering Pandhapur Dist. Solapur has worked in our organization on a project assigned by us. He has worked on the project named **"A STUDY ON CUSTOMER SATISFACTION TOWARDS "HONDA BIKE" WITH SPECIAL REFERENCE OF SANGRAM WHEELS PVT LTD.** He has successfully completed his summer internship in **"SANGRAM WHEELS PVT LTD"** during the period of 07/06/2019 to 09/07/2019 his project he was participated in all showroom activity. We wish him all the best in future.



MANAGER



बाबासाहेब देशमुख शेतकरी सहकारी सूत गिरणी मर्यादित,
आटपाडी-४१५ ३०१, जि. सांगली (महाराष्ट्र)

BABASAHEB DESHMUKH SHETKARI SAHAKARI SOOT GIRNI
MARYADIT, ATPADI - 415 301, DIST. SANGLI (MAHARASHTRA)

2343) 221165 221165

Email ID- bdsgrmi@gmail.com / bdsgrmi_atpadi@rediffmail.com

संस्थापक - श्री. ना. र. उर्फ राजेंद्र बाबासाहेब देशमुख

Founder Chairman : N.R. Alles Rajendra Babasaheb Deshmukh

Date 01/08/2019

TO WHOMSOEVER IT MAY CONCERN

This is to certify that Mr. Dhandore Vijay Sanjay a student of th SVERI's Collage of Engineering, MBA Department, Pandharpur Dist. Solapur has worked in our organization on a project assigned by us.

He has worked on the project with "Babasaheb Deshmukh Shetkari Sahakari Soot Girni Maryadit, Atpadi". He has successfully completed his internship from 10 Jun 2019 to 10 July 2019 at Atpadi.

During the period of internship has was found to be, ambitions and hard working. His commitment to learn and work given lot of pleasure in issuing this certificate to him.

I wish him success for all his future endeavors.

For Babasaheb Deshmukh Shetkari Sahakari

Soot Girni Maryadit, Atpadi.


(U.N. Nagane)

Managing Director





Reg. No. KP/99/IND/ (A) 102
Founded : 14-3-1983
Kolhapur Zilla Sahakari Dudd Utpadak Sangh Ltd.
B-1, M. I. D. Co., Gokul Shingon, Kolhapur - 415 234 (M.S.)
• Ph. : 0231- 2672311 to 15 (5 Lines) • Fax : 0231 - 2672374.
• Website : www.gokulmilk.coop • Email : kpr_gokul@sancharnet.in

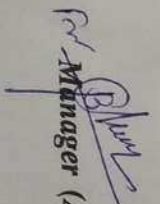
KDS/ADMIN/ 8049 /

Date : 30/8/19

To Whomsoever It May Concern

Certificate

This is to certify that Ms. Revati M. Hingnaire
Student of SVERI'S College of Parolhapur has
completed Summer / Implant Training / Project Work in
HR Section of our Organisation from
05/06/2019 to 05/07/2019. During the training period
he / she / they was / were found sincere and hardworking.
We wish him / her / them all the success in future and best luck.


Manager (Admin.)



युनाइटेड इंडिया इश्युरेन्स कंपनी लिमिटेड

भारतीय साधारण बिमा निगम की सहायक

United India Insurance Co. Ltd.

(Subsidiary Of Jeneral Insurance Corpopation Of. India)

BRANCH OFFICE - Bank Of Baroda Building, Swa, Veer Savarkar Path, PANDHARPUR - 413304

Ph.:- (02186) 223816 Office Code:- 161209


Date: July 04, 2019.

Certificate Of Internship

This is to certify that **Mr. Suraj Yashwant Chavan**, Student of MBA-2 in SVERI's College of Engineering Pandharpur, Punyashlok Ahilyadevi Holkar Solapur University, has completed the project entitled "A Study On Awareness of Health Insurance Products in Pandharpur Area & Claim Settlement Process with reference to the United India Insurance Company." during the period between June 03, 2019 to July 03, 2019 in our Organization.

We found him to be a self starter who is motivated, duty bound & Hard-working. He worked sincerely on his assignment & his performance was Excellence.

For United India Insurance Co. Ltd.


Mr. Vijay Aundhakar
(Branch Manager)



SVERI's
College of Engineering, Pandharpur

**Department of Master of Business
Administration (MBA)**

Sample Project Report

A.Y.: 2019-2020

A
PROJECT REPORT

ON

**“A STUDY ON AWARENESS OF INTEGRATED FACILITY MANAGEMENT
SERVICES AND WILLINGNESS TO CONSIDER AVAILING SUCH
SERVICES WITH RESPECT TO G4S FACILITY SERVICES (INDIA) PVT
LTD.”**

Submitted to

P. A. H. SOLAPUR UNIVERSITY, SOLAPUR

IN PARTIAL FULFILMENT OF REQUIREMENT FOR THE AWARD OF DEGREE IN

MASTER OF BUSINESS ADMINISTRATION

Submitted By

Mr. NANAWARE PRASHANT BALU

Under the guidance of

Miss. M. M. Bhore

B. Pharmacy, MBA (Marketing), M. Phil (Marketing)



College of Engineering, Pandharpur

MBA Department

2019-2020

S.V.E.R.I'S

College of Engineering, Pandharpur

CERTIFICATE

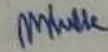
It is certified that the project work entitled "**A STUDY ON AWARENESS OF INTEGRATED FACILITY MANAGEMENT SERVICES AND WILLINGNESS TO CONSIDER AVAILING SUCH SERVICES WITH RESPECT TO G4S FACILITY SERVICES (INDIA) PVT LTD.**" has been completed by successfully and submitted .

Mr. Prashant Balu Nanaware of MBA class in the partial fulfillment for the award of master's degree in **Master of Business Administration** as per curriculum laid by the **P. A. H. SOLPUR UNIVERSITY, SOLAPUR** during the academic year 2019-2020.



(Prof.K.B.Patil)

HOD



(Prof.M.M.Bhore)

Guide



(Dr.B.P Ronge)

Principal



G4S Facility Services (India) Pvt. Ltd.
CIN No. U67120DL1981PTC102278
No. 14B/1/1 Avdhat Heights Office No.3
3rd Floor, Near Bank Of Baroda / Petrol Pump
Thire Nagar, Kharadi Pune -411014
INDIA
www.g4s.in

ate:- 4th July 2019

TO WHOMSOEVER IT MAY CONCERN

his is to certify that **Mr. Nanaware Prashant Balu** a student of the **SVERI's College of engineering, MBA Department, Pandharpur Dist- Solapur** has worked in our organization on a roject assigned by us.

le has worked on the project named "**A study on awareness of Integrated Facility Management Services and Willingness to consider availing such services with G4S Facility ervices Pvt. Ltd**" He has successfully completed his internship from 3rd June, 2019 to 3rd July, 019 at **G4S, Pune**.

uring the period of internship he was found to be, ambitious and hard working. His ommitment to learn and work gives lot of pleasure in issuing this certificate to him.

wish him success for all his future endeavors.

or G4S Facility Services (I) Pvt. Ltd.

Ar. Pradipkumar Patole

asst. Manager HR



DECLARATION

I am Prashant Nanaware, a student of MBA Semester-III, College of Engineering, Pandharpur. I hereby declared that this project report on “**A STUDY ON AWARENESS OF INTEGRATED FACILITY MANAGEMENT SERVICES AND WILLINGNESS TO CONSIDER AVAILING SUCH SERVICES WITH RESPECT TO G4S FACILITY SERVICES (INDIA) PVT LTD.**” has been prepared by me as a part of the requirement of the MBA program of **SOLAPUR UNIVERSITY, SOLAPUR** (Batch of 2019-2020), under the guidance of Miss. M. M Bhore.

This project submitted in partial fulfillment of the requirement for **Master of Business Administration** course is my original work and is the outcome of the practical knowledge and experience gained by me during the course of my summer internship.

Place: Pandharpur

Date: 10/04/2020



(Mr. Prashant Balu Nanaware)


ACKNOWLEDGEMENT

I take the opportunity to express my gratitude to all the concerned people who have directly or indirectly contributed towards completion of this project. I extend my sincere gratitude towards **G4S Facility Services (India) Pvt.Ltd** for providing me the opportunity and resources to work on this project. I am extremely grateful to **Mr. Shubham Dutta**, my mentor in **G4S** for his guidance and invaluable advice during the project. Also to my guide, **Miss M.M Bhore** whose insight encouraged me to go beyond the scope of the project and this broadened my learning on this project.

I would like to thank each and every person who helped me in completing the project.

Thank you.

Place: Pandharpur


(Mr. Prashant Balu Nanaware)

INDEX

CHAPTER NO.	TITLE	PAGE NO.
I	Introduction of The Study	1-7
	1.1 Introduction	
	1.2 Objectives of the study	
	1.3 Scope and Limitations of the study	
	1.4 Research Methodology	
	1.5 Significance of the study	
II	Company Profile	8-24
	2.1 Introduction to organization	
	2.1.1 Background and Inception of Organization	
	2.1.2 Ownership Pattern	
	2.1.3 Nature of the Business	
	2.1.4 Vision, Mission and Quality Policy	
	2.1.5 Types of Products and Services	
	2.2 Market Scenario	
	2.2.1 Area of operation	
	2.2.2 Competitors Information	
	2.2.3 Achievement/Awards	
	2.3 Various departments in the organization	
	2.4 Organization Chart	
	III	
3.1 Brief review of literature		
3.2 Conceptual framework		
IV	4.1 Data Analysis and Interpretation	47-63
V	Findings and Observations	64-66
VI	Suggestions	67-68
	Annexure	
	Bibliography	

1.1 INTRODUCTION – OVERVIEW OF THE SECTOR, ORGANIZATION AND THE STUDY

In India, Service Sector is the largest one. The sector also provides employment to a large number of Indian population. As of 2014, 74.49% of India's employed population is working in the service sector. After service sector, agriculture is the next part of the economy of India. The Service sector's Gross Value Added (GVA) is 1,15,38,958 billion in 2014-15. India ranked as 14th largest economy of a commercial services globally. In 2017, according to the World Economic Forum, India is ranked with a score of 4.50 in 2014. India ranked 14th in 2017 and March 2018. The PM's Service sector is India is ranked as 14th in 2017 and March 2018. The PM's Service sector is India is ranked as 14th in 2017 and March 2018.

CHAPTER 1 INTRODUCTION TO THE STUDY

The Ministry of Skill Development and Entrepreneurship (MSDE) is the nodal ministry for the skill development in India. The Ministry of Skill Development and Entrepreneurship (MSDE) is the nodal ministry for the skill development in India. The Ministry of Skill Development and Entrepreneurship (MSDE) is the nodal ministry for the skill development in India.

The Ministry of Skill Development and Entrepreneurship (MSDE) is the nodal ministry for the skill development in India. The Ministry of Skill Development and Entrepreneurship (MSDE) is the nodal ministry for the skill development in India.

The Ministry of Skill Development and Entrepreneurship (MSDE) is the nodal ministry for the skill development in India. The Ministry of Skill Development and Entrepreneurship (MSDE) is the nodal ministry for the skill development in India.

CHAPTER 2

COMPANY PROFILE

CHAPTER 3

THEORETICAL BACKGROUND

DATA ANALYSIS AND INTERPRETATION

INTRODUCTION

The subject and interpretation of the process of research, planning and execution of the study and determining the conclusions drawn from the study. It is the process of analyzing and interpreting the data collected during the study.

According to C. R. Kothari (1990), "The term data analysis refers to the process of analyzing the data collected during the study and determining the conclusions drawn from the study. It is the process of analyzing and interpreting the data collected during the study."

The aim of this study is to analyze the data collected during the study and determine the conclusions drawn from the study.

CHAPTER 4

DATA ANALYSIS AND INTERPRETATION

The researcher should follow the following steps in the process of data analysis and interpretation: 1. Data cleaning, 2. Data reduction, 3. Data analysis, 4. Data interpretation.

CHAPTER 5

It was found that 100% respondents are aware about Integrated Quality...

It was found that 100% respondents are aware about why quality matters, 100% regarding customer, 100% regarding selection and 100% regarding reputation building.

It was found that 100% respondents are aware about understanding 100% of the meaning of understanding, 100% of the meaning of understanding...

It was found that 100% respondents have used quality management systems and they are satisfied with the results.

It was found that 100% respondents think the company should invest in quality management systems.

It was found that 100% respondents prefer their services because they are provided better customer service as well as 100% because it was not possible that otherwise, 100% efficiency and 100% are important in understanding the...

It was found that 100% respondents are aware about what is quality management systems.

CHAPTER 5
FINDINGS

1.1 INTRODUCTION – OVERVIEW OF THE SECTOR, ORGANIZATION AND THE STUDY:

In India Service Sector is the biggest one. The sector also provides employment to a large share of Indian population. As of 2018, 34.49% of India's employed population was working in the service sector. Also services exports comprise a major part of the total exports of India. Net Services exports from India stood at US\$ 38.95 billion in H1 2018-19. India ranked as a eighth largest exporter of commercial services globally in 2017. Moreover, the sector is largest recipient of FDI in India with inflows of US\$ 74.14 billion between April 2000 and March 2019. The FM Services market in India is predicted to grow at a CAGR of 17.19% during the forecasting period 2016-2020 owing to the development in the end-user industries.

The presence of global and Indian MNC's across end-users drives Facility Management Services segment in India. Among end-users IT/ITES/BFSI contributes more than 21% of revenue generated by the FM services market due to the recent boom and investment in the segment. G4S India is launched in 1989 and is considered as the leading security solution and facility services provider since its inception. Starting with the single employee G4S has grown spectacularly to their present strength of 130,000 employees. Today G4S has a strong nationwide network of 128 Hub, branches and area offices across India.

"Facility management (FM) is a profession that encompasses multiple disciplines to ensure functionality, comfort, safety and efficiency of the built environment by integrating people, place, process and technology".

The International Organization for Standardization defines FM as the "organizational function which integrates people, place and process within the built environment with the purpose of improving the quality of life of people and the productivity of the core business."

Facility management can have many different titles and arrive in their profession through variety of career paths. They're responsible for making sure systems of the built environment, or facility, work harmoniously. Facility management contribute to the organization's bottom line through their responsibility for maintaining what is often an organization's largest and most valuable assets, such as property, buildings, equipment and other environments that house personnel, productivity, inventory and other important elements of operation. Facilities management services started as a little more than janitorial and caretaker services during the 1970s, involving building maintainers and cleaning. Cost-cutting by business in the 1970s and 80s led to outsourcing of non-core services such as lighting, heating, pumping to facility management companies.

G4S's core services include 'manned security services' – where it provides trained and screened security officers. The company also provides 'security systems' such as access control, CCTV, intruder alarms, fire detection, video analytics and security and building systems integration technology. Monitoring and response services' is another core service, where G4S provides key holding, mobile security patrol and response services and alarm receiving and monitoring facilities. G4S also provides 'secure facilities services' which includes integrated facilities services for entire sites or estates for commercial customers and governments. The business provides 'risk management and consultancy services' which also includes mine detection and clearance services. G4S also provides electronic tagging and monitoring of offenders at home or in the community. The company provides back-office support functions for police forces, support for front-line policing, including the provision of custody suite services and forensic medical services. This includes the management of all aspects of a facility and those held within the facility – similar centers are also used for the detention of asylum applicants. Prisoner escorting is another core service. G4S transports prisoners and asylum applicants between courts, police stations and custody centers.

G4S India currently provides the following services:

- Secure Solution
- Corporate and Industrial Investigation
- Beat Patrol
- Central Monitoring Responses
- Emergency Responses
- Fire and Safety Services
- Certified Protection Officer

This study is focused upon the awareness of integrated facility management services specifically on soft solution and the willingness of customer to consume this service, Consumer attitude, satisfaction level of the new client for G4S in Pune region.

This study is based on Descriptive research design. The respondents are Pune region and sample size is 50 the primary data was collected from client but they are new for G4S through a structured questionnaire. The Secondary data was collected from different sources; Company records, Website, integrated report & Internet.

1.2 OBJECTIVES OF THE STUDY:

The objectives of the study are;

- i. To study the awareness of integrated facilities management services specifically soft solution services.
- ii. To study the opinion of prospective clients with regards to G4S services.
- iii. To identify prospective clients based on their willingness to avail the services of G4S and segment them on basis of scale of operations based on their turnover.
- iv. To identify the expectations of customers with regards to soft solution services.

1.3 SCOPE AND LIMITATIONS OF STUDY:

The scope and limitations of the study are;

Scope:-

- i. The study will be useful to check the awareness of client's with regards the integrated facility services.
- ii. The study will help in identifying the prospective clients for G4S.
- iii. The study will help G4S in understanding client opinion towards soft facility solution.
- iv. The study will help the future researchers as a guide in the field of Marketing and especially sales department.

Limitations:-

- i. Due to time constraints & busy schedules of the client it was difficult to interact with them completely.
- ii. The study was restricted to limited number of respondents that is 50.
- iii. The scope of study was limited to client in the Pune region.

1.4 Research Methodology:

Research is defined as human activity based on intellectual application in the investigation of matter. The primary purpose for research is discovering, interpreting & development of methods.

Research Design:

Research design is defined as a framework of methods and techniques chosen by a researcher to combine various components of research in a reasonably logical manner so that the research problem is efficiently handled. It provides insights about "how" to conduct research using a particular methodology. Every researcher has a list of research questions which need to be assessed – this can be done with research design.

The sketch of how research should be conducted can be prepared using research design. Hence, the market research study will be carried out on the basis of research design.

The design of a research topic is used to explain the type of research (experimental, survey, correlation, semi-experimental, review) and also its sub-type (experimental design, research problem, and descriptive case-study). There are three main sections of research design: Data collection, measurement, and analysis.

The type of research problem an organization is facing will determine the research design and not vice-versa. Variables, designated tools to gather information, how will the tools be used to collect and analyze data and other factors are decided in research design on the basis of a research technique is decided.

Research Type is Descriptive research design, researcher was studied
Sampling Technique is Stratified Sampling; Sample Unit is (Respondents) customer's of above 100cr turnover companies in Pune region. Sample Size is 50 Company as a customer primary data collected through Questionnaire (Both Open ended and Close ended questions).

Aim:

To analyze the customer's awareness, attitude, satisfaction & expectations about integrated facility service specifically on soft solution in Pun region.

Types of data:

The primary as well as the secondary sources is used for collection of data.

Primary data: Primary data involves the collection of data that does not already exist. This can be through numerous forms including questionnaires. In this study the primary data is collected with the help of structured questionnaire.

Secondary data: Secondary data involves the summary, collection &/or synthesis of existing research rather than primary research, where data are collected from. For example - research subjects.

In this study the secondary data is collected through the internet, company records, company website & various integrated report.

Primary data sources	Secondary data sources
1) Questionnaire	1) Company records, Website
	2) integrated report
	3) Internet

Data collection Technique:-

Data was collected through survey method with the help of a structured questionnaire.
Primary data was collected through personal interview.

Sampling Technique:-

Sr. No.	Sampling Procedures	
1	Sampling unit	Companies In Pune with annual turnover above Rs. 100 crore
2	Sample universe	All The Company
3	Sample design	Descriptive Research Design
4	Sample size	50 Company Clients

1.5 SIGNIFICANCE OF THE STUDY:

The result of this research would help the company to have a better understanding about the client's attitude towards facility services.

The study also enables the company to focus on the client's preferences and expectations regarding the services they offer.

2.1 INTRODUCTION TO ORGANIZATION:

The leading global, integrated security company, specializing in the provision of security services and solutions to customers and outsourcing the management of entire facilities to an organization that executes this service. Soft services include housekeeping, security, cleaning, catering, transportation, and front office management, etc. We have a team of professionally trained security personnel securing an impressive clientele which includes Diplomatic Missions, IT Industry, Multinational Companies, Hotels, Industrial Units, Airlines & Airports, Financial & Educational Institutions, Malls & Multiplexes, BPOs and many more. G4S provides smartly uniformed, professionally trained and well-supervised security officers who are responsible for security and safety of assets, personnel and property against loss due to theft, pilferage, intrusion, fire, flooding or an accident. G4S plc. (Formerly Group 4 Securicor) is a British multinational security company headquartered in Crawley, England.

The company was set up in 2004 when London-based Company Securicor amalgamated with Danish business Group 4 Falck. The Company offers a range of services, including the supply of security personnel, monitoring equipment, response units and secures prisoner transportation. G4S also works with governments overseas to deliver security.

2.1.1 BACKGROUND AND INCEPTION OF THE ORGANIZATION:

G4S was formed in July 2004, when Group 4 Falck's security business merged with Securicor to create Group 4 Securicor and began trading on both the London and Copenhagen Stock Exchanges. In 2005, Lars Johansen was succeeded as chief executive by Nick Buckles and, in 2006, the new G4S brand identity was rolled out across its business worldwide. In the same year, Alf Dutch-Pedersen succeeded Jorgen Philip- Sorensen to become the non-executive chairman of the business.

In 2006, 2007 and 2008, G4S was the subject of a global campaign by union workers alleging that its subsidiaries undermine labor and human rights standards. Some of these groups were organized under the banner of the SEIU-funded Focus on Group 4 Securicor. This group supported protests at Group 4 Securicor's annual general meeting in London in 2005.

The 2006, US State Department Report on Human Rights in Indonesia, released in March 2006, featured the ongoing dispute in Jakarta with Group4/Securicor. In July 2006, the Indonesian Securicor workers had a substantial win – but the campaigners continue to support other Group 4 Securicor workers. The company disputed these claims and pointed to its strong relationships with unions around the world, including the GMB in Britain. In March 2008, it was announced that G4S were taking over Scottish Rock Steady Group – who steward at major sporting and music events mostly in the UK. Rock Steady events have included Live8 concerts in London, Scottish FA Cup Final & the Festival. In April 2008, G4S acquired RONCO Consulting Corporation, one of the world's premier humanitarian and commercial mine action, ordnance disposal and security companies. In May 2008, G4S acquired Armor. GSL, a provider of outsourced justice services, was also acquired by G4S in May 2008. Also, in the same month, G4S acquired Serbian company Progard Securitas. In 2008, G4S also acquired Touchcom, Inc.

for US\$23 million. Touchcom, Inc. is located in the Burlington/Bedford, Massachusetts, and area. The rebranding of Touchcom, Inc. to G4S was completed by 1 January 2012. In December 2008, G4S and UNI Global Union announced the launch of an Ethical Employment Partnership, which will drive improvements in standards across the global security industry. Simultaneous to this, G4S and the SEIU reached an agreement to end their long dispute and establish a framework to work together in the interest of employees.

In 2009, G4S continued to acquire companies: Secure Monde International Limited and Shire moor International Engineering Limited, together, the UK's leading specialist banknote and high security technical and commercial advisory companies; All Star International for \$60 million, one of the premier facilities management and base operations support companies providing services to the US government; Adesta, US- based provider of integrated security systems and communication systems; and Hill & Associates Consultants Limited, Asia's leading provider of specialist risk-mitigation consulting services. The Västberga helicopter robbery occurred on 23 September 2009 at 05:15 CET when a G4S cash service depot was robbed in Vasteras in southern Stockholm, Sweden. In the autumn of 2009, G4S personnel in Australia went on strike, arguing that the company had subjected them to low pay and poor working conditions. The strike imperiled the operations of the court system in the state of Victoria. The guards provided entry-point screening for weapons and bombs in both the County Court and Magistrates Court, as well as additional security in the court rooms themselves.

On 22 July 2012, a contractor reported that a third of his expected staff had not turned up; instead, he was sent a group of mainly female, teenage students with minimal training, whom he turned away as he did not feel comfortable leaving them for night duties. On 8 August 2012, G4S announced that it had finally contracted enough employees to fully fulfill its contract for the Olympic Games. Although missing its initial target of 10,000, G4S announced the sending of 7,000 personnel each day to Olympic venues, in a way they felt would allow them to fully secure each venue.

Subsequent to the Olympics contract failures, the chief constables of Bedfordshire, Cambridge shire and Hertfordshire were to recommend abandoning outsourcing work to G4S. They were backed by Jim Paice, the agriculture minister and Conservative MP for South East Cambridge shire. Following the Olympic Games, G4S provided a donation of £2.5 million to military charities as a goodwill gesture. G4S is the world's leading global, integrated security company specializing in the delivery of security and related services to customers across six continents.

Founded in 1989, G4S India is the leading security solutions group in the country. The company today has more than 135,000 employees with 7 Hubs and a strong network of over 131 Branches and Area Offices across India. Besides its core business of Secure Solutions, Facilities Management, and Security Systems, G4S offers a range of services including; Training, Event Security, Security Consultancy & Risk Management, Central Monitoring Services, Fire Audit, Recruitment & Placement and Garment/Uniform Manufacturing.

G4S is proud to have an impressive clientele in various sectors including business process outsourcing, retail, healthcare, infrastructure, IT, banking, diplomatic missions & embassies, residential, hospitality, communication, and aviation. G4S India offers a range of services which includes: Secure Solutions

- Secure Systems
- Facilities Management
- Garment Manufacturing
- Recruitment & Placement

As a worldwide security solutions provider, G4S operates in more than 100 countries. We manage a workforce of nearly 585,000 employees worldwide

2.1.2 OWNERSHIP PATTERN:

G4s Facility Services (India) Private Limited is a Private incorporated on 14 September 1981. It is classified as Non-govt. Company and is registered at registrar of Companies, Delhi.

Sr. no	Particulars/Details	Description
1.	Registration under the Registration Act, 1908	N/A
2.	Registration under partnership Act, 1932	N/A
3.	Registration under the Companies Act, 1956	CINU67120DL19 99PTC102278
4.	Registration No. under the Delhi Shops & Establishment Act, 1954	2013014969
5.	Registration under the Factories Act (for PE)	N/A
6.	Registration No. of Employee ESI Act 1948	110002556300010 00
7.	Registration under the Registration Act, 1908	N/A
8.	Registration under partnership Act, 1932	N/A

2.1.3 NATURE OF BUSINESS:

Nature of the business is facility service provider. It provides services the different type of companies, malls etc. G4s Facility Services (India) Private Limited is a Private incorporated and Non-govt. Company. They provide services and facilities like Housekeeping, Supervisors, Admin Receptionist Coordinator, Cook, Pantry Boy, Office Boy, Delivery Boy, Runner Boy, House Boy, and House Lady Etc. The Private incorporated owned managed and controlled by the members.

2.1.4 VISION MISSION AND QUALITY POLICY:

- **VISION:**

Vision is the ultimate goal of an organization. The Vision of G4S Secure Solutions (I) Pvt. Ltd

“To be recognized as the global leader in providing security solutions”.

- **MISSION:**

The mission statement of the G4S Secure Solutions (I) Pvt Ltd **“To meet our customers security needs by providing integrated solutions, & by doing so, enhance our shareholder value”.**

We believe our success will be based on the following guiding principles

- 1) Delivering innovative products & services.
- 2) Providing excellent customer service.
- 3) Having committed employees who are proud of our company.
- 4) Continuously improving the way we do things.
- 5) Making sound commercial decisions.

- **QUALITY POLICY:**

- 1) **G4S values:**

Values are the standards we set for ourselves and the culture of the organization is the way those values are reflected in our behaviors and actions.

- 2) **Integrity and Respect:**

Our business activities and relationships are built on trust, honesty and openness. We deliver on the promises we make and treat our colleagues, customers and those in our care with the utmost respect.

- 3) **Safety, Security and Service Excellence:**

We work in a safe way and take great care to protect our colleagues and customers from harm. We are experts in security and use that knowledge to protect our customers' most valuable assets. We are passionate about delivering high levels of customer service.

- 4) **Innovation and Teamwork:**

We invest in technology and best practice to improve continually our service offering. We challenge ourselves to find new ways of helping our customers. We work together as a team to achieve the best results for our customers and our business. Everyone has a valid opinion and their contribution is valued.

2.1.5 TYPES OF PRODUCT AND SERVICES:

Grade	Description	Designation
G1	Highly Skilled	Indirect.
G2	Skilled	Supervisors, Admin Receptionist, Coordinator, Cook.
G3	Semi-Skilled	Pantry Boy, Office Boy, Delivery Boy, Runner Boy.
G4	Unskilled	House Boy, House Lady.

G4S India currently provides the following services:

- **Soft facility solution**
 - Comprehensive cleaning services: manpower, material, machinery
 - Hospitality services: pantry management, guest house management
 - Relates services: deep cleaning, gardening and landscaping, pest control, façade, cleaning, event management

- **Engineering solution**
 - Preventive maintained
 - Heating, ventilation, air conditioning
 - Plumbing, carpentry
 - Annual maintained contract
 - Property management contract
 - Electromechanically solution

- **Corporate and Industrial Investigation**
 - Office assistance
 - Front office executives
 - Computer operators
 - Telethon operator
 - Mail room management solution

- **Last mile delivery solution**
 - Last mile delivery
 - Managing stores/warehouses

- **Telecom and utilities solution**
 - Tower infrastructure and management solution
 - Meter reading

- **Chauffer solution**
 - Personal chauffeurs
 - Parking management solution
 - Specialist vehicle chauffeurs
 - Heavy carriers chauffeurs
 - Strategic event

- **Fire and Safety Services**

2.2 MARKET SCENARIO:

G4S describes itself as "the world's leading provider of security solutions" and provides security services for over 40 embassies around the world, work as stewards at football stadiums and runs over six British prisons, operates prisoner tagging schemes, assists within the Government Communications Headquarters (GCHQ) in the United Kingdom, and provides administrative roles to the health and education sectors.

G4S controversies became known to the wider public following their handling of security for the 2012 Summer Olympics, but have been controversial since the 1990s, when it operated under the name Group 4. However, the corporation insists that the level of substantiated complaints was extremely low and they are of a minor nature.

2.2.1 AREA OF OPERATION-GLOBAL/NATIONAL/REGIONAL

The **G4 nations** comprising Brazil, Germany, India, and Japan are four countries which support each other's bids for permanent seats on the Nations Security. Unlike the G7, where the common denominator is the economy and long-term political motives, the G4s primary aim is the permanent member seats on the Security Council. Each of these four countries has figured among the elected non-permanent members of the council since the UN's establishment. Their economic and political influence has grown significantly in the last decades, reaching a scope comparable to the permanent members (P5). However, the G4S bids are often opposed by the Uniting for Consensus movement, and particularly their economic competitors or political rivals.

Organizations is working at-

- Global
- National
- Regional

2.2.2 COMPETITOR'S INFORMATION:

1. ISS India Pvt.Ltd.

ISS is a leading global provider of facility services, offering services on international scale leverage knowledge and experiences. A set of specific corporate governance guidelines, policies and codes of conduct For the ISS group have been adopted and implemented by all regional and local entities. We believe in being compliant to all such policies

2. SODEXO Facility Service (I) Pvt.Ltd.

Improving the quality if life isn't just a dream. For sodexo it's a mission. We believe Quality of life helps to keep people healthy, happy and motivated throughout life we believe it helps organizations to be more efficient and productive. For fiscal year 2010 (ending August 2009) revenues reached 15.3 billion Euros, with a market capitalization of 6.5 billion Euros. Revenues by region represent 38% in North America, 37% in Continental Europe, 8% in the UK and Ireland, and 17% elsewhere.

3 JLLS Facility Service (I) Pvt.Ltd.

Jones Lang LaSalle Incorporated or JLL is a commercial real estate services firm. It is the second-largest company of its kind in the world, smaller only than CBRE Group. The company is ranked 189th on the Fortune 500. The company has been consistently named by the Ethisphere institute as one of the world's most ethical companies.

4 CBRE Facility Service (I) Pvt.Ltd.

CBRE Group, Inc., is an American commercial real estate services and investment firm. The abbreviation CBRE stands for Coldwell Banker Richard Ellis. As of 2018, it is the largest commercial real estate services company in the world.

CBRE offers facilities management; transactions management; project management; property management; investment management; appraisal and valuation; property leasing; strategic consulting; property sales; mortgage services and development services. It is based in Los Angeles, California, operates more than 480 offices worldwide, and serves clients in more than 100 countries.

The CBRE Global Investors subsidiary sponsors real estate investments via investment fund and direct investments that it manages. As of December 31, 2018, the division had US\$105.5 billion in assets under management.

2.2.3: ACHIEVEMENT/AWARD:

- **2019:** Jim Mills (Project Vision- G4S)- Best Use of Technology The National Winners At The Annual British Security Awards 2019
- **2018:** G4S implements new global structure of three core service lines: Secure Solutions, Cash Solutions, and Care& Justice Services
- **2017:** G4S Africa awarded Top Employer are 13countries.
- **2012:** G4S acquires Chubb Emergency Response in the UK, providing key holding and response services. Also in the UK, the Lincolnshire Police Authority award G4S the first contract in the UK to build, design and staff a police station.
- **2011:** G4S awarded two prison contracts and three work programmed regions in the UK.
- **2006:** G4S wins Human Resources Excellence award for "Best Executive Development programmed".

2.3 VARIOUS DEPARTMENTS IN THE ORGANIZATION:

1. Sales Department

The head of the sales department is known as sales manager and must have the following essential qualities:

(a) He must be a good judge of human nature, a good 'mixer' and have know-how to handle men.

ADVERTISEMENTS:

(b) He must be able to understand the psychology of the customers.

(c) He must be good organizer, otherwise he will be unable to tackle the hard work required to utilize the full efforts of all representatives and agents, whom he must keep in close personal touch. They are the eyes and ears of the firm and their reports must be given weightage.

(d) He must call meetings of all representatives at regular intervals and instruct them about the latest sales position, policy and requirements.

(e) He must keep co-operation with all other departments.

Suspect, prospect, proposal, negotiation and control in facility management services follow this technique to identify their prospective clients and sell their product or services.

2. Operation Department

"Key areas and functions of operations management include value chain analysis, supply chain management, inventory management, scheduling, quality control and business process analysis (Schermerhorn, 2011)."

Operations management focuses on how organizations produce goods and services efficiently and effectively. It concerns the improvement of business operations and the transformation process through which goods and services are created

3. Human Resource Department:

Human resource management is the strategic approach to the effective management of people in a company or organization such that they help their business gain a competitive advantage. It is designed to maximize employee performance in service of an employer's strategic objectives.

4. Finance Department:

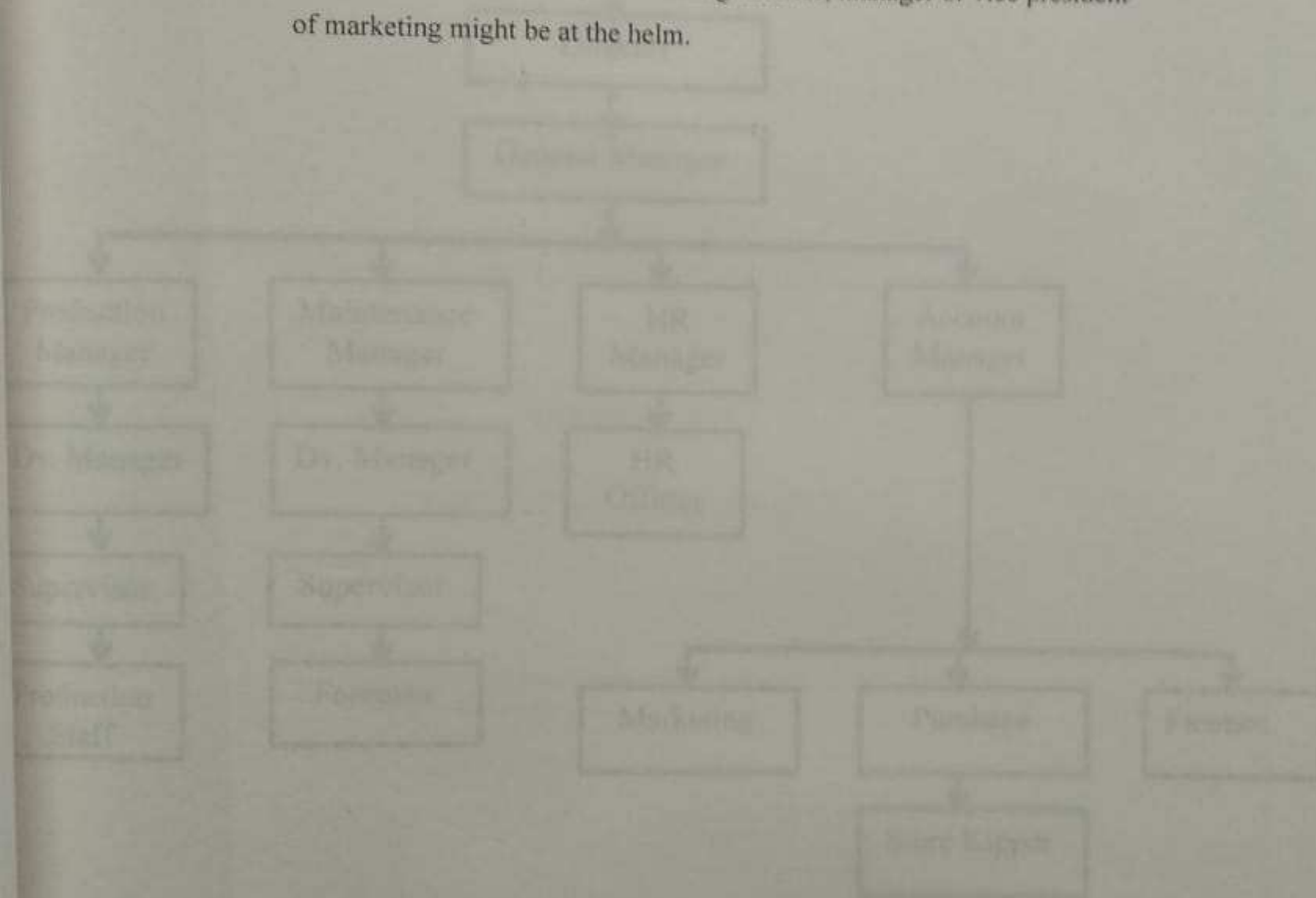
The part of an organization that manages its money. The business functions of a finance department typically include planning, organizing, auditing, accounting for and controlling its company's finances. The finance department also usually produces the company's financial statements.

5. Procurement Department:

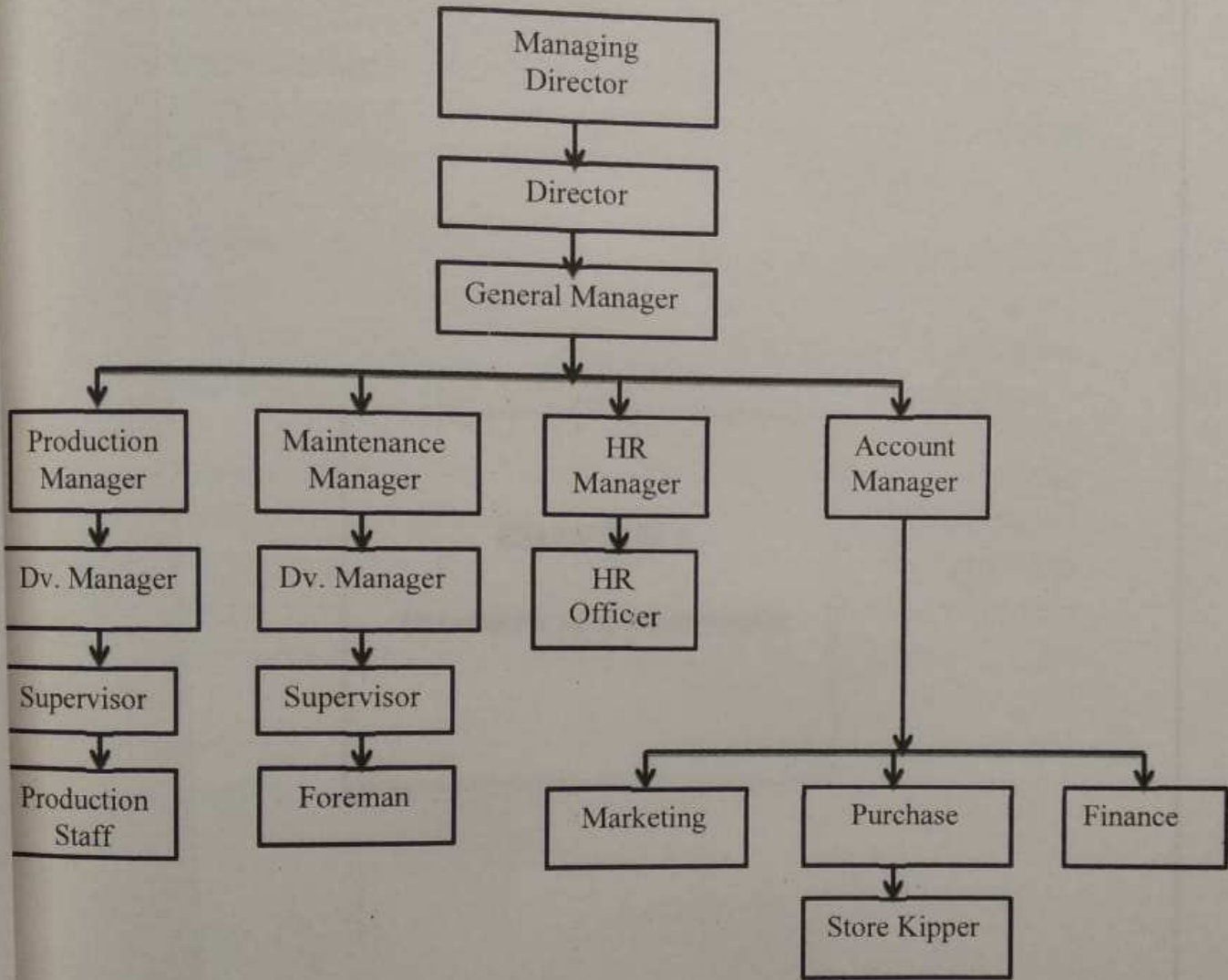
Procurement deals with the sourcing activities, negotiation and strategic selection of goods and services that are usually of importance to an organization. Purchasing is the process of how goods and services are ordered.

6. Marketing Department:

A marketing department promotes your business and drives sales of its products or services. It provides the necessary research to identify your target customers and other audiences. Depending on the company's hierarchical organization, a marketing director, manager or vice president of marketing might be at the helm.



2.4 ORGANIZATION CHART:



3.1 BRIEF REVIEW OF LITERATURE

A literature review is an evaluative report of information found in the literature related to your selected area of study. The review should describe, summarize, evaluate and clarify this literature. It should give a theoretical base for the research and help you to determine the nature of your research. Works which are irrelevant should be discarded and those which are peripheral should be looked at critically.

A literature review is more than the search for information, and goes beyond being a descriptive annotated bibliography. All works included in the review must be read, evaluated and analyzed. Relationships between the literatures must also be identified and articulated, in relation to your field of research.

In writing the literature review, the purpose is to convey to the reader what knowledge and ideas have been established on a topic, and what their strengths and weaknesses are. The literature review must be defined by a guiding concept (e.g. your research objective, the problem or issue you are discussing or your argumentative thesis). It is not just a descriptive list of the material available, or a set of summaries.

On the basis of review of literature, the following conclusions can be made regarding the relative amount of published research;

❖ **Nourse (1990)**

- Facility Management unit is seldom aware of the overall corporate strategic planning, does not have a bottom- lines emphasis.

❖ **Becker (1990)**

- Facility Management is responsible for co-coordinating all efforts related to planning, designing and managing buildings and their systems, equipment and furniture to enhance the organization's ability to compete successfully in a rapidly changing world.

❖ **Bernard, (1996)**

- Defines facilities as "the premises and services required to accommodate and facilitate business activity". Bearing this in mind, to have any chance of being fully cost effective the management of facilities must directly embrace the three generic cost centers which includes premises, support services and information technology.

❖ **Alexander (1999)**

- The scope of discipline covers all aspects of property, space, environmental control, health and safety, and support services

❖ Hinks and McNay (1999)

- Common interpretations of the Facility Management remit: maintenance management; space management and accommodation standards; project management for new-build and alterations; the general premises management of the building stock; and the administration of associated support services.

❖ varcoe (2000)

- A focus on the management and delivery of the business "outputs" of both these entities the real estate and construction industry i.e. the productive use of building assets as workplaces.

❖ Nutt (2000)

- The primary function of Facility Management is resource management, at strategic and operational levels of support. Generic types of resource management central to the Facility Management function are the management of financial resources, physical resources, human resources, and the management of resources of information and knowledge.

❖ IFMA (2003)

- Facilities must be managed as an integrated system. The Integrated Facility Management Association defines facility management as the practices of coordinating the physical workplace with the people and work of the organization.

This paper identifies the determinants of perception of consumers in facilities management in India. The present study was carried out in South India. Since the main objective of the study was to identify the awareness and determinants of perception of consumer in the facilities management among the middle income groups in South India, we concentrated on the variables like the Acceptance of an independent FM service provider, Current Awareness of the people regarding FM services, Current Services, Criteria for Choosing, Locating Services Provider, Speed Obtaining Services, Monthly Maintains Services, Quality of Services Received, Reliability on Services Provider to keep up promises, etc in FM services. Using pretested structured questionnaire, the primary data have been collected purposively, by covering the wide range of Features, Characteristics, and Comments from the randomly chosen two- hundred respondents from the study area. We have applied statistical tools such as descriptive statistics along with regression analysis to identify the factors determining facilities management and awareness of the facilities management among the selected respondents. We found that 61.5 percent of the respondents have the perception of facilities management and 38.5 percent of the respondents are unaware of facilities management. The present paper concludes that the determinants of awareness of facilities management were Acceptance, Awareness, Current Services, Criteria for Choosing, Locating Services Provider, Speed Obtaining Services, Monthly Maintenance Expenses, Quality of Services Received, Reliability on Services Provider, etc in FM services are statistically Significant. The higher standard of living has positive relation to the awareness of facilities management.

Keywords: Facilities management (FM), Defect Liability Period (DLP), Awareness of facilities management, determinates of facilities management.

- INTERNATIONAL JOURNAL OF INTELLECTUAL PROPERTY
RIGHTS (IJIPR)

Volume 5, Issue 1, January - June (2014), pp. 01-17

3.2 CONCEPTUAL FRAMEWORK:-

- **Customer Awareness:**

Introduction:-

Consumer Awareness is an act of making sure the buyer or consumer is aware of the information about products, goods, services, and consumers rights. Consumer awareness is important so that buyer can take the right decision and make the right choice. Consumers have the right to information, right to choose, right to safety. Consumer Awareness is the process of making the consumer of goods and services aware of his rights. It involves educating a consumer about safety, information and the redressed options available to him.

Definition:

“Consumer Awareness is an act of making sure the buyer or consumer is aware of the information about products, goods, services, and consumers rights. Consumer awareness is important so that buyer can take the right decision and make the right choice”.

Customer awareness is a part of a company's marketing & communications plan. It is a process that helps an entrepreneur educates customers about his/her company, its performances and the products or services his/her company delivers. A well-designed awareness program ensures better customer engagement and protects consumer welfare.

Top Objectives of a Customer Awareness Program

- Understand which category of customers would be interested in the product or service you're planning to sell.
- Prepare an effective marketing and advertising plan to reach the target consumer segment.
- Help customers find out your products and services.
- Convey a clear message explaining the strengths and benefits of your products.
- Gain consumer's trust by helping them understand how the product will solve their respective problems.

How Important is Building a Smart Customer Awareness Program?

Today, a corporation operates in a highly competitive environment. If an entrepreneur wants its target consumers to know about its innovations and prioritize its products over the similar category products that its competitors sell, it has to build a good customer awareness process.

An entrepreneur needs a solid customer awareness plan to reach maximum numbers of potential customers and create a product demand. However, it will not happen if a company doesn't communicate with the customers effectively. When building customer awareness, a company has to put across its USP and solve the pain point of the customers.

Building customer awareness is important because consumers have a right to know why they should buy your product, what its benefits are and how safe it will be to use your product.

3 Steps to Building Customer Awareness:-

When building customer awareness, an entrepreneur determines his/her target market, uses a very specific marketing tool or channels to engage and communicate with the consumers and help them increase product and service knowledge. The three major steps that a customer awareness program includes can be explained as below –

1. In the first stage, a company creates awareness by pointing out the pain point of the customers. The company needs to talk more about the problem at this stage. The intention is to make consumers aware of the prevailing problem if they're not already. Raise awareness using a very logical message.
2. Give customers a solution to that problem in the second step. Get customer's attention by presenting your solution as the best way to solve the respective problem.
3. Present your product or brand as the best solution to the problem in the third stage. As the customers will know the problem they are facing by this time, it will be easy for them to understand that they can overcome the problem with the help of your brand.

Corporations Who Incorporate Customer Awareness

Ford's customer awareness program is the best example. To create awareness about the company's product quality, safety, social and environmental performance, the company engages into various two-way communications with the stakeholders and consumers. The company participates in stakeholder engagement forums.

Ford also uses other non-traditional marketing ideas to create awareness. They initiated a Drive One campaign in North American, which encouraged people to experience their vehicles firsthand and promoted the quality, safety, green technology and other smart features that their vehicles had. The motive of the campaign was to help consumers understand their product strength and thus increase the likelihood that they would buy it. So the bottom line is, a well-designed customer awareness program

Helps a company convey a clear message to its target customers, gain their trust by giving them accurate product information and create a market demand.

Need and importance of consumer awareness:-

It has been observed very often that a consumer does not get right goods and services. He is charged a very high price or adulterated or low quality goods are sold to him. Therefore it is necessary to make him aware. Following facts classify the need of making consumers aware:

- **To achieve maximum satisfaction:**

The income of every individual is limited. He wants to buy maximum goods and services with his income. He gets full satisfaction only by this limited adjustment. Therefore it is necessary that he should get the goods which are measured appropriately and he should not be cheated in any way. For this he should be made aware.

- **Protection against exploitation:**

Producers and sellers exploit the consumers in many ways as underweighting, taking more price than the market price, selling duplicate goods etc. Big companies through their advertisement also mislead the consumers. Consumer awareness shields them from the exploitation by producers and sellers.

- **Control over consumption of harmful goods:**

There are several such goods available in market which cause harm to some consumers. For example we can take goods like cigarette, tobacco, liquor etc. The consumer education and awareness motivate people not to purchase such goods which are very harmful for them.

- **Motivation for saving:**

The awareness controls people from wastage of money and extravagancy and inspire them to take right decision. Such consumers are not attracted by sale, concession, free gifts, attractive packing etc due to which people can use their income in a right way and can save money.

- **Knowledge regarding solution of problems:**

The consumers are cheated due to illiteracy, innocence and lack of information. Therefore it becomes necessary that the information about their rights should be provided to them so that they cannot be cheated by producers and sellers. Through consumer awareness they are also made known to the proceedings of laws so that they can solve their problems.

- **Construction of healthy society:**

Every member of the society is a consumer. So, if the consumer is aware and rationale, then complete society becomes healthy and alert towards their rights.

Rights of consumers:-

Consumers have the right to buy good commodities and services from the market. The protection of law has been provided to him so that producer or seller cannot cheat him in any way. Generally a consumer has got the following rights:

1. Right to safety: This is essential for producers that they should obey the rules related to the safety of consumers. The reason is if the producers do not obey safety rules then the consumer may have to bear a big risk. For example in pressure cooker there is a safety valve which if faulty can lead to a fatal accident. The manufacturers of the safety valves should fix a high quality for it. IF manufacturers do not do this then the consumers can take help of consumer's law.

2. Right to Choose: A consumer has the right to select any goods or services when he buys it. Suppose you purchase a gas connection and the gas dealer compels you to buy the burner also along with gas connection, but you want to buy gas connection only, and there is no requirement of the burner. In this situation your right to selection is not followed. The reason is that the seller pressurizes you to buy that thing which you do not want to buy. In this situation you can take legal action against the seller.

3. Right to be informed: When we purchase any product we see that some special information are written on the packet. Such as – batch number of the commodity, manufacturing date, expiry date, address of manufacturing company of the good etc. When we purchase any medicine, then we get the direction regarding the side effects and dangers of the medicines. When we purchase clothes, then we should have the washing directions. It is necessary to provide important information because consumers are given right to obtain information about things and services which they buy.

4. Right to information: In the year 2005, the government of India has made law known as right to information. The right to information law provides the right to get the information about all the activities of the government departments. The consumers also have right to get the consumers education.

5. Right to Redressal : The consumers have right to redressal against the not feasible bargaining and exploitation. The right to redressal can be understood by a single example. A man named Mathew got admitted in a private hospital for the removal of tonsils. An ENT surgeon operated for removal of tonsils under general anesthesia. Due to improper anesthesia, symptoms of mental imbalance developed in Mathew due to which he became handicap for the entire life. Consumer dispute redressal committee found the hospital guilty of negligence in the treatment and directed to pay the compensation. Thus, it is clear that if a consumer has to bear any loss, then on the basis of the quantity of loss, the consumer has right to get reprisal.

Consumer protection act:-

In 1986, the Consumer Protection Act was passed by the Government of India. The Consumer Protection Act is famous as COPRA. The main objective of this act is to decide the complaints of the consumers immediately and to make legal proceeding easy. A three tier judiciary system has been established under COPRA at district, state and national level to resolve the disputes of consumers. The court at district level hears the cases related to the claims up to Rs. 20 lakhs. The claims from Rs. 20 lakhs to Rs. 1 Crore are heard in the state level court. The court at national level hears the cases with the claims of more than 1 crore.

Willingness:-

When asked, most adolescents say they have no intention of engaging in behaviors that put their health at risk; and yet, when given the opportunity, many of them do (Gibbons, Gerrard, Reimer, & Pomery, in press). This is one reason why intentions are less effective at predicting adolescent behavior (Albarracin et al., 2001; Sheeran & Orbell, 1998), or behavior that involves health risk (Webb & Sheeran, in press).

In an effort to improve this type of prediction, Gibbons and Gerrard (1997; Gibbons, Gerrard, & Lane, 2003; in press) developed the prototype / willingness (prototype) model of health behavior. The basic contention of the model is that much health risk behavior (binge drinking, risky sex), especially among adolescents, is not intentional, but rather a reaction to social circumstances. To capture this unintentional, reactive component of risky behavior, Gibbons and Gerrard created the construct of behavioral willingness (BW), which they define as an openness to risk opportunity—what an individual would be willing to do under some circumstances. To assess BW (see Measures), risk-conducive situations are described, along with the qualifier that no assumptions are being made about whether the respondent.

Would ever be in (or seek out) these types of situations. The intent is to avoid implied internal attribution or "blame." After describing the situation, a series of possible responses is described, which increase in level of risk? The aggregated total provides an assessment of what kinds of risky behavior the respondent is capable of performing—if they encounter the opportunity.

BW is highly correlated with BI, but still consistently explains additional amounts of variance in behavior—from 2% to > 10% (see Gibbons et al., 2003, for reviews). Moreover, as might be expected, BW is usually a better predictor than BI of health risk behavior for adolescents (Gerrard Gibbons, Stock, Dykstra, & Houlihan, 2005; Gibbons, Gerrard, Ouellette, & Burzette, 1998; Gibbons et al., 2004); then, with age and experience, BE and BI eventually exceed BW (Pomery, Gibbons, Gerrard, & Reis-Bergan, 2005). Nonetheless, there are certain risky behaviors that, for many people remain "opportunistic" throughout life—adultery, for example, or risky sex, drunk driving, or recreational drug use. Behavioral Intention vs. Behavioral Expectation vs. Behavioral Willingness Two important factors when deciding which measures to use in health research would be the type of behavior being examined and the age of the population being assessed. For health-promoting behaviors, such as those related to diet and nutrition, medical regimen, sun protection, exercise, etc., standard BI measures should work well, especially if accompanied by implementation intentions—where and when to exercise, which diet to follow, or which sunscreen to use. If the behaviors are complex and control is an issue, then these BI items should be accompanied by measures of perceived control. By the same token, if there is reason to believe that commitment to the intention or goal is tenuous, or if the behavior has a clear social

desirability element associated with it, or, again, if perceived (or actual) control is low, such as with weight loss or smoking cessation, then BE measures may do better than BI (it's not likely they will do worse). Finally, much health behavior research concerns health risk, which often has a significant "social reaction" component (Webb & Sheeran, in press), especially for adolescents.

Performance of these behaviors often depends on the situation. The best way to assess these kinds of behaviors would be to use BW as well as BE measures, and, if possible, measures of intention to not engage in the behavior.

Why is willingness important?

Yes, willingness is very important. It can also be the difference in life or death. Your will is very powerful. It is a connection with the mind that changes things for the good or for the worse. It really just depends on how you use your will. Some people can will themselves well, just by the sheer power of their beliefs. In the same token, people can will themselves dead because the power of their beliefs works in both directions, positive and negative.

Here is an example: If you tell yourself that you are going to be sick and you truly believe that you are going to be sick, then you unknowingly will place yourself in situations where you will begin to have sickness develop in your body. It could be a cold or something worse. Your mind is powerful and when you truly believe something, your mind will find a way to give you what you will it to. That's why positive thinking is always encouraged, simply because, you don't want to bring things into your life that you really don't want in your life. However, if what you don't want is all you talk about, then you will continue to get more and more of it, simply because you are giving power to what you don't want, instead of what you do want. Make sense?

Facility Management

Facility management is a profession that encompasses multiple disciplines to ensure functionality of the built environment by integrating people, place, process and technology.

Facilities management as a profession should be used strategically to provide quality working environments. The available quality management and performance management techniques are reviewed, which can be applied to facilities management service providers where facilities management functions are outsourced.

It provides a case that performance management is an essential element of the tendering process and is necessary to enable continuous improvement in a climate of increasing competition among service providers, many of which have diversified into many different industry strands.

It is also argued that there should be a shift in outsourcing trends to an increased number of specialist service providers rather than the current predominant model of bundled services. Office design is also presented as a strategic tool in improving productivity and reducing absenteeism.

Facility management (FM) is a profession that encompasses multiple disciplines to ensure functionality, comfort, safety and efficiency of the built environment by integrating people, place, process and technology. The International Organization for Standardization defines Facility Management Services as the "organizational function which integrates people, place and process within the built environment with the purpose of improving the quality of life of people and the productivity of the core business." Facility managers (FMs) can have many different titles and arrive in their profession through a variety of career paths. They're responsible for making sure systems of the built environment, or facility, work harmoniously.

Facility managers FMs contribute to the organization's bottom line through their responsibility for maintaining what is often an organization's largest and most valuable assets, such as property, buildings, equipment and other environments that house personnel, productivity, inventory and other important elements of operation.

Integrated management Definitions:-

There are many definitions for integrated management that you'll find below, but the common theme is a holistic, cross-functional management approach that brings to light the connectivity between humans, the economy and the environment. There is a growing trend towards the integrated approach that is being put into practice in organizations around the world.

This trend is also growing in business schools and management training programs as a way to ensure that the next generation of managers is equipped to capitalize on the opportunities that are revealed through an integrated approach.

This approach promotes creative thinking in students and provides them with the opportunity to learn how to leverage ESG data to optimize performance in any industry.

Sustainability is an essential benchmark for organizational decision-making and can be integrated into all functional areas of an organization, applied to traditional decision-making tools and levered as new a new assessment tool for decision-making. An Integrated Enterprise is one that incorporates decision-making tools such as Return on Integration, Integrated Rate of Return and Integrated Future Value into the organizational decision-making process.

Integrated management:-

Integrated management is a socially defined concept that is interpreted and understood in a variety of ways. It is however widely accepted as recognizing “nonlinear processes and connectivity between problems” in a managerial context.

Integrated management has been defined as encompassing the “effective direction of every aspect of an organization so that the needs and expectations of all stakeholders are equitably satisfied by the best use of all resources”. Characteristics of integrated management are consensus-based decision-making, search for optimal efficiency and the co-existence of both uniformity and diversity within systems. This type of management is holistic and cross-disciplinary in its approach to balancing potential gains and losses. “Integrated management faces the tensions of different perspectives on value to formulate and implement strategies that transcend rather than accept trade-offs. It implies ensuring coherence among the various business functions as well as harmony between the organization, society, and the natural environment.”

“Integrated management not only combines the efforts of individuals and groups in ways that achieve unity, but also unifies these efforts into a larger coherent whole.”

Integrated Management “is the process of including Environmental, Social and Governance (ESG) performance in close coordination between business processes, functions, groups, organizations, and systems,” which leads to value creation that cannot be attained through a traditional business model.

Health and safety

The facilities management department in an organization is required to control and manage many safety related issues. Failure to do so may lead to injury, loss of business, prosecution and insurance claims; the confidence of customers and investors in the business may also be shaken by adverse publicity.

Fire safety

The threat from fire carries one of the highest risks to loss of life, and the potential to damage or shut down a business. The facilities management department will have in place maintenance, inspection and testing for all of the fire safety equipment and systems, keeping records and certificates of compliance.

Security

Security to any organization is necessary to protect the employees and the business and this often comes under the control of the facilities management department, in particular the maintenance of the hardware. Manned guarding may be under the control of a separate department.

Maintenance, testing and inspection

Maintenance, testing and inspection schedules are required to ensure that the facility is operating safely and efficiently, to maximize the life of equipment and reduce the risk of failure. There are also statutory obligations to be met. The work is planned, often using a computer-aided facility management system.

Cleaning

Cleaning operations are often undertaken out of business hours, but provision may be made during times of occupations for the cleaning of toilets, replenishing consumables plus litter picking and reactive response. Cleaning is scheduled as a series of "periodic" tasks: daily, weekly, monthly, etc

Operational

The facilities management department has responsibilities for the day to day running of the building; these tasks may be outsourced or carried out by directly employed staff. This is a policy issue, but due to the immediacy of the response required in many of the activities involved the facilities manager will need to keep tight control, often requiring daily reports or an escalation procedure some issues require more than just periodic maintenance, for example those that can stop or hamper the productivity of the business or that have safety implications.

Many of these are managed by the facilities management "help desk" that staff are able to be contacted either by telephone or email. The response to help desk calls are prioritized but may be as simple as too hot or too cold, lights not working, photocopier jammed, coffee spills, vending machine problems, etc.

Help desks may be used to book meeting rooms, car parking spaces and many other services, but this often depends on how the facilities department is organized. It may be split into two sections often referred to as "soft" and "hard" services. Soft would include reception, post room, cleaning, etc. and hard the mechanical and electrical services.

Tendering

The facilities management team will seek to periodically re-tender their contracts, or at the very least bench mark them to ensure they are getting value for money. For this to happen it is necessary to have an up to date list of equipment or assets to send out with the tenders. This information is often retained on the same computer as the maintenance schedule and updating may be overlooked as equipment gets changed, replaced or new items are installed. The asset register is also an important tool for budgeting, used to for life cycle costing and for capital expenditure forecasting.

Commercial property management

Building may be owned by the occupier or leased. Leased properties will be subject to periodic rent reviews.

Business continuity planning

All organizations should have in place a continuity plan so that in the event of a fire or major failure the business can recover quickly. In large organizations it may be that the staff moves to another site that has been set up to model the existing operation. The facilities management department would be one of the key players should it be necessary to move the business to a recovery site.

Space allocation and changes

In many organizations, office layouts are subject to frequent changes. This process is referred to as churn rate, expressed as the percentage of the staff moved during a year. These moves are normally planned by the facilities management department using computer-aided design. In addition to meeting the needs of the business, compliance with statutory requirements related to office layouts include: the minimum amount of space to be provided per staff member; fire safety arrangements; lighting levels; signage; ventilation; temperature control and welfare arrangements such as toilets and drinking water. Consideration may also be given to vending, catering or a place where staff can make a drink and take a break from their desk.

Europe

The European facility management association, Euro, uses the EN15221 definition. The definition of facility management, EN15221-1, provided by the European Committee for Standardization and ratified by 31 European countries is: "the integration of processes within an organization to maintain and develop the

agreed services which support and improve the effectiveness of its primary activities."

According to this European standard, the scope of FM is 'Space & Infrastructure' (planning, design, workplace, construction, lease, occupancy, maintenance, furniture, cleaning, etc.) and 'People & Organization' (catering, ICT, HRM, HS&S, accounting, marketing, hospitality, etc.).

Currently a project is underway to develop an ISO standard that defines Facility M on a global level. This project is being led by the British Standards Institute represented by Stan Mitchell, former chairman of BIFM and Global FM.

Perception Definition:-

"The process by which people translate sensory impression into a coherent and unified view of the world around them. Thought necessarily based on incomplete and unverified information, perception is equated with reality for most practice purpose and guides human behavior in general".

Perception:-

While our sensory receptors are constantly collecting information from the environment, it is ultimately how we interpret that information that affects how we interact with the world. Perception refers to the way sensory information is organized, interpreted, and consciously experienced. Perception involves both bottom-up and top-down processing. Bottom-up processing refers to the fact that perceptions are built from sensory input. On the other hand, how we interpret those sensations is influenced by our available knowledge, our experiences, and our thoughts. This is called top-down processing. One way to think of this concept is that sensation is a physical process, whereas perception is psychological. For example, upon walking into a kitchen and smelling the scent of baking cinnamon rolls, the sensation is the scent receptors detecting the odor of cinnamon, but the perception may be this smells like the bread Grandma used to bake when the family gathered for holidays. Although

our perceptions are built from sensations, not all sensations result in perception. In fact, we often don't perceive stimuli that remain relatively constant over prolonged periods of time.

This is known as sensory adaptation. Imagine entering a classroom with an old analog clock. Upon first entering the room, you can hear the ticking of the clock; as you begin to engage in conversation with classmates or listen to your professor greet the class, you are no longer aware of the ticking. The clock is still ticking, and that information is still affecting sensory receptors of the auditory system. The fact that you no longer perceive the sound demonstrates sensory adaptation and shows that while closely associated, sensation and perception are different.

There is another factor that affects sensation and perception: attention. Attention plays a significant role in determining what is sensed versus what is perceived. Imagine you are at a party full of music, chatter, and laughter. You get involved in an interesting conversation with a friend, and you tune out all the background noise. If someone interrupted you to ask what song had just finished playing, you would probably be unable to answer that question.

One of the most interesting demonstrations of how important attention is in determining our perception of the environment occurred in a famous study conducted by Daniel Simons and Christopher Chabris (1999). In this study, participants watched a video of people dressed in black and white passing basketballs. Participants were asked to count the number of times the team in white passed the ball. During the video, a person dressed in a black gorilla costume walks among the two teams. You would think that someone would notice the gorilla, right? Nearly half of the people who watched the video didn't notice the gorilla at all, despite the fact that he was clearly visible for nine seconds. Because participants were so focused on the number of times the white team was passing the ball, they completely tuned out other visual information. Failure to notice something that is completely visible because of a lack of attention is called **intentional blindness**.

In a similar experiment, researchers tested intentional blindness by asking participants to observe images moving across a computer screen. They were instructed to focus on either white or black objects, disregarding the other color. When a red cross passed across the screen, about one third of subjects did not notice it (Figure 1) (Most, Simons, Scholl, & Chabris, 2000).

CHAPTER 4

DATA ANALYSIS AND INTERPRETATION

DATA ANALYSIS AND INTERPRITATION

INTRODUCTION

Data analysis and interpretation is the process of assigning meaning to the collected information and determining the conclusions, significance and implications of the findings. It is an important and exciting step in the process of research. In all research Studies, analysis follows data collection.

According to C.R.Kothari (1989), "The term analysis refers to the computation of Measures along with searching for patterns of relationship that exist among data-groups". Analysis involves estimating the values of unknown parameters of the population and Testing of hypotheses for drawing inferences.

The aim of present study is to find out the "A study on awareness of integrated facility management services and willingness to consider availing such services."

The researcher collected Data from 50 companies in Pune region their turnover was above 100 cr the Collected data are arranged properly, analyzed systematically and interpreted precisely.

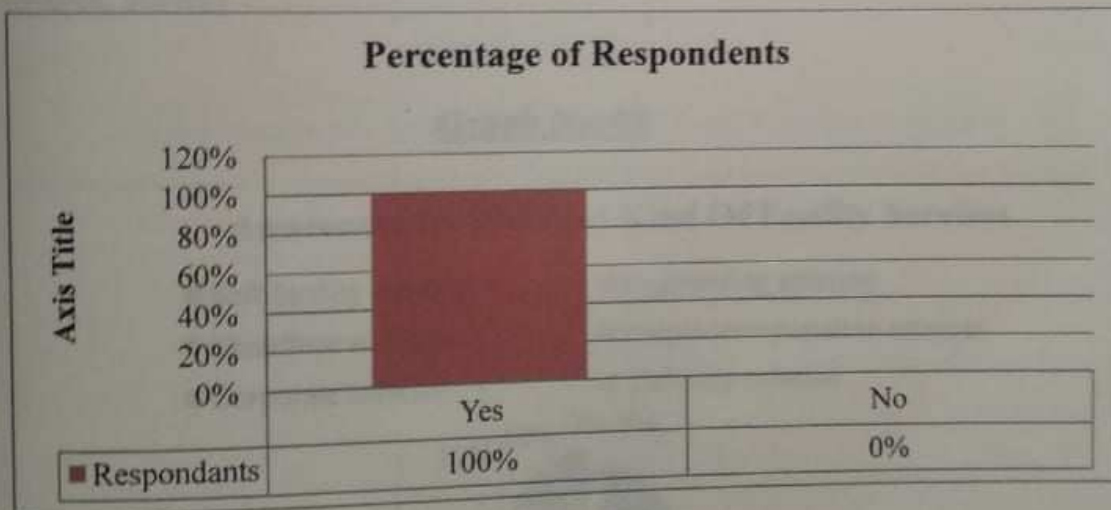
1. Are you aware of integrated facility management services?

Table No: 01

Particular	No. of Respondent	Percentage
Yes	50	100
No	00	00
Total	50	100

(Source: Survey)

Graph No: 01



Interpretation:

From the above Graph and table Number_01 it can observed that 100% respondents are aware about integrated facility services.

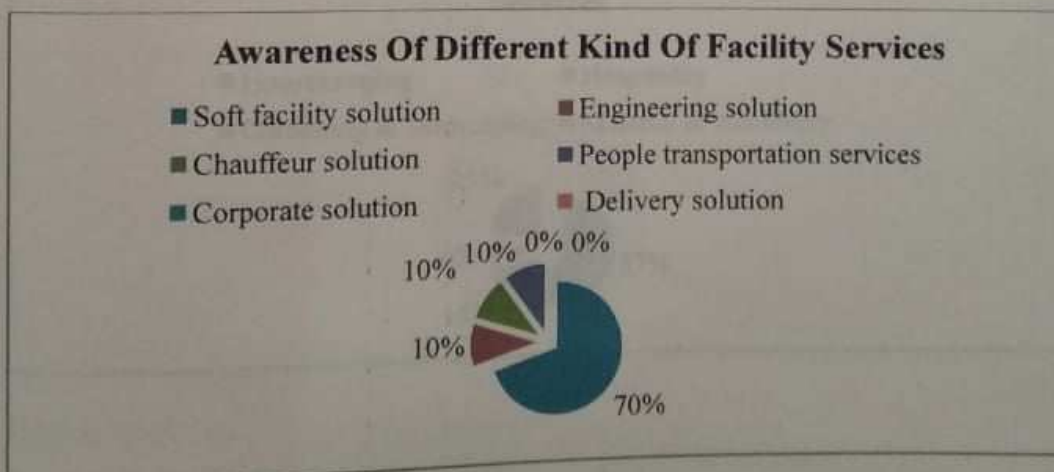
2. If yes, which kind of services are you aware of?

Table No: 02

Particular	No. of Respondent	Percentage %
Soft Facility Solution	35	70
Engineering Solution	05	10
Chauffeur Solution	05	10
People Transportation Services	05	10
Corporate Solution	00	00
Delivery Solution	00	00
Total	50	100

(Source: Survey)

Graph No: 02



Interpretation:

From the above Graph and table Number_02 it can be seen that 70% respondents are aware about soft facility solution, 10% engineering solution, 10% chauffer solution and 10% people transportation facilities.

3. Which kind of soft facility solution services are you aware of?

Table No: 03

Particular	No. of Respondent	Percentage %
Housekeeping	20	57
Hospitality	05	14
Gardening and Landscaping	02	06
Material and Machinery	08	23
Total	35	100

(Source: Survey)

Graph No: 03



Interpretation:

From the above Graph and table number 03 it can be seen that 57% respondents are aware about Housekeeping, 14% hospitality, 6% gardening & landscaping & 23% material & machinery facilities.

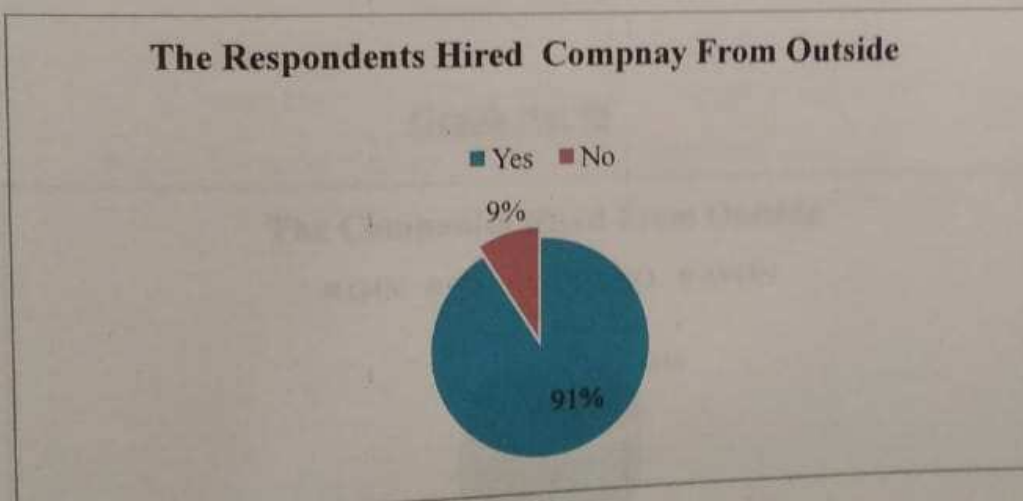
4. Have you hired any company to provide these services?

Table No: 04

Particular	No. of Respondent	Percentage %
Yes	32	91
No	3	09
Total	35	100

(Source: Survey)

Graph No: 04



Interpretation:

From the above Graph and table number_04 it can be seen that 91% respondents have hired company from outside to provide these services and 9% have not hired anyone from outside.

5. If yes, which company?

Table No: 05

Particular	No. of Respondent	Percentage %
G4S	02	06
ISS	05	16
SODEX	20	62
AVON	05	16
Total	32	100

(Source: Survey)

Graph No: 05



Interpretation:

From the above Graph and table number_05 it can be seen that 62% respondents hired the company SODEXO, 16% AVON, 16% ISS and 6% G4S facilities.

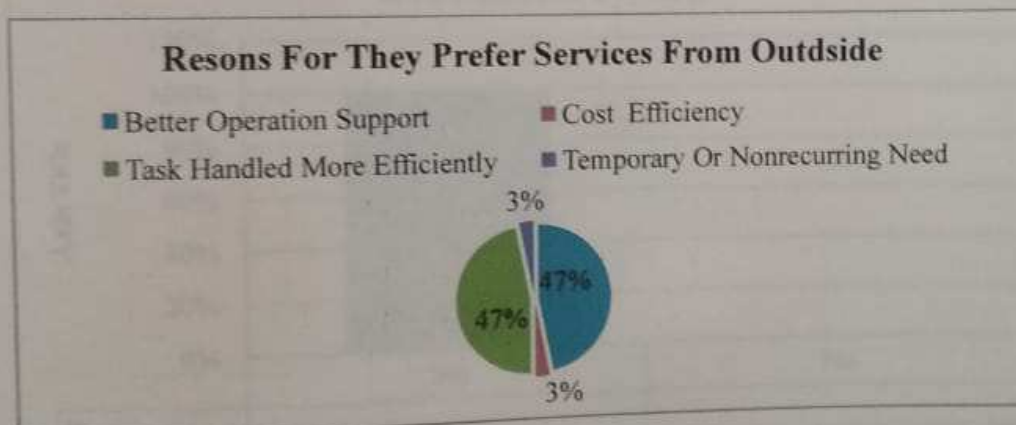
6. Why do you prefer these services from outside?

Table No: 06

Particular	No. of Respondent	Percentage %
Better Operation Support	15	47
Cost Efficiency	01	03
Task Handled More Efficiently	15	47
Temporary Or Nonrecurring Need	01	03
Total	32	100

(Source: Survey)

Graph No: 06



Interpretation:

From the above Graph and table number_06 it can be seen that 47% respondents prefer these services because of better operation support as well as 47% task handled more efficiently, 03% Cost efficiency, and 03% are temporary or nonrecurring need.

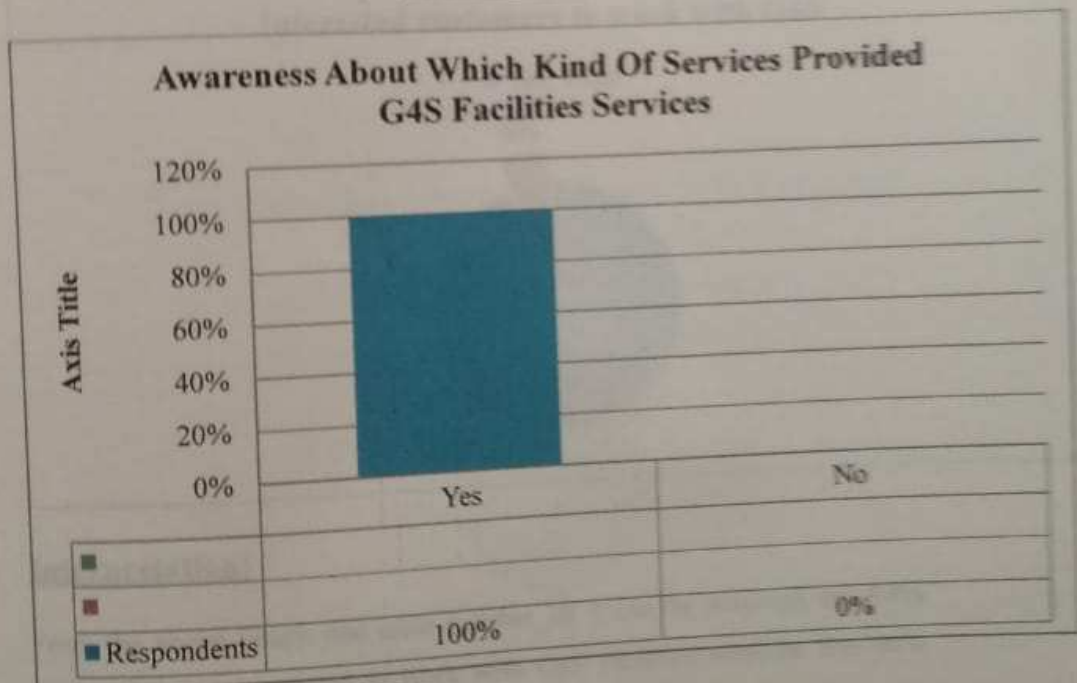
7. Do you know about the kind of services provided by G4S?

Table No: 07

Particular	No. of Respondent	Percentage %
Yes	32	100
No	00	00
Total	32	100

(Source: Survey)

Graph No: 07



Interpretation:

From the above Graph and table number_07 it can be seen that 100% respondents is aware about which kind of services provides G4S facilities.

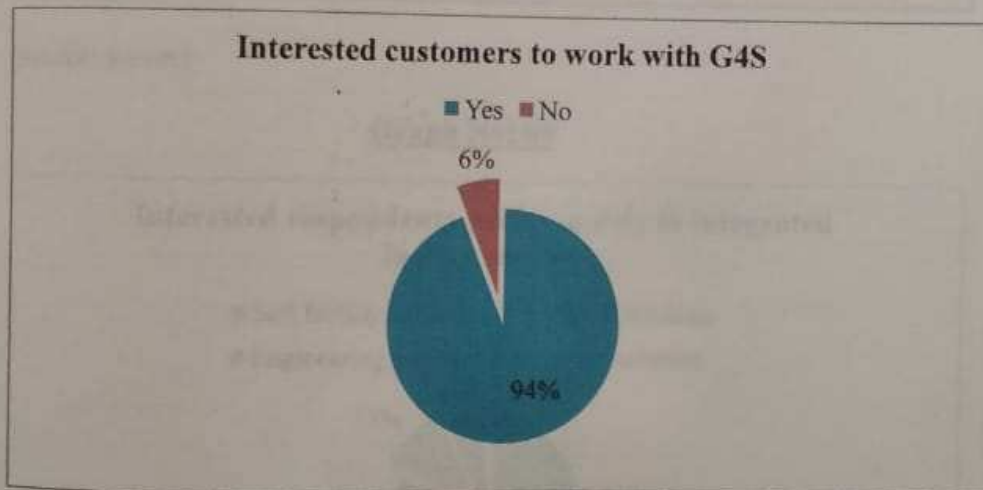
8. Are you interested to work with G4S?

Table No 08:

Particular	No. of Respondent	Percentage
Yes	30	94
No	02	06
Total	32	100

(Source: Survey)

Graph No: 08



Interpretation:

From the above Graph and table number_08 it can be observed that 94% respondents are interested to work with G4S facilities services. But 06% respondents are not interested to work with G4S facilities.

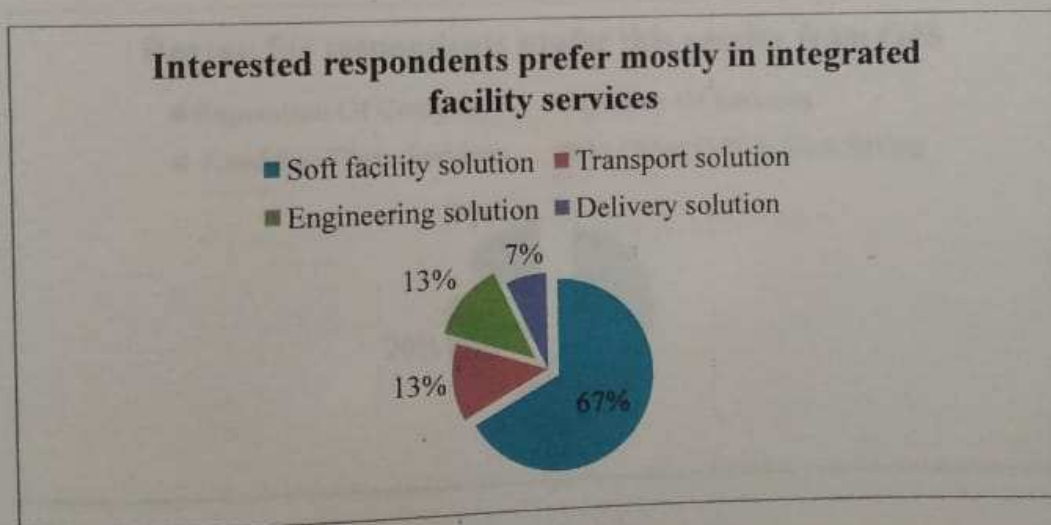
9. If yes, which will you prefer?

Table No: 09

Particular	No. of Respondent	Percentage %
Soft Facility Solution	20	67
Transport Solution	04	13
Engineering Solution	04	13
Delivery Solution	02	7
Total	30	100

(Source: Survey)

Graph No: 09



Interpretation:

From the above Graph and table number_09 it can be seen that 67% respondents prefer soft facility solution, 13% prefer transportation solution also 13% prefer engineering solution and 7% respondents prefer delivery solution facilities.

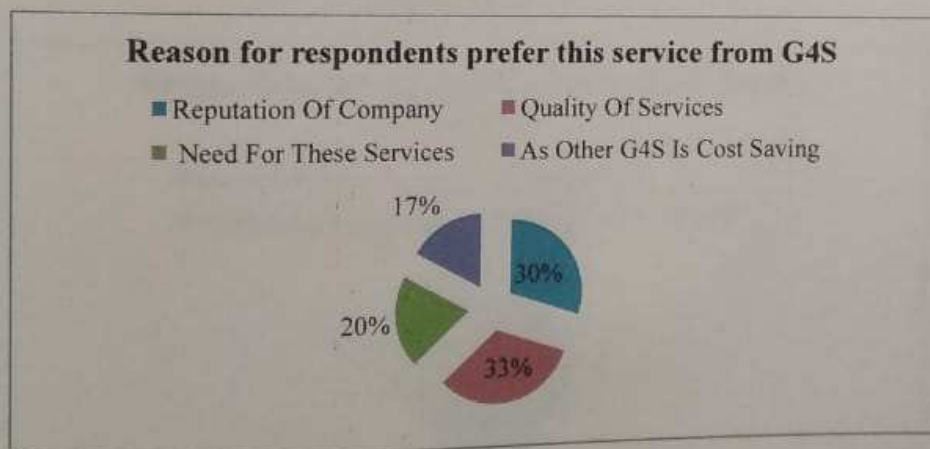
10. Why would you prefer these services from G4S?

Table No: 10

Particular	No. of Respondent	Percentage %
Reputation Of Company	09	30
Quality Of Services	10	33
Need For These Services	06	20
As Other G4S Is Cost Saving	05	17
Total	30	100

(Source: Survey)

Graph No:10



Interpretation:

From the above Graph and table number_10 it can observed that 33% would prefer because of quality services, 30% respondents prefer because of reputation of company, 20% need for these services and 17% respondents prefer as compare other G4S is cost saving facilities.

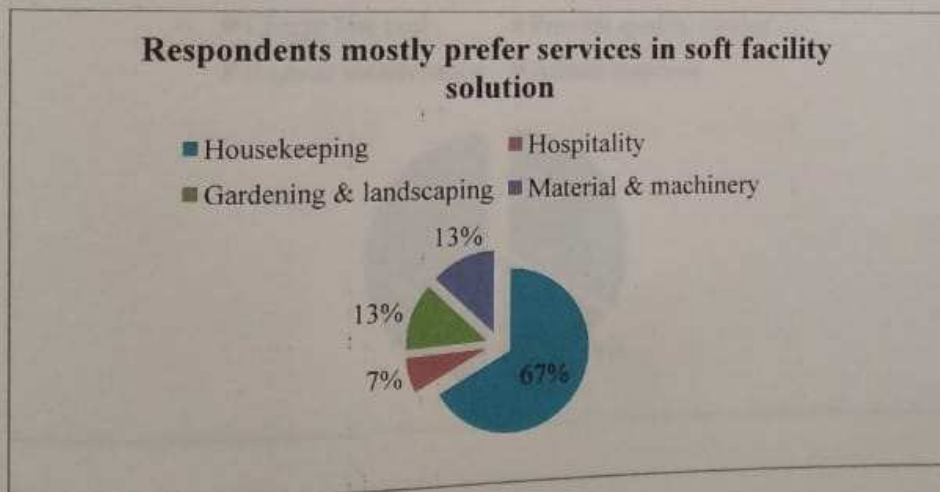
11. Which services you prefer mostly in soft solution?

Table No 11:

Particular	No. of Respondent	Percentage
Housekeeping	20	67
Hospitality	02	07
Gardening and Landscaping	04	13
Material and Machinery	04	13
Total	30	100

(Source: Survey)

Graph No:11



Interpretation:

From the above Graph and table number_11 shows that 67% respondents mostly prefer housekeeping services, 13% respondents prefer gardening, landscaping, 13% respondents prefer material & machinery facilities and 07% hospitality services.

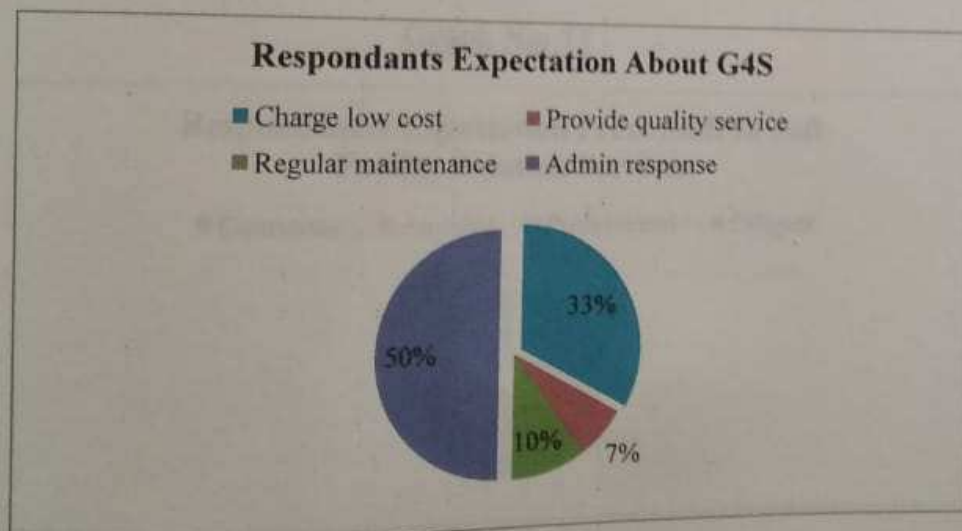
12. What are your expectations from G4S?

Table No12:

Particular	No. of Respondent	Percentage
Charge low cost	10	33%
Provide quality services	02	07%
Regular maintenances	03	10%
Admin response	15	50%
Total	30	100

(Source: Survey)

Graph No:12



Interpretation:

From the above Graph and table number_12 it can be seen that 50% respondents expecting admin response, 33% respondents are expect charge low cost, 10% respondents expect regular maintenances and 07% respondents expect provide quality services.

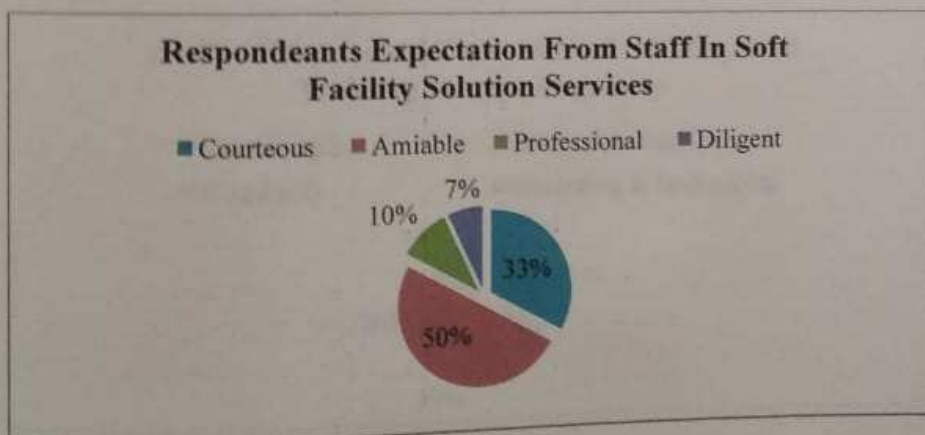
13. What do you expect from staff in soft facility solution?

Table No: 13:

Particular	No. of Respondent	Percentage %
Courteous	10	33
Amiable	15	50
Professional	03	10
Diligent	02	07
Total	30	100

(Source: Survey)

Graph No: 13



Interpretation:

From the above Graph and table number_13 it can seen that 50% respondents expect staff in soft facility solution to be amiable, 33% respondents expect staff in soft facility solution to be courteous, 10% respondents expect staff in soft facility solution to be professional and 07% respondents expect from staff in soft facility solution to be diligent.

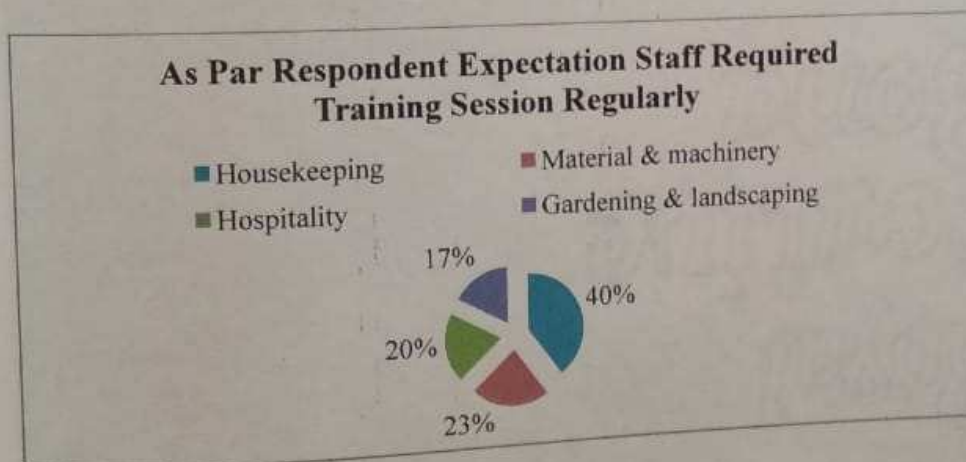
14. As per your expectations which staff required training session regularly?

Table No: 14:

Particular	No. of Respondent	Percentage %
Housekeeping	12	40
Material and Machinery	07	23
Hospitality	06	20
Gardening and Landscaping	05	17
Total	30	100

(Source: Survey)

Graph No: 14



Interpretation:

From the above Graph and table number_14 it can be observed that 40% respondents feel housekeeping required training session regularly, 23% respondents feel material and machinery required training session regularly, 20% respondents feel hospitality training session regularly and 17% respondents are feel gardening & landscaping required training session regularly.

A total of 173 companies were assigned to the researcher this companies were segmented on the basis of their annual turnover. Companies with turnover above 100cr were selected for the study. The total numbers of such companies identified were 50 and thus the sample size for the study was 50.

SR NO.	CUSTOMER NAME	LOCATION
1	TCTS	ALANDI ROAD DIGHI
2	IBN TECHNOLOGIES LTD Pune	BIBWEWADI KONDHWA ROAD
3	HONEYWELL AUTONMATION INDIA LTD.PUNE INDIA	HADAPSAR
4	HINDUSTAN POLYIMIDES & FIBER LIMITED	KOREGAON,PARK Pune
5	KEM HOSPITAL	RASTA PETH Pune
6	CHEMETALL	SANASWDI Pune
7	FOSECO INDIA LTD	SANASWDI Pune
8	JOHN DEERE EQUIPMENT PVT LTD	SANASWDI Pune
9	KUBOTO	SANASWDI Pune
10	ESSAR STEEL	SANASWDI Pune
11	ACG -WORLD	SHIRWAL
12	THERMAX	SHIVAJI NAGAR, Pune
13	QUICK HEAL TECH	YERWADA
14	NTT DATA	AUNDH Pune
15	VERITAS	BANER Pune
16	COTMAC ELECTRONICS PVT LTD	BHOSARI
17	AUTOLINE INDUSTRIES LTD	BHOSARI
18	TETRAPACK	CHAKAN
19	MAHINDRA AND MAHINDRA	CHAKAN
20	DOW	CHAKAN
21	TVS MOTORS(LOGISTICS)	CHAKAN
22	BRIDGESTONE	CHAKAN
23	MINDA STONE RIDGE INSTRUMENT CORPORATION	CHAKAN
24	ADITY BIRLA MEMORIAL HOSPITAL	CHINCHWAD
25	EMERSONN	HINJAWADI
26	SATLIFE SCIENCE/SAT ADVANTIUM PHARMA	HINJAWADI
27	TIETO SOFTWARE TECHNOLOGIES	KHARADI
28	BNY MELLON	MAGARPATTA

29	TERADATA	MAGARPATTA
30	AIR PRODUCT	MAGARPATTA
31	COCA COLA INDIA	PIRANGUT
32	SAHYADRI HOSPITAL	Pune
33	BAJAJ AUTO	AKURDI
34	APOLLO TYRES LTD	RANJANGAON
35	CUMMINS GENERATOR	RANJANGAON
36	SCHRADER DUNCAN LTD	RANJANGAON
37	NAINKO EXIM PVT LTD(BUILDING PRODUCT)	RANJANGAON
38	PEPSICO	RANJANGAON
39	WHIRLPOOL INDIA LIMITED	RANJANGAON
40	SUNGARD	SENAPATI BAPAT ROAD
41	FOTON MOTORS	VIMAN NAGAR
42	YAZAKI	WAGHOLI
43	SUN PHARMA (PHARMACEUTICAL)	AHMADNAGAR
44	SPJ EMBEDDED TECHNOLOGIES PVT LTD	BANER
45	BOSH Pune	CHAKAN
46	ZENSAR TECHNOLOGIES	KHARADI
47	QUALEX SYSTEM PRIVATE LIMITED,PUNE INDIA	KOTHRUD
48	XNET INC,PUNE INDIA	KOTHRUD
49	XANSA	MAGARPATTA
50	SYMENTECH (SOFTWARE COMPANY)	KHARADI Pune

CHAPTER 5 – FINDINGS:

- 1) It was seen that 100% customers are aware about integrated facility services.
- 2) It was found that 70% respondents are aware about soft facility solution, 10% engineering solution, 10% chauffeur solution and 10% people transportation facilities.
- 3) It was seen that 57% respondents are aware about Housekeeping, 14% hospitality, 6% gardening & landscaping, 23% material & machinery facilities.
- 4) It was seen that 91% respondents have hired company from outside to provide services and 9% have not hired from outside.
- 5) It was found that 62% respondents hired the company SODEXO, 16% AVON, 16% ISS and 6% G4S facilities.
- 6) It was seen that 47% respondents prefer these services because they can provide better operation support as well as 47% because it can task handle more efficiently, 03% efficiency cost, and 03% are temporary or nonrecurring need.
- 7) It was seen that 100% respondents is aware about which kind of services provides G4S facilities

- 8) It was found that 94% respondents are interested to work with G4S facilities services. But 06% respondents are not interested to work with G4S facilities.
- 9) It was seen that 67% respondents prefer soft facility solution, 13% prefer transportation solution, 13% prefer engineering solution and 7% respondents prefer delivery solution facilities.
- 10) It was found that 33% would prefer G4S because of quality services, 30% respondents because of reputation of company, 20% due to need services and 17% respondents due is cost saving possible.
- 11) It can Seen that 67% respondents mostly prefer housekeeping services, 13% respondents prefer gardening, landscaping, 13% respondents prefer material & machinery facilities and 07% hospitality services.
- 12) It was found that in terms of expectation of G4S 50% respondents expecting admin response, 33% respondents expect low cost, 10% respondents expect regular maintenances and 07% respondents expect provide quality services.
- 13) In terms of expectations from staff in soft facility solution It can observe that 50% respondents expect them to be amiable, 33% respondents expect them to be courteous, 10% respondents them to be professional and 07% respondents them to be diligent.

14) In terms of training session for staff it was seen that 40% respondents are expecting housekeeping staff required training session regularly, 23% respondents expecting material and machinery staff required training session regularly, 20% respondents expecting hospitality staff training session regularly and 17% respondents are expecting gardening & landscaping staff required training session regularly.

CHAPTER 6

CONCLUSIONS AND RECOMMENDATIONS

SUGGESTIONS OR CONCLUSION:

SUGGESTIONS:

- a) The awareness of the integrated facility management services is good, but soft facility Solution services still need awareness. Awareness creating activities to improve potential can be done through campaigns, advertising especially hospitality, landscaping & Gardening.

- b) The organization must give due importance to consider factors such as:
 - Cost of the services offered.
 - Quality of the services offered.
 - Consistency in providing the services.
 - And the reliability of the services provider in keeping their promises.

CONCLUSION:

The study shows that the awareness of the soft facility services among the customer is very low as compare to other integrated services in Pune (Maharashtra) India. The market (facilities management services) segment is wide open and there are number of established facility management services providers in the city. If proper awareness is made then most of the customers are likely to accept this service if it is presented to them keeping in mind the easy accessibility, cost, quality, consistency and reliability in keeping the promises made with regard to facilities management services. When research conducted then analyze number of customer are interested to work with the G4S Facility services (I) ltd.

With all this we can conclude that this field is a budding field in Pune (Maharashtra) India and even in India itself. There is a great potential for this field to take the center stage very soon and it will also open employment opportunities in a large scale and also the standard of living of the people will further increase due to this kind of convenience enjoyed. And it will be the betterment of the country in all aspects.

ANNEXURE

ANNEXURE:

1. Questionnaire

Name of the company (Respondents):-

Age in years (Establishment):-

Contact number:-

Email_id:-

Which type of industry:-

Area of company:-

Turnover of company:-

Scale of company:-

1] Are you aware of integrated facility management services?

a] yes

b] no

2] If yes, which kind of services are you aware of?

a] soft facility solution

b] engineering solution

c] Chauffeur solution

d] people transportation services

e] Corporate solution

f] delivery solution

3] Which kind of soft facility solution services are you aware of?

a] Housekeeping

b] hospitality

c] Gardening & landscaping

d] material & machinery

4] Have you hired any company to provide these services?

a] Yes

b] no

5) If yes, which company?

- a) G4S
- b) ISS
- c) SODEXO
- d) AVON

6) Why do you prefer these services from outside?

- a) Better operation support
- b) Cost Efficiency
- c) Task handled more efficiently
- d) Temporary or nonrecurring need

7) Do you know about the kind of services provided by G4S?

- a) Yes
- b) no

8) Are you interested to work with G4S?

- a) Yes
- b) no

9) If yes, which will you prefer?

- a) Soft facility solution
- b) transport solution
- c) Engineering solution
- d) delivery solution

10) Why would you prefer this service from G4S?

- a) Reputation of company
- b) Quality Of services
- c) Need for these services
- d) As others G4S is cost saving

11) Which service you prefer mostly in soft solution?

- a) Housekeeping
- b) hospitality
- c) Gardening & landscaping
- d) material & machinery

12) What are your expectations from G4S?

- a) charge low cost
- b) provide quality service
- c) Regular maintenance
- d) admin response

13] What do you expect from staff in soft solution?

- a] Courteous
b] amiable
c] Professional
d] diligent

14] As per your expectations which staff required training session regularly?

- a] Housekeeping
b] material & machinery
c] Gardening & landscaping

2. List of Companies:

SR NO.	CUSTOMER NAME	LOCATION
1	AMCOR REGID PLASTICS	HADAPSAR
2	TCTS	ALANDI ROAD DIGHI
3	IBN TECHNOLOGIES LTD PUNE	BIBWEWADI KONDHWA ROAD
4	BLUE CODE CORPORATION, PUNE	CHANDAN NAGAR
5	TATA GREEN BATTERIES LTD	LOW COLLAGE ROAD
6	SERUM INSTITUTE	HADAPSAR
7	HONEYWELL AUTONMATION INDIA LTD,PUNE INDIA	HADAPSAR
8	LBM INDIA PVT LTD	HADAPSAR
9	TATA CUNSLTANCY SERVICES TCS Pune	HADAPSAR
10	TECH MAHINDRA LTD, Pune	KARVE NAGAR
11	GREAT WALL MOTOR	KHED
12	HINDUSTAN POLYIMIDES & FIBER LIMITED	KOREGAON,PARK Pune
13	SOHAN HELTHCARE PVT LTD	KOTHRUD
14	RELIANCE GLYCOL DIVISION	KOTHRUD
15	CIPLA PHARMACEUTICALS	KOTHRUD
16	TRB GLOBLE	SANSAWADI
17	KEM HOSPITAL	RASTA PETH Pune
18	CHEMETALL	SANASWDI Pune
19	CRAFTSMAN AUTOMATIOAN PVT LTD	SANASWDI Pune
20	DB SHANKER	SANASWDI Pune
21	ENKEI WHEELS INDIA LTD	SANASWDI Pune
22	FOSECO INDIA LTD	SANASWDI Pune
23	FUJIFILM SERICOL INDIA LIMITED	SANASWDI Pune

24	JOHN DEERE EQUIPMENT PVT LTD	SANASWDI Pune
25	BHARAT FORGE	SANASWDI Pune
26	KUBOTA	SANASWDI Pune
27	SANDEN VIKAS INDIA LTD	SANASWDI Pune
28	ESSAR STEEL	SANASWDI Pune
29	ACG - WORLD	SANASWDI Pune
30	TATA BLUESCOPE STEEL	SANASWDI Pune
31	THERMAX	SHIRWAI
32	CMC	SHIVAJI NAGAR, Pune
33	RELIGARE	SHIVAJI NAGAR, Pune
34	QUICK HEAL TECH	SHIVAJI NAGAR, Pune
35	SONATA INFORMATION TECHNOLOGY LTD	SHIVAJI NAGAR, Pune
36	CONVERGYS	YERWADA
37	NTT DATA	AUNDH Pune
38	FUTURISM TECHNOLOGIES PVT LTD	AUNDH Pune
39	BEKART INDUSTRIES PVT LTD	AUNDH Pune
40	VERITAS	BANER Pune
41	ALFA LEVAL	BANER Pune
42	PRAJ INDUSTRIES	BANER Pune
43	COTMAC ELECTRONICS PVT LTD	BANER Pune
44	CENTURY ENKA LTD	BHAVDAN
45	AUTOLINE INDUSTRIES LTD	BHOSARI
46	INDUS INTERNATIONAL SCHOOL	BHOSARI
47	LEAR AUTOMOTIVE INDIA PVT LTD	BHUKUM PUNE MULSHI
48	SUZLON ENERGY LTD	CHAKAN
49	TETRAPACK	CHAKAN
50	ENDURANCE TECHNOLOGY	CHAKAN
51	GE INDIA	CHAKAN
52	SPICER INDIA LTD	CHAKAN
53	MAHINDRA AND MAHINDRA	CHAKAN
54	MERCEDEZ BENZ	CHAKAN
55	COGEME PRECISIONS PARTS	CHAKAN
56	RACOLD	CHAKAN
57	SIGMA ELECTRIC	CHAKAN
58	HYUNDAI CONSTRUCTION EQUIPMENT	CHAKAN
59	DOW	CHAKAN
60	INTEVA PRODUCTS	CHAKAN
61	STANLEY BLACK & DECKER INDIA LIMITED	CHAKAN
62	VOLTAS	CHAKAN
63	SEMCO ELECTRONIC PVT LTD	CHAKAN

64	TVS MOTORS(LOGISTICS)	CHAKAN
65	ABIL	CHAKAN
66	AMFORGE INDUSTRIES LTD	CHAKAN
67	TVS MOTORS(LUCAS)	CHAKAN
68	ATLAS COPCO INDIA LTD	CHAKAN
69	CRONING INCORPORATED	CHAKAN
70	SHRDHA MOTORS	CHAKAN
71	A.RAYMOND	CHAKAN
72	BRIDGESTONE	CHAKAN
73	SUZLER	CHAKAN
74	MINDA STONE RIDGE INSTRUMENT CORPORATION	CHAKAN
75	MAHINDRA NAVISTAR	CHAKAN
76	SKF INDIA LIMITED	CHINCHWAD
77	LUMAX INDUSTRIES	CHINCHWAD
78	HINDUSTAN ANTIBIOTIACS	CHINCHWAD
79	ADITY BIRLA MEMORIAL HOSPITAL	CHINCHWAD
80	NIRAMAYA HOSPITAL	CHINCHWAD
81	ATLAS COPCO INDIA LTD	DAPODI
82	SANNDVIK ASIA PVT LTD	DAPODI
83	FABTECH PROJECT & ENGINEERING LTD	DAPODI
84	EMERSONN	HINJAWADI
85	SAI LIFE SCIENCE/SAI ADVANTIUM PHARMA	HINJAWADI
86	SQL INDIA INFOSYSTEM	HINJAWADI
87	INFOSYS	HINJAWADI
88	HSBC SOFTWARE DEVELOPMENT	KALYANI NAGAR
89	TIETO SOFTWARE TECHNOLOGIES	KHARADI
90	EATON	KHARADI
91	MPHASIS	MAGARPATTA
92	BNY MELLON	MAGARPATTA
93	ACCENTURE	MAGARPATTA
94	CAPITA	MAGARPATTA
95	JOHNDEERE	MAGARPATTA
96	DAR AL HANDASAH	MAGARPATTA
97	TERADATA	MAGARPATTA
98	ITC	MAGARPATTA
99	STERLITE	MAGARPATTA
100	REGUS	MAGARPATTA
101	EXL	MAGARPATTA
102	AVAYA	MAGARPATTA
103	AMDOCS	MAGARPATTA

145	E & Y	
146	COMPULINK(INDIA)	YERWADA
147	SUN PHARMA (PHARMACEUTICAL)	HINJWADI
148	RATHI TRANSPower	AHMADNAGAR
149	CASH TECH SOLUTION INDIAPVT LTD	AUNDH
150	INTELEMENT TECHNOLOGIES LIMITED	AUNDH
151	SQTL INTEGRATED SOLUTION PVT LTD	AUNDH
152	CALIBRE MINDWARE PROGRAMING PVT LTD,PUNE INDIA	AUNDH
153	SPT EMBEDDED TECHNOLOGIES PVT LTD	BANER
154	SURVIK SOFTWARE LTD	BANER
155	POLY RUB	BANER
156	DREAM PLAST	CHAKAN
157	BOSH Pune	CHAKAN
158	PERSISTENT	CHAKAN
159	XTREM INFO SYSTEM	ERANDWANE
160	KNORBROMSE	FURSUNGI
161	NEWTON SOFTWARE PVT LTD,PUNE	HINJWADI
162	ZENSAR TECHNOLOGIES	KARVE NAGAR
163	PRECISION TECHNICAL ANALYSIS PVT LTD Pune	KHARADI
164	QUALEX SYSTEM PRIVATE LIMITED,PUNE INDIA	KOTHRUD
165	TECHVIEW WEB SOLUTION PVT LTD,Pune	KOTHRUD
166	WORLDWIDE INFOSOFT SERVICES PVT LTD	KOTHRUD
167	XNET INC,PUNE INDIA	KOTHRUD
168	ZENSOFT SERVICES PVT LTD,PUNE	KOTHRUD
169	XANSA	MAGARPATTA
170	PATNI	MAGARPATTA
171	VISHAY	MAGARPATTA
172	ZS ASSOCIATES	MAGARPATTA
173	SYMENITECH (SOFTWARE COMPANY)	KHARADI Pune

104	AIR PRODUCT	MAGARPATTA
105	THYSSENKRUPPINDIA	PIMPRI
106	FINOLEX CABLES LTD	PIMPRI
107	DATWLYER	PIRANGUT
108	COCA COLA INDIA	PIRANGUT
109	PRICOL	PIRANGUT
110	SAHYADRI HOSPITAL	Pune
111	GODREJ PROPERTIES LTD	Pune
112	BAJAJ AUTO	AKURDI
113	SUDARSHAN AUTO INDUSTRIES	Pune
114	APOLLO TYRES LTD	RANJANGAON
115	DAW CORNING	RANJANGAON
116	SWAROVSKI	RANJANGAON
117	LG INDI PVT LTD	RANJANGAON
118	CUMMINS GENERATOR	RANJANGAON
119	BOMBAY DEYING	RANJANGAON
120	HAIER APPLIANCES	RANJANGAON
121	SCHRADER DUNCAN LTD	RANJANGAON
122	KFLEX INDIA PVT LTD	RANJANGAON
123	MAKINO INDIA LTD	RANJANGAON
124	CUMMINS GENERATOR TECHNOLOGIES	RANJANGAON
125	GRUPO ANTOLIN(AUTOMOTIVE)	RANJANGAON
126	NAINKO EXIM PVT LTD(BUILDING PRODUCT)	RANJANGAON
127	TATA DISTRIBUTION COMPANY	RANJANGAON
128	PEPSICO	RANJANGAON
129	SCA	RANJANGAON
130	BAJAJ ELECRICALS	RANJANGAON
131	WHIRLPOOL INDIA LIMITED	RANJANGAON
132	AVERY DIMENSION	RANJANGAON
133	SLG GROUP	SB ROAD
134	COGNIZENT TECHNOLOGY	SB ROAD
135	DELOITTE	SENAPATI BAPAT ROAD
136	SUNGARD	VIMAN NAGAR
137	GALLAGHER	VIMAN NAGAR
138	FOTON MOTORS	VIMAN NAGAR
139	INFOBEANS	VIMAN NAGAR
140	ORIENTAL RUBBERS	VIMAN NAGAR
141	CHRYSLER	WAGHOLI
142	YAZAKI	WAGHOLI
143	DANFOSS	WAGHOLI
144	INTERVET PVT LTD	WAGHOLI

BIBLIOGRAPHY

BIBLIOGRAPHY:

• **BOOKS REFERENCES:**

Books:

- [1] C.R. Kothari, Research Methodology – Methods and Techniques (Second Edition), New age international (P) ltd, publisher
- [2] Suja R.Nair Consumer behavior and marketing research 2005, Himalaya publishing House
- [3] Hawkins best coney Consumer behavior marketing strategy, TATA McGraw-Hill
- [4] Richard B Chare, Nithin K Agarwal Operation Management for competitive Advantage, TATA McGraw-Hill
- [5] The Complete Guide to Facility Management Paperback – 31 Aug 2017
By Dan Lowry (Author)

Literature review refers:

- (1) INTERNATIONAL JOURNAL OF INTELLECTUAL PROPERTY
 1. RIGHTS (IJIPR)
 2. -Volume 5, Issue 1, January - June (2014), pp. 01-17
- (2) "A case Study on Consumer Buying Behavior and Brand Loyalty with regard to Processed, Liquid Milk in Gauhati, Assam", Indian Journal of Marketing, Vol. 41, Number.5 Issue: May 2011.
- (3) Ercan Y.Y. Hui and Albert H.C. Tsang (2004): Sourcing strategies of facilities Management Journal of Quality in Maintenance Engineering Volume 10 · Number 2 · 2004 · pp. 85-92.
- (4) Dr.V.Antony Joe Raja, "Emerging Trends in Human Resource Management with Special Focus on Outsourcing in Various Sectors", International Journal of Management (IJM), Volume 3, Issue 1, 2012, pp. 197 - 204, ISSN Print: 0976-6502, ISSN Online: 0976-6510.
- (5) Dr.V.Antony Joe Raja, "World Market Statistical Survey in Stakeholders: International Level Enhancing Business Efficiency Through Company Ethical Behavior", International Journal of Advanced Research in Management (IJARM), Volume 5, Issue 1, 2014, pp. 23 - 30. ISSN Print: 0976 - 6324, ISSN Online: 0976 - 6332.
- (6) Anssi Salonen (2004): Managing outsourced support services: observations from case Study Volume 22 - Number 11/12 · 2004 · pp. 317-322.
- (7) Edward Sullivan (2005): Building Operating Management, p 27-30.
- (8) Dr. V.Antony Joe Raja, "The Study of E-Commerce Service Systems in Global Viral Marketing Strategy" International Journal of Marketing & Human Resource Management (IJMHRM), Volume 3, Issue 1, 2012, pp. 9 - 18, ISSN Print: 0976 - 6421, ISSN Online: 0976- 643X.