SUMMER INTERNSHIP PROJECT

"Study On The Process Of Performance Appraisal In INSPIRIZON LLP"

Submitted to:
DMSR
G. S. College of Commerce & Economics, Nagpur.
(An Autonomous Institution)

Affiliated To:
Rashtrasant Tukadoji Maharaj Nagpur University, Nagpur

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NAAC Accredited "A" Grade Institution

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CERTIFICATE

This is to certify that the investigation described in this report titled **"Study On The Process Of Performance Appraisal In Inspirizon LLP"** has been carried out by **Ms. Anushree Jibhkate** during the summer internship project. The study was done in the organization ,**Inspirizon**, in partial fulfillment of the requirement for the degree of Master of Business Administration of **G. S. College Of Commerce & Economics (An Autonomous Institution)** affiliated to **R.T.M. Nagpur University, Nagpur.**

This work is the own work of the candidate, complete in all respects and is of sufficiently high standard to warrant its submission to the said degree. The assistance and resources used for this work are duly acknowledged.

D**r. Sonali Gadekar**   **Dr. Sonali Gadekar**

(Faculty Guide)   **(MBA Co-ordinator)**

INSPIRIZON

INSPIRE UNTIL HORIZON

CERTIFICATE
OF PROJECT COMPLETION

RPOUDLY PRESENTED TO

MS. ANUSHREE JIBHKATE

This is to certify that **Ms. Anushree Jibhkate** has successfully completed a project while she was a Human Resource Intern at INSPIRIOZN LLP. This project was aimed at establishing a major client network for the company, which lasted for a period of 45 days, where she handled and successfully completed multiple tasks by herself.

During her tenure, she signified her abilities.

We thank her and wish her all the best for her upcoming career.

Shantam G.
Founder, Head of Operations
INSPIRIZON LLP

ACKNOWLEDGEMENT

It is a matter of pride and privilege for me to have done a summer internship project in **"INSPIRIZON"** and I am sincerely thankful to them for providing this opportunity tome.

I am thankful to **"Mr. Shantam Gadpayle"** for guiding me through this project and continuously encouraging me. It would not have been possible to complete this project without his / her support.

I am also thankful to all the faculty members of Department of Management Sciences and Research, G S College of Commerce and Economics, Nagpur and particularly my mentor **"Dr. Sonali Gadekar"** for helping me during the project.

I am thankful to the Principal of G S College of commerce and Economics, Nagpur. "**Dr. N.Y. Khandait**" and to the Dean of the DMSR "**Mr. Anand Kale**".

Finally, I am grateful to my family and friends for their unending support.

Anushree Jibhkate

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INTRODUCTION

Generally many organizations, institutions speak about training. Human resources are base of institutions or organization. They are playing very important role in the running the institution or organization. Without the help of them it is impossible to achieve its goals & objectives. It is become possible when the human resources get properly trained, then it help organization to increase its strength.

In present days, rapid changes take place in our day to day life as well as working life also. Organizations become competitive and increase demands of experts, professionals. The main objective of the organization to be dynamic as well as diversified, for survive in competition.

Training and Performance Appraisal is a sub-system of organization. With the help of the training, organization can achieve its goals and objectives. Performance Appraisal helps to measure the performance of individuals. Employee Training and Performance Appraisal helps to reduce randomness and increase accuracy, efficiency andeffectivity of work. Through Employee Training every individual can contribute their best in success of the organization.

Performance Appraisal is also importance process which is implemented in various organizations. In many organizations appraisal system conceived by management but mostly does not take into consideration the opinion of the employees. This can lead adverse effect in the organization.

Training and Performance Appraisal is essential activity in the development & growth of organization. Training & Performance Appraisal Systems help organization in make individuals deliver customer goals with the effective results which contributes success in the organization.

PERFORMANCE APPRAISAL :

Performance appraisal is defined as a process that systematically measures an employees personality and performance usually by managers or immediate supervisors against the predefined attributes like skillset, knowledge about the role, technical know-how, attitude, punctuality and so on.

Performance appraisal has many names across organizations, some call it performance evaluation, some prefer performance review, merit rating, annual reviews, etc.

This process is carried out to identify the inherent qualities of an employee and the abilities and level of competency of an employee for their future growth and development and that of the organization they are associated with. It aims at ascertaining the value of an employee and his/her offering to the organization.

Performance appraisal helps managers and supervisors place the right employee to do the right job, depending on the skill set they possess. Without an ounce of doubt, every organization needs a robust performance appraisal system.

There are various methods that are used by managers and supervisors to evaluate employees based on objective and subjective factors, however, it can get a bit tricky, but to effectively evaluate an employee both factors are essential.

Because companies have a limited pool of funds from which to award incentives, such as raises and bonuses, performance appraisals help determine how to allocate those funds. They provide a way for companies to determine which employees have contributed the most to the company's growth so companies can reward their top-performing employees accordingly.

Performance appraisals also help employees and their managers create a plan for employee development through additional training and increased responsibilities, as well as to identify ways the employee can improve and move forward in their career.

Ideally, the performance appraisal is not the only time during the year that managers and employees communicate about the employee's contributions. More frequent conversations help keep everyone on the same page, develop stronger relationships between employees and managers, and make annual reviews less stressful.

Defination Of Performance Appraisal:-

According to Edwin. B. Flippo, "Performance appraisal is defined as a systematic, periodic and so far as humanly possible, an impartial rating of an employee's excellence in matters pertaining to his present job and to his potentialities for a better job".

According to DeNisi, "Performance appraisal is the system whereby an organization assigns some score to indicate the level of performance of a target person or group".

Objectives of Performance Appraisal :

Performance Appraisal can be done with following objectives in mind :

- ➢ To maintain records in order to determine compensation packages, wage structure, salaries raises, etc.

- ➢ To identify the strengths and weaknesses of employees to place right men on right job.

- ➢ To maintain and assess the potential present in a person for further growth and development.

- ➢ To provide a feedback to employees regarding their performance and related status.

- ➢ To provide a feedback to employees regarding their performance and related status.

- ➢ It serves as a basis for influencing working habits of the employees.

- ➢ To review and retain the promotional and other training programmes.

Performance Appraisal Process :

> **Establishing performance standards**

The first step in the process of performance appraisal is the setting up of the standards which will be used to as the base to compare the actual performance of the employees.

This step requires setting the criteria to judge the performance of the employees as successful or unsuccessful and the degrees of their contribution to the organizational goals and objectives. The standards set should be clear, easily understandable and in measurable terms.

In case the performance of the employee cannot be measured, great care should be taken to describe the standards.

> **Communicating the standards**

Once set, it is the responsibility of the management to communicate the standards to all the employees of the organization. The employees should be informed and the standards should be clearly explained to the employees. This will help them to understand their roles and to know what exactly is expected from them. The standards should also be communicated to the appraisers or the evaluators and if required, the standards can also be modified at this stage itself according to the relevant feedback from the employees or the evaluators.

> **Measuring the actual performance**

The most difficult part of the Performance appraisal process is measuring the actual performance of the employees that is the work done by the employees during the specified period of time. It is a continuous process which involves monitoring the performance throughout the year. This stage requires the careful selection of the appropriate techniques of measurement, taking care that personal bias does not affect the outcome of the process and providing assistance rather than interfering in an employees work.

➢ **Comparing actual performance with desired performance**

The actual performance is compared with the desired or the standard performance. The comparison tells the deviations in the performance of the employees from the standards set. The result can show the actual performance being more than the desired performance or, the actual performance being less than the desired performance depicting a negative deviation in the organizational performance. It includes recalling, evaluating and analysis of data related to the employees' performance.

➢ **Discussing results [Feedback]**

The result of the appraisal is communicated and discussed with the employees on one-to-one basis. The focus of this discussion is on communication and listening. The results, the problems and the possible solutions are discussed with the aim of problem solving and reaching consensus. The feedback should be given with a positive attitude as this can have an effect on the employees' future performance. Performance appraisal feedback by managers should be in such way helpful to correct mistakes done by the employees and help them to motivate for better performance but not to demotivate. Performance feedback task should be handled very carefully as it may leads to emotional outburst if it is not handing properly. Sometimes employees should be prepared before giving them feedback as it may be received positively or negatively depending upon the nature and attitude of employees.

The purpose of a performance appraisal :

The purpose of a performance appraisal is two-fold: It helps the organization to determine the value and productivity that employees contribute, and it also helps employees to develop in their own roles.

Benefit for organization

Employee assessments can make a difference in the performance of an organization. They provide insight into how employees are contributing and enable organizations to:

- Identify where management can improve working conditions in order to increase productivity and work quality.

- Address behavioral issues before they impact departmental productivity.

- Encourage employees to contribute more by recognizing their talents and skills

- Support employees in skill and career development

- Improve strategic decision-making in situations that require layoffs, succession planning, or filling open roles internally.

Benefit for employee

Performance appraisals are meant to provide a positive outcome for employees. The insights gained from assessing and discussing an employee's performance can help:

- Recognize and acknowledge the achievements and contributions made by an employee.

- Recognize the opportunity for promotion or bonus.

- Identify and support the need for additional training or education to continue career development.

- Determine the specific areas where skills can be improved.

- Motivate an employee and help them feel involved and invested in their career development.

- Open discussion to an employee's long-term goals.

Advantages of Performance Appraisal:-

It is said that performance appraisal is an investment for the company which can be justified by following advantages:

- **Promotion:** Performance Appraisal helps the supervisors to chalk out the promotion programmes for efficient employees. In this regards, inefficient workers can be dismissed or demoted in case.

- **Compensation:** Performance Appraisal helps in chalking out compensation packages for employees. Merit rating is possible through performance appraisal. Performance Appraisal tries to give worth to a performance. Compensation packages which includes bonus, high salary rates, extra benefits, allowances and pre-requisites are dependent on performance appraisal. The criteria should be merit rather than seniority.

- **Employees Development:** The systematic procedure of performance appraisal helps the supervisors to frame training policies and programmes. It helps to analyze strengths and weaknesses of employees so that new jobs can be designed for efficient employees. It also helps in framing future development programmes.

- **Selection Validation:** Performance Appraisal helps the supervisors to understand the validity and importance of the selection procedure. The supervisors come to know the validity and thereby the strengths and weaknesses of selection procedure. Future changes in selection methods can be made in this regard.

- **Communication:** For an organization, effective communication between employees and employers is very important. Through performance appraisal, communication can be sought for in the following ways: a) Through performance appraisal, the employers can understand and accept skills of subordinates. b) The subordinates can also understand and create a trust and confidence in superiors. c) It also helps in maintaining cordial and congenial labour management relationship. d) It develops the spirit of work and boosts the morale of employees. All the above factors ensure effective communication.

- **Motivation:** Performance appraisal serves as a motivation tool. Through evaluating performance of employees, a person's efficiency can be determined if the targets are achieved. This very well motivates a person for better job and helps him to improve his performance in the future.
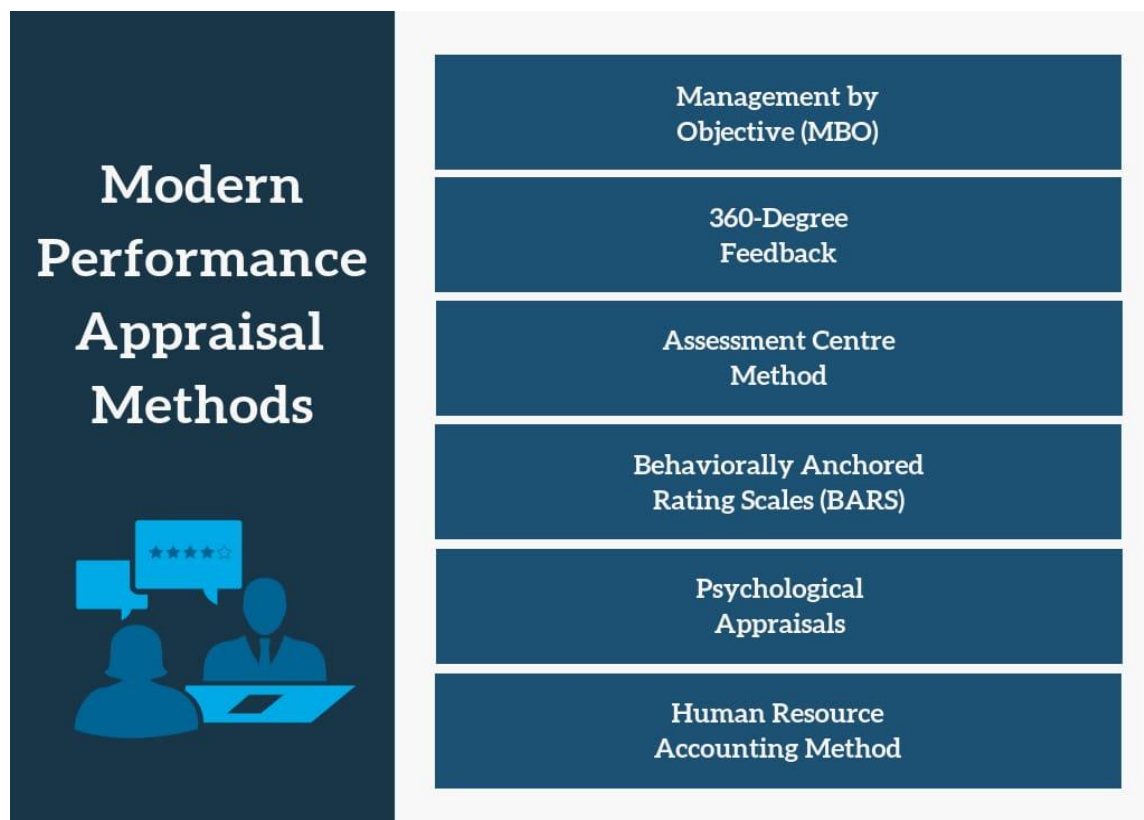
Performance Appraisal Methods :

There are many ways an organization can conduct a performance appraisal, owing to the countless different methods and strategies available.

In addition, each organization may have their own unique philosophy making an impact on the way the performance assessment is designed and conducted.

A performance review is often done annually or semi-annually at the minimum, but some organizations do them more often.

Modern method of performance appraisal :

Modern Performance Appraisal Methods

- Management by Objective (MBO)
- 360-Degree Feedback
- Assessment Centre Method
- Behaviorally Anchored Rating Scales (BARS)
- Psychological Appraisals
- Human Resource Accounting Method

1. Management by objectives

Management by objectives (MBO) is the appraisal method where managers and employees together identify, plan, organize, and communicate objectives to focus on during a specific appraisal period. After setting clear goals, managers and subordinates periodically discuss the progress made to control and debate on the feasibility of achieving those set objectives.

This performance appraisal method is used to match the overarching organizational goals with objectives of employees effectively while validating objectives using the SMART method to see if the set objective is specific, measurable, achievable, realistic, and time-sensitive.

At the end of the review period (quarterly, half-yearly, or annual), employees are judged by their results. Success is rewarded with promotion and a salary hike whereas failure is dealt with transfer or further training. This process usually lays more stress on tangible goals and intangible aspects like interpersonal skills, commitment, etc. are often brushed under the rug.

2. 360-degree feedback

360-degree feedback is a multidimensional performance appraisal method that evaluates an employee using feedback collected from the employee's circle of influence namely managers, peers, customers, and direct reports. This method will not only eliminate bias in performance reviews but also offer a clear understanding of an individual's competence.

3. Assessment Centre Method

The concept of assessment centre was introduced way back in 1930 by the German Army but it has been polished and tailored to fit today's environment. The assessment centre method enables employees to get a clear picture of how others observe them and the impact it has on their performance. The main advantage of this method is that it will not only assess the existing performance of an individual but also predict future job performance.

During the assessment, employees are asked to take part in social-simulation exercises like in-basket exercises, informal discussions, fact-finding exercises, decision-making problems, role-play, and other exercises that ensure success in a role. The major drawback of this approach is that it is a time and cost intensive process that is difficult to manage.

4. Behaviorally Anchored Rating Scale (BARS)

Behaviorally anchored rating scales (BARS) bring out both the qualitative and quantitative benefits in a performance appraisal process. BARS compares employee performance with specific behavioral examples that are anchored to numerical ratings. Each performance level on a BAR scale is anchored by multiple BARS statements which describe common behaviors that an employee routinely exhibits. These statements act as a yardstick to measure an individual's performance against predetermined standards that are applicable to their role and job level.

The first step in BARS creation is generation of critical incidents that depict typical workplace behavior. The next step is editing these critical incidents into a common format and removing any redundancy. After normalization, the critical instances are randomized and assessed for effectiveness. Remaining critical incidents are used to create BARS and evaluate employee performance.

5. Psychological Appraisals

Psychological appraisals come in handy to determine the hidden potential of employees. This method focuses on analyzing an employee's future performance rather than their past work. These appraisals are used to analyze seven major components of an employee's performance such as interpersonal skills, cognitive abilities, intellectual traits, leadership skills, personality traits, emotional quotient, and other related skills.

Qualified psychologists conduct a variety of tests (in-depth interviews, psychological tests, discussions, and more) to assess an employee effectively. However, it is a rather slow and complex process and the quality of results is highly dependent on the psychologist who administers the procedure.

Specific scenarios are taken into account while performing psychological appraisal. For instance, the way in which an employee deals with an aggressive customer can be used to appraise his/her persuasion skills, behavioral response, emotional response, and more.

6. Human-Resource (Cost) Accounting Method

Human resource (cost) accounting method analyses an employee's performance through the monetary benefits he/she yields to the company. It is obtained by comparing the cost of retaining an employee (cost to company) and the monetary benefits (contributions) an organization has ascertained from that specific employee.

When an employee's performance is evaluated based on cost accounting methods, factors like unit-wise average service value, quality, overhead cost, interpersonal relationships, and more are taken into account. Its high-dependency on the cost and benefit analysis and the memory power of the reviewer is the drawback of human resources accounting method.

COMPANY PROFILE

lnspirizon is a skill development and career enhancing platform. Utilizing the tools of educational technology and online tutoring, we bring a richer and happier learning experience through better teaching and adaptive learning techniques. Inspirizon aim to be an online learning community with hundreds of classes for curious and creative people.

What Inspirizondo ?

lnspirizon is a platform that readily provides its users the right balance of technology, human resource skills, education and the right opportunities, through which they can opt for an optimum career path. Literally anyone can learn or enhance skills understand benefits of the program and accordingly pave their career path.

CORE OFFERINGS:

Inspirizon deals with the following courses:

➤ THE FOUNDATION COURSE

1. Reality courses

These courses will provide an insight into the core and newest realities, demands and advancements of the industries.

a. Industrial Revolution

b. Career in Pharmacy

c. Hotel, Hospitality, Tourism

2. Linguistic courses

Linguistics is a field that gives youinsight into one of the most intriguing aspects of human knowledge and behavior. You will learn how languages can help you operate in critical situations and complex networks.

    a. Spoken English

    b. Spoken German

    c. Spoken Spanish

    d. Spoken Japanese

3. Personality Development

A professional Personality Development course helps one gain confidence, self-esteem, it impacts positive impact on one's communication skills and the way one sees the world. Everyone has qualities that make them unique.

➢ THE CORE SKILLS COURSE

1. Tech-courses

Developing these core skills will allow you to feel more confident in using emerging technologies and you will become faster in finishing projects and tasks in any organization.

    a. Cyber Security

    b. Mobile Engineering

    c. SAP

    d. C++

    e. JAVA

    f. MS Office

2. Designing courses

Fundamental designing skills are needed to create and lay-out interesting and visually appealing perspectives of projects/products. Youwill learn understanding the representation of the latest trends and their role within a commercial environment.

    a. Interior Designing

    b. Graphic Design

    c. Fashion Designing

    d. Jewellery Designing

3. Trading courses

Students are finding it difficult to start earning, since almost all the sectors are still struggling to gain momentum.On the other hand, stock, forex and crypto market has been the least affected by this and is running whopping. Students can learn different ways to be financially independent. Looking at the current market scenario, it is a good chance to learn and earn.

    a. Crypto currency

    b. Forex Trading

    c. Stocks

4. Performing arts

The performing arts can encourage your child to explore their emotions, expanding their imagination and helping them develop their own, unique personalities.

 a. Guitar

 b. Film making course

 c. Contemporary

 d. Voice modulation

 e. Acoustic Drums

5. Fine arts courses

Learning fine arts has been proven to increase academic intelligence and achievements, skill development, civic engagement, social relationships and opportunity of those participating in it, which are the skills that a nation wishes to develop among its youth.

 a. Drawing and Sketching

 b. Paper cutting and craft

 c. Cartoons basics

 d. Cartoons advance

➢ THE PROFESSIONAL COURSE

1. Interview Skills

Interview skill is the ability to connect the role requirements with your experience-professional or personal. Not only does this give the hiring manager or chance to get to know you, but also allow you to become more comfortable with the idea of an interview.

2. Self Improvement Boosters

Personal growth is the ongoing process of understanding and developing one self inorder to achieve one's fullest potential. Personal improvement is a vital part in a person's growth, maturity, success and happiness.It is the foundation of emotional, physical, intellectual and spiritual health.

    a. Meditation

    b. Yoga course

    c. Work ethics

➢ THE BUSINESS BOOST COURSE

1. Business Adroits

Business skills are significantly important for entrepreneurs, leaders and managers. These skills help in understanding the internal and external factors impacting an organization's success, along with the processes of carrying out business goals.

a.   Business Development

b.   How To Start Up

c.   Project Management

d.   Social Media Management

e.   Sales and Marketing

Inspirizon Provides Services Like:

- **Learning**

We aim to be an online learning community with hundreds of classes for curious and creative people. We aim at incorporating topics such as performing aets, linguistic training, illustration, design, photography, professional training, and more.

- **Skill Recognition Tool**

AI based tool where students or individuals can recognize their unique skill with the help of theory of recognition.

- **Joining and Forming Communities**

A common platform where you can connect with people and built community and develop your skill at commercial level.

- **Profile Building**

Where students or individuals can built their professional profile to showcase their skills and experience.

VISION:-

We aim to be an online learning community with hundreds of classes for curious and creative people. We aim at incorporating topics such as performing arts, linguistic training, illustration, design, photography, professional training, and more. Our dream is quite straight and simple to computerize business with knowledge transfer.

MISSION:-

To build a system where opportunities proliferate by integration of individuals, organizations, technologies, and skills.

TAGLINE :-

"Inspire Until Horizon"

SWOT ANALYSIS :

SWOT analysis is a strategic planning and strategic management technique used to help a person or organization identify strengths, weaknesses, opportunities, and threats related to business competition.

1. STRENGTH

- Recognize their services in the Market or in the Real world.

- Information about the client company and Technologies.

- Their marketing strategies and promotion tools.

- Cost effective applications.

- Software used for developing application.

2. WEAKNESS

- As they are expanding their business, they are in short of employees.

- Very few clients are available, and they use only free technologies or they won't spend money on technology.

- They lack in full time permanent employees.

3. OPPORTUNTIES

- Utilization of latest technologies will help to attract customers from different streams.

- AI is currently trending and they have chance to build their business, as their core is on AI (Artificial Intelligence).

- Long term relationship with the customers can help in getting more and more projects (Inter-linking).

4. THREATS

- Competition from other companies.

- Managing the employees (Because they are paid very less).

- Controlling the Attrition rate.

- Changing Technologies.

KEY STRENGTHS:-

- Friendly environment.
- Flexible
- Relevant and Unique Content
- Identify where a bug is how to it esily.

TERMINOLOGIES:

- **Human Resource**

  Human resource (HR) is the division of a business that is charged with finding, screening, recruiting, and training job applicants, as well as administering employee benefit programs.

- **Performance Management System**

  A formal, structured process used to measure, evaluate, and influence employees job related attitudes, behaviors, and performance results.

- **Performance Appraisal**

  Evaluating performance based on the judgments and opinions of subordinates, peers, supervisors, other managers and even the employees themselves.

OBJECTIVES OF STUDY:

1. To study the performance appraisal practices undertaken by Inspirizon.

2. To analyze the effectiveness of performance appraisals system for employees in inspirizon.

3. To analyze the benefits of performance appraisals on employee development.

SCOPE OF STUDY:

1. Provide employees with a better understanding of their role and responsibilities.

2. Increase confidence through recognizing strengths while identifying training needs to improve weaknesses.

3. Improve working relationships and communication between supervisors and subordinates.

4. Increase commitment to organizational goals; develop employees into future supervisors.

5. Assist in personnel decisions such as promotions or allocating rewards

.

6. Allow time for self-reflection, self-appraisal and personal goal setting.

NEED OF THE STUDY:

- Good Corporate Relations

- Create Organizational Commitment

- Enhanced Pressure on Employees

- To get habitual to under work pressure

- Meeting Research and Development Requirements

- Studding Human Behaviors

- To gain Idea About Dispute management

- To gain Experience in the respective field

CONTRIBUTION DURING SIP :

My Job Profile :

- **Following is the Job Description outlining my role and responsibilities at Inspirizon:**

1. Running internship drives on college campuses

2. Using online sources to enroll candidates

3. Screening resumes and application forms

4. Schedule and confirm interviews with candidates

5. Post, update & remove internship ads from intern boards,career pages, and social networks.

6. Prepare HR-related reports as needed

7. Participate and organizing company events and careers.

- **Training**

    1. Training and guiding of the interns assigned to me

    2. Allocating the workload among the core teams

    3. Training the existing employees i.e. Core team

- **Reporting**

    1. Weekly review meeting with the interns, Performance appraisal

    2. Daily Performance of core team

    3. Overall performance of both teams reported at the end of 45 days

Description of Work

- Lead Generation by advertising in Linkedin and other social media platforms

  Posting the job vacancies and posters on various platforms target potential leads.

- Screening and Selecting the potential candidates

  ➢ The screening of candidates resumes with their experienceand educational background

- Post vacancies on various platforms

- Managing and training new trainee interns

  ➢ Training and guiding new and existing employees

- Reporting to superiors daily

  ➢ Reporting on the status of applicants

  ➢ Discussing the performance of candidates

- Updating the vacancies from time to time Below is the list of vacancies that I had

- Social Media Marketing

- They need to use their own Facebook, Instagram, andWhatsApp to create awareness about Inspirizon and make itsvoice reach to masses using social media.

- Human Resource

  - Create internship drives on college campuses

  - Use online medium to enroll candidates

  - Screen resumes and application forms

  - Schedule and confirmed interviews with candidates

  - Post, update & remove internship ads from intern boards,career pages, and social networks

  - Participate in organizing company events and careers.

LIMITATIONS:

It was a nice experience for me as an intern at Inspirizon. All the employee from top level to bottom level were very helpful.

Therefore I have faced some limitations for preparing this report. These are following-

1. As an intern it was difficult for me to collect information about the company's internal policies.

2. Due to shortage of time it was not possible to pull all kind of information in this report.

3. It was very difficult to collect the information from various personnel for their job constraint.

4. Some of the officers were less interested to respond to my questionnaire.

5. Since the officers and HR Manager had to respond to my questionnaire while they were busy with their hectic work.

6. Effort, time factor were another limiting factors during the course of project.

RESEARCH METHODOLOGY :

Research is an art of scientific investigation. Research covers the search for a retrieval of information for a specific purpose. Research has many categories, from medical research to literary research. A research paper is a piece of academic writing that requires a more abstract, critical and thoughtful level of inquiry than you might be used to.

According to Redman and Morry, 'Research is careful and systematized effort of gaining new knowledge.'

According to Clifford Woody, 'Research comprises of defining and redefining problems, formulating hypothesis or suggested solutions, collecting, organizing and evaluating data, making deductions and reaching conclusions. And at last carefully testing the conclusions, to determine, whether they fit the formulating hypothesis or not.'

Basically research is a search for truth with the help of some study, observation, comparison and experiments. It is a search for knowledge with the help of objective and systematic method of finding solution to a problem. Research is a voyage of dictionary of knowledge lead by inquisitiveness of human nature.

OBJECTIVE OF THE RESEARCH:

1. To gain familiarity with a phenomenon or to achieve new insights into it-Exploratory or Formulative Research.

2. To portray accurately the characteristics of a particular individual, situation or a group Descriptive Research.

3. To determine the frequency with which something occurs or with which it is associated with something else-Diagnostic Research.

4. To test a hypothesis of a causal relationship between variables - Hypothesis-TestingResearch.

CHARACTERISTICS OF RESEARCH:

1. Research is directed towards the solution of a problem.

2. Research is based upon observable experience or empirical evidence.

3. Research demands accurate observation and description.

4. Research involves gathering new data from primary sources or using existing data for a new purpose.

5. Research activities are characterized by carefully designed procedures.

6. Research requires expertise i.e. skill necessary to carryout investigation, search the related literature and to understand and analyze the data gathered.

7. Research is objective and logical applying every possible test to validate the data collected and conclusions reached.

8. Research involves the quest for answers to unsolved problems.

9. Research requires courage.

10. Research is carefully recorded and reported.

DATA COLLECTION :

The data will collect through Primary and secondary sources. The data needed for the study will have been collect from the employees through questionnaires and through direct interviews. Proper analysis and interpretation will be done on it. Other related information is collected through visiting various websites related to subject.

There are two types of sources:
1. Primary Sources
2.Secondary Sources

I have used both the forms of sources to complete my research.

1. PRIMARY SOURCES

A primary source has been used for obtaining information regarding: facts and quasi-facts, attitudes/options, awareness/knowledge, perception, intentions and behavior, demographic and socioeconomic characteristics.

Primary data is the data collected by

1. Interview

2. Observation

3. Action research

4. Case studies

5. Questionnaires

2. SECONDARY SOURCES

I used secondary sources like newspaper, journals, and booklets to study the various aspects

of an industry

Secondary sources are data that already exists

1. Previous research

2. Official statistics

3. Mass media products

4. Diaries

5. Letters.

6. Government reports.

7. Web information

8. Historical data and information

FINDINGS:

- ➤ Inspirizon is offering the prompt & professional service to their customers, the maximum level of equipment availability for communications to our customers.

- ➤ Inspirizon offerings make use of the latest technologies as well as the deep knowledge, experience and skills of our people.

- ➤ Through this study we understand that, Inspirizonhaving independent training department with classroom and technical hands on training.

- ➤ Inspirizon, considering people are our most important asset.

- ➤ This study also helps to understand, Inspirizon offers a supportive environment where employees are encouraged to develop their skills and talents to their skills and talents to their fullest potential.

CONCLUSION:

It was an absolute worthwhile experience working at Inspirizon. The management had created a space for me that allowed me with ample opportunities to learn and know myself. This experience brought out my strength and also the areas I needed to improvise. It has added more confidence to my professional approach, built a stronger positive attitude and taught me how to be a team player as an overall.

As an intern, though I had a limited area to work as it was the first time that such virtual internship took place for them and even for us still, I still managed to grab plentiful experiences as I was promoted in my third week of internship. I made the best of every opportunity I was given and made the utmost use of my abilities and knowledge to fulfill all my responsibilities. I could implement my academic skills into practice and my efforts were highly acknowledged by my superior and mentor. There was however some gap between our theoretical knowledge and real-life practice, yet the managerial level staff members were quite open towards helping me at every stage I needed assistance, which was extremely motivating.

Hence, I can sum up by saying that my virtual internship experience was a milestone to my academic and professional experience. I thoroughly enjoyed the challenges that came along every single day. I could also bring some minor improvisations during my internship. These lessons that I have learned will be valuable for my future endeavours as well.

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