

# **INTERNSHIP PROJECT REPORT**

**Academic Year 2022-2023**

**“A STUDY ON IMPORTANCE OF RECRUITMENT AND SELECTION FOR THE  
COMPANY WITH REFERENCE TO SUCCESSR PVT. LTD.”**

**SUBMITTED BY:**

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**B.com (Honours) VI Semester**

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**Shiksha Mandal, Wardha's**

**G.S. College of Commerce & Economics**

**Nagpur**

**NAAC Accredited 'A' Grade Autonomous Institution**

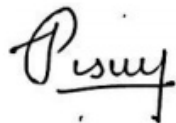
## **To Whomsoever It May Concern**

This is to certify that Ms. Supriya Mitra completed her internship as Human Resource intern in our organization from SuccessR HR Tech Pvt Ltd.

Duration of Internship-5<sup>th</sup> July 2021 to 30<sup>th</sup> September 2021.

We found her sincere, punctual and result oriented and wish success in career.

Sincerely,



Tejasvini Pise

Director, Co-founder and Head of Corporate Acquisition

SuccessR HR Tech PvtLtd

30.09.2021



# INTERNSHIP CERTIFICATE

05.07.2021 - 30.09.2021

*This is to certify that Ms. Supriya Mitra has successfully completed the internship program as Human Resource at SuccessR Hrtech Pvt Ltd.*

A handwritten signature in black ink, appearing to read "Pise" or "Pisey".

**TEJASVINI PISE**

Co founder and  
managing director



Shiksha Mandal, Wardha's  
**G. S. COLLEGE OF COMMERCE & ECONOMICS**

(AUTONOMOUS)

NAAC ACCREDITED 'A' GRADE INSTITUTION

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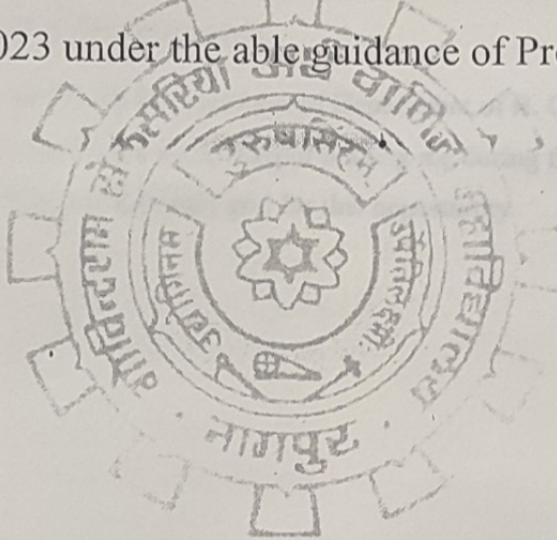
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## CERTIFICATE

This is to certify that the said internship project report titled “A study on importance of recruitment and selection of HR company with reference to SuccessR Pvt. Ltd.” has been completed & submitted by Miss. Supriya Subrat Mitra as a part of partial fulfilment of mandatory requirement for the degree of B.Com. (Honours) at G.S. College of Commerce & Economics, Nagpur for the Academic Year 2022-2023 under the able guidance of Prof. Shaunak Masade.

Date: 12/04/2023

Place: Nagpur



*Shaunak*

Prof. Shaunak Masade  
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*Ranjana*

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Coordinator

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Dr. S.S. Kathaley  
Offg. Principal  
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& Economics, Nagpur.

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## ACKNOWLEDGEMENT

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First and foremost, I would like to express my sincere gratitude to the Principal, **Dr. S.S. Kathaley** of G.S College of Commerce & Economics, Nagpur for having given me the opportunity to undertake my internship at SuccessR. I am grateful to **Ms. Tejaswini Pise** Director, SuccessR pvt ltd for considering me for the internship in her esteemed organisation.

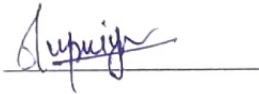
I perceive this opportunity as a big milestone in the development of my career and will strive to use the gained knowledge and exposure in the best possible way. I am thankful to SuccessR Pvt Ltd. for giving me an exposure to learn and grow on a platform.

I would like to express my deepest appreciation to **Dr. Ranjana Sahu** (Coordinator of B. com honours) for the guidance and teachings. I would like to thank **Prof. Shaunak Masade** , Assistant Professor, B. Com (Honours), who guided and helped me throughout the duration of the internship & the project completion. A special thanks to college library for the outmost knowledge provided to us on regular basis.

I am also thankful to all the faculty members of Department of B. Com (Honours), G.S College of Commerce and Economics, Nagpur helping me during the project. I would also like to thanks my parents and almighty god for this opportunity

Date: 12/04/2023

Place: Nagpur



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## **INTRODUCTION**

Human resources (HR) are an important part of any business or organization. HR is responsible for all aspects of hiring, training, and developing employees, as well as managing employee relations, benefits, and compensation. HR is also responsible for ensuring compliance with laws and regulations, managing employee safety and health, and providing resources and guidance to managers and supervisors. By investing in a strong HR department, businesses can increase their performance, attract high-quality talent, and reduce turnover.



Some Important tasks performed by a Human Resource Manager includes:

- Recruitment and selection of qualified employees: HR plays a crucial role in identifying, attracting, and hiring the right talent for the organization. This includes creating job descriptions, posting job openings, sourcing candidates, conducting interviews, and making hiring decisions.
- Compliance with labour laws and regulations: HR must ensure that the organization is in compliance with all relevant federal, state, and local laws and regulations related to employment, such as those related to wages, hours, discrimination, and safety.
- Employee relations and communication: HR plays a key role in maintaining positive relationships between employees and management, and ensuring effective communication throughout the organization. This includes managing employee grievances, addressing concerns and complaints, and facilitating employee feedback and engagement.
- Benefits administration and management: HR is responsible for managing and administering employee benefits such as health insurance, retirement plans, and paid time off. This includes communicating the benefits to employees, enrolling employees in the plans, and handling any issues that may arise.
- Performance management and evaluation: HR is responsible for setting performance expectations, monitoring employee performance, and providing feedback and coaching to help employees improve. This includes creating performance evaluations and conducting performance reviews.
- Succession planning and career development: HR plays a key role in identifying and developing the next generation of leaders within the organization. This includes identifying high-potential employees, providing opportunities for growth and development, and creating career paths for employees.



## **OBJECTIVES OF A STUDY ON IMPORTANCE OF RECRUITMENT AND SELECTION FOR HR CO. WITH REFERENCE TO SUCCESSR PVT. LTD**

The objective of a Human Resources Manager (HRM) is to understand the important function and impact of Human Resource (HR) at SuccessR company. The study has been conducted using quantitative and qualitative research methods to collect data, and analyse it to understand the objectives and goals of the HR department.

- Identifying the primary objectives of HR: The study can aim to understand the primary objectives of the HR department such as recruitment, employee development, and retention, compliance and legal issues, and employee engagement.
- Measuring the effectiveness of HR practices: The study can aim to measure the effectiveness of HR practices by analysing metrics such as turnover rate, employee satisfaction, and compliance with labour laws.
- Understanding the role of HR in organizational culture: The study can aim to understand the role of HR in shaping and maintaining organizational culture by analysing the impact of HR policies and practices on employee engagement and productivity.



- Identifying the key factors that influence HR success: The study can aim to identify the key factors that influence the success of HR efforts such as budget, employee demographics, and organizational structure.
- Identifying the best practices and trends in HR: The study can aim to identify the best practices and trends in HR by analysing the strategies and tactics of successful organizations.
- Providing recommendations for improvement: The study can provide recommendations for improvement to optimize HR efforts and achieve better results.

The objective of the study is to provide insights and understanding of HR function and strategies, and provide recommendations for improvement to optimize HR efforts and achieve better results. It can be used by businesses and organizations to improve their HR practices and support the overall success of the organization.

## **ESSENTIAL AREAS WHERE WE NEED HUMAN RESOURCES MANAGEMENT**

- **Recruitment & Selection:** An HR department is responsible for finding and selecting the best candidate suitable for a particular job. This involves posting job openings, screening applicants, and determining which candidate should be hired.
- **Employee Engagement & Motivation:** The HR team is responsible for creating initiatives that motivate employees and increase engagement. This could include organizing teambuilding activities, introducing reward systems, and providing recognition programs.
- **Legal Compliance:** HR departments must ensure that the company and its employees are compliant with all applicable laws and regulations. This includes everything from overtime compensation to anti-discrimination policies.
- **Training & Development:** The HR team ensures employees have access to the training they need to do their jobs. This may include problem-solving seminars, leadership workshops, and other specialized courses.
- **Performance Management:** HR departments set performance goals and measure if employees are meeting them. They may also provide feedback on performance and develop solutions for any issues that arise.
- **Conflict Management:** The HR team is responsible for mediating conflicts between employees and resolving disputes. This involves identifying the source of the conflict and providing a constructive means of resolving it.
- **Employee Relations:** The HR team ensures that employees are happy with the company and their work environment. This includes engaging in regular communication with staff and addressing any complaints or grievances.
- **Company Culture & Values:** HR departments cultivate an environment that reflects the company's core values and culture. This involves developing policies, procedures, and goals that align with the company's mission.

## **COMPANY PROFILE**

SuccessR is a start-up company that provides agency outsourcing services of procurement and talent acquisition to different businesses. It helps to speed up the career and HR activities of MNCs and start-ups by providing concentrated HR services ranging from recruitment, selection, job profiling, HR planning, talent acquisition, training and development, job switching, HR software development and human resource management. Apart from this, they also offer consultancy and advisory services to help businesses optimize their human resource department.



The company's broadcasted motive is -

“Identifying and engaging the right people. That is what we do. But only if those people truly represent the answer to the question. The real question is rarely: who are you looking for? But often: where do you want your company to go? We chase the questions behind the question and help you to develop a sustainable talent strategy”



Date of incorporation	3, July,2020
Company type	Non – Government (Private ltd by shares)
CIN	U72200MH2020PTC341402
Authorized capital	Rs. 100000
Paid up capital	Rs. 80000

### **OUR MISSION**

What we do?

We're on a mission to improve the impact of human resources in organizations through sustainable talent acquisition and retention strategies.

Success R is on the mission to optimize businesses through human resources. by identifying the potentially right fit for the organisation.

### **OUR VISION**

Why we do it?

We believe that HR is the most important department in any company. It holds things together and deals with innumerable human variabilities but often doesn't have the right tools to realize its full potential and deliver great results.

We want to be the platform which harnesses this potential and helps the business grow

## **REQUIRED QUALIFICATION FOR HR**

The detailed qualifications for a Human Resources (HR) position can include the following:

- **Education:** A bachelor's degree in HR, Business Administration, Organizational Psychology, or a related field is typically required.  
A master's degree in HR, Industrial-Organizational Psychology, or a related field is preferred for senior-level HR positions.
- **Skills:**
  1. **Strong communication skills:** HR professionals must be able to effectively communicate with employees, management, and other stakeholders.
  2. **Interpersonal skills:** HR professionals must be able to build relationships and collaborate with others.
  3. **Organizational skills:** HR professionals must be able to manage multiple tasks and prioritize responsibilities.
- **Knowledge of labour laws and regulations:** HR professionals must have a thorough understanding of employment laws, such as the Fair Labour Standards Act (FLSA), the Americans with Disabilities Act (ADA), and the Family and Medical Leave Act (FMLA).
- **Experience with HR processes and practices:** HR professionals must have experience with various HR processes, such as recruitment, compensation, and benefits.
- **Proficiency with HR information systems and databases:** HR professionals must be familiar with HR software and be able to manage employee records, track HR metrics, and generate reports.
- **Problem-solving and conflict resolution skills:** HR professionals must be able to resolve conflicts and make difficult decisions.
- **Confidentiality:** HR professionals must be able to maintain confidentiality and handle sensitive information.
- **Certifications:** A professional HR certification, such as PHR (Professional in Human Resources) or SPHR (Senior Professional in Human Resources), is preferred by some employers.

The requirement for HRM may vary based on the size of the company, the industry, and the location, and some HR positions may require additional skills, such as a background in employee relations, training and development, or labour relations.

## **DIFFERENT TYPES OF HUMAN RESOURCE PROFESSIONALS**

There are several types of Human Resources (HR) professionals, each with different responsibilities and areas of expertise. Some of the common HR specialties include:

- 1) Recruitment and Talent Acquisition: HR professionals in this specialty focus on finding and hiring top talent for an organization.
- 2) Compensation and Benefits: HR professionals in this specialty focus on designing and managing an organization's compensation and benefits programs.
- 3) Employee Relations: HR professionals in this specialty focus on managing employee relations and resolving workplace issues.
- 4) Talent Management: HR professionals in this specialty focus on developing and implementing programs that support employee development and career growth.
- 5) Organizational Development: HR professionals in this specialty focus on improving organizational structure, culture, and processes to enhance overall performance.
- 6) Compliance and Risk Management: HR professionals in this specialty focus on ensuring the organization is in compliance with relevant laws and regulations and managing potential risks related to employment practices.
- 7) Training and Development: HR professionals in this specialty focus on designing and delivering training programs to support employee development and growth.
- 8) Global HR: HR professionals in this specialty focus on managing HR operations and programs in multiple countries and regions.

The specific responsibilities and areas of focus can vary depending on the size of the organization and the industry. However, HR professionals typically work to support and promote the overall success of the organization by attracting, developing, and retaining top talent.

## **HOW HUMAN RESOURCE MANAGEMENT HELPS IN COMPANY GROWTH**

- **Enhancing Employee Performance:** Human Resource Management helps to enhance employee performance by providing the right tools, resources, training, and motivation to the employees to increase their productivity and efficiency. HRM also helps to identify the areas where employees need improvement and provides solutions to help them improve.
- **Increasing Productivity:** By providing the necessary resources and training, HRM helps to increase the productivity of the employees and the organization. This in turn helps to increase the profits of the company and leads to its growth.
- **Enhancing Employee Satisfaction:** HRM helps to maintain a healthy and satisfying work environment for the employees. It also helps to ensure that the employees are treated fairly and their needs are met. This helps to increase the morale of the employees and they become more committed to the organization, leading to its growth.
- **Attracting Talent:** The right HRM policies help to attract the best talent to the organization. It helps to create a positive image of the organization in the eyes of potential employees, making it easier to hire the best people for the job. This leads to increased productivity and profits, resulting in company growth.
- **Retaining Talent:** By providing a positive work environment.



## **STRATEGIES FOR HUMAN RESOURCE MANAGEMENT**

Human Resources (HR) plays a critical role in organizations, and there are several strategies that HR professionals can implement to support the overall success of the organization. Some of these strategies include:

- Attracting and Retaining Top Talent: HR can implement strategies to attract and retain top talent, such as offering competitive compensation and benefits packages, providing opportunities for professional development and growth, and creating a positive work environment.
- Improving Employee Engagement: HR can implement strategies to improve employee engagement, such as creating an inclusive and diverse workplace culture, providing opportunities for employee involvement and feedback, and promoting work-life balance.
- Developing and Implementing Employee Development Programs: HR can support employee development and growth by designing and implementing programs that provide opportunities for learning, training, and professional development.
- Managing Compliance and Risk: HR can ensure the organization is in compliance with relevant laws and regulations by implementing processes and procedures to manage potential risks related to employment practices.
- Fostering Diversity, Equity, and Inclusion: HR can promote diversity, equity, and inclusion by developing and implementing programs and policies that support a diverse and inclusive workplace culture.
- Implementing Effective Performance Management: HR can support effective performance management by implementing performance appraisal processes, providing regular feedback, and coaching, and aligning performance with organizational goals.
- Providing Support for Workforce Wellness: HR can support workforce wellness by providing resources and programs that promote employee physical, mental, and emotional health.

These are just a few examples of the strategies that HR professionals can implement to support the success of an organization. The specific strategies may vary depending on the size of the organization, the industry, and the unique needs and goals of the organization.

### **IMPORTANCE OF HUMAN RESOURCE INTERN**

HR interns play an important role in supporting the Human Resources (HR) function of a company. Some of the reasons why HR internships are important for companies include:

- Providing support for HR tasks: HR interns can help with a variety of tasks, such as filing, data entry, and organizing employee records.
- Offering fresh perspectives: HR interns bring a new perspective and can provide fresh ideas on how to improve HR processes and programs.
- Developing future HR leaders: HR internships provide opportunities for students and recent graduates to gain experience in HR and develop the skills needed to pursue a career in HR.
- Fostering diversity: HR internships can help companies attract a diverse pool of talent and support diversity and inclusion initiatives.
- Providing cost-effective resources: HR internships provide companies with cost-effective resources to support HR tasks and initiatives.
- Enhancing the company culture: HR interns can help support and enhance the company culture by participating in HR-led initiatives and programs.
- Offering a pipeline for future HR hires: HR interns can serve as a pipeline for future HR hires and provide the company with a pool of qualified candidates for future HR positions.

In conclusion, HR interns play an important role in supporting HR tasks, providing new perspectives, developing future HR leaders, fostering diversity, and enhancing the company culture. By offering HR internships, companies can invest in the future of their HR function and support the overall success of the organization.

## **SCOPE**

Human Resource management is the practice of managing, developing, and utilizing the skills of an organization's workforce to ensure success and productivity. The scope of Human Resource management is wide and constantly evolving according to the required market trends which includes following activities:

- **Recruitment**: HR is responsible for all aspects of the recruitment process including job postings, interviewing, and on boarding of new employees.
- **Training and Development**: HR is responsible for providing the necessary training and development opportunities to employees so they can reach their full potential.
- **Performance Management**: HR is responsible for creating and managing performance management systems, such as performance reviews and performance incentives.
- **Employee Relations**: HR is responsible for fostering positive relationships between employees and the organization.
- **Compensation and Benefits**: HR is responsible for negotiating employee salaries, bonuses, and benefits packages.
- **Compliance**: HR is responsible for ensuring the organization is following all applicable laws and regulations.
- **Organization Development**: HR is responsible for developing and implementing strategies to ensure the organization remains competitive and efficient.
- **Conflict Resolution**: HR is responsible for handling disputes between employees and the organization.
- **Diversity and Inclusion**: HR is responsible for ensuring the organization is an equal opportunity employer and a safe work environment for all employees.
- **Strategic Planning**: HR is responsible for developing and implementing strategies to ensure the organization meets its goals and objectives.

## **SOME KEY BENEFITS OF HUMAN RESOURCE MANAGEMENT**

Human Resources (HR) plays a critical role in organizations and offers several key benefits. Some of the benefits of HR include:

- Attracting and Retaining Top Talent: HR plays a crucial role in attracting and retaining top talent by designing and implementing competitive compensation and benefits packages, creating a positive work environment, and providing opportunities for professional development and growth.
- Improving Employee Engagement: HR supports employee engagement by creating an inclusive and diverse workplace culture, providing opportunities for employee involvement and feedback, and promoting work-life balance.
- Supporting Employee Development and Growth: HR designs and implements programs to support employee development and growth, such as training and professional development programs.
- Ensuring Compliance with Laws and Regulations: HR ensures the organization is in compliance with relevant laws and regulations by implementing processes and procedures to manage potential risks related to employment practices.
- Fostering Diversity, Equity, and Inclusion: HR promotes diversity, equity, and inclusion by developing and implementation programs and policies that support a diverse and inclusive workplace culture.
- Facilitating Effective Performance Management: HR supports effective performance management by implementing performance appraisal processes, providing regular feedback, and coaching, and aligning performance with organizational goals.
- Promoting Workforce Wellness: HR supports workforce wellness by providing resources and programs that promote employee physical, mental, and emotional health.
- Enhancing Organizational Culture and Success: By attracting and retaining top talent, improving employee engagement, and promoting a positive work environment, HR supports the overall success and cultural well-being of the organization.



These are just a few examples of the key benefits of HR. The specific benefits will vary depending on the size of the organization, the industry, and the unique needs and goals of the organization. However, HR plays a critical role in supporting the success and well-being of organizations by attracting, developing, and retaining top talent, and promoting a positive work environment and organizational culture.



## **IMPACT OF HUMAN RESOURCE ON COMPANY**

The impact of Human Resources (HR) on an organization can be significant, and can affect several areas of the business. Some of the key impacts of HR include:

- Employee engagement and productivity: A strong HR function can help create a positive work environment and culture, which can lead to increased employee engagement and productivity.
- Talent acquisition and retention: HR plays a key role in recruiting and retaining top talent, which can help ensure that the organization has the right people in the right roles to support its mission and goals.
- Compliance and legal issues: HR is responsible for ensuring compliance with labour laws and regulations, which can help protect the organization from legal action and fines.
- Employee development and advancement: HR can help employees develop the skills and knowledge they need to excel in their roles and advance their careers.
- Employee relations: A strong HR function can help resolve conflicts and address concerns and complaints, which can help maintain a positive and productive work environment.
- Employee benefits and compensation: HR is responsible for administering employee benefits and compensation packages, which can help attract and retain top talent.
- Organizational culture and diversity: HR can help foster a culture of diversity and inclusion, which can lead to a more inclusive and productive work environment.
- Business performance: A strong HR function can help support the overall strategy and goals of the organization, which can ultimately help to achieve the goals of the company.

## **LIMITATIONS**

Despite the vital role of HRM playing the success of an organization, there are several limitations to the practice are as follows:

- Limited Budget: Most HR departments operate on limited budgets, which can limit the effectiveness of their strategies and activities.
- Lack of Resources: HR departments often lack the necessary resources to address all their goals and objectives.
- Difficulty Measuring Effectiveness: It can be difficult for HR departments to measure the effectiveness of their initiatives and strategies.
- High Turnover: High turnover can limit the effectiveness of HR strategies and make it difficult to maintain consistent strategies.
- Unclear Expectations: If expectations are not clearly communicated, it can be difficult for HR to effectively implement strategies.
- Cultural Differences: Different cultures may have different expectations of HR and the organization, which can make it difficult to implement strategies.
- Legal Limitations: There are certain laws and regulations that limit what HR can and cannot do.
- Time Constraints: HR often has limited time to execute strategies and activities.
- Technology Limitations: Technology can be a limiting factor for HR departments, as some strategies may require advanced technology that is not available.
- Difficulty Staying Up-to-Date: It can be difficult for HR departments to stay up-to-date with the latest trends and developments in the HR field.

## **SWOT ANALYSIS**

A SWOT analysis is a tool used to evaluate the strengths, weaknesses, opportunities, and threats of an organization or department. When applied to HR, a SWOT analysis can help identify areas of improvement and opportunities for growth. Here's an example of a SWOT analysis for HR:

### Strengths:

- Strong recruitment and selection process, resulting in a high-quality workforce.
- Effective training and development programs that help employees improve their skills and advance their careers
- Positive employee relations and open lines of communication
- Compliance with all relevant labour laws and regulations
- Competitive employee benefits package

### Weaknesses:

- Limited budget for training and development programs
- High turnover rate in certain departments
- Difficulty retaining top talent
- Limited diversity and inclusion initiatives

Opportunities:

- Use technology to automate HR processes and improve efficiency
- Develop new training and development programs to meet the changing needs of the workforce
- Increase focus on employee engagement and retention to reduce turnover
- Implement new diversity and inclusion initiatives to attract a more diverse workforce

Threats:

- Increased competition for top talent
- Changes in labour laws and regulations that may increase compliance costs
- Economic downturn that may result in budget cuts
- Negative perception of the company among potential employees and the public

Based on the SWOT analysis, HR can focus on addressing the weaknesses and threats and capitalize on the opportunities to improve the overall performance of the department and support the organization's goals and objectives.



## **INTERNSHIP**

### **TASK 1**

#### **INTRODUCTION AND ORIENTATION**

WORKING AS AN HR INTERN, OUR FIRST TASK WAS TO INTRODUCE OURSELVES TO THE COMPANY. OUR COORDINATER ORIENTED BRIEFLY ABOUT THE COMPANY AND THE TASK THAT WE HAVE TO PERFORM IN THE COURSE OF OUR INTERNSHIP. THIS ENTIRE TASK WAS COMPLETED BY HOLDING AN ONLINE TEAM MEETING WITH ALL HR INTERNS PRESENT SO THAT WE COULD INTERACT WITH ONE ANOTHER AND FOSTER A MORE FAMILIAR WORK ENVIRONMENT.

Orientation refers to the process of introducing new employees to an organization and familiarizing them with the company culture, policies, procedures, and their role within the organization. The goal of an orientation program is to help new hires feel welcome, comfortable, and equipped to perform their job duties effectively.

A typical orientation program may include the following components:

- **Welcome and Introduction:** The orientation program begins with a formal welcome from the organization's leadership, such as the CEO or HR manager. This sets the tone for the orientation and makes new hires feel valued and appreciated.
- **Company Overview:** During this segment, new employees learn about the history, mission, vision, and values of the company. They may also learn about the company's products, services, and customers.
- **Organizational Structure and Departments:** In this section, new hires learn about the various departments within the company, their functions, and how they all work together. They may also meet key personnel and learn about their roles within the organization.
- **Policies and Procedures:** New employees receive an overview of the company's policies and procedures, including information on benefits, leave, and workplace conduct.

- **Job Training:** New hires receive training on their specific job responsibilities and how to perform their duties effectively. This may include hands-on training, shadowing a co-worker, or attending training sessions.
- **Benefits and Perks:** In this segment, new employees learn about the various benefits and perks offered by the company, such as health insurance, retirement plans, and paid time off.
- **Q&A Session:** An orientation program usually ends with a question-and-answer session, where new hires can ask any questions they have about the company, their role, or the orientation process.
- The orientation process is an important step in helping new employees feel welcomed, valued, and prepared to succeed in their new role. By providing a comprehensive overview of the company, its culture, and the expectations for new hires, organizations can help ensure a smooth transition and foster a positive and productive work environment.

### **KEY LEARNING:**

#### **BUILDING CONFIDENCE:**

Before this opportunity I didn't ever get a chance to communicate to variety of persons in official language but during the orientation as well as in whole internship process, I had to communicate with variety of students from all over India for instance T.N, Maharashtra, West Bengal that boost up my confidence to talk to any person without any hesitation.

Building confidence as an HR professional is crucial in order to effectively perform your job responsibilities and lead with authority. Here are some tips that may help you build confidence in your HR role:

- **Develop your knowledge and skills:** Stay up-to-date with the latest HR trends, practices, and laws. Read industry publications, attend conferences and workshops, and take courses to enhance your knowledge and skills. The more knowledgeable you are, the more confident you will feel in your role.
- **Build relationships:** Establish strong relationships with your colleagues, employees, and other stakeholders in the organization. Good relationships can help you

understand the needs and perspectives of others, and in turn, help you make informed decisions and communicate effectively.

- Lead by example: Demonstrate the values and behaviours you expect from others, and model the kind of behaviour that inspires confidence in others. Lead with integrity and authenticity, and take responsibility for your actions.

Here are some tips from which we can improve our confidence and improve our communication level these are as follows:

- Communicate clearly and effectively: good communication is key to building confidence. Speak clearly and listen actively to others, and take the time to understand their perspectives and needs. Avoid using jargon and technical language, and instead, focus on clear, concise, and direct communication.
- Be proactive: Take charge of your role and be proactive in finding solutions to challenges. Don't wait for someone else to take the lead, and don't be afraid to take calculated risks when appropriate.
- Seek feedback: Seek regular feedback from others to understand your strengths and areas for improvement. Use this feedback to continually grow and develop, and be open to constructive criticism.
- Stay positive: Maintain a positive outlook, and focus on your strengths and achievements. Surround yourself with positive and supportive people, and avoid dwelling on failures or setbacks.

By following these tips, you can build your confidence as an HR professional and lead with authority and effectiveness. Remember, confidence is a journey, not a destination, and it takes time, effort, and continuous development to build and maintain it.

#### CREATE INTERPERSONAL RELATIONSHIP:

- While working in SuccessR and even in orientation programme I had to communicate with the employees there that automatically leads to improve my communication skills
- I learned to be polite and courteous specially during interviewing different candidates mixing and mingling with different candidates during introduction and orientation and

interview process I got to know about how an organization work and how they approach a problem.

- As an HR professional, creating positive interpersonal relationships is a critical part of our task. These relationships can have a significant impact on the overall morale, productivity, and success of the organization.

Here are some ways that HR can create and maintain strong interpersonal relationships:

- **Communication:** Open and effective communication is key to building and maintaining positive relationships. Encourage regular and honest communication between employees, and foster an environment of trust and transparency. Listen actively to others, and be approachable and responsive to their needs and concerns.
- **Team building:** HR can organize team-building activities and events that bring employees together, promoting camaraderie and collaboration. These activities can help break down barriers and foster a positive, inclusive workplace culture.
- **Employee recognition:** Regularly recognizing and appreciating employees' hard work and achievements can help to build strong relationships and increase employee morale. HR can create and implement recognition programs, such as employee of the month or awards for exceptional performance.
- **Employee engagement:** HR can work with managers and employees to understand and address their needs and concerns, and to create opportunities for employee engagement. This can include regular check-ins, surveys, and employee focus groups, and can help to identify areas for improvement and foster a positive working environment.
- **Conflict resolution:** HR can play an important role in resolving conflicts between employees and helping to maintain a harmonious workplace. By listening to both sides, mediating disputes, and finding mutually-beneficial solutions, HR can help to build strong relationships and improve morale.
- **Employee development:** Providing employees with opportunities for growth and development can help to build positive relationships and foster a sense of commitment to the organization. HR can work with managers and employees to identify areas for growth, and provide training, mentorship, and coaching opportunities.

By creating and maintaining strong interpersonal relationships, HR can help to build a positive and productive workplace culture, where employees feel valued and supported, and where the organization can achieve its goals and objectives.

## **TASK 2**

### **SELECTION AND RECRUITMENT**

#### **HISTORICAL DEVELOPMENT OF RECRUITMENT AND SELECTION**

The history of recruitment and selection dates to the industrial revolution of the 18th century. Industrialization created a need for more efficient and effective ways to select and recruit employees. In the early 19th century, companies began to utilize job advertisements to locate and hire employees. As the 20th century progressed, companies began to use more modern techniques such as psychometric testing, group interviews and assessment centres to identify and evaluate potential candidates. In the last few decades, technology has enabled companies to use online job portals and social media networks to reach a wider range of candidates. This has revolutionized the recruitment and selection process, allowing companies to quickly identify, evaluate and hire the best candidates for the job.

**TASK DONE BY US AS AN HR INTERN IN SECOND TASK INCLUDES THE FOLLOWING:**

**Data Collection:** As a human resource intern our task was instructed by our mentor allotted to us to collect data of various educational institutions.

**Information collection:** following information's were asked by our mentor to collect these includes College location, District, college name, placement coordinator name, placement coordinator contact no., placement coordinator email.id. and create a excel sheet for the same.

Location	District	College Name	Placement Coordinator Name	PLACEMENT COORDINATOR'S NUMBER	Placement Coordinator Email ID	HR INTERN Your name
Dongargarh	Rajnandgaon, CG	Government Nehru PG	R.V. REWATY	9826777801	<a href="mailto:r.v.rewaty@gmail.com">r.v.rewaty@gmail.com</a>	Nagaria
Bilaspur	Bilaspur	Choudhary Group of City	Vinod Singh Kharsan	9329470964	<a href="mailto:vinod@choudharygroup.ac.in">vinod@choudharygroup.ac.in</a>	Nagaria
Bilaspur	Bilaspur	Atal Bihari Vajpayee university	Prof. A. D. N. RAJPAI	7752220007	<a href="mailto:adn@abvuniversity.ac.in">adn@abvuniversity.ac.in</a>	Nagaria
Bilaspur	Bilaspur	Jansana prasad verma pg art and commerce	Dr. Sudhir Kumar Sharma	9827802078	<a href="mailto:SPYERMACCOLLEGE85P@GMAIL.COM">SPYERMACCOLLEGE85P@GMAIL.COM</a>	Nagaria
Bilaspur	Bilaspur	C.M. choudhary PG City	Sanjay Singh	9827122353	<a href="mailto:sanjay6721@gmail.com">sanjay6721@gmail.com</a>	Nagaria
Mayana	Malendhargarh	Central University of Mayana	Vijay Kumar	1285249432	<a href="mailto:vijaykumar@cuh.ac.in">vijaykumar@cuh.ac.in</a>	Nagaria

Sending internship offer letters: Next, after collecting information about colleges our next task was to send offer letter to selected colleges so that there students can get a chance to apply for the internship in our company. The task is done through directly sending the offer letter and company profile to the college placement coordinator.

Receiving application forms: After the above task next step was to receive the application letters from the interested applicants from colleges who were interested to work with our company.

## **FOLLOWING ARE THE WAYS OF RECRUITMENT**

There are several methods that HR professionals can use to recruit candidates, each with its own advantages and disadvantages. Here are some of the most common types of recruitment methods:

1. **Internal recruitment:** This method involves filling vacancies within the organization by promoting current employees or by transferring employees from one department to another. This can help to build employee morale, as employees feel valued and recognized for their contributions, and can also provide cost savings, as there is no need to conduct a formal recruitment process.
2. **Referral recruitment:** This method involves encouraging employees to refer their friends and acquaintances for job openings within the organization. This can be an effective way to reach a large pool of qualified candidates, as employees often know people with the relevant skills and experience.
3. **Job postings and online job boards:** HR can use online job boards and career websites, such as LinkedIn and Indeed, to advertise job openings and to reach a large pool of



potential candidates. This method can be cost-effective, and can provide access to a broad range of candidates.

4. Campus recruitment: This method involves reaching out to universities and colleges to recruit recent graduates and students who are nearing graduation. This can be an effective way to find young talent and to build relationships with academic institutions.
5. Direct sourcing: This method involves reaching out directly to potential candidates through professional networking sites, such as LinkedIn, and through personal and professional contacts. This method can be time-consuming, but can be an effective way to find passive candidates who are not actively looking for a job.
6. Recruitment agencies: This method involves working with recruitment agencies to find candidates for specific job openings. Recruitment agencies can provide access to a large pool of candidates, and can save HR time and resources by conducting the initial screening and selection processes.
7. Social media recruitment: This method involves using social media platforms, such as Twitter, Facebook, and Instagram, to advertise job openings and to reach potential candidates. This method can be effective for reaching younger generations, and for promoting the organization's brand and culture.

By using a combination of these recruitment methods, HR can reach a broad range of potential candidates and find the best talent for the organization. It is important to evaluate the effectiveness of each recruitment method and to adjust your strategy as needed to ensure that you are reaching the best candidates for the organization.

### **External recruitment**

OUR COMPANY WAS PRIMARILY FOCUSED ON EXTERNAL SOURCE OF RECRUITMENT. EXTERNAL RECRUITMENT, WHICH INVOLVES HIRING NEW EMPLOYEES FROM OUTSIDE THE ORGANIZATION, EXTERNAL SOURCE OF RECRUITMENT OFFERS SEVERAL BENEFITS, INCLUDING

- Access to a wider pool of candidates: External recruitment allows HR to reach a broader range of potential candidates, including individuals who are not currently employed by the organization. This can increase the chances of finding the best talent for the job.

- Fresh perspectives and ideas: new hires from outside the organization can bring fresh perspectives and ideas that can help to drive innovation and growth within the organization.
- Diversification: External recruitment can help to diversify the organization in terms of skills, experience, and perspectives, which can lead to a more dynamic and inclusive workplace.
- Improved succession planning: External recruitment can help to build a talent pipeline for future leadership positions, which can support the organization's long-term success.
- Increased competitiveness: External recruitment can help to keep the organization competitive by attracting top talent from other organizations, and by bringing new skills and experience into the organization.
- Cost savings: External recruitment can sometimes be more cost-effective than internal promotion or transfer, as it does not require the organization to invest in training and development for current employees.
- Increased employee morale: External recruitment can boost employee morale by demonstrating that the organization values diversity and is committed to growth and innovation.

By leveraging the benefits of external recruitment, HR can help to build a strong, dynamic, and competitive organization that is well positioned for future success.

THERE ARE VARIOUS TYPES OF EXTERNAL SOURCE OF RECRUITMENT OUR COMPANY CHOOSE TO FOLLOW THE TYPE OF EDUCATION INSTITUTIONS SOURCE OF RECRUITMENT.

#### **Education institutions type of external recruitment:**

External recruitment from educational institutions is a process of recruiting a candidate from educational institutions, such as universities, colleges, and other educational institutions. Companies often look to educational institutions to recruit new talent and to fill positions that require specific knowledge and skills.

This type of recruitment is advantageous because it allows companies to find the most qualified and talented candidates from a pool of potential applicants with a wide range of backgrounds.

Recruiting from educational institutions is beneficial for both the company and the students. It provides students with the opportunity to gain experience and skills in their field of study, as well as exposure to potential employers.

It also allows companies to fill positions quickly and efficiently, as well as to identify fresh graduates who may have the most up-to-date skills and knowledge. The recruitment process typically involves the company or recruiter identifying potential candidates from the student population, usually through an open call or job posting.

The company may then contact the students directly or set up a recruitment event on the campus. After interviewing the candidates and assessing their qualifications, the company can then make an offer and the candidate can accept or decline. Overall, external recruitment from educational institutions is a great way for companies to find qualified candidates quickly and efficiently. It is also beneficial for students.

#### **Benefits of educational institutions type of External Recruitment**

- Access to a larger pool of potential applicants: Using an educational institute for external recruitment allows companies to access a larger pool of potential applicants than they would typically be able to find through their own networks. This is especially beneficial for companies that are looking to fill positions that require specialized skills or knowledge.
- Cost-effective alternative: educational institutes typically offer lower fees than conventional recruitment agencies, making them a more cost-effective alternative for companies on a tight budget.
- Improved sense of community: educational institutes often have a strong sense of community and can provide a more personalised experience for applicants. This can help to create an atmosphere of trust and respect, which is beneficial for both the company and the potential employees.
- Improved brand image: Recruiting through educational institutes can help to improve a company's brand image. This is because educational institutes typically have a good

reputation in the community, and the fact that a company is working with them to fill positions can be seen as a sign of trustworthiness and reliability.

- Access to a diverse range of applicants: educational institutes typically have a diverse range of applicants, which can be beneficial for companies looking to diversify.



### **SELECTION PROCESS**

As directed by the business mentor, various fields of interns were chosen based on their qualifications and skills. For the interview meetings, the mentor gives us a script and sample questions. We then sent out offer letters to the trainees we had chosen.

The recruitment process followed by an HR typically involves the following steps:

1. **Developing a Job Description:** An HR professional will work with the hiring manager to create a job description that accurately reflects the duties and requirements of the role. This job description will be used to attract qualified candidates.
2. **Posting the job Advertisement:** on the company website, job portals, and social media platforms to reach a wide range of potential candidates.  
For this purpose, we have specifically search and collect various Data of different educational institutes and personally mail their placement coordinator to tell their students about our company and to apply for application.
3. **Creating Candidate profile:** The HR Professional will also create a candidate profile that outlines the ideal qualification and skills for the job role.

With reference to our company, we have different types of job roles for every potential candidate according to their skills.

AVAILABLE PROJECTS BELOW FOR THE INTERNSHIP.

#### PROJECT 1 - COLD CALLING + DIGITAL MARKETING INTERN

##### Job Description:

- Should be quite customer friendly and should be able to persuade the users.
- Must understand what the customer requires and accordingly act on implementing and provide a relevant solution to them in a short span of time.
- The main objective of a telemarketer is to promote the growth of the business by expanding the company's customer network.
- Helping the company to engage in business with clients.
- Identifying prospects by reading telephone and zip code directories and other prepared listings
- Calling prospective customers by operating telephone equipment, automatic dialling systems, and other telecommunications technologies as a part of tele-marketing
- Completing orders by recording names, addresses, and purchases; referring orders for filling
- Securing information by completing database backups

##### Responsibilities:

- Contact individuals and businesses by telephone to promote products and services and should also request orders for goods and products over a telephone.
- Adjust a well-tailored sales pitch and deliver it efficiently to the customers also keeping in mind that they fulfil each requirement of a customer.
- Candidate must be good in explaining the features of the goods or products/services which he/she is trying to sell.
- Should be very persuasive in order to convince the customers to buy the product by illustrating it in such a way that it meets their needs.
- Keep a record of every personal detail of the customer in their system and should also maintain all the conversations made over a telephone for future references.
- They need to handle all the issues by the customer and be vigilant enough to provide a solution to them.

- Schedule appointments so that the sales team gets in touch with the probable customers.
- Most importantly, a telemarketer needs to follow up with the customer on what they had discussed in the last phone call
- SEO AND SMES, Managing the platforms of social media pages and working on keywords for consulting business

#### PROJECT 2 - HR GENERALIST

- Hiring of the candidates for Marketing Internships
- On boarding
- Time Attendance
- Induction
- Working on the HRMS Portal
- Exit Formalities.

#### PROJECT 3 - GRAPHIC DESIGNER

- Prepares work to be accomplished by gathering information and materials.
- Plans concepts by studying information and materials.
- Illustrates concept by designing rough layout of art and copy regarding arrangement, size, type size and style, and related aesthetic concepts.
- Obtains approval of concept by submitting rough layout for approval.
- Prepares finished copy and art by operating typesetting, printing, and similar equipment; and purchasing from vendors.
- Prepares final layout by marking and pasting up finished copy and art.
- Ensures operation of equipment by completing preventive maintenance requirements; following manufacturer's instructions; troubleshooting malfunctions; calling for repairs; maintaining equipment inventories; and evaluating new equipment.
- Completes projects by coordinating with outside agencies, art services, printers, etc.
- Maintains technical knowledge by attending design workshops; reviewing professional publications; and participating in professional societies.
- Contributes to team effort by accomplishing related results as needed.



#### PROJECT 4 - CONTENT WRITER

- Research industry-related topics (combining online sources, interviews, and studies)
- Write clear marketing copy to promote our products/services
- Prepare well-structured drafts using Content Management Systems
- Proofread and edit blog posts before publication
- Submit work to editors for input and approval
- Coordinate with marketing and design teams to illustrate articles
- Conduct simple keyword research and use SEO guidelines to increase web traffic
- Promote content on social media
- Identify customers' needs and gaps in our content and recommend new topics
- Ensure all-around consistency (style, fonts, images, and tone)
- Update website content as needed

#### PROJECT 5 - BUSINESS DEVELOPER

- Helping the company to engage in business with clients.
- Identifying prospects by reading telephone and zip code directories and other prepared listings.
- Calling prospective customers by operating telephone equipment, automatic dialling systems, and other telecommunications technologies as a part of telemarketing.
- Completing orders by recording names, addresses, and purchases; referring orders for filling.
- Securing information by completing database backups.

#### PROJECT 6 - UI/UX DESIGNERS

- UI/UX Designer responsibilities include gathering user requirements, designing graphic elements, and building navigation components. To be successful in this role, you should have experience with design software and wireframe tools.
- how sites function and look like
- Create original graphic designs (e.g., images, sketches, and tables)

- Prepare and present rough drafts to internal teams and key stakeholders
- Identify and troubleshoot UX problems (e.g., responsiveness)
- Conduct layout adjustments based on user feedback
- Adhere to style standards on fonts, colours, and images.

Requirements:

- Proven work experience as a UI/UX Designer or similar role
- Knowledge of wireframe tools (e.g., Wireframe.cc and In Vision)
- Up-to-date knowledge of design software like Adobe Illustrator and Photoshop
- Team spirit; strong communication skills to collaborate with various stakeholders
- Good time-management skills
- BSc in Design, Computer Science, or relevant field

## PROJECT 7 - ANDROID DEVELOPER

- Design and build advanced applications for the Android platform
- Collaborate with cross-functional teams to define, design, and ship new features
- Work with outside data sources and APIs
- Unit-test code for robustness, including edge cases, usability, and general reliability
- Work on bug fixing and improving application performance
- Continuously discover, evaluate, and implement new technologies to maximize development efficiency. The candidate must have previously worked on developing any
- applications and should have hands-on experience of that.

## PROJECT 8- WEB DEVELOPMENT

Duties & Responsibilities:

- Write custom HTML, PHP, CSS and JavaScript for existing websites and applications.
- Design, recommend and pitch improvements to new and existing features.
- Assist in troubleshooting issues on web-based systems.
- Update and edit website content, posts, and pages.

- Provide technical support related to web-based systems to internal teams.
- Test and give feedback on new and existing technologies.
- Create prototypes and experiment with new technologies and features as assigned.

## PROJECT 9 - BACKEND DEVELOPER

### Responsibilities of the Candidate:

- Creating and maintaining technology at the back end of a website (the server, database, and application)

### Requirements:

- Applicants should know react (reacts will be priority)
- Applicants should have knowledge in at least one framework in any one language, i.e., React, Node, Express (any one of the languages)
- Other backend skills in the same language are most appreciated
- Fresher can also apply

## PROJECT 10 – CYBER SECURITY

### Responsibilities and Roles:

- New security risks emerge on a regular basis, and IT security experts must keep up with the current strategies used by hackers in the field.
- Set up and use identity and access management systems, as well as user access controls.
- To detect and prevent abnormal activity, keep an eye on network and application performance.
- Conduct regular audits to ensure that security procedures are in compliance.
- To thwart malicious hacks, use endpoint detection and prevention solutions.
- Set up patch management systems to automatically update software.
- Across all assets, on-premises and in the cloud, implement comprehensive vulnerability management solutions.

- Set up a common disaster recovery/business continuity plan with IT operations.
- Educate staff on how to spot suspicious conduct in collaboration with HR and/or team leads.
- Cybersecurity experts oversee protecting IT infrastructure, edge devices, networks, and data at a high level. They oversee preventing data breaches as well as monitoring and responding to attacks. Many come from programming, systems or network administration, as well as math and statistics backgrounds.
- Those skills are unquestionably important in the role of an IT security expert, but equally important are the qualities that cannot be taught: critical thinking, curiosity, and a desire to learn and explore.

## PROJECT 11 – HR TECHNICAL RECRUITER

Post- Staffing Professional

Industries- Non-IT, Pharma, Healthcare, Engineering, IT

Selection of right candidates

- Looking at the available jobs descriptions around and recruiting competent individuals to fulfil the posts.
- Select the right candidates from Job portal, social sites, Job promotional sites, References, local pool, and own created database, which fit in well with company requirements.
- Conduct competency testing of the prospective candidates on behalf of the client.
- Completing the end-to-end hiring process for clients, including background checks and double checking of references and recommendations.

THE FOLLOWING STEP WAS TO CAREFULLY READ THE APPLICANTS' APPLICATION FORMS, CAREFULLY EVALUATE THE APPLICANTS' RESUMES, AND DECIDE WHICH JOB ROLE IS APPROPRIATE FOR THEM.

INFORMING THE SHORTLISTED CANDIDATES FOR INTERVIEW, WE LINE UP THE CANDIDATE FOR THE ROUND OF INTERVIEW IT IS BOOKED ONLY AFTER A SHORT LISTING OF PROFILES.

AFTER HE/SHE APPEARED IN THE INTERVIEW, WE CONTINUE TO CONTACT THE CANDIDATE BY PHONE, MESSAGE, OR LETTER ON MAIL

1. **Sourcing Candidates:** The HR professional will then source qualified candidates using a variety of methods such as job boards, social media, employee referrals, and recruitment agencies.
2. **Screening Candidates:** Once the candidates are sourced, we as an HR professional screen them to ensure they meet the requirements of the role. This may involve phone interviews, online assessments, and other methods. This also includes reviewing resumes and conducting preliminary interviews to narrow the pool of applicants.
3. **Assessment tests:** Administering aptitude, personality, and other tests to assess the candidates' skills.

**Key learning:**

- Learn how to use human resources data to support decision making.
- Learn how to use the software and systems used by the human resource department.
- Develop the ability to communicate effectively with other departments and employees.
- Develop problem solving and conflict resolution skills.
- Learn how to conduct performance review and provide feedback.

**TASK 3**

**INTERVIEWS**

INTERVIEW OF A CANDIDATES IS A PART OF SELECTION AND RECRUITMENT PROCESS, AFTER SORTLISTING THE CANDIDATES BY CAREFULLY SCREENING THEIR RESUMES, WE LINE UP THE CANDIDATES FOR THE ROUND OF INTERVIEW.

Interviewing is a process of evaluating and/or assessing a candidate's skills, qualifications, and experience to determine if they are a good fit for a job or role. In Human Resources, interviewing is an important tool used to select the right person for the job and to ensure that the organization's goals and objectives are met.

Our company follow the process of online interview which involves:

### TELEPHONIC INTERVIEW

A telephonic interview is an interview conducted over the phone, rather than in person.

It is typically used as a screening tool by employers to quickly identify the most qualified candidates for a position.

The interviewer will ask the same questions that they would if they were interviewing the candidate in person.

The interviewer will evaluate the candidate's answers and assess their skills, qualifications, and overall fit for the role. For a successful telephonic interview, the candidate should be prepared to answer questions related to their background, experience, and qualifications. They should also be prepared to explain why they would be a good fit for the role.

The candidate should also be sure to be on time for the call, to speak clearly and confidently, and to ask questions about the role and the company.

SOME QUESTIONS WERE PROVIDED BY THE COMPANY TO ASK THE CANDIDATES DURING THE INTERVIEW BELOW ARE SOME OF THE EXAMPLES:

#### 4. Data analytics :-

- **What do you know about the regression model?**
- **Name the best tools for data analysis.**
- **What are the responsibilities of a data analyst?**
- **What do you understand by data cleansing?**
- **Can you mention a few problems that data analyst usually encounter while performing the analysis?**



### 3. Graphic Designer :-

- What are the steps of your creative process as a graphic designer?
  - How do you stay updated of the latest design trends?
  - If I asked you to design X, which software would you use? What is the use of X in Photoshop?
  - Can you send me some of the designs you've done so far?
- (The last point is mandatory, and the main basis of selection would be his designs)

8. Background Checks: Conducting background checks to verify the applicants resumes, qualifications, and other relevant information.

For this purpose, we had to ask for candidate's photo ID, Aadhaar card copy, pen card copy etc.

9. Decision - Making: Making a final decision about the successful candidate and extending an offer letter.

#### **Key learning:**

- I learned that candidates from different backgrounds have different experiences, perspectives, and expectations for their job. They also have different goals and motivations for wanting the job.
- I also learned that each person has different skills and strengths that can be valuable to an employer.
- Additionally, I learned that candidates from different background can bring a unique perspective to the work place and can provide valuable insight into how to improve processes, products, and services.

- Lastly, I learned that it is important to be open-minded and listen to the candidates' stories in order to gain a better understanding of their qualifications and what they can bring to the job.

AFTER THE WHOLE TASK WAS DONE WE ASKED THE SELECTED CANDIDATES TO SEND US THE REQUIRED FOLLOWING DOCUMENTS TO PROCESS THE OFFER LETTER FOR THE JOB.

Following documents were required:

1. Passport size photograph.
2. Copies of the highest educational/professional certificates.
3. PAN Card copy.
4. Copy of photo ID, Passport, or Driving License.
5. Current and permanent address proof.
6. Bank Details. (optional)
7. Driving licenses. (optional)

AFTER MAKING FINAL DECISION OF SELECTION, HERE IS THE SAMPLE OFFER LETTER THAT WE PROVIDED TO THE CANDIDATES.



**SuccessR**

Your Way to Success

To,  
**Sanskrati Mathakar,**  
**Re-Letter of Appointment**

This has reference to your application for the internship opportunity and the subsequent discussions you have had with us. We are pleased to offer you the position of Intern – Digital Marketing with effect from 5<sup>th</sup> July 2021.

You will not be paid any compensation.

You will be reporting to Ms. Tejasvini Pise and will support her in her responsibilities and all the work which she assigns and delegates to you. As part of your engagement, you shall be required to work with the team Marketing for the SuccessR initiative.

Except in the proper performance of your duties or as required in law, you undertake that you will not, during or after your employment, disclose or otherwise make use of (and shall use your best endeavors to prevent the publication or disclosure of) any trade secrets or other confidential information of or relating to the Company or any associated entities or any user of the Company's services or any company, organization or business with which the Company is involved in any kind of business venture or partnership or any information concerning the business of the Company or any associated entity or in respect of which the Company owes an obligation of confidence to any third party.

You hereby authorize the Company to deduct from your salary/stipend or any other sum due to you, any sums which you may owe the Company including, without limitation, any over payments or loans made to you by the Company. This is without prejudice to any other remedies that the Company may have against you in respect of such sums.

Please sign on the all pages of this letter to confirm your acceptance of the appointment and the terms and conditions set therein. You're required to send us the scanned copy of the signed letter by 25<sup>th</sup> June 2021. We look forward to working with you.

Yours faithfully,

\_\_\_\_\_  
**Name Sanskrati Mathakar**  
**Date: 24/06/2021**

\_\_\_\_\_  
**Tejasvini Pise**  
**Founder & Head of Talent Acquisition Dept**  
**Date: 23/06/21**

#### **Task 4**

### **CUSTOMER KYC**

#### **UNDERSTANDING THE DIGITAL KNOW YOUR CUSTOMER (KYC)**

IN THIS TASK THE MENTOR ASSIGNED US TO VERIFY THE IDENTIFICATION DETAILS OF THE INTERNS. WITH THE HELP OF KREDILY AN ONLINE APPLICATION. THE DETAILS OF INTERNS WERE COLLECTED BY US THROUGH EMAILS AND WHATSAPP CALL OR MESSAGES. WE ALSO ASKED TO CHECK THE ATTENDENCE OF THE ALLOTTED CANDIDATES.

KYC stands for "Know Your Customer" and is a process used by financial institutions and other regulated companies to verify the identity of their clients and assess potential risks for illegal intentions, such as money laundering or financing of terrorism.

The KYC process typically involves collecting personal information and documentation from the customer, such as a government-issued ID and proof of address, and verifying this information against external databases and sources. The goal of KYC is to confirm the customer's identity, their location, and the source of their funds.

#### **PROCESS OF PHYSICAL KYC:**

The process of KYC is governed by laws and regulations, such as the Anti-Money Laundering (AML) laws, which require financial institutions to implement KYC procedures to prevent illegal activities. The exact steps of the KYC process can vary between countries and industries, but usually include the following steps:

1. Customer identification: The first step involves collecting personal information from the customer, such as name, address, date of birth, and government-issued ID number.
2. Customer verification: The collected information is then verified against external databases, such as credit bureaus or government databases, to confirm the customer's identity.
3. Customer risk assessment: In this step, the financial institution assesses the customer's risk profile based on various factors, such as their source of funds, their occupation, and their location.

4. Ongoing monitoring: The KYC process is not a one-time event, and financial institutions are required to periodically update and review the customer's information to ensure that it remains accurate and up-to-date.

KYC is an important component of a financial institution's compliance and risk management processes, and helps ensure that they are not involved in illegal activities or aiding criminals in their endeavours. By verifying the identity of their customers, financial institutions can better understand their customers and reduce their exposure to potential risks.

#### WHY IS KYC REQUIRED:

KYC (Know Your Customer) is required for several reasons, including:

1. Compliance with regulations: Financial institutions and other regulated companies are required by law to implement KYC procedures to prevent illegal activities, such as money laundering and financing of terrorism. Anti-Money Laundering (AML) laws, for example, require financial institutions to know the identity of their customers and to monitor their activities for suspicious transactions.
2. Risk management: By collecting and verifying information about their customers, financial institutions can better assess the risk of illegal activities and determine the level of due diligence required. This helps them to manage their risk exposure and avoid potential losses.
3. Prevention of financial crimes: The KYC process helps financial institutions to detect and prevent illegal activities, such as money laundering, which involves the concealment of illegally obtained funds by passing them through the financial system. By verifying the identity of their customers and monitoring their transactions, financial institutions can reduce the risk of being used to launder money or finance illegal activities.
4. Protecting customers: KYC helps to protect customers by ensuring that their personal information and funds are not used for illegal purposes. It also helps to reduce the risk of identity theft and financial fraud, as financial institutions can verify the identity of their customers before opening accounts or processing transactions.
5. Maintaining reputation: Financial institutions have a responsibility to maintain their reputation and to ensure that they are not involved in illegal activities. By

implementing KYC procedures, they can demonstrate their commitment to compliance and reduce the risk of being implicated in financial crimes.

In summary, KYC is required to ensure compliance with regulations, manage risks, prevent financial crimes, protect customers, and maintain the reputation of financial institutions. By implementing effective KYC procedures, financial institutions can reduce their exposure to potential losses and improve their ability to detect and prevent illegal activities.

## PROCESS OF DIGITAL KYC

Digital KYC (Know Your Customer) refers to the process of verifying a customer's identity using digital technology, such as mobile phones and the internet, instead of traditional methods, such as visiting a physical branch. The digital KYC process typically involves the following steps:

1. Customer registration: The customer provides their personal information, such as name, address, date of birth, and government-issued ID number, through a digital platform, such as a mobile app or a website.
2. Identity verification: The customer's identity is verified using digital technologies, such as facial recognition, document scanning, and biometrics. This information is compared against external databases and sources to confirm the customer's identity.
3. Risk assessment: Based on the information collected during the KYC process, the financial institution assesses the customer's risk profile and determines the level of due diligence required.
4. Account activation: Once the customer's identity has been verified and the risk assessment has been completed, the account is activated and the customer can start using the financial services.
5. Ongoing monitoring: The digital KYC process is not a one-time event, and financial institutions are required to periodically update and review the customer's information to ensure that it remains accurate and up-to-date.

Digital KYC offers several benefits over traditional KYC methods, including faster and more convenient customer onboarding, lower costs, and improved customer experience. Additionally, digital KYC enables financial institutions to collect and verify customer



information in real-time, reducing the risk of fraudulent activities and improving their ability to comply with regulations.

However, digital KYC also presents challenges, such as the need for secure and reliable digital infrastructure, the protection of customer data, and the potential for fraud and identity theft. Financial institutions must ensure that they implement robust security measures and data protection policies to mitigate these risks and protect their customers.

### **Key learning**

As a human resource intern using digital kyc provides numerous benefits to business. It can help with compliance by ensuring that customers are who they say they are, and that their personal information is accurate and up to date. Additionally, digital kyc can also help with customer onboarding, and customer experience. By streamlining the process, business can save time and money while protecting their customers' data.

### **Task 5**

#### **CERTIFICATE GENERATION FOR THE CANDIDATES**

THOSE CANDIDATES WHO SUCCESFULLY PERFORMED THE GIVEN TASKS AS WELL AS ATTEND ALL THE GROUP MEETINGS WITHIN THE SPAN PF 3 MONTHS AND DELIBRATELY WORKED FOR THE COMPANY, AS A HUMAN RESOURCE INTERN WE WERE SUPPOSED TO SEND THOSE CANDIDATES THE CERTIFICATES OF COMPLETING THEIR JOB SUCCESFULLY.

Generating a Certificate of Termination and a Letter of Complication can be a complex process, but it can be broken down into several steps:

1. Verify the reason for termination: Before issuing a certificate of termination, it is important to ensure that the termination is in accordance with company policies and laws.
2. Gather necessary information: This includes the employee's personal information, job title, start and end date, and reason for termination.

3. Prepare a draft of the Certificate of Termination: This document should clearly state the reason for termination, effective date, and the employee's personal information.
4. Review and edit the draft: Review the draft for accuracy, clarity, and completeness. Ensure that all necessary information is included, and that it is formatted correctly.
5. Obtain necessary approvals: If the company requires approval from a supervisor or HR department, ensure that the draft is reviewed and approved.
6. Print the final version of the Certificate of Termination: The final version should be printed on company letterhead, signed, and dated.
7. Prepare a draft of the Letter of Complication: This letter should explain the reason for termination, provide any necessary details, and inform the employee of their rights and options.
8. Review and edit the draft: As with the certificate of termination, review the draft of the letter of complication for accuracy, clarity, and completeness.
9. Obtain necessary approvals: If the company requires approval from a supervisor or HR department, ensure that the draft is reviewed and approved.
10. Send the final versions of the Certificate of Termination and Letter of Complication: The final versions should be sent to the employee, either by mail or in person, along with any other necessary documents or information.

It is important to note that the process of generating a certificate of termination and a letter of complication can vary depending on the company's policies and procedures, as well as applicable laws and regulations. It is recommended to consult with an HR representative or legal advisor for guidance.

## INTERNSHIP CERTIFICATE

05.07.2021 - 30.09.2021



*This is to certify that Ms. Supriya Mitra has  
successfully completed the internship program as  
Human Resource at SuccessR Hrtch Pvt Ltd.*

A handwritten signature in black ink, appearing to read 'Tejasvini'.

**TEJASVINI PISE**

Co founder and  
managing director

THE CERTIFICATE WHICH WE HAVE PROVIDED TO OUR CANDIDATES IS GIVEN ABOVE.

## **Task 6**

### **EXIT FORMALITIES**

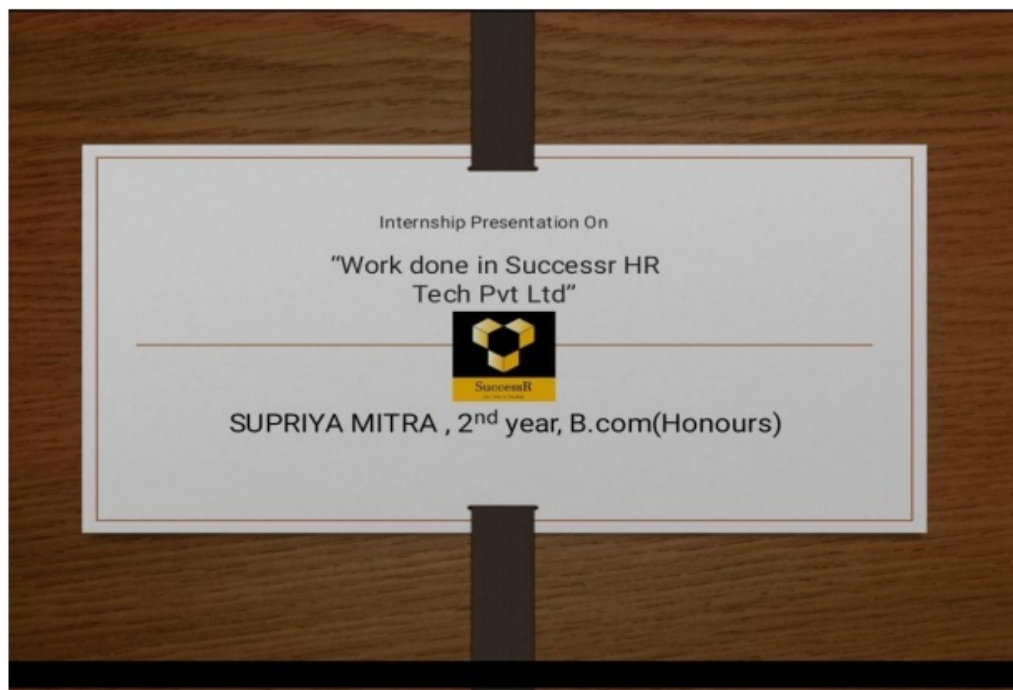
#### **POWER POINT PRESENTATION**

AFTER COMPLETION OF INTERNSHIP, WE HAD TO PREPARE POWER POINT PRESENTATION WHICH INCLUDES THE LEARNING OF THE INTERNSHIP LIKE -

- WHAT WE LEARN AS AN HR.
- WHAT SKILLS WE ACQUIRED.
- WHAT WAS OUR EXPERIENCE WHILE WORKING WITH THE COMPANY.

THE POWERPOINT PRESENTATION WAS CONDUCTED THROUGH ONLINE GOOGLE MEETING WHERE WE WERE PRESENTED OUR PPT AS WELL AS GAVE A BRIEF PRESENTATION OF THE SAME ITSELF TO OUR COORDINATOR AND MENTORS AS WELL AS IN FRONT OF THE OTHER HUMAN RESOURCE INTERNS.

HERE IS THE FRIST SLIDE OF MY POWER POINT PRESENTATION



## **SUGGESTIONS**

1. Implement a comprehensive onboarding program to ensure that new hires are properly integrated into the organization and have the resources and support they need to be successful.
2. Develop a strong employee relations program that encourages open communication and actively addresses concerns and complaints.
3. Create a robust training and development program that provides employees with the skills and knowledge they need to excel in their roles and advance their careers.
4. Implement a performance management system that sets clear expectations, provides regular feedback, and rewards high-performing employees.
5. Review and update the organization's compensation and benefits package to ensure that it remains competitive and meets the needs of employees.
6. Establish a strong compliance program to ensure that the organization is in compliance with all relevant labour laws and regulations.
7. Develop a succession planning program to identify and develop the next generation of leaders within the organization.
8. Foster a culture of diversity and inclusion by implementing initiatives that promote an inclusive work environment and actively recruit a diverse workforce.
9. Create an employee engagement program that encourages employee involvement, participation, and feedback.
10. Implement an HR information system that automates HR processes and provides real-time data and analytics to support decision making.

## **CONCLUSION**

- Human Resources (HR) is a crucial function for any organization.
- HR is responsible for a wide range of functions including recruiting, retention, compliance, employee development, and relations.
- A strong HR function can lead to increased employee engagement and productivity, better talent acquisition and retention, and compliance with labour laws.
- The role of HR is constantly evolving and it's important to stay current with new trends and best practices.
- An objective study of HR can help organizations to improve their HR practices and support overall success.

## **ANNEXURE**

<https://www.adp.com>

<https://www.instagram.com>

<https://www.facebook.com>

<https://www.smartrecruiters.com>

<https://core.ac.uk>

<https://www.studocu.com>

<https://www.workhuman.com>

<https://www.indees.com>

<https://www.livabout.com>

<https://www.breathehr.com>

<https://recruitee.com>

<https://open.lib.umn.edu>