

SUMMER PROJECT REPORT

**“Learning the Recruitment Process at the Climber –
MyCaptain.”**

Submitted to:

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CERTIFICATE

This is to certify that the investigation described in this report titled **‘Learning the Recruitment Process at the Climber – MyCaptain’** has been carried out by Ms. Sheetal Paratwar during the summer internship project. The study was done in the organisation, The Climber (MyCaptain), in partial fulfilment of the requirement for the degree of Masters of Business Administration of R.T.M. Nagpur University, Nagpur.

This work is the own work of the candidate, complete in all respects, and is of sufficiently high standards to warrant its submission to the said degree.

The assistance and resources used for this work are duly acknowledged.

Dr. Ashwini Purohit

(Director)

Acknowledgement

It is a matter of pride and privilege for me to have done a summer internship project in “**Learning the Recruitment Process at the Climber – MyCaptain**” and I am sincerely thankful to them for providing this opportunity to me.

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Ms. Sheetal Paratwar

INDEX

Sr. No.	Particulars	Page No.
1	Introduction	6
2	Company Profile	8
3	Terminologies	10
4	Objective of Study	13
5	Scope of Study	14
6	Need of Study	15
7	Contribution during SIP	17
8	Limitations	19
9	Research Methodology	20
10	Findings	21
11	Conclusion	29
12	Suggestion	30

13	Bibliography	32
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ABOUT THE COMPANY – THE CLIMBER

Mission statement-

“We at the climber want to lead a societal mindset shift towards Careers, Passions and how learning and education are perceived,”

Vision statement-

“The Climber exists to help students discover and pursue their passions.”

The Climber is an education start-up founded by Mohammed Zeeshan, Sameer Ramesh, Ruhan Naqash, Fatema Hussain. It was incubated by NSRCEL, IIM- Bangalore. It helps students discover and pursue their passions through MyCaptain and large city-wide youth fests, summits and bootcamps.

MyCaptain by The Climber is an online platform that helps a student in taking the first step in their field of passion with the help of young achievers, mentors and guides.

The Climber is focused towards the United Nations SDGs, i.e., Sustainable Development Goals, especially SDG 4: Quality Education, SDG 8: Decent Work and Economic Growth and SDG 17: Partnerships for the Goals.

At MyCaptain they connect School and College students to young Achievers (Captains) in their field of passion. Students are mentored through month long online workshops where they experience the basics of a field in a practical and guided manner.

The students also join a community of like-minded individuals from all across the country, attend MyCaptain meetups, events and get internship opportunities.

PERFORMANCE AND MARKET SHARE

- Average Turnover: 2019 – 5cr; 2020 – 10-15 cr
- No direct competition
- Unacademy, Udemy, coursera

PROGRAMS OFFERED BY MYCAPTAIN

- Business – Entrepreneurship, Digital marketing, Skill and personality development, Event management etc
- Visual Arts – Photography, short films making etc
- Creatives – Creative writing, Stand up comedy, Music production etc

PROBLEMS FACED BY THE COMPANY AND INDUSTRY

- Lockdown – No campus activity
- Availability of students
- Interns not completing their internship duration
- Application glitches
- Live session face a lot of technical issues

Objective of study

‘Change management in the organisation, its behaviour and effects on the quality of work life.’

The topic is a part of the domain of Industrial Psychology, including various inputs from the subjects of Human Psychology, Human Resources Management, Organisation Behaviour and Industrial/ Organisational Psychology. This particular study is done to understand ‘changes’ in an organisation. The effects these changes have on various departments of the organisation,

especially the Human Resources department, are theoretically examined. The study also explores the influence of these changes on the quality of work life of the employees.

Scope of study

The study is done using a basic understanding of Industrial Psychology and Change Management in organisations. It has covered a fragment of the actual scenario. The concepts studied in order to understand the general behaviour and effects of stress on humans are from the domain of Human Resources Management (HR Planning and Acquisition; Training & Development;

Employee Welfare) and Psychology (Medical, Behavioural, Social and Cultural Psychology; Emotional Development; Motivation; Mood and Anxiety Disorders; Social Behaviour). The interpretations, inferences and suggestions have been made after a brief comprehension of these topics and after referring to the recent updates on the subjects.

ACTUAL WORK DONE

- First week – Orientation, Division to teams, Flexible timings, Demonstration of work to be done
- “Recruiting marketing interns”
- Second to fifth week –
 1. Leads from marketing team
 2. Schedule Interview

3. Conduct Interview
4. Report to team leader
5. Selection procedure
6. Schedule Orientation with Team leader

8

KEY LEARNING

- Recruitment process – Applications, screening, Decision, Interview, Jobs offers
- Importance of Humans Resources – Drivers of change

In an organisation

FINDINGS

- Unique Selling point of MyCaptain
- Students don't get certificate
- pandemic – lockdown- passive environment for HR interns
- Leads from marketing team - Mixed of intern and mixed up locations

Conclusion

The success of Change management process largely depends upon effective planning, establishing of objectives, communication of those objectives to the people involved in it and establishing of the required framework to deliver the expected goals or outcomes.

The entire process of change management is carried out by the employees and the wellbeing of these employees is the responsibility of the organisation and its Human Resource Department.

Effective management of people ensures the survival and triumph of the organisation during the times of transformation of any nature.

Suggestions

The following are a few suggested strategies that will help an organisation to manage its human resources well during change:

1. Make sure HR teams receive change management training – Sometimes HR professionals are so busy taking care of the organization that they forget to take care of themselves. So, training will help them perform better without facing any personal or professional loss.
2. Create a space for HR managers to discuss the changes – Senior HR leaders need to give their teams a way to blow off some steam. One way that HR can get comfortable being uncomfortable is through being able to talk about their frustrations in a safe environment.
3. Certification training programs on change management – Part of HR's strategy for managing organizational change needs to include helping the organization. HR professionals should consider gaining an understanding of classic change management models to provide insights on executing change efforts effectively.
4. Prepare a change management model that can be used – A benefit of receiving advanced change management training is discovering the proven change management models that are available. The organization can adopt one model that employees can apply in their professional lives. HR can train employees on how to use a change management model during orientation and onboarding, so everyone is speaking a common language.
5. Create a performance management system that allows employees to make mistakes without it actually impacting their pay or promotional opportunities as some people learn better learn from mistakes
6. Introduce and embrace technology – sometimes the organizational change management initiative being undertaken will involve technology, like implementing a new system.
7. Recognise and reward efforts to manage change – Encourage employees to set stretch goals, support their efforts, then reward them for their accomplishments. HR can bring value to this strategy by coaching and training managers on effective

feedback techniques, and by designing rewards and recognition programs that encourage these behaviours.

As the COVID-19 pandemic continues to evolve, there is a greater need for organisations and businesses all over the world to transform the way they function for serving a changed world.

According to PwC Global, following are the five work force areas that are emerging as priorities for business leaders:

1. Protect people: Initiate measures to help support employees physical and emotional well-being whether at work or at home
2. Communicate effectively in global uncertainty: Lead with responsive, empathetic communications and policies that help people feel informed and supported
3. Maintain the continuity of work: Provide the resources and support employees need in order to be productive, especially as they adapt to working remotely
4. Assess workforce cost: Explore workforce levers to help balance the potential need to cut costs with the desire to keep people employed
5. Prepare for recovery: Align workforce planning with the business strategy and prepare for an evolving market in order to ramp up in a recovery.

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