

# **SUMMER INTERNSHIP PROJECT**

**“A STUDY OF PROFILING PROCESS IN HR AT ICEICO  
TECHNOLOGIES PVT LTD”**

Submitted to:

**DMSR**

**G. S. College of Commerce & Economics, Nagpur  
(An Autonomous Institution)**

Affiliated To:

**Rashtrasant Tukadoji Maharaj Nagpur University**

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G. S. College of Commerce & Economics, Nagpur  
NAAC Accredited “A” Grade Institution**



**Academic Year 2022-23**



## CERTIFICATE

This is to certify that the investigation described in this report titled “**A study of Profiling Process in HR**” has been carried out by **Ms. Gayatri Dhengre** during the summer internship project. The study was done in the organization, **ICEICO Technologies Pvt Ltd**, in partial fulfillment of the requirement for the degree of Master 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 standard to warrant its submission to the said degree. The assistance and resources used for this work are duly acknowledged.

**Dr. Aniruddha Akarte**  
(Faculty Guide)

**Dr. Sonali Gadekar**  
(MBA Co-Ordinator)

# CERTIFICATE



**ICEICO Technologies  
Pvt. Ltd**

CIN :U74999MH2017PTC303106

## Internship Offer Letter

Date: 16/09/2022

Name: Gayatri Rama Dhengare

Dear Gayatri,

We are pleased to offer you Internship for Management Trainee at ICEICO Technologies Pvt. Ltd. which will commence on Dt.: 16/09/2022 with **45 Days** internship program.

Please report to HR on Dt.: 16/09/2022 at 11:00 am prior to your commencement of internship. There will be interview while you come for reporting. According your interview result your selection will be confirmed. You will be required to complete necessary personal forms Non-Competition and Confidentiality Agreement prior to your actual start date.

We look forward to your arrival at ICEICO Technologies Pvt. Ltd.

Yours faithfully,

HR Manager

ICEICO Technologies Pvt. Ltd.

Nagpur.

Note: If you have any queries of comments, please call me immediately.

91, Ganesh Nagar, Nandanwan, Nagpur-09 • Mob No. - 8007004287,  
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# ACKNOWLEDGEMENT

It is a matter of pride and privilege for me to have done a summer internship project in “**ICEICO Technologies Pvt Ltd**” and I am sincerely thankful to them for providing this opportunity to me.

I am thankful to “**Mr. Sagar Sitewar**” 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. Aniruddha Akarte** for helping me during the project.

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

**Gayatri S. Dhengre**

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**CHAPTER-1**  
**INTRODUCTION**



## **INTRODUCTION**

A human resources intern is a small but significant position within every enterprise's HR department. Every company's human resources department has several HR team members, such as HR analysts or HR coordinators, working together to make sure all people-related issues are being taken care of. Once an HR department is established enough, it begins hiring interns for the human resources team.

These HR internships, which are often remote, provide crucial professional experience and the department gets help for dealing with simple and redundant tasks. However, certain human resources internships aim to test new potential HR employees.

Regardless, a human resource internship is the starting path of a lucrative career in people management and HR. Therefore, you should know more about the role to understand what it involves and what skills you need to be eligible for the perfect human resources internship experience. Such knowledge ensures your expectations with the role closely agree with real-world professional expectations.

Most of the other HR roles, such as an HR generalist or HR manager, have well-defined roles. For example, the HR manager job description remains the same throughout most enterprises with only slight variations. However, that's not the case with HR interns since each organization has a different prerogative for human resource internships jobs.

### **Recruitment**

Effective recruitment and selection is central and crucial to the successful functioning of ICEICO Technologies. It depends on finding people with the necessary skills, expertise and qualifications to deliver the Company's strategic objectives and the ability to make a positive contribution to the values and aims of the organization confined to those media which, because of their particular source of applicants, provide only or mainly applicants of a particular group. Advertisements will also be notified to the local job Centre.

ICEICO Technologies may, on occasions, decide to restrict advertisement to internal candidates only. In applying for posts, all candidates will be provided with a job description, details of the appropriate conditions of service and details about the Company. A brief statement about the appointment procedure will also be provided and, if possible, an indication of the date (or week) when interviews will be held. The job description will include a list of the main duties and responsibilities of the post, together with an outline of the qualifications and experience which candidates are expected to possess.

In drawing up the job description and conditions of service the Company will ensure that no job Candidate receives less favorable treatment than another on the grounds of disability, gender, race, religion or belief, age, sexual orientation, marital status, parental status, caring responsibilities or hours of work, and that no applicant is placed at a disadvantage unjustifiably by requirements or conditions which have a disproportionately adverse effect on a particular group.

Candidates will be asked to specify whether they have any disabilities, and whether there are any reason-able adjustments needed for them to attend an interview. All candidates with a disability who meet the essential criteria for a job will be interviewed, and considered on their merit.

All candidates will be asked to declare on the application form whether they have ever been convicted of any criminal offence which cannot be regarded as 'spent'.

Applicants will also be required to declare if they are related to any member of staff within the Company. Canvassing of members of the Company is not permitted. No manager should be put into a position where he or she is asked to interview a person to whom they are related.

A short-list of candidates will be drawn up for interview, based entirely on merit and suitability for the post but taking account of the Company's responsibilities in relation to the Disability Discrimination and Equalities Acts. Other than in exceptional circumstances, reasonable notice will be given to ensure that candidates have sufficient time in order to prepare for and make the necessary arrangements to attend the interview.



## **On Boarding process**

### **Meaning/Purpose**

On boarding refers to the collective processes and activities of integrating new employees.

The On boarding period begins when the new employee accepts an offer and joins the organization. It includes preparing for, enabling, engaging, and supporting the new employee. The process is designed to help employees adjust to the culture, embrace the values, and establish work goals and priorities.

### **Scope & Eligibility**

- On boarding policy applies to all newly joined employees who are on the roll of ICEICO Technologies.
- On boarding process quickly give new hires the skills, confidence, and tools needed to do their job effectively and become fully adapted to their new organization.
- On boarding process simplify the various current processes, information and resources that can sometimes be confusing for new employees and hiring managers to navigate; and to create a shared foundational experience for all new employees.

### **Policy Features**

On boarding process includes

1. Joining Formalities
2. Induction
3. Buddy up program

### **Joining Formalities:**

- Human Resource team needs to complete the joining formalities like --
- Collect the required documents like educational documents, experience & relieving letter of previous employer, id proof, and address proof, etc..
- Creation of login id for attendance/Personnel Computer/ Email, etc.

- Introduce and set the KRA for new joiners, design reporting system & assign mentor as per the respective department wise.
- Filling all required forms like Employees Joining form, PF form, Bank a/c opening form, Nomination form, etc.
- Giving brief of Employee handbook to new joiners which includes all HR policies, required Departments contact numbers and email id's.
- Sending Welcome mail of new employee to all departments including new joinee name, designation, qualification, department, his skill, etc.

**Induction program:** Induction program conducted by Human Resource team will include:

**Organization Introduction:**

- History (Introduction)
- Vision / Mission (Introduction)
- People
- Org Chart (high level)

**Our Role:**

- Expectations
- Deliverables
- Targets & Accountability

**How we work :**

Organization work culture

Organization Culture

How do we want our team to work – performance related expectations to be set Employee

Development Processes

**Growth Opportunities:**

- Career Map - Growth Plan
- Work Schedules
- Attendance System
- Leave policy

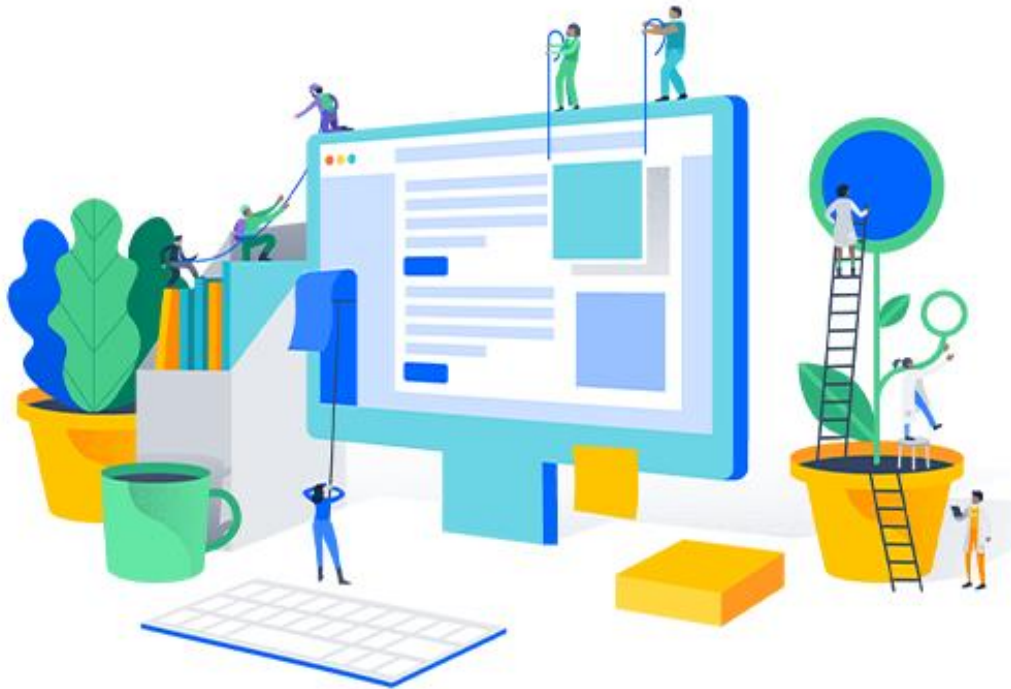
- Payroll Processing
- Buddy up program: (Buddy up is optional)

A new employee's on boarding is greatly enhanced by setting up a buddy for the employee. A buddy is not a the supervisor, but is someone who can answer the new employee's questions about the work environment and the workplace culture in a positive and encouraging way. The use of a buddy can supplement the team of managers, supervisors, and colleagues who work towards a common goal: ensuring that new employees feel welcome and have the resources to find any answers they need remarks.

**The common objectives of on boarding program are:**

- To build employee identification with employer
- To build positive attitude in new employees
- To communicate company culture, values, and priorities
- To encourage socialization and team building
- To help avoid misunderstandings
- To make new employees feel valued
- To model good customer service behaviour to employees
- To prevent problems before they happen
- To relieve new employees anxiety and set expectations
- To shorten the learning curve of new employees.

**CHAPTER-2**  
**COMPANY PROFILE**





## **COMPANY PROFILE**

ICEICO Technologies helps startup businesses to reinterpret their businesses for digital world, ICEICO is the project-based organization that defined the Project Management, Project Outsourcing and Software development etc.

ICEICO Technologies was founded in January 2, 2017 by the name of I-NEO (innovating Nano Enhance Organization) Technologies.

- They incorporated ICEICO Technologies as a privately held company on December 18, 2017.
- ICEICO is Product based as well as Service Based Company.
- I- Intelligent C-Computer E-Enhanced I-Innovative C-Collaboration O-Organization

Basically, they work on:

1. Web based application development- website, design, web products, web billing software, software products.
2. Desktop based application development - Billing software, management software- school, college, Library, hotel, restaurant, sales management etc. and work depends product.
3. Mobile based application development - Any mobile application development on android, iOS platform.
4. Project Outsourcing - ICEICO is project-based organization in an increasingly competitive global economy, the companies that thrive one those who have both the vision- to identify their client's needs and their flexibility to meet them must fully, quickly and most effectively. In software development, service industries particularly those such as advertising or design where there is a high degree of creativity required, companies have replaced old-fashioned management hierarchies with newer, more flexible structures that allow them to pull together project team from across functions to focus on the needs of customers.

5. Project Management- ICEICO is Project management usually takes place in business context. However, projects are about creating beneficial change, commercial & noncommercial so you will find them field of human endeavor.

ICEICO Vision & Mission:

- ICEICO tends to remain honest and reliable with its customers and coworkers while building a business to make it reach to its zenith overcoming every undesirable difficulty.
- They focus on remaining sincere, punctual and authentic every time not only while delivering your project but whenever you need us. We value your time as much as we respect you.
- The Company is obliged and responsible to give explanation or reason for the company's action and conduct towards a client over their project and give them freedom to hold corporation to account for our operations in our mistakes.
- Service and satisfaction are the two most important values that company has always been successful in maintaining. Customer satisfaction is what we strive for and service is what will help bringing it. You can trust on us anything and we will be there to give you everything that will help you to grow.
- ICEICO commit of giving you services what you have asked for in the most accurate way and in the best possible manner. We also commit of keeping our values along with us in our journey and holding a hand of trust till the end.

ICEICO Focus Area:

- ICEICO treats its interns as one the most important members of family rather than just using them and working with them for finance. Here every voice of the individual is heard and every need is solved making it as one family.
- Where most of the institutions try to educate you with the help of just a pen and paper, we believe in giving you experience that is actually needed to survive in the outside world. "Remember the world demands your experience and not your education."
- To stand firmly in an ever-growing competitive world ICEICO trains you with ongoing practical knowledge giving you liberty to work on every project that you are interested to deal with helping your passion to turn into profession.
- One of the most important features of interning with ICEICO is you get to choose the time period you want to work on as an intern. You can work for duration of as long as six months or cutting it down to as short as 45 days also depending on the time you have got. This has been designed keeping in the needs of college students who are short on time but high on hunger for knowledge.
- With the latest working technologies in your hands, we focus on providing mentors at your fingertips to mold you in every possible better way and guide you to search your winning way.

- We strongly believe “If you did not learn something which does not make you to lead everything then you did not learn anything”, and thus ICEICO technologies provides every intern a ground to lead in the house as a practice ground to lead the world in future.
- Being an on growing company ICECIO provides opportunities to interns choose the course and learn on as the way they want right from PHP web Developer, Application Developer, Digital Marketing, JAVA Developer, Website Manager and many more.
- ICEICO gives you opportunity to get an employment in various companies or be an employer yourself by applying your knowledge which you have gained by investing your precious time with us.
- Rather than seeing our interns meeting as groups only on TEA’s we tend to make sure you work as TEAM’s all day long to distribute your work and learn from each participant to grow together.
- “All work and no play give a team a dull day”. ICEICO cares for its members and always pay attention to their chill out time and space by arranging various entertaining events which helps the family to relax and get back to work with extra enthusiasm and energy again.

## WHAT IS EMPLOYEE PROFILING?

Employee profiling is the gathering of useful/vital information about employees to enable you describe them well for the purpose of placing them at appropriate jobs and positions within the organization. It is also done for the purpose of determining their suitability for employment, retention and promotion.

Employee profiling is a method that is used during the hiring process to identify the right candidates for a particular job profile. You can do this profiling process with new candidates or existing employees. For the employee profiling process to be successful, the evaluation process needs to be fair and unprejudiced. This method of shortlisting candidates or identifying talent has come under the microscope many times. It is because a lot of people feel that such a profiling method is invasive. Sometimes, if the candidates are familiar with the tests and the kind of results you’re looking for, the answers can be faked. So, at the end of the day, you will not get the kind of candidates you’re looking for. That’s why many companies prefer to use third-party platforms and solutions for unbiased employee profiling.

### *Employee Profiling Tools*

These tools help evaluate if a candidate matches the requirements for a job profile. A few of the commonly used employee profiling tools are

### *Psychometric Tests*

These tests are designed to profile a candidate's behavioral style and mental capabilities.

Psychometric tests also evaluate a candidate's cognitive skills to check if they match the job requirements. These assessment tests also give you an idea, if the candidates will work well with their team members.

### *Personality Tests*

One kind of personality test is where a candidate rates himself/herself based on the statement or question. Another kind of personality test involves giving a situation and asking the candidate to respond. These tests will give recruiters a better idea of the candidate's personality and if he/she will be the right fit for the role.

#### Social media profiling

Many recruiters find that it is easier to know more about a candidate on his/her social profile. However, there could be privacy invasion problems in using this profiling method. So, it is not very recommended.

### CANDIDATE PROFILING

Did you know that the average recruiter spends 13 hours a week sourcing candidate for a single role? Sometimes, candidate profiling is just like that impossible search. That's why it's important for recruiters to pay attention and have a solid understanding of who they're looking for before they begin the hunt for the ideal candidate. If you've ever found yourself wondering, "how can I have a better candidate search experience?", then it may be time to try a new strategy.

In A webinar, by Ram Kashyap, Talent Acquisition Specialist at Tech Mahindra discussed key aspects of candidate profiling, including:

- Candidate Personas. A candidate persona is a blueprint, ultimately helping recruiters map out the desired personality traits & attributes for a specific job. But how exactly do recruiters align candidate personas with specific job requirements? What are the "must-have" traits, as opposed to the "nice-to-have" traits?
- Candidate Profiling. Once you've identified the ideal candidate persona, the next step is finding the ideal candidate. And this is where candidate profiling comes into play. Looking for key giveaways, like academic background, previous experience, and seniority level are good starting points to create a "candidate scorecard." This scorecard can be the basis for a recruiter's overall rating system, streamlining the process of candidate profiling.
- Candidate Engagement. How to engage a candidate is a key question for all recruiters. But it's also an important step in the overall candidate profiling process. Analyzing how a



candidate responds to emails and text messages is a great way to get to know your candidates deeply, taking your candidate profiling to new heights.

**CHAPTER-3**  
**TERMINOLOGIES**



## **TERMINOLOGIES**

### **Succession Planning**

Succession planning is the process of identifying the critical positions within your organization and developing action plans for individuals to assume those positions.

### **Recruitment**

Recruitment refers to the process of identifying, attracting, interviewing, selecting, hiring and onboarding employees

### **Strategic Human Resource Management**

Strategic human resource management is the connection between a company's human resources and its strategies, objectives, and goals.

### **Applicant tracking system**

An applicant tracking system (ATS) is a human resources software that acts as a database for job applicants. ATS are used by companies of all sizes to organize, search, and communicate with large groups of applicants.

### **Onboarding**

Onboarding refers to the processes in which new hires are integrated into the organization.

## **Background Check**

A background check is a process a person or company uses to verify that an individual is who they claim to be, and this provides an opportunity to check and confirm the validity of someone's criminal record, education, employment history, and other activities from their past

## **Job Description**

A job description is a document that clearly states essential job requirements, job duties, job responsibilities, and skills required to perform a specific role.

## **Outsourcing**

Outsourcing is the business practice of hiring a party outside a company to perform services or create goods that were traditionally performed in- house by the company's own employees and staff

**CHAPTER-4**  
**OBJECTIVE OF THE STUDY**



## **OBJECTIVE OF STUDY**

- To understand the recruitment procedure at a functional aspect of HR department.
- Screening potential employees' resumes and application forms to identify suitable candidates to fill company job vacancies.
- Organizing interviews with shortlisted candidates.
- To assist the HR staff in gathering market salary information.
- To co-ordinate new hire orientations.

## CHAPTER-5

### SCOPE & IMPORTANCE OF THE STUDY



## **SCOPE & IMPORTANCE OF THE STUDY**

- To Understand and analyze various HR factors including profiling procedure at consultant.
- To suggest any measures/recommendations for the improvement of the procedures
- To Understand Proper utilization of Human Resource Planning.
- To study Cost effectiveness of an employee.
- To Understand Study of effectiveness of profiling process of recruitment and techniques.
- To Find Whether The process is valid or not.



**CHAPTER-6**  
**NEED OF STUDY**



## **NEED OF STUDY**

1. To Find good fit for the job role
2. Create Organizational Commitment
3. Enhanced Pressure on Employees
4. To get workable data of a candidate
5. Meeting Research and Development Requirements
6. Studying Human Behaviors
7. To gain Idea About personality of the candidate
8. To get and an idea about the behavior of the candidate
9. To gain Experience in the respective field

**CHAPTER-7**  
**CONTRIBUTION DURING SIP**



## **CONTRIBUTION DURING SIP**

My work experience at ICEICO includes innovation in many areas, including strategies for more effective teamwork. At my company, I devised strategies for improving teamwork and communication among members of team projects. I brought not only my ideas but my general passion for innovation too.

- Maintaining Records
- Scheduling interviews
- Participate in candidate sourcing efforts
- Assist teams in screening resumes
- Conduct initial phone screens
- Schedule calls and interviews
- Manage calendars for all hiring teams and candidates
- Communicate with candidates promptly and assist them when they come in for interviews
- Participate in recruiting events

## **LEARNINGS FROM THE SIP**

- Communication with consultancy
- Leadership Development
- Official Letter Writing
- Professional E-Mail Writing
- Importance of MIS
- Time Management
- Networking Is Important

### **Important Points during Internship-**

- Worked on Microsoft Teams and outlook
- Working Hours: 8 hrs. per day from 9:00 am – 5:00 pm
- Working Day: 6 days
- Follow up Call: Every 3hrs
- Platform for Discussion: Microsoft Teams
- Platform for finding candidates: LinkedIn, Naukri, Indeed.
- Mail Application to be used: Microsoft Outlook

## **Week-wise Work-**

### **1<sup>st</sup> Week**

- Got an Induction Program With all other Interns and new Joiners
- Learned about the work that was assigned to me.
- Got initial training regarding the interview process.
- Received my official Mail ID In outlook
- Received a basic questioner for the interviews

### **2<sup>nd</sup> Week**

- Learned how to design a good Job Description
- Job Posting of Sales and HR Intern's on LinkedIn and Naukri job sites.
- Got training regarding how to properly use Microsoft Teams And Outlook mail
- Learned about the data gathering process for a Company Data Base
- Received training regarding how to use all online job portals like LinkedIn, Naukri, indeed

### **3<sup>rd</sup> Week**

- Shortlisted candidates based on task performed.
- Scheduled interview on Microsoft Teams and Skype with Selected Candidates.
- Took 1st round of telephonic interview to judge the candidate's English proficiency and confidence level
- Sent details of the interviewed candidates to the Seniors for the second round.

#### **4th Week**

- Got to learn about the documentation process of on-boarding
- Learned about the Documentation tracker of the company.
- Learned how to Send Professional Mails to the selected candidates with all the details of their job and package.
- Updating candidates document on the company's official document tracker.
- Co-ordinated with peers regarding the documentation and mailing process.

#### **5th Week**

- Created certificate Template.
- Excel Sheet Data submitted to Senior HR
- Submitted Report on what I have learned from the internship.
- Collected 1 Certificate from the company

**CHAPTER-8**  
**LIMITATIONS**





## **LIMITATIONS**

- Lack of practices in human resource management.
- Human resources department was hesitant to provide information, because of difficulty in accessing sensitive data and information.
- Non -availability of some previous statistical data.
- The secondary source of information was not enough to complete the reports.
- The same assessment is used as a benchmark for a range of jobs, so it is generalist and not 100% specific to every role you are trying to fill, unless you have a tailored assessment for specific jobs.
- Confidentiality.

**CHAPTER-9**  
**RESEARCH & METHODOLOGY**



## **RESEARCH AND METHODOLOGY**

Research refers to a systematic search and presentation consisting of the enunciated problem, formulated hypothesis, collected facts of data, analyzed facts and proposed conclusions in form of recommendations. The data has been collected from both the sources primary and secondary sources.

### **Data Collection Method**

#### **Primary Data:**

This report has prepared through extensive use of primary data. It is collected from group of people who are related with this Company. Primary data was collected through survey method by distributing questionnaires to candidates. The questionnaires were carefully designed by taking into account the parameters of my study.

The following methods are used in collecting primary data-

#### **Direct Questioning-**

I have collected data from the Senior HR, Executives and HR Manager of the department with the protested and well-designed questionnaire

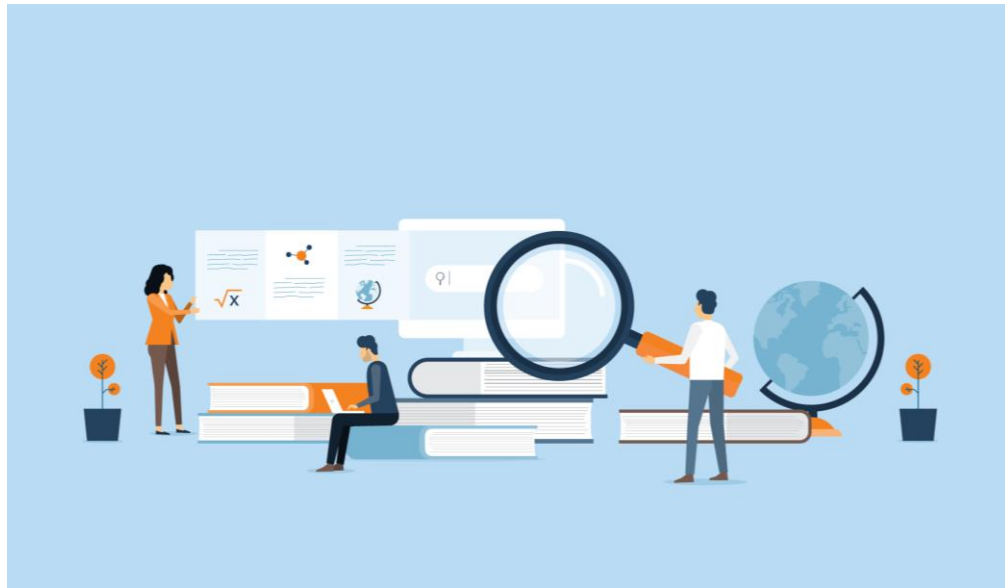
#### **Personal communication-**

I have gathered data through personal communication with the candidates and my reporting officer

## **Secondary Data:**

Data was collected from social profiles of the individual, going through the records of the organization, etc. It is the data which has been collected by individual or someone else for the purpose of other than those of our particular research study. Or in other words we can say that secondary data is the data used previously for the analysis and the results are undertaken for the next process.

**CHAPTER-10**  
**FINDINGS OF THE STUDY**



## **FINDINGS OF THE STUDY**

- Most of the recruitments at ICEICO Technologies Pvt. Ltd were done through job portal's sites such as LinkedIn and Naukri.
- In the job post, information about rounds taken in the process of profiling was mentioned.
- As interview process was conducted through virtual mode candidates were comfortable to talk with interviewer.
- It's found that profiling procedure at ICEICO Technologies Pvt. Ltd was very effective as right candidates were chosen by the experts.

## CHAPTER-11

## CONCLUSION



## **CONCLUSION**

- I have understood the recruitment procedure at a functional aspect of HR department.
- I have learnt screening potential employees' resumes and application forms to identify suitable candidates to fill company job vacancies.
- I have organized interviews with shortlisted candidates under the supervision of my mentor.
- I have assisted the HR staff in gathering market salary information.
- I have coordinated new hire orientations.



**CHAPTER-12**  
**SUGGESTIONS**



## **SUGGESTIONS**

- Need to improve connections on LinkedIn to attract new candidates.
- Blogs should be posted to active socially.
- Communication gap should be filled with training processes.

## **BIBLIOGRAPHY**

Website's that were referred for the completion of the project

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