SUMMER INTERNSHIP PROJECT REPORT

"A Study of Employee Engagement Strategies in Shine Projects, Hyderabad"

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 Institutions

Academic Year 2021--22

CERTIFICATE

This is to certify that the investigation describes in this report titled **A Study on Employee Engagement Strategy in Shine Projects** has been carried out by **Ms.Mugdha Zade** during the summer internship project. This study was done in the organization of **Shine Projects,** in partial fulfillment of the requirement for the degree of Master of Business Administration of R.T.M.N.U., Nagpur. This work is the own work of the candidate, complete in all respect and is to sufficiently high standard to warrant it's submission to the said degree. The assistance and resources used for the work are duly acknowledged.

Prof. Kamlesh Thote
   (Faculty Guide)

                                                         Dr. Sonali Gadekar
                                                          (MBA Coordinator)

Certificate

Ref.: **21017987**   Date: **07/12/2021**

Internship Completion Certificate

Duration: **23/10/2021 - 07/12/2021**

Dear *Mugdha Pramod Zade*

This is to certify that you have successfully completed your Human Resource (HR) Internship with www.shineprojects.in

During this period, you have performed the following:
1. Satiated the inadequacies of Human Resources.
2. Recruited Business Development Agents in order to facilitate the development of the business.
3. Provided motivation to agents and maintained the provision of doubt clearance in case of the arising queries.
4. Evaluated the performance of agents without bias and thus set an example of leader.

You have completed your learning exercises and have implemented them successfully in your internship when interacting with your agents.

Your conduct has been very good and we wish you all the best for your future endeavors.

Sri Harsha
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Ref.: **21017987**   Date: **07/12/2021**

Letter of Appreciation

Duration: **23/10/2021 - 07/12/2021**

Dear **Mugdha Pramod Zade**

This is to certify that you have successfully completed your Human Resource (HR) Internship with www.shineprojects.in

You have gone out of your way and have displayed a great level of commitment when compared to others in "Winning LOA contests for '3' times" during your internship tenure.

We wish you all the best for your future endeavors.

Sri Harsha
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Acknowledgement

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

I am thankful to **Mr. Debojyoti Goon** for guiding me throughout this project and continuously encouraging me. It would not have been possible to complete this project without 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 this project.

I am thankful to the Principal of G.S 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.

Mugdha Zade

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Introduction

What is HR?

Human Resources is the set of people who make up the workforce of an organization, business sector, industry, or economy. A narrower concept is human capital, the knowledge and skills which the individual command. Similar terms include manpower, labor, personnel, associates or simply: people.

The human-resources department (HR department) of an organization performs human resource management, overseeing various aspects of employment, such as compliance with labor law and employment standards, interviewing, administration of employee benefits, organizing of employee files with the required documents for future reference, and some aspect of recruitment (also known as talent acquisition) and employee offboarding. They serve as the link between an organization's management and it's employees.

The duties include planning, recruitment and selection process, posting jobs ads, evaluating the performance of employees, organization resumes and job applications, scheduling interviews and assisting in the process and ensuring background checks.

Another job is payroll and benefits administration which deals with ensuring vacation and sick time are accounted for, reviewing payroll, and participating in benefits tasks, like claim resolutions, reconciling benefits statements, and approving invoices for payment.

HR also coordinates employee relation activities and programs including but not limited to employee counseling. The last job is regular maintenance, the job makes sure that the current HR files and database are up to date, maintaining employee benefits and employment status and performing payroll/benefit-related reconciliations.

Human resources is used to describe both the people who work for a company or organization and the department responsible for managing all matters related to employees, who collectively

represent one of the most valuable resources in any businesses or organization. The term *human resources* was first coined in the 1960s when the value of labour relations began to garner attention and when notions such as motivation, organizational behaviour, and selection assessments began to take shape in all types of work settings.

Human resource management is a contemporary, umbrella term used to describe the management and development of employees in an organization. Also called personnel or talent management (although these terms are a bit antiquated), human resource management involves overseeing all things related to managing an organization's human capital.

Human resource management is therefore focused on a number of major areas, including:

- Recruiting and staffing

- Compensation and benefits

- Training and learning

- Labour and employee relations

- Organization development

Due to the many areas of human resource management, it is typical for professionals in this field to possess specific expertise in one or more areas. Just a few of the related career titles for HR professionals include:

- Training development specialist

- HR manager

- Benefits specialist

- Human resource generalist

- Employment services manager

- Compensation and job analysis specialist

- Training and development manager

- Recruiter

- Benefits counselor

- Personnel analyst

Human resource management involves developing and administering programs that are designed to increase the effectiveness of an organization or business. It includes the entire spectrum of creating, managing, and cultivating the employer-employee relationship.

For most organizations, agencies, and businesses, the human resources department is responsible for:

- Managing job recruitment, selection, and promotion

- Developing and overseeing employee benefits and wellness programs

- Developing, promoting, and enforcing personnel policies

- Promoting employee career development and job training

- Providing orientation programs for new hires

- Providing guidance regarding disciplinary actions

- Serving as a primary contact for work-site injuries or accidents

Human resource management is about:

Addressing current employee concerns: Unlike company managers who oversee the day-to-day work of employees, HR departments deal with employee concerns such as benefits, pay, employee investments, pension plans, and training. Their work may also include settling conflicts between employees or between employees and their managers.

Acquiring new employees: The human resource management team recruits potential employees, oversees the hiring process (background checks, drug testing, etc.), and provides new employee orientation.

Managing the employee separation process: The HR management team must complete a specific set of tasks if an employee quits, is fired, or is laid off. Paperwork must be completed to ensure that the process was completed legally. Severance pay may be offered or negotiated, benefits must be settled, and access to company resources must be severed via the collection of keys, badges, computers, or sensitive materials from the employee.

Improving morale: Effective HR teams encourage company employees to do their best, which contributes to the overall success of the company. Their work often involves rewarding employees for good performance and creating a positive work environment.

Roles and Responsibilities

1.Proactive human resource planning

- This is one of the key roles of HR department that requires a very good understanding about the future requisites of the company.
- This is all about strategically planning the type of employees needed for the firm as well as the number of employees needed to get things done smoothly in the short run and long run.
- Understanding what the organization needs today and what it will need tomorrow and planning accordingly is the key and this in fact lays the foundation for all other HR functions.

2. Recruiting the right candidates

- This is a crucial function of HR professionals which may determine the future of project success and organization productivity. Setting up the right sourcing strategies and building a strong employer brand is the key to attract more qualified employees to the company.

- However, devising optimal strategies to filter and choose the right candidates with best potential gives the actual results.

- They have to make use of mass communication mediums to reach out to potential candidates and later aggregate, filter and coordinate the applications to find the relevant ones. Moreover, they should play the role of a mediator between a candidate/employee and company and bring in harmony.

3. Flawless performance management

- Making sure that the employers are engaged and staying productive comes within the key roles and responsibilities of HR Creating opportunities for open feedback, good leadership as well as setting the goals clearly matters a lot to assure flawless performance management.

- This includes comprehensive annual performance review by managers and 360 degree feedback from subordinates, peers and even customers that rates where an employee stand and what improvement is needed to excel further.

- HR department can consider these values while choosing the right candidates for the firm in the next recruitment which makes things easy.

4. Training and development

- Just like choosing the best candidates, giving them proper training and development in order to make them fit with essential skills for the changing needs of the organization is important.

- It is the role of HR to rightly use the budget kept apart for learning and development and distribute it optimally among the employees.

- Investing the money for the right employees and for the right skills is the key and HR professionals should be able to lead it in the right direction.

5. Effective and timely career guidance

- HR department is expected to work on the proper career planning and guidance in a timely manner to get the best out of the employees.

- They have to engage and retain the right employees by helping them understand how their personal ambitions can work in line with the organization's future.

- This is also important in building a stronger employer brand, higher productivity and better succession planning.

- Unlike in the initial times when they grade employees based on checklist performances, they are actively participating in their career growth by helping them to identify their areas of improvement and recommending specific action steps to see results.

6. Resolve conflicts

- This is one of the major areas that need the attention of HR people. Conflicts can occur at any time within an organization as people with different mindsets and diverse culture are working together as a team.

- If not resolved in a timely and efficient manner, such small conflicts can affect the harmony within the company which in turn can affect the productivity.
- It is the role of the HR manager to intervene at the right time and map out a solution before things get worse. Being judgmental is not advised and a proper investigation needs to be performed before coming up with a practical and unbiased decision.
- Strict actions have to be made against the defaulter and reimbursement can be asked for in case of any loss so that no one would dare to do the mistakes again.

7. Handling rewards framework

- Motivating the employees for the excellence in works gear them up to perform at their best every time. Rewards are not just about giving hike in salary but it is also about providing a good status and recognition and ensuring awesome growth and career opportunities.
- The roles and responsibilities of HR include assuring job satisfaction of employees in return of their hard work in terms of assuring a satisfying work-life balance and letting them know that they are valued

. 8. Ensure health and safety in workplace

- Creating health and safety guidelines for employees and implementing it as part of company culture is a main function of HRM. Their role ranges from ensuring no cyber bullying at work to providing support for domestic violence victims.
- Moreover, they can even set up policies to foresee the personal well being of employees which offer a helping hand when things won't go as planned for them.

Employee Engagement Theory:

Employee engagement theory is the formal idea that by challenging, supporting, and inspiring employees, organizations increase the satisfaction and maximize the output of the staff. According to this theory, companies with high levels of worker motivation and loyalty enjoy employee engagement benefits such as lower turnover and less absenteeism, higher customer satisfaction, bigger bottom lines, and increased creativity and innovation.

This theory is closely related to employee engagement best practices, employee engagement frameworks and employee engagement strategies. The theories are the foundation for many employee engagement software tools, employee engagement campaigns and employee engagement activities.

William Kahn's theory of employee engagement

William Kahn penned the most popular theory of employee engagement in his 1990 work "Psychological Conditions of Personal Engagement and Disengagement at Work." Experts frequently draw on the idea that goal setting ties into worker engagement. There are also many models of motivation that leadership reference when brainstorming ways to improve worker productivity, loyalty, and retention.

Psychologist William Kahn was one of the first experts to use the phrase "employee engagement," defining the term as "the harnessing of organisation members' selves to their work roles; in engagement, people employ and express themselves physically, cognitively, and emotionally during role performances."

Though Kahn published his work in 1990, one can trace the roots of the concept back to the early history of team building, when researcher Elton Mayo discovered that factors such as

concern from upper management, more pleasant physical conditions, and social ties with coworkers influenced a worker's mood and motivations, thus increasing both productivity and employee retention rates.

Other potential psychological influences include Mary Parker Follett, who explored the human element in industry and advocated for the role of morale and reciprocal relationships in leadership, and Frederick Herzberg, whose motivational theories we will touch on farther below.

Kahn's work focuses on the conditions that allow employees to bring "full selves" into the workplace. The researcher identifies three main factors that affect whether an employee can meaningfully connect with the organizational mission, company culture, and daily tasks of the role: meaningfulness, safety, and availability.

Meaningfulness: Meaningfulness refers to the purpose behind the work. An employee who understands the ways in which a company's product or service benefits society and identifies as an important contributor towards that goal is likely to make a significant effort.

Safety: An employee that feels psychologically safe in the work environment, who does not fear facing judgment or consequences from teammates or higher management, is more likely to contribute and feel positive about those contributions.

Availability: Availability refers to an employee's capacity to perform a role both physically and mentally. Every human being has limits. While challenge is important for growth and satisfaction, a worker should feel that the demands of the position are reasonable and achievable. Work life balance is one element that falls under the umbrella of availability.

Khan also outlined three dimensions of engagement: physical, cognitive, and emotional. In other words, workers can show different kinds of commitment in actions and attitudes such as daily activity levels and confidence in regular tasks, creative contributions and decision making, and regard for the organization and company loyalty.

William Kahn's work promoted a deeper understanding of worker needs and a more holistic approach to employee engagement. Instead of championing short-term motivational tactics, organizations turned to more cohesive strategies that sought to support staff in all areas of need.

Importance of employee engagement

1. It improves productivity

Disengaged employees cost the India between Rs.450 million and Rs.550 million each year in lost productivity. businesses with a high level of engagement had 21% higher productivity rates. The key takeaway, then, is that employees tend to be more productive when they are satisfied with their jobs.

Job satisfaction gives employees the motivation and energy to go the extra mile with their tasks and job performance. Increased efficiency then leads to a better quality of work, and eventually benefits business results

Employees should be enthusiastic about their work, motivated to offer ideas and always strive to do more. With high engagement levels, your workforce can benefit in these ways tremendously.

2. It encourages collaboration and communication

When employees find their work meaningful and feel valued as members of staff, internal communication and collaboration are improved. They are more open to developing plans and facing challenges together, and it has a positive effect on meetings and cross-departmental communication. These factors increase productiveness and eventually amplify business results.

Communication from management is also vital as it clarifies the company's goals and provides a shared understanding of the organisation's performance and direction. Without this, there is a higher chance of misunderstandings arising in the workplace.

Building engagement through communication and collaboration tactics are, therefore, essential in pushing a business forward. Examples of this include having an open plan office or creating a communication toolkit that provides vital company information.

3. It builds trust and relationships

Open communication, honesty and comradery from management builds trust among employees. Staff members do not want to feel like another 'number' in the organisation, nor do they want to feel like they work in a factory. Employee engagement enables a company to feel more like a community, where management is open, honest and truthful with staff. By giving your employees a voice, recognising their contributions and showing compassion you can create better trust between management and staff.

Methods like engagement activities, open-door policies, and get-togethers can also augment a relationship between seniors and their staff. Monitoring and measuring employee morale and

offering support and open feedback are additional engagement initiatives that build trust in the workplace.

4. It improves employee wellbeing

Another positive consequence of engagement in the workplace is employee wellbeing. When staff are happy and engaged at work, their overall mental and physical health is positively affected. And conversely, when staff are in good health, they perform better.

Study found that 62% of engaged employees feel their work positively affects their physical health, while 78% of engaged workers feel their work lives benefit them psychologically.

5. It creates job fulfilment

An impressive paycheck, an office pool table, or an Ugly Sweater Day aren't the only ways to retain happy and committed employees. They want a job that develops their skills offers a positive experience and enhances their careers. Employees want job fulfilment.

Employee engagement establishes job satisfaction. Some employees are not going to stay in a job just because it is financially secure; they want to feel engaged with their role. According to the 2018 statistics, nearly 60% of PEOPLE would take a job they love over a job they hate, even if the preferred position paid half the amount of salary they would earn at the job they dislike.

Whether it is through training, a positive environment or communication, several engagement methods can instil job fulfilment in your employees.

6. It cultivates company culture

When staff feel valued and appreciated, it contributes to a positive company culture. Employees want empowering and fulfilling working experiences. They strive to work in a pleasant environment where communication is open, there's

no conflict, missions and values are clear, and success is rewarded. This is all achieved when management puts focus on employee engagement permanently, and not just as a passing trend.

Engagement strategies can strengthen company culture, which can then lessen staff turnover. Low office morale and job dissatisfaction can spread among your workforce, which can be costly to the business. It's critical, then, that HR managers find ways to enforce engagement and make employees feel enthusiastic about coming to work.

7. It reduces employee turnover

A happy employee is a loyal employee. Engaging staff members is crucial for sustaining top talents in your workplace. It reduces staff turnover, and thus decreases burdensome hiring costs. When employees feel satisfied with their working culture and values, they are more likely to remain in that position and stay committed to their employer. According to a study by Josh Bersin, companies with highly engaged staff lowered employee turnover by 31%.

A disengaged employee will show up, do the bare minimum, and possibly quit their job for a better offer elsewhere. This then results in a vicious cycle, whereby fellow employees notice others leaving, and end up doing the same.

A lack of employee engagement is usually a result of:

- Feeling undervalued by management

- Low pay and lack of rewards

- Poor company communication

- Mismatch with values, goals and company mission

- Lack of collaboration

8. It improves talent acquisition

Companies that have low employee turnover rates and great business results are more likely to attract top talent. Jobhunters take notice of firms that focus on employee happiness and satisfaction. They're looking for organisations that offer a positive and thriving culture. These elements are usually affirmed through a company's social media accounts, website, or overall reputation.

Companies that are therefore developing employee engagement can stand out in the competitive job landscape and attract talented, in-demand staff.

9. It attracts and retains customers

Employee engagement not only retains skilled staff but customers too. Satisfaction has a domino effect – when your employees are happy with their experience, your clients will feel the same. Why? Because high morale and positivity are contagious.

When the sales force is happy, your customers will take notice. They'll be on the receiving end of a positive customer service, which will, in turn, attract and retain clients at a higher rate.

10. It builds success

An engaged workforce fuels better business results. Simply put, it can increase profits and company success. The 2012 statistics study reported that companies with high levels of engagement were related to positive business outcomes. More specifically, they were 22% more profitable than those with low levels of engagement.

As mentioned earlier, a positive salesforce helps retain and attract customers, which ultimately drives more revenue and profit. Happier staff are also more likely to recommend their organisation's services or products to others.

One of the most valuable assets a business can have is its people. That is why employee engagement matters so much. Keep them content and improve their satisfaction on an ongoing basis, and you'll be guaranteed a happier workforce and successful business in the long run.

Employee engagement strategy

Once you have given an employee engagement survey and identified the areas in which your organization needs to improve, the next step is to develop a strategy for doing so.

What actions you can take will depend on the size and budget of your organization, but no matter the level, there are concrete actions that your organization can undertake to improve employee engagement.

There are seven main areas that have the most impact on employee engagement:

1. Work-life balance

2. Communication and goal setting

3. Organizational transparency

4. Autonomy and challenge

5. Rewards and recognition

6. Training and learning opportunities

7. Compensation and benefits

Depending on the results of your employee engagement survey, there will be certain areas in which organization will want to focus on.

Selecting two or three which are the most urgent is a good place to start.

Employee engagement action plan

After organization has chosen the areas in which will focus, it is time to develop an employee engagement action plan.

It is not enough to simply say that you want to improve rewards and recognition, you must develop concrete, actionable steps to do so. This is done by creating initiatives.

For example, if an organization wants to focus on training and learning opportunities, here is how they could develop an action plan:

1. Organizational leadership decides which area they would like to focus on. In this example, it is training and learning opportunities.

2. Leadership would then decide who is responsible for leading the action plan. This should be a team from different levels of the organization, ideally made up of employees who show a high level of engagement already. This is a good opportunity to develop leadership skills in employees and to show that their contributions are valuable.

3. Leadership should agree on a budget, timeline, and meeting schedule for this team. Desired results should be clearly laid out, so that the team has a clear mandate for what they should achieve.

4. A team is gathered, instructed, and asked to develop a plan. They present this plan to the leadership, with the steps that they will take to achieve their results. For example, they might develop an initiative for upskilling employees by pairing them with senior members of their team. They could recommend using a talent development platform, researching which platforms would work for this purpose, showing a timeline, expected costs, and projecting what the outcome of this initiative would be.

5. The leadership team will adopt this plan, or make adjustments to it based on organizational needs and goals. The budget is approved, and the timeline is set.

6. As the team proceeds with this process, there will be regular presentations to the leadership to update on progress, make necessary adjustments, and expand the program, if needed.

Laying out a clear path to how this initiative will be achieved is the best way to ensure its success.

Employee engagement ideas and best practices

These ideas and best practices will help you construct your employee engagement action plan and effectively implement it in your organization.

1. Think holistically

Given how much time is spent at work, it's no surprise that employees want their workplace to be a pleasant one.

This covers everything from the space in which they work to the small perks like coffee and snacks.

- What are the features of the work environment that you can control?

- Are there ways that you can make the working space a nicer place to be?

Changing the environment to better suit your employees shows them that you value their comfort.

2. Emphasize respect

This approach is all about the individual value that each person brings to the organization.

 Employees to feel that both their opinion and work is respected.

An engaged employee is one who is willing to come to their leadership team with their opinion, even if that opinion is negative, because they know that they will be listened to.

This is the best way for organizations to quickly learn where issues are, but will only happen if the employees know that there are no negative repercussions for speaking out.

3. Recognize achievement often and loudly

If an employee feels that their work is not properly recognized, they will quickly lose engagement. What is the point of working hard if no one cares?

This doesn't mean that each time a project is completed successfully that your organization should be giving out cash prizes, even a simple announcement at a weekly meeting can be enough to energize an employee and make them feel valued.

Management teams should focus on recognizing individual achievements regularly.

A key part of an employee's engagement is the feeling that their actions help the organization achieve its goals.

4. Increase transparency

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This doesn't mean that each time a project is completed successfully that your organization should be giving out cash prizes, even a simple announcement at a weekly meeting can be enough to energize an employee and make them feel valued.

Management teams should focus on recognizing individual achievements regularly.

It's no good to work behind the scenes to increase engagement, employees should be updated often about what their leadership is up to.Using strategies like all-organization meetings, weekly team updates and newsletters, an organization can let employees know that they are taking employee well-being seriously, and are working to make the organization a better place.

Employees will become more engaged simply by knowing that their leadership values them and is working to make the organization a better place.

If you want truly engaged employees, your organization has to make the action a priority.

If there are complaints, there should also be solutions proposed and acted upon by the organization.

If employees feel like their complaints, suggestions and thoughts on improvement fall upon deaf ears, they will quickly stop trying to engage.

6. Help your employees understand their role in the organization

A key part of an employee's engagement is the feeling that their actions help the organization achieve its goals.

To help employees better understand how they contribute, make sure that they understand their role, and how that role is a key part of the overall organization. No matter their specific job, each person contributes to an organization's success, and from day one, employees should understand their contribution.

7. Empower your managers to coach

Your managers are on the front line of empowering and engaging their teams.

Their role should be one of coaching, advising and nurturing their employee's growth, rather than simply managing. When you have engaged managers, their employees will respond in the same way.

Employee engagement activities

There are plenty of ways that leadership teams can energize and engage employees. These can range from in-office activities to group expeditions, and, depending on your organization, different ones will be effective.

1. **Have your employees write their own job descriptions.**

   Ask them to define their role, and have them carve out some areas in which they would**.**

2. **Have the leadership team turn to employees for advice.**

   Upper management shouldn't be too far removed from employees, and the pride of being asked for help, and being listened to, by upper management can give a real boost to employees. Not only that, you might discover some hidden

talents or skills amongst employees that could help the organization. It's crucial that the advice given is advice followed in this case, you want to demonstrate that employees are heard.

3. **Make sure to create the space inside the office to celebrate work achievements, birthdays, special occasions, and to give exiting employees a proper send-off**. Create an organizational culture that celebrates individuals, makes time for fun, and holds people in the spotlight to reward their contributions.

4. **Use out of office activities to activate engagement.**

   Escape rooms have become a particularly popular one for smaller teams, as they promote teamwork in a fun, dynamic environment. Team-building activities can be done on a variety of levels, from organizational camping trips to volunteer work, and there are many opportunities to create out of office opportunities for employee engagement.

   1. **Start a mentorship program.**

      Employees that receive training and skill development feel more valued by their company and will be more engaged. Encouraging upskilling and cross-training will benefit both the company and the employees greatly.

   2. **Promote from within.**

      If an employee sees a clear path to career opportunities within their organization, they will be much less likely to look elsewhere for them. Show that your organization recognizes the value of its own employees by promoting from within the company whenever possible.

3. **Encourage health, wellness, and charitable actions.**

   A healthy business needs a healthy workforce and community. Giving employees access to gyms, green space, even massage therapists can dramatically improve engagement. Try organizing company-wide charitable actions to improve teamwork and community engagement.

How to measure employee engagement

How can you find out how engaged your employees are? It isn't a simple, quantifiable question you can ask employees, nor is it something you can measure without your employees direct input.

Not only that, but different factors will engage employees in different companies, so there is no 'one size fits all' solution for measuring employee engagement.

An employee engagement survey is one of the best tools available to measure employee engagement metrics.

A well-designed survey will give you plenty of data about your organization, as well as give you some insight into which areas need work.

That will even be able to pinpoint if there are certain departments under or overperforming, so you can further study those areas.

To measure employee engagement, an organization should design an engagement survey.

Company Profile

Shine Project is a company based at Hyderabad specially working for financially literacy and new innovations in human resources specially those who appeared for MBA in HR are the bridge between candidates and various companies including in India and overseas they are started their operation in the field of teaching work about two years back but earn goodwill in the corporate field now the company and founders aim for imparting affordable and high quality practical education to all students to get the proper job in their own field.

The company has started expensive range of unique courses offered to share market basic and advanced module career orientation program personality development courses banking advance module life insurance advance module apart from this they are specialized in financial market crash course is the flagship program of the company it is a passion of their founders. The company is having the facility with live teaching live doubt clearing sessions to all students.

The company is pioneer in conducting the workshops guidance to higher marketing and business development to those who wanted to be a share in the professional companies.

Company providing guidance even ungraduated, graduates, post graduates and MBA student also.

Companies having a different growth stages that including pre-revenue startup globalization remote collaboration with the following projects internship entry level, full time upper level, full time also.

Vision

- To be valuable and an affordable catalyst in everyone's personal and professional skill development.

Mission

- To work towards imparting practical knowledge to all our seekers in an affordable manner.

- To enhance world's current ed-tech scenario and assist students in attaining/improving the employability.

- To incubate experts in providing effective and efficient knowledge transfer through our courses & Internships.

Responsibilities of the Intern:

- Partnering with hiring managers to determine staffing needs.

- Identifying & recruiting apt profiles to suit the business requirement of Shine Projects in hiring agents from the market.

Terminology

1. Empowerment: The subject is itself is showing the professional vision and to match the required attitude in the mind.

2. Competency: It is a highly professional course and having more competent then any other business course or Graduation.

3. Manpower: To find out all type of required hired people from bottom level to top Managers through selection process.

4. Human Resources: Human Resources professionals is selecting the proper person for proper jobs. Basic to find out perfect manpower for the company.

Objective of the Study:

- To find out the perfect personal with highly experience and proper qualification for the required post.

- As per company norms which has been finalized by the Management should offer proper salary to selected Person.

- To see that the selected person should join in the company as early as possible.

- The process of recruitment must be feedback to management.

- To check the working system periodically about EMPLOYEES behavior, Sincerity with devotion.

Scope of Study

This report warrants the various HRM practices viz. recruitment and selection process, onboarding process, employee relation & separation, and client requirements etc. in the theoretical context and therefore the applicability. This report will facilitate the understanding of my learnings about the HRM issues, and the models used to make the human resource functioning more efficient. This report will also assist to identify the plausible techniques followed by the organization and the integration of academic concepts. Moreover, this report will enable as the differentiator between the practice and the theories. This report will be directed to understand how the organization can improve their HRM practice & process.

Needs of the Study:

Now a days the world is changing fast requires highly qualified persons corporate fields and to create Industrial relations with organizational commitments with new changing environment and professional philosophy to realize the working pressure on employees. Another important point that company can meet its requirement from the selected person in Research & Development. That's why the responsibility of HR Manager more than anybody.

Contribution during SIP

1. Performing in-person and phone interviews with various profile under the agent community.

2. Administering appropriate company assessments.

3. Handling relationship management with recruited agents to drive effective marketing and sales of company's course.

4. Maintaining relationships with both internal and external stakeholder to ensure agent staffing goals are achieved.

5. Communicating employer information and benefits during the screening process of agents.

Limitations:

This course selects best candidate for the company but there are some limitations in the process of selection.

1. Due to online interview one cannot test them of his or her writing skill, his body language or Face expression.

2. When the interview is on virtual mode many queries cannot be solve properly.

3. Due to the COVID-19 pandemic internship was taken online i.e Work from Home.

4. HR interview was taken in virtual mode so there was internet issues occurred at companies as well as selected candidate's side sometimes.

Research Methodology:

Definition of research: Research is an organized and systematic way of finding answer to questions.

Systematics because there is a definite set of procedure and steps which you will follow. There are certain things in the research process which are always done in order to get the most accurate results.

Organized because there is a structure in going about the research. It is planned procedure, not a spontaneous one. It is focused and limited to specific scope.

Finding answers is the end of all research. Whether it is the answer to hypothesis or even a simple question, research is successful when we find answers.

Characteristics Of Research

- Research is directed the solution of problem.

- Research is based upon observable experience or empirical evidence.

- Research activities are characterized by carefully designed procedure.

- Research requires courage.

- Research is carefully recorded and reported.

- Research involves the quest for answers to unsolved pr Scope:

It is the duty of every HR Manager to dedicate his work for the betterment & prosper for the

company, can gain the experience in different field or department of company

Methodology:

From this project the primary sources from where the Information was drawn are the personal experiences. And secondary sources that facilitated the value and information addition to my project where the employee manual the interns where provided.

Recruitment is one of the major functions HR capital staffing functions that refers to filling in right candidates as and when required within the minimum time. It also forms to be the most crucial aspect of human resources. Hiring and investing in the wrong candidates can not only increase the cost to the company but also affect the company functions.

The vertical I was first moved to was Sourcing. Sourcing refers to squeezing in the right and quality talent pool for the current or planned job requirement. This helps source both the active and the passive candidates, and all the relevant data with respect to their academic, professional and demographic background.

Potential candidates are sourced through two channels:

- Internal: Internal sourcing at Shine Projects through majorly employee referral. Majorly candidates were hired from this process. This gave Shine Projects a leverage of word of mouth. The firm being relatively new to the industry had the candidate experience to bank upon and thereby enhance their employer branding.
- External: External sourcing happens when the candidates are sourced from beyond the firm's horizon from the relevant industry. The sourcing process went like:

Step 1: The job description for getting the talent pool were briefed to the candidates.

Step 2: The candidates would then collect the resumes and forward them to selection team.

At Shine Projects the next vertical this internship was directed towards was selection. The candidate selection process at Shine Project happened at two points, Entry level (intern) and lateral entry at a position that is expected to be filled by more expected to be filled by more experienced candidate.

The interns that were hired were from various domains like marketing, human resources etc. Selection process at Shine Projects categorically works similar to entire industry. The selection process went like:

Step 1: Resumes and candidate details sent. Here the sourcing team would send a consolidate sheet to one of the members who'd then divide among the other members.

Step 2: In the awake covid-19 the interviews were taken telephonically and the process went online. These interviews were primarily taken for position of intern across marketing and human resources.

Step 3: All the relevant remarks of candidate being selected or not were filled-in in the sheet and further sent to the guide and the onboarding team.

The process for intern selection and freelance corporate acquisition was identical. The only difference was the level in the organization and the nature of job.

Where, the interns were the entry level and temporary employees, the freelance corporate acquisition/ recruiters were the lateral entry in the organization at the middle level.

The third vertical I was rotated was Onboarding. Onboarding refers to the welcoming of candidate in the company.

Effective onboarding can pave the way to employee productivity from the very beginning.

At Shine Projects, onboarding was done very effectively as type of culture it had, that reflected inclusivity.

Findings

Importance of discipline: The organizational transactions and process should be aligned and in place for utmost efficiency.

1. be preferred over quantity especially when the firm is new and the processes and talent is at stake with the business being the service industry.

- Most of the recruitment at Shine Project were done through job portal's sites such as LinkedIn and Internshala.

- In the job post, information about rounds taken in the process of recruitment was chosen by the experts.

- As interview process was conducted through virtual mode candidates were comfortable to talk with interviewer.

- It is found that selection procedure at Shine Project was very effective as right candidates were chosen by the experts.

Suggestion

- Company is supportive in upgrading through constant training of different channel. Due to current pandemic company has allowed some section to work from home.

- The company market is reliable, high-quality products and has a global client base.

- Team leaders of the company are so nice to explain all things properly.

- The employer of the company must work with goal orientation, because that makes their work successful and without errors.

- The system, the process, the team work are proper.

- The management are good, they will be around interns if they need any help.

Conclusion

1) The whole internship was a bundle of new opportunities, with lots of new responsibilities.

2) It helped me to manage time.

3) Communication is the key to everything which leads to efficient work, and this internship helps me to develop my communication skill and also selling skills to finally I completed my internship with good expression and impression and I can say that this internship gave me a wonderful experience.

4) I got a proper and advance knowledge from this internship. I also develop my selling skills, knowledge and problem handling ability and learn various things from this internship.

5) Shine Projects most of the recruitment have done through virtual mode so the cost didn't get hampered much.

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