

SUMMER INTERNSHIP PROJECT

“A STUDY ON TRAINING NEED ANALYSIS AT RABBANI ITI”

**Submitted to:
DMSR**

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

**Affiliated To:
Rashtrasant Tukadoji Maharaj Nagpur University, Nagpur**

**Submitted by:
Richa Singh**

**Company Guide:
Mr. Nawaz Sheikh**

**Faculty Guide:
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**Department of Management Sciences and Research,
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 “**Summer Project Report Title**” has been carried out by **Richa Singh** during the summer internship project. The study was done in the organisation, **RABBANI ITI**, in partial fulfilment 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.

Dr. Archana Dadhe
(Faculty Guide)

Dr. Sonali Gadekar
(MBA Coordinator)



Vidarbha Minority Multipurpose Rural Development & Educational Society

RABBANI ITI AND JUNIOR COLLEGE

DGET, NCVT & GOVT OF INDIA AFFILIATED COURSES

EXPERIENCE LETTER

Dear Richa Singh.

This is to certify that the mentioned candidate as stated above has completed the internship as "Human Resources Intern" in the Training and Placement Department of Rabbani ITI and Junior College. The duration of the internship program was for (Forty - five days) and the tenure was from 21st September 2022 to 4th November 2022.

The candidate worked initially in the capacity of "HR Sourcer". They created a job description and hired candidates for the profile of "HR intern" from "Linkedin". They have been given the responsibility of HR Sourcer, they were performing the task of Sourcing, Screening, Interview Scheduling. They had been taking the preliminary rounds of the interviews too.

During this internship program, they have worked on Online tools like Google Forms, Google Spreadsheets. They have been working in the capacity of MIS Coordinator to manage the data of all the applicants and their status in the internship program.

During this internship program, the candidate was found punctual, hard-working and inquisitive.

We wish them every success of their life

This was an Unpaid Internship, The candidate was working from Home.

Kind regards,

Zubair Amrohi
ZUBAIR AMROHI

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ACKNOWLEDGEMENT

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

I am thankful to “**Mr. Nawaz Sheikh**” 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. Archana Dadhe**” for helping me during the project.

I am Thankful to the Principal of G. S. College of Commerce & Economics, Nagpur. “**Dr. Swati. S. Kathaley**” and the Dean of the DMSR “**Mr. Anand Kale**”

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

Richa Singh

Index

Sr. No.	Particulars	Page No.
1	Introduction	6-9
2	Company profile	10-12
3	Terminologies	13
4	Objective of study	14
5	Scope of study	15
6	Need of study	16
7	Contribution during SIP	17
8	Learning from the SIP	18-22
9	Limitations	23
10	Research methodology	24-26
11	Interpretation of Data and facts	27
12	Findings	28
13	Conclusion	29
14	Bibliography	30

INTRODUCTION

“TRAINING NEED ANALYSIS”

Training needs analysis is a systematic process of identifying which kind of training is required and provide the details related to training implementation. It is also known as a tool to identify the new skills, knowledge and attitudes which employees need to acquire in order to improve performance.



The Training Needs Analysis (TNA) helps organization to find out the gap in terms of skills and training in their existing employees to perform the current and upcoming Jobs efficiently. The Training Manager uses the Analysis very carefully to design the right Training program to meet the skill and training requirement of the employees to enhance productively and ultimately to achieve the goals and objectives set by the organization.

Definition

The term training needs analysis is often referred as learning needs analysis in human resource department. The training needs reflect that there are lots of ways to perform a job and thus a huge opportunity of learning to work. The analysis is all about the gap in the skills and knowledge and how the HRM department can help to bridge the gap.

HRM department always put focus on the idea that constant learning process is good for employees. It keeps their skills updated and improves their performance. The training need analysis implies to the analysis of skill improvement required to perform the current or future job with great excellence.

Role of Training Needs Analysis

Every leader or manager of the organization wants their employee to perform better and to reach its optimum. In order to achieve the set goals and improve productivity of the organization it is important that employees have full capabilities and competencies to perform their assigned job.

Fundamentally the role of training needs analysis in HRM is to understand the difference between the current and desired performance of the employee and provide information about-

- Which employee needs training?
- What kind of training is required?
- How company can design effective training program for such employees?
- What will be the impact of this training on the performance of the employee?
- What will be the cost and resources requirement of these training programs?

Requirement of Training Needs Analysis

Training needs analysis is always considered as a first step towards helping employee to improve their output at work. The requirement of training needs analysis is to

- Understand the performance improvement needed by the organization
- To relate this performance improvement with required skills, capabilities and competencies

- To figure out exact course work or skill set training program employees need to attend
- To design the appropriate training program to bridge the gap

COMPANY PROFILE

Rabbani ITI

(www.rabbaniiti.in)

Rabbani ITI was established in Nagpur, Maharashtra. With an experience of over 5 years, the educational group excels in quality education, Established way back in 2016 with a clear vision mission to ensure optimum sustainable benefits to all our students. It also helps student for their internships by providing them internships at their affiliated companies for their field of choice.

In a government regulation, (G.R. No. VOC-2012/697). Maharashtra government haschanged the certificate program from MSBVE to "MSBVEE Diploma"

Rabbani ITI & Junior College is the first institute from Kamptee to be recognized byMSBVEE for running this course in the streams of

1. Mechanical Engineering
2. Electrician
3. Mechanic Motor Vehicle

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WHAT RABBANI ITI DO?

SERVICES

Organization is an educational group that teaches ITI to students and also offers internships to the students who are in need of it. Rabbani ITI hire's students as intern's for their affiliated company's they have vast networks of different company's varying from Hard-ware manufacturing to EdTech Organization.

Company I was affiliated with.

Turito India Pvt.Ltd.

<https://www.turito.com/in>

TERMINOLOGIES

- Training for New Responsibilities
- Learning About Industry and Technology Updates
- Adapting to Remote Work
- Updating New Employee Training
- Addressing Performance Review Findings
- Developing Soft Skills
- Measuring performance results
- Giving pre- and post-training assessments
- Improving Task Management
- Encouraging Continuous Improvement
- Clarifying Expectations

OBJECTIVES OF THE STUDY

Perform organizational analysis

- Align training with organizational objectives
- To determine who should attend the training

SCOPE OF THE STUDY

The benefit of the study for the researcher is that it helped to gain knowledge and experience and also provided the opportunity to study and understand the prevalent TNA procedures.

The key points of my research study are:-

- To suggest any measures/recommendations for the improvement of the training need procedures.
- To Understand Proper utilization of Human Resource Planning.
- To study on Knowledge, skill and attitude related training.
- To study on Career development related training
- To study on Training focused on team development
- To study on Organizational development
- To study on Human resource development
- To study on Performance improvement training
- To Find Whether the training is valid or not.
- To Study Cost effectiveness to the company.

NEED OF THE STUDY

- To get habitual to under work pressure
- Good Corporate Relations
- Enhanced Pressure on Employees
- Meeting Research and Development Requirements
- Studying human behaviour
- To gain experience in the respected field

CONTRIBUTION DURING SIP

1. Searched on LinkedIn as a HR intern Opening.
2. To search candidates on Naukari, LinkedIn and Indeed.
3. To Screening and Profiling.
4. Conducting 1st and 2nd stage of interviews.
5. To co-ordinate with the senior HR regarding selection process.
6. Updating documents on document tracker.
7. Create time sheet of employee.
8. Collecting data of all the potential candidates.
9. Sending official mail to all the candidates.
10. Creating professional Job Descriptions to post o online job portals

LEARNINGS FROM THE SIP

1. Communication with consultancy
2. Leadership Development
3. Official Letter Writing
4. Professional E-Mail Writing
5. Importance of MIS

Important Points to Remember during Internship:-

- Worked on Microsoft teams and outlook
- Working Hours: - 6 hrs. per day (Flexible)
- Working Time :- 10 to 6
- Working Day:- 6 days
- Follow up Call:- Every 2 hrs
- Platform for Discussion:- Google Meet and Zoom Meeting
- Platform for finding candidates: LinkedIn, Naukari, Indeed & Internshala
- Attendance Portal: GreyHR
- Mail Application to be used: Microsoft outlook
- Work Location: WFH (work from home)

Day wise work

- **1st 15 days**

1. Received training regarding how to use all online job portals like LinkedIn, Naukari, indeed.
2. To download resumes from the online portals and to post job advertisements on the same.
3. Got initial training regarding the interview process
4. Received my official Mail ID In outlook.
5. Received a basic questioner for the interviews.

- **2nd 15 days**

1. Created various Job Posts.

(Post: BDE, BDA, Telesales, frontend developer, sales manager)

2. Job Posting of Sales and HR Intern's on LinkedIn and Naukari job sites.
3. Create and save the data of all applicants on excel sheet.
4. To apply filter on LinkedIn to find suitable candidates.
5. Learned about the job profiles that I have to hire for.

- **2nd Month days**

1. Shortlisted candidates based on task performed.
2. Scheduled interview on Microsoft Teams and Skype with Selected Candidates.
3. Senior HR had taken interview along with me and shortlisted candidates.
4. On-boarded candidates on Microsoft teams for further work
5. Received company's official online job portal Id access to screen and download resume on my own.

3rd Month days

1. On-boarding process of BDE, BDA, Telesales.
2. Updating candidate's document on the company's official document tracker.
3. Designing of official company mails for selected candidates.
4. Learned about how to send official company's mail to the selected candidates regarding their job roles, their days of joining their immediate superiors and negotiated salary.
5. Coordinated with the senior hr regarding the 3rd interview round and on boarding process.

Last 19th days

1. Conducted 2nd stage interviews of the candidates
2. Created certificate Template.
3. Excel Sheet Data submitted to Senior HR
4. Submitted Report on what I have learned from the internship.
5. Collected 3 Certificates from the company

LIMITATIONS

1. The internship was conducted online i.e. Work FromHome as well as offline.
2. Sometimes HR interview was taken in virtual mode so there was internet issue occurred at companies as well as selected candidate's side sometimes.
3. Unable to observe candidates non-verbal skills properly due to virtual mode.
4. Due to Virtual mode some queries was not solved properly.
5. Company used Google meet as a communication Platform, so there was difficulty to operate it at the starting.
6. Some desired information could not be collected due to confidentiality of business.

RESEARCH METHODOLOGY

RESEARCH is a „careful investigation or inquiry especially through search for new facts in any Branch of knowledge“.

METHODOLOGY OF STUDY:

The project is a systematic presentation consisting of the enunciated problem, formulated hypothesis, collected facts of data, analysed facts and proposed conclusions in form of Recommendations.

The data has been collected from both the sources primary and secondary sources.

DATA COLLECTION:

Primary Data:

Primary data was collected through survey method by distributing questionnaires to employees.

The questionnaires were carefully designed by taking into account the parameters of my study.

This report has prepared through extensive use of primary data. It is collected from group of people who are related with this Company.

The following methods are used in collecting primary data:-

- **Direct interviewing:-**

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 executives, managers and my reporting officer.

Secondary Data:

Data was collected from web sites, going through the records of the organisation, 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 training need analysis and the results are undertaken for the next process.

Interpretation of data and facts

1. Why did you decide to apply for this role?
2. What experience do you have that would be relevant to this role?
3. Tell me about this gap in your resume?
4. What are your salary expectations?
5. Do you have any questions?
6. What are your strengths ?
7. What are your weaknesses?
8. Where do you see yourself from 3 years now?

FINDINGS

1. Most of the recruitments at Rabbani ITI were done through job portal's sites such as LinkedIn and Internshala.
2. In the job post, information about rounds taken in the process of recruitment was mentioned.
3. As interview process was conducted through virtual mode candidates were comfortable to talk with interviewer.
4. It's found that selection procedure at Rabbani ITI was very effective as right candidates were chosen by the experts.
5. Working environment of the company was very friendly.
- 6.
- 7.
8. According to the Survey, Recruitment differs from company to company for each category.

9. According to the Survey, the company do utilize internet sites for the recruitment process and for finding the talent candidate

CONCLUSION

- After analyzing the organisation we came to a conclusion that some new hirings are required to perform the certain task.
- Specific kind of training is given to the employee.
- This step is performed by searching employees on different job sites,

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