



K.R. MANGALAM UNIVERSITY

NOC Certificate

Mr./Ms. CHARU GUPTA, a student of MBA, semester IInd for the academic session 2021-2023, has to undergo an Internship for the period of 8 weeks, commencing from JULY 2022. The Internship is mandatory since this will help him/her to acclimatize with the corporate culture and obtain domain exposure for knowledge building. You are requested to assign her/him, a project on his/her domain of specialization. The University has no objection in the student joining organization M/s CALSONIC KANSEI MOTHERSON.

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Roll Number: 2102570010

Course & Year: MBA

Phone Number:

Company Name: Calsonic Kansei Mother

Name of HR: ATUL YADAV

Phone Number of HR:

Email of HR:

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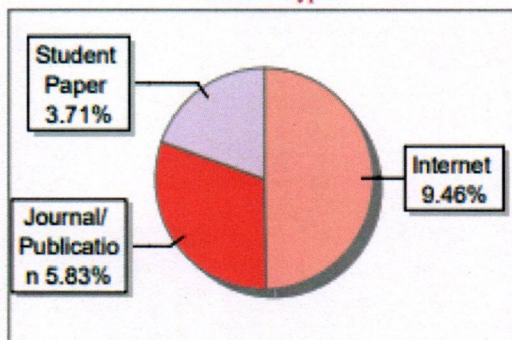
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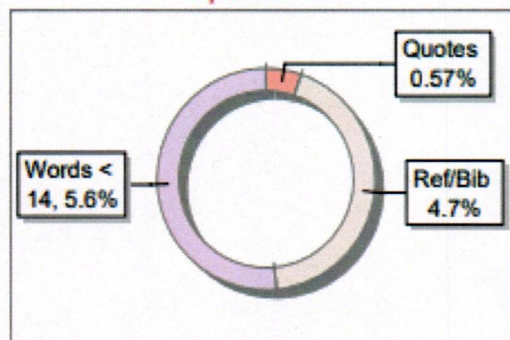
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5	uir.unisa.ac.za	1	Publication
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9	moam.info	<1	Internet Data
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12	A STUDY ON EMPLOYEE MORAL AT AMIGO INNOAPS BY 19U51E0054 Yr-2021 SUBMITTED TO JNTU	<1	Student Paper
13	Research Article Published in NEW ZEALAND INSTITUTE OF MEDICAL LABORATORY SCIENCE - www.nzimls.org.nz	<1	Publication

14	www.uou.ac.in	<1	Publication
15	www.science.gov	<1	Internet Data
16	core.ac.uk	<1	Publication
17	A Study on Job Satisfaction of Employees in TNPL Kagithapuram at By Sowriyar Duraisa 20122014, inflibnet.ac.in	<1	Publication
18	dspace.knust.edu.gh	<1	Publication
19	cag.gov.in	<1	Publication
20	qdoc.tips	<1	Internet Data
21	www.slideshare.net	<1	Internet Data
22	psychologyandeducation.net	<1	Publication
23	adoc.pub	<1	Internet Data
24	Thesis submitted to shodhganga - shodhganga.inflibnet.ac.in	<1	Publication
25	www.scitcentral.com	<1	Publication
26	cir.irb.hr	<1	Internet Data
27	uir.unisa.ac.za	<1	Publication
28	A study on the role of computers in adult education by Georgios-2016	<1	Publication
29	HRM and Performance A Plea for Reflexivity in HRM Studies by Madd-2009	<1	Publication
30	idoc.pub	<1	Internet Data

**SUMMER INTERNSHIP PROJECT REPORT
ON
“HR Practices and Employee Satisfaction”
AT
Calsonic Kansei Motherson**

Submitted in partial fulfillment of the requirements
for the award of the degree of



K.R. MANGALAM UNIVERSITY

Master of Business Administration (MBA)
To
K.R. Mangalam University, Gurugram

SESSION: 2021-2023

Submitted by:

Name of Candidate: Charu Gupta
Roll No.: 2102570010

Under the supervision of:

Dr. Rashmi Singel
Associate Professor, School of Management and Commerce
K R Mangalam University, Gurugram



Regd. Office : 2nd Floor, F-7, Block B-1, Mohan Cooperative Industrial Estate, Mathura Road, Delhi-110044
CIN - U34102DL2007PTC168779

Date: 30.08.2022

To,
The Dean,
K.R. Mangalam University,
Gurgaon.

Subject: Completion of Internship between 11th July to 30th August

Dear Sir/Madam,

This is to certify that **Ms. Charu Gupta** student of MBA HR batch 2021-2023, had successfully completed her training for 7 weeks w.e.f. 11th July 2022 to 30th August 2022.

We wish her all the success for her future assignments.

Thanking you,

For Calsonic Kansei Motherson Auto Products Private Limited


(Atul Yadav)
Head - HR & Administration

Plot No 194, Sector-4
IMT Manesar, Gurugram
Haryana - 122050, India
Tel. : (India) +91-124-4365513, 4365514
E-Mail Address : contactnorth@ck.motherson.com

Plot No 17, Sector-5, Phase-II
IMT, Bawal, Rewari
Haryana-123501, India
Tel. : (India) +91-1284-264354

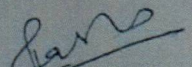
CERTIFICATE

I, Ms. Charu Gupta, Roll No. 2102570010, Certify that the Summer Internship Project entitled **"HR Practices and Employee Satisfaction AT Calsonic Kansei Motherson"** is completed by me and it is an authentic work carried out by me at **"Calsonic Kansei Motherson"**. To the best of my knowledge and belief, the information contained in this internship project report has not previously been submitted for the granting of any degree or diploma.

Signature of the Student 

Date: 20 Dec 2022

Certified that the Summer Internship Project Report entitled **"A Study of HR Operational Activities at Calsonic Kansei Motherson"** done by Ms. Charu Gupta, roll no.: 2102570010 is completed under my guidance.


Signature of the Guide

Date: 20 Dec '22

Name of the Guide: Dr. Rashmi Singel

Designation: Associate professor

K R Mangalam University

Sohna Road, Gurugram

DECLARATION

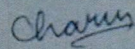
I, Ms. Charu Gupta, a sincere student of MBA Programmed at the Centre for Management Studies, K.R. Mangalam University, Gurugram, hereby declare that I have undergone the Summer Training at CKM Global, under the supervision of Mr. Atul Yadav, Assistant general Manager, Human resource on and from July 11th, 2022 to August 30, 2022.

I also declare that the present project report is based on the above summer training and is my original work. The content of this project report has not been submitted to any other university or institute either in part or in full for the award of any degree, diploma, or fellowship.

Further, I assign the right to the university, subject to the permission from the organization concerned, use the information and contents of this project to develop cases, case lets, case leads, and papers for publication and/or for use in teaching.

Place: Gurugram

Date: 20 Dec 22


Charu Gupta

MBA

2102570010

ACKNOWLEDGMENT

Industrial training is an indispensable part of our curriculum, benefitting students, like me, by bridging the gap between the theoretical knowledge and the practical know-how.

The internship experience I had with **CALSONIC KANSEI MOTHERSON** was a fantastic opportunity for my personal and career development. As a result, I consider myself incredibly fortunate to have been given the opportunity to be a part of it. I am also glad for the opportunity to meet so many great people and professionals that guided me through this internship term.

Keeping in mind the preceding, I would like to take this opportunity to express my heartfelt gratitude and special thanks to **Dr. Rashmi Singel, Associate Professor at KR Mangalam University**, who, despite being extremely busy with her duties, took time out to guide, and keep me on the right track. I must also thanks **Mr. Atul Yadav, Assistant General Manager, Human Resource of CKM Bawal** for their guidance, inspiration, and constructive suggestions, which helped me in the Project.

This opportunity represents a significant step forward in my professional development. In order to achieve desired career objectives, I will attempt to apply acquired skills and knowledge as effectively as possible, and I will continue to work on their improvement. I hope to continue working with you all in the future.

I must also thank the management of **KR Mangalam University, Gurugram**. To provide excellent opportunity and environment to be able to pull my project through. Cooperation of the staff is also gratefully acknowledged. Finally, also give my sincere thanks to all the people to directly and indirectly for their help and encouragement in finding the way for collecting the requisite information and completing the project effectively and timely.

Charu Gupta

MBA

2102570010

Executive Summary

Calsonic Kansei Motherson Sumi Systems Limited and Calsonic Kansei Corp. Japan formed Motherson Auto Products Private Limited (CKM). In India, the firm maintains plants in Manesar and Chennai. HVAC Systems for controlling and regulating temperature, Interior (Injection & Assembling), ECM (Engine Cooling Module), Exhaust System (Press & Welding), CCM (Cross Car Beam), Compressor, BCM (Body Control Module) that controls door locks, electric windows, courtesy lights, and so on are all manufactured by the company.

Human resources are the most precious asset of every firm. An organization's success or failure is determined on the calibre of its employees. The internship's major purpose is to fulfil the criteria of the MBA programme as specified by KRMU. An intern must complete a project report at the end of the internship, but the main purpose of the internship is to obtain hands-on experience with a real-world organisation. The internship was designed to provide hands-on experience in the Calsonic Kansai Motherson HR department.

During my internship, I acquired hands-on experience with how an organization's human resource division operates and organises its actions to ensure the organization's smooth functioning at all levels by ensuring the proper number of people are available at the right time to do the right job. The calibre of the people who work in an organisation determines its success or failure. Organizations cannot thrive and prosper unless people contribute positively and creatively.

Content

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Chapter 1
Introduction

1.1 Background

The Samvardhana Motherson Group is a focused, active, and forward-thinking organisation that offers customers value-added products, services, and innovative solutions. The Group has a diverse product portfolio to serve numerous industries, with the automobile industry being the primary one supplied.

Electrical distribution systems (wiring harnesses), automotive rear-view mirrors, polymer processing, injection moulding tools, elastomer processing, modules and systems, machined metal products, cutting tools, IT services, design engineering, CAE services, vehicle air conditioning systems, lighting systems, cabins for off-highway vehicles, cutting tools, and thin film coating metals are all part of the Group's business portfolio. The Group has invested in production support technologies such as compressors, paint coating equipment, auxiliary equipment for injection moulding machines, and automobile manufacturing engineering services.

Managing people, typically employees, is known as human resource management or personnel management. Managing personnel is the process of ensuring that the employees—not the clients—are as productive as possible. People may be hired, fired, or transferred from occupations to which they may contribute most productively. Many institutions offer this as a major or minor in the business school. It is sometimes referred to as personnel administration, which is a similar term in terms of functionality.

Meaning of Human Resource Management

The HR Department manages people within the organisation. The department oversees acquiring new personnel, assigning them to positions, and monitoring their performance. Every day, all employees' records are retrieved from the System for Time and Recording (STAR) and updated. Annual attendance Daily, the system is also updated with leaves, casual leaves, sick leaves, complementary leaves, and so on. HR also manages the intranet, Department trainings, supervisor trainings, TTT trainings, and employee orientation Trainee orientation programmes The Medical Insurance file is updated once a year by a HR.

A business unit requires workers to oversee several tasks. This is referred to as manpower or human resource. Such human resources must be completely developed in order to contribute positively to the success and prosperity of a company unit. For this methodical Human resource development and management are required. Human Capital Management (HRM) is concerned with:

- (a) Training
- (b) Self-development
- (c) Promotions
- (d) Performance appraisal of manpower recruited in an organization

HRM is a structured learning process designed to meet the corporate demand for career advancement. It is a procedure including several educational activities intended to help workers reach the necessary level of competence. HRM requires funding and is a constant activity. Such an investment develops a group of successful, competent, and

trained employees who offer stability and success to a company unit. HRM initiatives provide an organisation with long-term advantages.

Characteristics of Human Resource Management:

- (1). Manpower Upgrading: Human resource management is primarily concerned with the advancement of employees in a firm. This leads to an improvement in an employee's individual performance and a commensurate improvement in organisational performance.
- (2). Emphasis on Training: HRM encompasses a variety of programmes designed to provide education, guidance, training, and opportunities to learn and develop personnel of all categories and working in diverse departments. The HRM programme incorporates the usage of subsystems (training, career development, and organisational development).
- (3). Emphasis on learning and professional development: HRM programmes provide opportunities for learning, self-development, and career advancement. These are the fundamental areas of human resource management. Joining training classes and reading books and magazines can help you advance your career. Employees' potential to operate at the greatest levels is increased via learning and career development. They are promoted to higher-level positions with monetary incentives.
- (4). Organizational Development: HRM involves organisational development, which includes effective communication within the organisation, coordination of various activities, conflict resolution of various forms, and the formation of an orderly atmosphere throughout the organisation.
- (5). Team Spirit: HRM is primarily concerned with building team spirit throughout the organisation. Departments and levels of management are suitably connected for this. Team spirit promotes the organization's orderly progress in the proper way.
- (6). Excessive management spending: All organisations spend a lot of money on HRM operations, yet it is necessary in today's competitive business world. HRM programmes develop matured, skilled, and efficient labour, which is a business unit's asset.
- (7). Employment Termination: Termination is an unpleasant aspect of any manager's job. Employees must be terminated on occasion for breaching regulations or failing to perform adequately.
- (8). Continuous Activity: Because new developments in the business world occur on a regular basis, HRM is appropriately seen as a continuous activity. On-the-job and off-the-job training programmes are offered from time to time to help with this.
- (9). HRM programmes have a wide range of applications. It is multidisciplinary in nature. Managers are provided training and coaching on several facets of business management to help them deal with complicated managerial difficulties and challenges.

Need and Importance of Human Resource Management:

- (1). To develop a stable labour force: HRM programmes are essential to develop the stable, efficient, skilled, and mature labour force that a company will demand in the present and future.
- (2). To update the quality of manpower: HRM activities are required to update the quality of manpower in response to an enterprise's increasing and changing needs. This keeps managers from becoming obsolete. Because HRM programmes provide training and chances for self-development to employees at lower levels, even higher-level openings can be filled internally.
- (3). To develop survival strength: HRM programmes are required for survival in today's competitive marketing environment. Only by enhancing quality, lowering expenses, and minimising waste can a company compete in the market. All of this is doable using HRM.
- (4) To meet technological transition challenges: Every aspect of company is seeing fast technological transformation. Human resource management programmes are required to absorb the rapid technological developments. In fact, the adoption of new technology, computers, automation, and so on will be impossible unless staff is trained.
- (5). To meet employees' self-development needs: HRM is required to meet employees' self-development and career development ambitions. Employees want training opportunities, refresher courses, promotions and transfers, career counselling, and other forms of self-development. Employees' self-improvement and career growth require HRM programmes.
- (6). To address future manpower needs: HRM is required to fulfil the organization's future manpower needs. Executives, managers, and supervisors leave their jobs or retire as a result of their age. Positions must be filled by capable juniors. HRM is required to retain a team of qualified managers on standby as a second line of defence.
- (7). To promote expansion and diversification: HRM activities are required to fulfil the labour requirements resulting from enterprise-level expansion and diversification programmes. HRM must be prioritised long before the implementation of an expansion programme.
- (8). To fully utilise production capacity: HRM is required to fully utilise available production capacity. It supplies qualified personnel for this purpose.

1.2 PROFILE ORGANISATION/COMPANY



Address: Plot No. 17, Delhi - Jaipur Expy, Sector 5, Industrial Model Twp, Bawal, Haryana 123501

Calsonic Kansei Motherson Auto Products Private Limited (CKM) is a joint venture between Motherson Sumi Systems Limited and Calsonic Kansei Corp. Japan. The company has plants in Manesar and Chennai in India. The company is into manufacturing a wide range of modules that include: HVAC Systems for controlling and regulating temperature, Interior (Injection & Assembling), ECM (Engine Cooling Module), Exhaust System (Press & Welding), CCM (Cross Car Beam), Compressor, BCM (Body Control Module) that controls door locks, electric windows, courtesy lights, etc. Calsonic Kansei Motherson Auto Products Ltd in Bawal, Rewari is known to satisfactorily cater to the demands of its customer base. It stands located at Plot No.17, Delhi Jaipur Expy, Sector 5, Industrial Model Township, Bawal-123501. The business strives to make for a positive experience through its offerings. Customer centricity is at the core of Calsonic Kansei Motherson Auto Products Ltd in Bawal, Rewari and it is this belief that has led the business to build long-term relationships. Ensuring a positive customer experience, making available goods and/or services that are of top-notch quality is given prime importance. India's leading B2B market place, Jd Mart ensures engaging in business activities is a seamless process for small and medium enterprises as well as large businesses. In a wake to enable these businesses to reach their audience, this portal lets them showcase their offerings in terms of the products and/or services through a digital catalogue. This business has a wide range of product offerings and the product/catalogue list includes Corporate Companies etc.

Our Quality

The **Samvardhana Motherson** Group companies are accredited with relevant accreditations such as ISO 9001, VDA 6.1, ISO/TS 16949, CMM Level 5, ISO 14001 & OHSAS 18001.

Quality, a way of life at Samvardhana Motherson...

The group has expertise working with a wide range of foreign quality systems, clients, collaborators, and internal quality activities as a result of its worldwide affiliations, geographic distribution, and global customer base. Best practises are continuously shared throughout all group entities. A centralised pool of quality professionals allows quick certification preparation for new businesses and fast track deployment of quality systems. Samvardhana Motherson is able to offer the highest-quality products and satisfy customer expectations all around the world because to a strong quality culture that permeates the whole organisation.

Our Team

We at **Samvardhana Motherson** believe that our success as an organization depends on the collective abilities and commitment of our people. A force which is our most valued asset - our core strength. A systems approach to HR facilitates professionals to work together, broadening the individual knowledge and blending expertise in various industry and service practices.

Mission- To be the market leader in products we manufacture

Vision- To be a globally preferred solutions provider (in the aftermarket space)

Values

- Be a lean, responsive, and learning organisation
- Make constant improvements to maintain top-tier standards and complete client satisfaction.
- Take action to handle change
- Uphold the highest standards of honesty and security
- Ensure that the organisation as a whole has a shared culture and set of values.
- Recognise individuals' contributions
- Develop the global viewpoint, collaboration, and leadership abilities.
- Continually improve organisational skill levels through knowledge-sharing initiatives.

Mission

- Ensure Customer Satisfaction
- Involve Employees as "Partners" in Progress
- Increased Value to Shareholders
- Create new benchmarks for responsible corporate behaviour

Core value- Shine to win, Customer Focus, Reliability, Teamwork, Respect for individual, Quality, Responsible Citizenship

Products/ services

1. HVAC system (heating ventilation, heat cools, air conditioning system and ventilates your home/office commercial area)
2. Compressor- heart of an AC (expensive), (converting power into energy)

3. BCM body control modules
 - Central elements of vehicle electronics
 - Controls the power windows, power mirrors, ac, immobilizer system, central locking etc.
4. ECM (engine cooling module)
 - I. Remove excess heat from the engine.
 - II. It maintains the engine operating temperatures where it works most effectively.
 - III. Bring engine up to the right operating temperature as quickly as possible.
5. Combi meter auto control
Combined Voltage + current + frequency meter

1.3 OBJECTIVES OF STUDY:

In order to identify the activities that must be completed, certain objectives have been laid forward for this report. The objectives of the report are:

- To familiarize with the operation and activities, management style.
- To determine the level of employee satisfaction.
- To understand the role of HR in an organization.
- To determine employee development practices.

1.4 SCOPE OF STUDY:

This study was created after significant consultation with business personnel. The company's prospectus, which was used in the report's preparation, was also helpful. I got a fantastic chance to have a thorough understanding of all the human resource operations carried out at Calsonic Kansei Motherson Bawal throughout the preparation of the report.

1.5 METHODOLOGY

In common usage, research refers to the pursuit of knowledge. Research can also be defined as a scientific and systematic search for relevant information on a given topic. In truth, research is a scientific investigation art. As a result, India has become a preferred destination for international students. Almost of overseas students seek to comprehend Indian education because it is significantly superior to that of other countries throughout the world. During my internship, I employed the following methods:

Personal Visit: My HR Manager provided questions. I went to every desk on the query list.

Browsing Websites: I browsed numerous websites to collect data such as HR Queries, Office Problems, Wikipedia, and so on.

Interaction with Employees: In order to acquire the necessary information, I also interacted with the employees.

Survey: I conducted survey and questionnaire sessions with individual employees in order to get information about difficulties and ways improve performance.

1.6 Limitations of the study:

- Due to accessing sensitive data and information being a challenge, the human resources department was unwilling to offer information.
- The absence of some historical statistics data.
- While the Human Resources Division is a large field, the internship period is only a short amount of time, making it challenging to thoroughly cover everything after working in an office from 9:00 AM to 6:00 PM.
- The secondary source of data was insufficient to finish the report. (Even not offered)
- Maintaining Confidentiality of information somehow limits the scope of learning.

1.7 JOB DESCRIPTION

I have worked on job description for HR Manager and I have created a job description. Example is shown below.

Position Summary

- Human Resource Manager with practical understanding of Business needs. Highly effective of incorporating creative leadership skills to achieve business objectives.

ROLES & RESPONSIBILITIES

Recruitment

- Conducting recruitment /exit interviews and recording them according them accordingly.
- Facilitating newcomers joining formalities.
- Reviewing & updating JD for all positions regularly.

Compensation & Benefits

- Handling monthly payroll and yearly forms for employee.
- Liaising with all government agencies to ensure adherence to compliance laws & regulations.
- Follow up on confirmation records statutory obligation- PF, ESIC, taxes, gratuity, bonus etc.

HR Administration

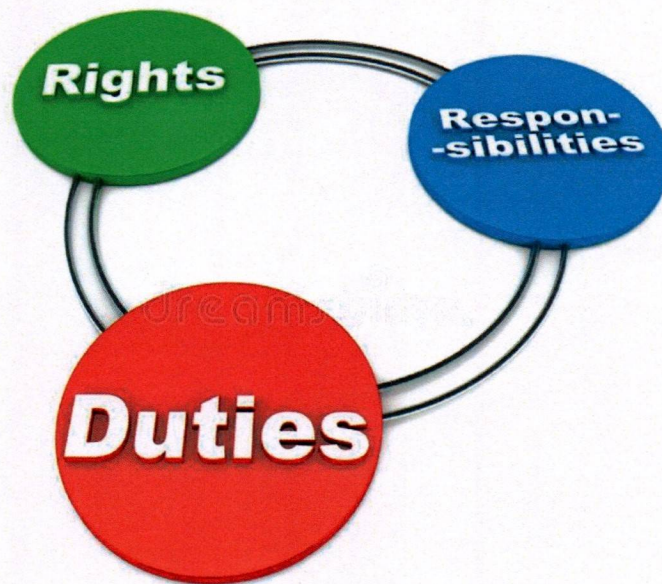
- Communicating and explaining the organization's HR policies to the employee.
- Handling administration of all contract labour.
- Preparing and submitting all relevant HR letters/ documents/ certificates/attendance as per requirement with the management.

HR Management

- Handling all employee enquiries & grievances.
- Dispute settlements according to labour law, factory rules & compliance guidelines Rewards and Recognitions.
- Attractive performance-based incentives.

Qualification/ELIGIBILITY

- MBA/BBA in HR specialization Experience.
- Minimum 3 years of experience in HR executive.
- Knowledge of experience in employment law, compensation etc.
- Should have advance verbal and written communication skills.



FILE MANAGEMENT OF EMPLOYEES

I have selected the documents for each employee and attached them in cobra files with their names and employee IDs in the front.

I selected and generated files for trainee employees, permanent employees, and part-time employees.

DOCUMENTATION OF EMPLOYEES

I have collected papers from employees in order to update personnel files and the master database with the help of documents.

I used documents to update personnel information in a database excel sheet.

I gathered these documents, which included address evidence, a pan card, Aadhar card, account information, medical certificate, Vaccination certificates, resume, and other forms required by the firm.

Documentation of the new employee and on-boarding procedure, as well as the joining and personal form filling process.



CHAPTER 2
Literature review

2.1 LITERATURE REVIEW

The management of an organization's most valuable asset, the employees who both individually and collectively contribute to the accomplishment of the company's goals, is known as human resource management (HRM). Personnel management has been largely superseded by the phrases "human resource management" and "human resources" (HR) as a description of the procedures involved in managing people in enterprises. Human resource management is quickly changing.

Human resource management is an academic theory as well as a corporate practise that tackles both the theoretical and practical aspects of workforce management. Determining your staffing needs and whether to hire independent contractors or employees to fill these needs, recruiting and training the best employees, ensuring they are high performers, handling performance issues, and ensuring your personnel and management practises comply with various regulations are all part of the human resources management (HRM) function. Other responsibilities include keeping track of employee records, managing benefits and compensation, and managing personnel policies. Because they cannot afford part-time or full-time staff, small enterprises (profit or non-profit) must usually carry out these duties alone.

However, they should continuously ensure that employees have access to and knowledge of personnel policies that adhere to the most recent laws. Employee handbooks, which are given to all employees, usually contain these policies. HRM is thought of by experts in the industry as a more creative method of managing the workplace than the conventional one. Its strategies force business leaders to clearly communicate their objectives to the workforce so that they can comprehend them and put them into practise, and to provide the tools they need to do so. As a result, when used correctly, HRM methodologies convey the enterprise's overall aims and operating processes. Many people believe that human resource management plays an important role in risk reduction inside firms. Over the last 20-30 years, the HRM function and the HRD profession have seen enormous development. Many years ago, large corporations relied on the "Personnel Department" to handle the paperwork associated with employing and paying employees. Recently, corporations have viewed the "HR Department" as playing an important role in staffing, training, and assisting in the management of people so that people and the organisation can perform to their full potential in a highly gratifying manner.

Soon after, Keen (2009), To investigate how job features, work environment, pay satisfaction, and progression prospects influence IT employee job satisfaction, survey questionnaires were distributed to state government IT personnel in the United States. According to the study findings, job clarity, effective communication with management, a participatory management approach, organisational support for career development, opportunities for advancement, and family-friendly policies are all significant variables influencing IT employee job satisfaction. The influence of salary satisfaction on job satisfaction among IT employees was insignificant. This study also discovered gender variations in the parameters that influence IT employee work satisfaction. Job clarity was found to have a beneficial effect on male IT employees' job

happiness but not on female IT employees' job satisfaction. Available family-friendly policies were found to have a beneficial influence on job satisfaction among female IT employees, but no significant effect on job satisfaction among male IT employees.

The ergonomics discipline focuses on the workplace environment to improve health and safety, as well as productivity and quality. This study introduces a new field of ergonomics: creating work environments to foster employee creativity in order to increase an organization's capability for product and process innovation, and hence its competitiveness.

Terry Lam, Hanqin Zhang, and Tom Baum (2009), Previous empirical studies have revealed that age, length of employment, job level, marital status, and educational level are all connected to employee work satisfaction. Using Hong Kong hotel employees as an example, this study investigates the links between demographic features of hotel employees and job satisfaction. According to the findings, there are significant discrepancies between employee demographic factors and the six Job Descriptive Index (JDI) categories. A complete quality management approach may help to boost job satisfaction through various training and development initiatives, particularly for newcomers and well-educated staff.

The main conclusions of this study are as follows: first, there is a significant relationship between higher rewards and employee job satisfaction; and second, there is a significant relationship between satisfied employees and increased customer satisfaction and loyalty. The study's findings also revealed that most respondents were dissatisfied with their compensation when compared to individuals in similar occupations at other organisations. More importantly, the findings revealed that the majority of respondents were dissatisfied with the recognition they received for their efforts.

Individuals value work in a country with a labour surplus but a lack of capital, such as India. They influence living standards, locations of residence, status, and even one's feeling of self-worth. Jobs are vital to organisations because they serve as a means of achieving corporate goals. Technological advancements and competitive challenges may frequently cause a company to place a greater emphasis on qualities of effective performance rather than regular job assignments and tasks, etc. One of the pioneers, Frederick W. Taylor (1916), 22 believed that workers' motivation was mostly attributable to their need for money. He also claimed that the most rewarding arrangement for a worker was one in which he or she could make the most money with the least amount of effort. If workers were given fair compensation and labour that could be completed promptly and without excessive weariness, both production and contentment would increase. The primary goal of this research is to determine the relationship between behavioural, environmental, and organisational factors and job satisfaction.

This research is being carried out in an Indian cement mill. This research looks at the effects of several factors on job satisfaction. It has been discovered that all three elements, environmental, organisational, and behavioural, have a beneficial impact on job satisfaction. It indicates that if employees are treated fairly and equally, and if they are appropriately monitored, their job happiness can be raised. As a result, organisational characteristics will contribute to job satisfaction. As a result of this

research, it is possible to say that organisational elements are the most crucial aspect for employee work satisfaction in a company.

Srivastava, S.K. (2005), The purpose of this study is to assess workers' job satisfaction and work adjustment, as well as whether they are adjusted/maladjusted and content with their jobs. One hundred employees were chosen from the public sector BHEL (Bharat Heavy Electricals Limited) Unit, Haridwar division for this study, and the results show a positive and significant link between overall work adjustment and job satisfaction at the 0.01 level of significance. Adjusted workers outperform maladjusted workers in terms of job satisfaction, which measures the workers' overall adjustment or satisfaction with their jobs. Employment satisfaction is the result of an employee's diverse attitudes regarding his job. These attitudes are tied to specific elements such as pay, working conditions, opportunity for growth, rapid resolution of grievances, fair treatment by the employer, and other fringe benefits. Job satisfaction can be defined as an attitude that arises from the balancing and summarization of many distinct likes and dislikes associated with the job. Job satisfaction, according to Sinha and Agarwal (1971), is a persistent effective state that develops in an individual as a result of the perceived attributes of his job in relation to his frame of reference. For the last three decades, Industrial Psychologists have paid close attention to the issue of job happiness. It is recognised as a very important component in worker morale, absenteeism, accidents, turnover, and, to a lesser level, productivity, though its relationship with productivity is not well understood. According to Morse (1952), "an organisation can be judged in terms of human pleasure." Job happiness is important not only because of its potential link to productivity, absenteeism, turnover, and accidents. It is well accepted that job unhappiness is caused by poor mental health, which causes anxiety, sadness, hyperacidity, headache, and frustration. Workers do not acquire job satisfaction because they spend the majority of their time on the job. Thus, occupational unhappiness might lead to social difficulties.

Job satisfaction is critical to the successful operation of any firm. Employees who are satisfied are an organization's greatest asset, whereas unsatisfied employees are its greatest liability. The employer-employee relationship is analogous to a "marriage," and the success of any marriage is based mostly on the cooperative, contributing, and complementary efforts of both members. Job happiness is critical for individuals, organisations that employ them, and society as a whole. Employees must adjust to their jobs in order to function properly. There are both adjusted and maladjusted people in every industry. An adjusted worker is one who is content with the nature of his employment and attentively does his obligations.

This study reveals the following results:

1. The level of significance is 0.01 and the estimated data results show a positive and substantial link between overall work adjustment and job satisfaction among public sector employees.
2. On the job satisfaction scale, adjusted workers score higher than poorly adjusted workers, indicating that they are generally satisfied with their jobs.

2.2 THEORETICAL DESCRIPTION:

Human resource management is the process of finding, choosing, onboarding, orienting, training, and developing employees. It also includes evaluating employee performance, determining pay and benefits, encouraging employees, maintaining good relationships with employees and their trade unions, ensuring employee safety, welfare, and health measures in compliance with local labour laws, and finally, adhering to orders or judgments of the court.

Management activities including planning, organising, directing, and controlling are part of human resource management.

- It involves procurement, development, maintenance of human resource
- It helps to achieve individual, organizational, and social objectives
- Human Resource Management is a multidisciplinary subject. It includes the study of management, psychology, communication, economics, and sociology.
- It involves team spirit and team work.
- It is a continuous process.

Human resource management as a department in an organisation handles all aspects of employees and has various functions like human resource planning. Conducting Job analysis, recruitment and conducting job interviews, selection of human resources, Orienting, training, compensating, Providing benefits and incentives, appraising, retaining, Career planning. Quality of Work Life, Employee Discipline, black out Sexual Harassments, human resource auditing, maintenance of industrial relationship, looking after welfare of employees and safety issues, communicating with all employees at all levels and maintaining awareness of and compliance with local, state, and federal labour laws.

The historical rule of thumb for Human Resource staffing requirements is one full-time professional Human Resource person should be hired for every 100 employees. The actual ratio for a business can vary depending upon factors such as the degree of HR centralization, the geographic distribution of the employees served, the sophistication level of the employees, and the relative complexity of the organization.

Human: refers to the skilled workforce in an organization.

Resource: refers to limited availability or scarce.

Management: refers to how to optimize and make best use of such limited or scarce resources to meet the organization goals and objectives.

1. HR basics

When we talk about Human Resource Management, there are several elements that are considered cornerstones for effective HRM policies. These cornerstones are:

- a. Recruitment & selection
- b. Performance management

- c. Learning & development
- d. Public relations
- e. Succession planning
- f. Compensation and benefits
- g. Human Resources Information Systems
- h. HR. data and analytics

In the following section, we will cover these HR. basics one by one.

1) Recruitment & selection

Recruitment and selection are undoubtedly the most visible aspects of HR. We all remember our first interview, don't we?

Recruiting people and picking the finest ones to come and work for the organisation is a critical HR responsibility. People are the organization's lifeblood, therefore finding the greatest fit is critical.

When a new job is created or an existing job opens, the request for new hires normally begins. The job description is then sent to HR by the direct manager, and HR begins seeking candidates. HR might utilise several selection tools during this process to locate the best person for the job. These include interviews, various exams, reference checks, and other means of recruitment.

When there are a large number of candidates, HR may use pre-selection methods. When it comes to appropriate candidates, these tools help you sort the wheat from the chaff. Successful candidates advance to the next level, when they are interviewed and given a more in-depth evaluation.

2) Performance management

Performance management becomes critical after staff are on board.

The second HR fundamental is performance management. It entails assisting people in improving their job performance.

Employees typically have a list of obligations that they must fulfil. Performance management is a system that allows employees to receive feedback on their performance in order to improve it.

Formal one-on-one performance reviews, 360-degree feedback instruments that include peer, client, and other relationships, and more casual feedback are all examples.

Companies typically use an annual performance management cycle that includes planning, monitoring, reviewing, and rewarding employee performance. This procedure results in the classification of employees as high vs. low achievers and high vs. low potentials.

Successful performance management is a joint effort between HR and management, with the direct manager typically taking the lead and HR providing support. Employees that repeatedly underperform may not be a good match with the organisation and/or culture and may have to be let go, so excellent performance management is essential.

This is also one of HR's primary tasks.

3) Learning & development

If employees fail to perform well in specific areas, learning and development can help them improve. Human resources (HR) is in charge of learning and development (L&D), and excellent policies may be quite beneficial in moving the firm closer to its long-term goals.

Many organisations have set funds for L&D activities. This funding is subsequently dispersed across personnel, with trainees, future leaders, and other high potentials frequently obtaining more training chances than others.

4) Employee Relations

Employee retention is a headache for businesses, especially those in highly competitive sectors. Though there are several elements that influence an individual's decision to stay or quit an organisation, few are within our control.

The 9-Box grid is a well-known framework that combines performance management with L&D operations. Different growth programmes are recommended based on people's performance and potential ratings.

5) Succession planning

Succession planning is the practise of preparing for the possibility of important personnel leaving the firm. If, for example, a critical senior manager leaves his or her position, having a successor ready will ensure continuity and can save the organisation a large amount of money.

Performance ratings and L&D initiatives are frequently used in succession planning. As a result, a talent pipeline is formed. This is a pool of competent people who are ready to fill (senior) jobs if someone leaves. Building and maintaining this pipeline is critical to effective people management.

6) Compensation and benefits

Another HR employee. The fundamentals are salary and benefits. Fair pay is essential for inspiring and keeping employees.

Compensation is divided into two categories: main compensation and secondary compensation. Primary compensation is money received directly for work, which is usually a monthly wage and sometimes performance-based pay.

All non-monetary gains are considered secondary advantages. This can include more vacation time, flexible working hours, day care, pensions, a corporate car and laptop, and much more. The idea here is to inspire individuals by rewarding them in creative ways.

7) HR data and analytics

The final set of HR fundamentals centres around data and analytics. HR has made significant strides in the last half-decade to become more data-driven.

The Human Resource Information Systems we just mentioned are simply data input systems. The data in these systems can be utilised to make better, more informed judgments.

HR metrics or HR KPIs are a simple approach to keep track of essential data. These are precise metrics that indicate how a firm is performing on a certain metric. This is known as human resource reporting.

This study focuses on the organization's present and historical situation. HR analytics may also be used to forecast the future. Examples include workforce requirements, employee turnover intentions, and the effect of (recruitment) candidate experience on customer satisfaction, among many more.

HR may make more data-driven choices by actively tracking and analysing this data. These judgments are frequently more objective, making it simpler to gain management support for them.

2. Workforce categories of the employees and the interns

- Technical roles
- Revenue generation roles
- Term managerial roles
- Support roles
- Miscellaneous roles

3. About salaries / incentives and stipend

SALARY- salary is paid to an employee who is on the payrolls of a company. It is usually compensation associated in exchange for the services of the employee.

STIPEND - Stipend on the other hand is a form of salary, such as for an internship/training. It is usually paid as an enablement for someone to work who is usually unpaid. The relationship is mostly a student-mentor type unlike employee-employee in the former. Most times there is no TDS deduction when it comes to a stipend.

INCENTIVE - An object, valuable item, desired action, or event is referred to as a "incentive" if it prompts an employee to engage in more of the activity that the employer wanted them to by way of the selected incentive. Employers can use one of four different incentives at work. Although I'm sure that others would classify these incentives in a different way, I find that these four divisions make sense.

4. The incentives that organization offers.

Compensation incentives - Raisings, bonuses, profit sharing, signing bonuses, and stock options are a few examples of possible compensation incentives.

Recognition incentives - Giving praise, thanking, awarding certificates of achievement, and announcing accomplishments at company meetings are all examples of recognition incentives.

Rewards incentives - Gifts, money, service award presents, and gifts like gift cards are examples of rewards incentives. Another illustration is the employee referral bonuses that some businesses utilise to motivate staff to recommend job candidates.

Appreciation incentives - Company parties and celebrations, paid family activities, ice cream socials, birthday celebrations, sporting events, paid group lunches, and sponsored sports teams are examples of appreciation incentives.

5. Employee retainment

For HR professionals and corporate executives, keeping productive individuals on staff is more cost-effective than having to find, hire, train, and onboard replacements of the same calibre.

Fundamental yet potent ideas like fairness and openness have the capacity to leave a lasting impression on employees. Employee Job Satisfaction and Engagement: The Doors of Opportunity, published by SHRM, 30 workers that participated in an open research study identified these five elements as the main sources of job satisfaction:

1. Treating all staff members with respect, regardless of level;
2. Compensation/pay;
3. confidence between senior management and employees;
4. Job security; and
5. Possibilities to put their abilities and skills to work.

Key components of employee retention programmes include characteristics that influence employee work satisfaction and engagement. It goes without saying that these issues must be addressed, but doing so requires time, thus jobs like these are frequently postponed. However, the time and money invested in focusing on employee retention will pay off in the form of improved performance, productivity, employee morale, and quality of work, as well as a decrease in turnover and issues linked to employees. The bottom line is that firms will keep skilled and motivated workers who genuinely want

to be a part of the business and who are committed to helping the organisation achieve its goals by managing for employee retention.

6. Employee turnover ratio

What do you understand by employee turnover?

Employee turnover, often known as staff turnover, is a measure of the number of workers departing an organisation. A business must hire new workers to take their place when staff go. As opposed to involuntary turnover A worker may leave a company voluntarily or involuntarily for a variety of reasons. Employees who quit a company voluntarily typically do so because they move on to work for another organisation.

On the other hand, involuntary turnover occurs when employees do not choose to leave an organisation. In other words, involuntary turnover occurs when workers are let go as a result of unsatisfactory work, excessive absences, or infractions of company rules. employee turnover and how important it is to a business One of the most significant and often utilised HR indicators is employee turnover. The term "employee turnover" is typically used negatively. The significant costs associated with high turnover rates are the reason for this.

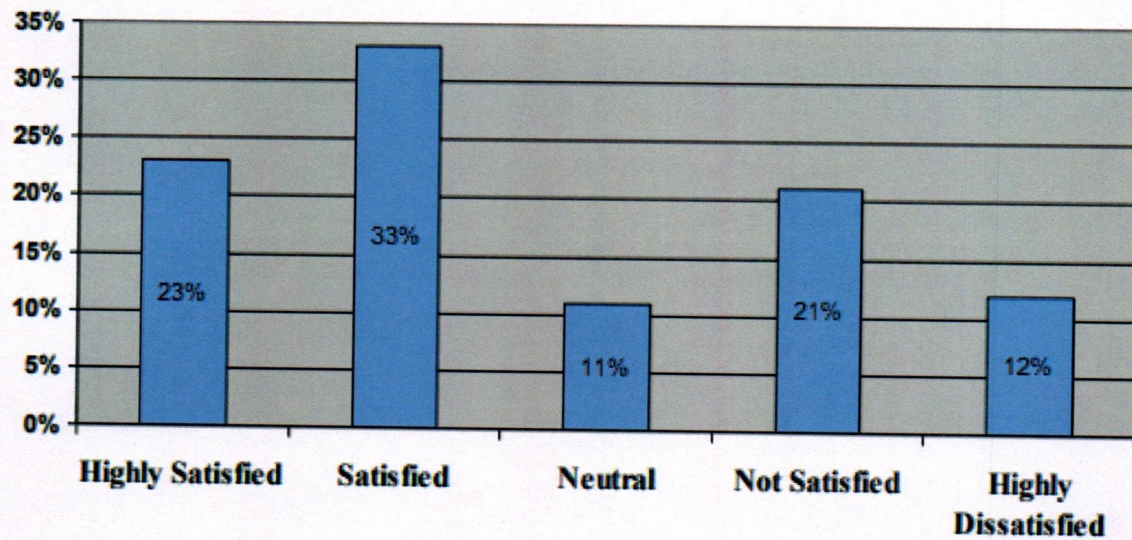
An expensive issue is a high rate of staff turnover. A business must bring in fresh talent to replace departing staff. Employee replacement is an expensive process. Direct replacement costs can be as high as 50–60% of an employee's yearly income, and total costs related to turnover might be as high as 200% of annual salary, according to study from The Society for Human Resource Management (SHR.M).

Chapter 3
Data entry and interpretations

3.1 Data Presentation

1. How satisfied are you with your present job?

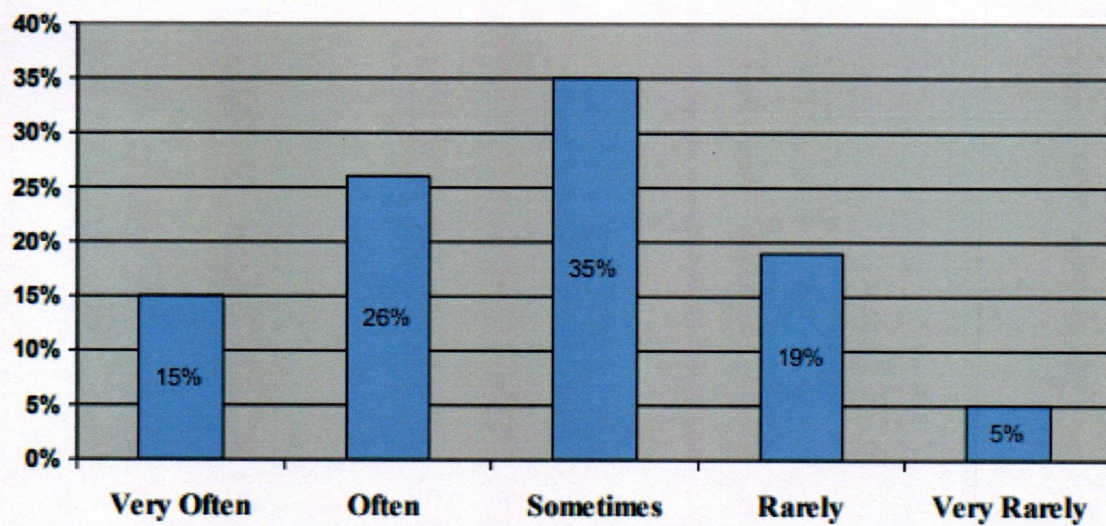
Figure 1: Satisfaction with present job



33% respondents are satisfied with the present job but 21% respondents are not satisfied with the present job.

2. How often do you get opportunities for improvement and self-development?

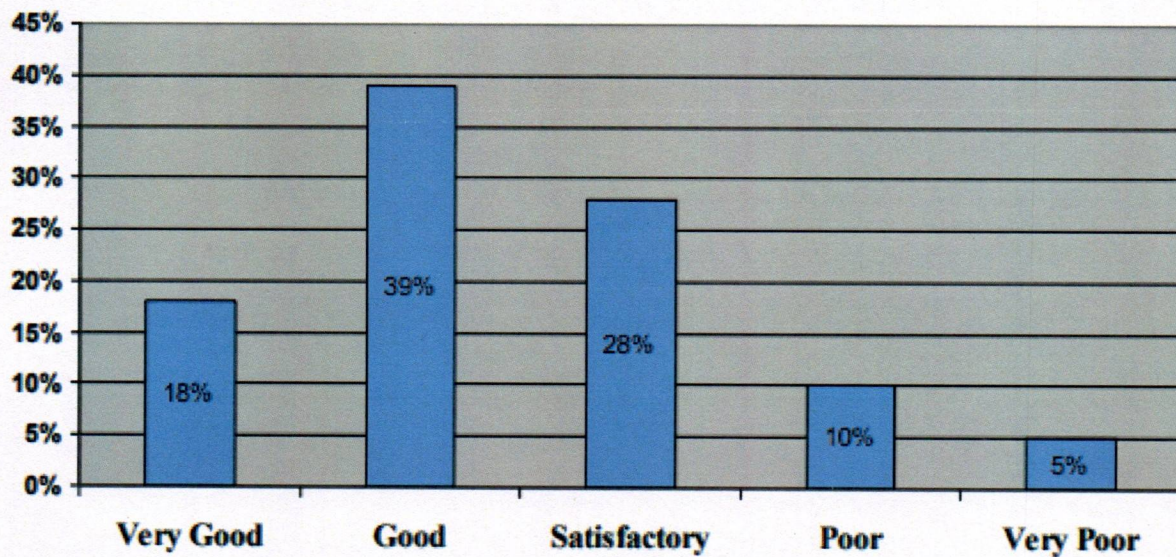
Figure 2: Opportunities for improvement and self-development



15% respondents replied that very often they get opportunities for improvement and self-development but 35% respondents replied that sometimes they get opportunities for improvement and self-development.

3. How is your working environment facility (resting facility, sanitary condition, ventilation & lighting, water facilities)?

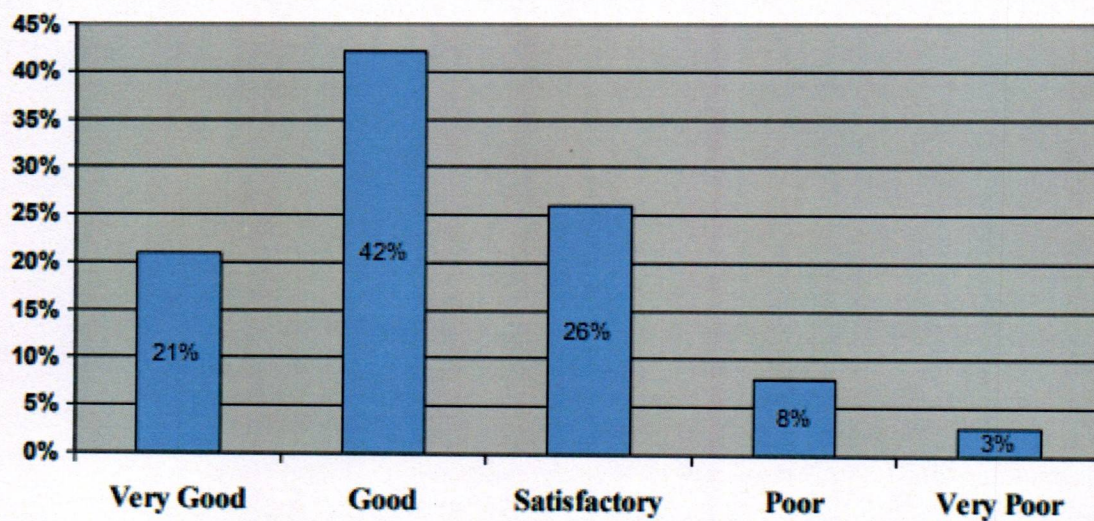
Figure 3: Working environment facility



39% respondents replied that working environment is good but 28% respondents replied that working environment is satisfactory.

4. How is your relationship with your superiors and co-workers?

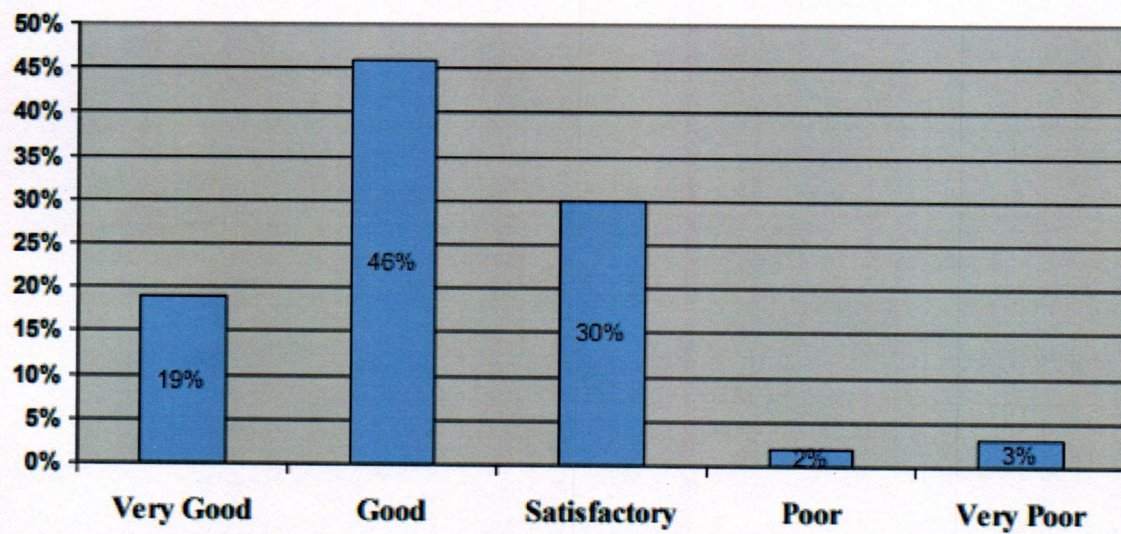
Figure 4: Relationship with superiors and co-workers



42% respondents replied that they have a good relationship with their superiors and co-workers but 21% respondents replied that they have a very good relationship with their superiors and co-workers.

5. How do you rate your job responsibilities?

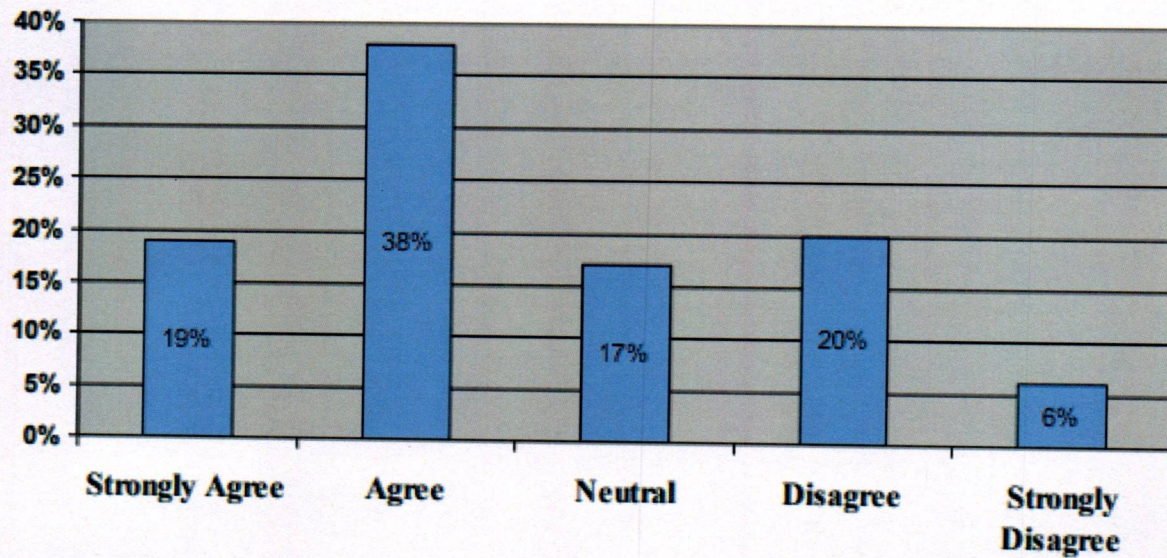
Figure 5: Job responsibilities



46% respondents replied that their job responsibilities are good but 30% respondents replied that their job responsibilities are satisfactory.

6. Are you comfortable with the policies and administrative practices of the company?

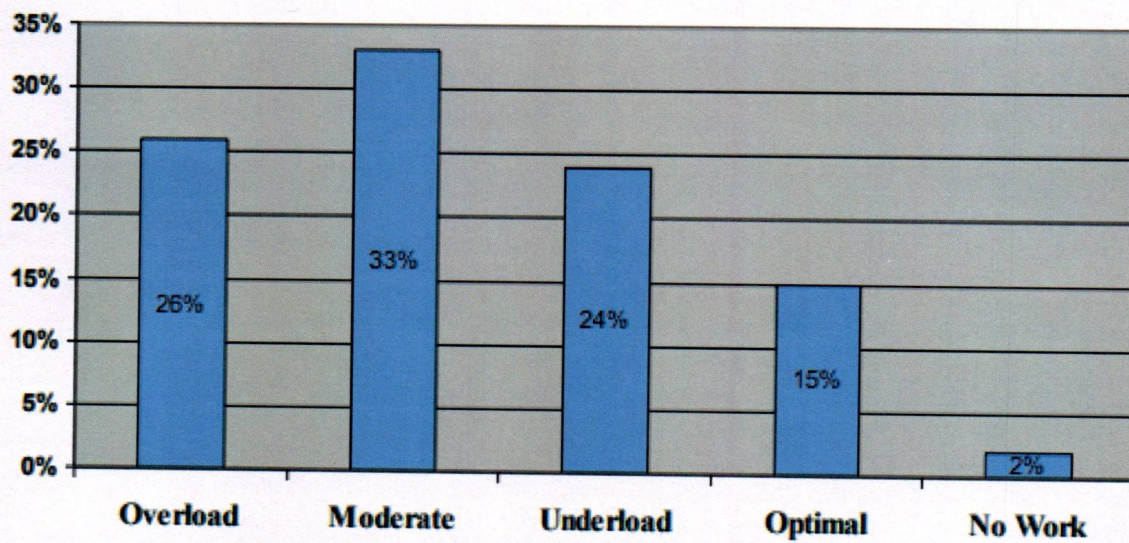
Figure 6: Comfortable with the policies and administrative practices



38% respondents were agreed with the policies and administrative practices of the company but 20% respondents were disagreed with the policies and administrative practices of the company.

7. How do you feel about your workload?

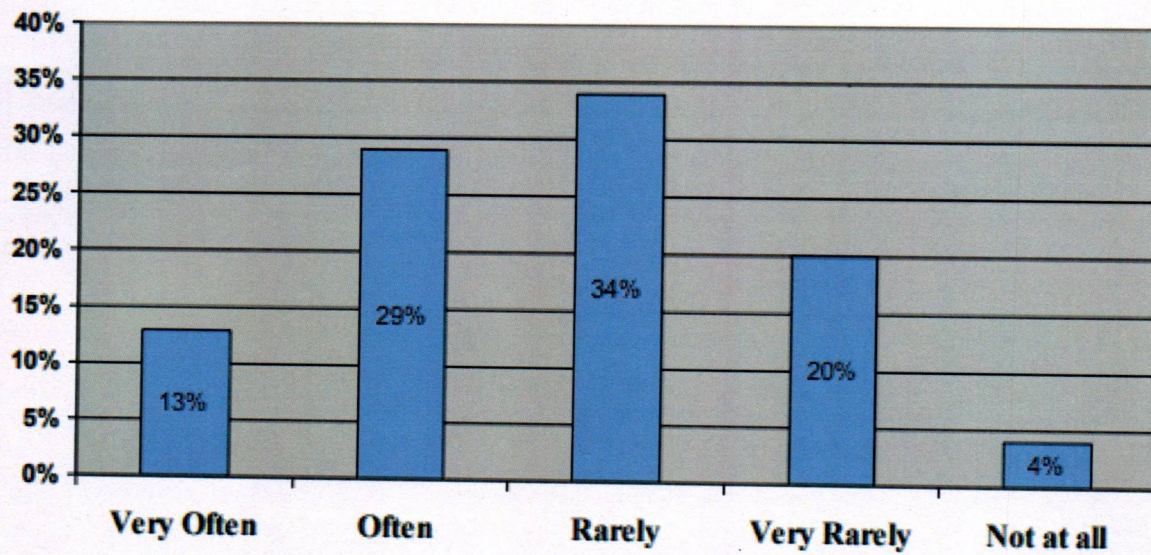
Figure 7: Feeling about workload



26% respondents replied that the workload is overload but 24% respondents replied that workload is under load.

8. How often you avail leave?

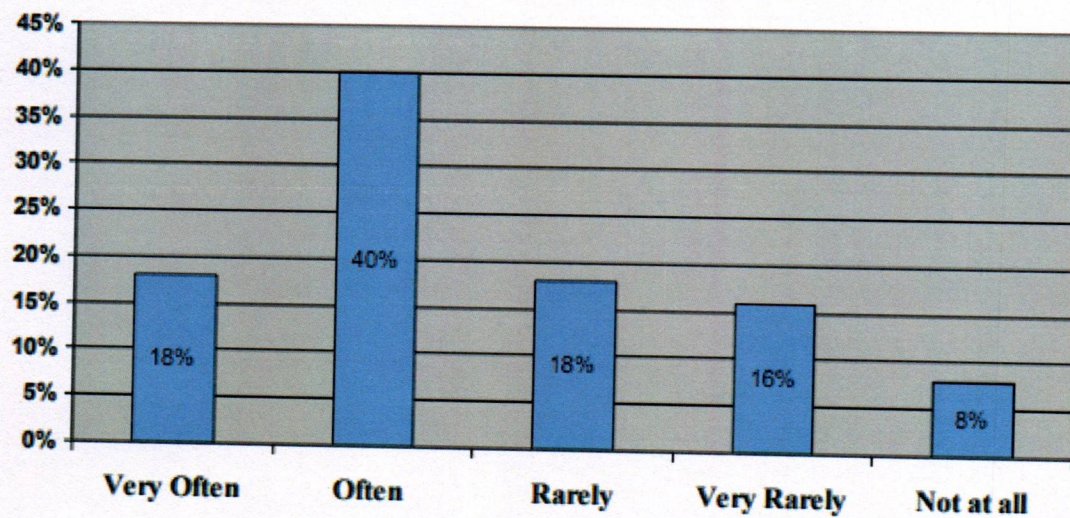
Figure 8: Avail leave



13% respondents replied that very often they avail leave but 34% respondents replied that rarely they avail leave

9. Does your job allow you to be creative?

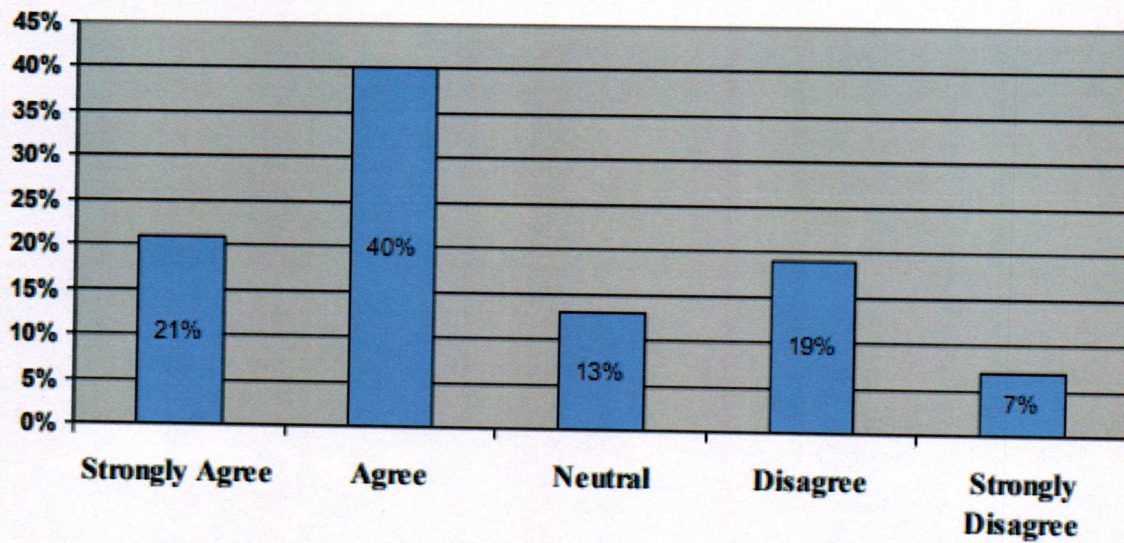
Figure 9: Job allows to be creative



40% respondents replied that often their job allow them to be creative but 18% respondents replied that rarely their job allow them to be creative

10. Is the job is challenging enough?

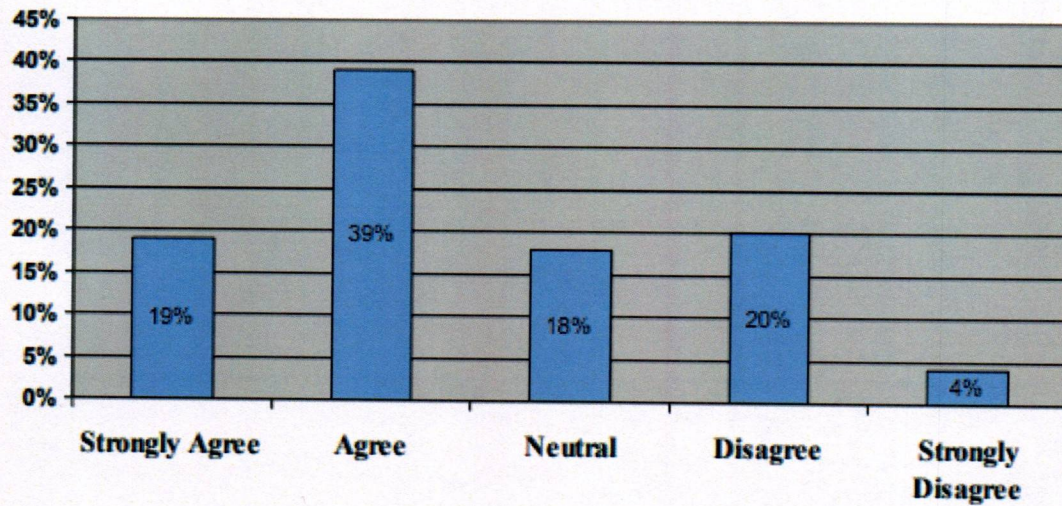
Figure 10: Job challenging enough



40% respondents replied that they agree that the job is challenging enough but 19% respondents replied that they disagree that the job is challenging enough.

11. Does job provide opportunities to update your knowledge and skills?

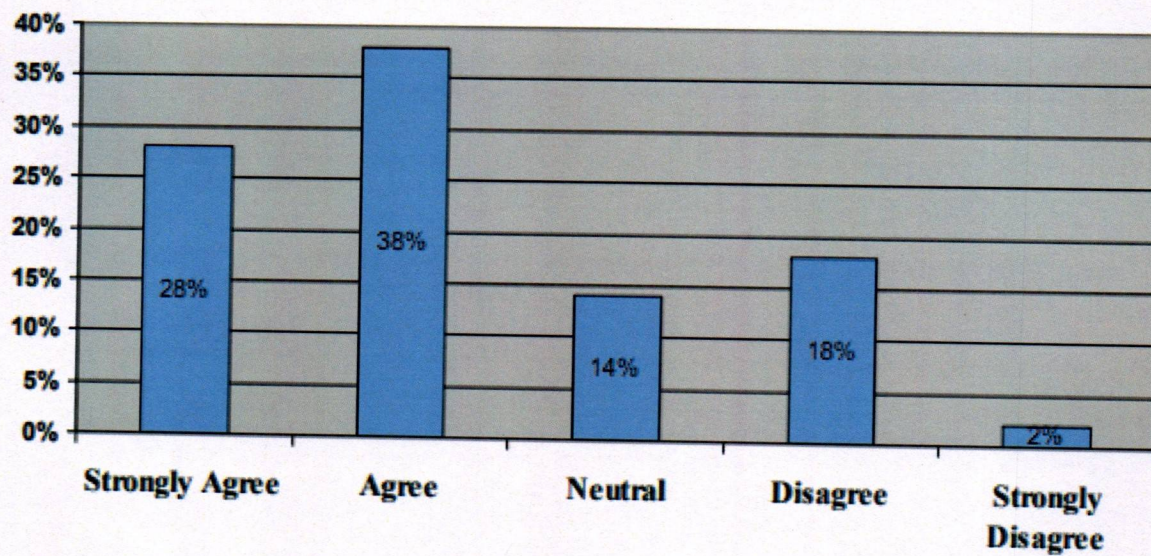
Figure 11: Job provided opportunities to update knowledge and skills



19% respondents strongly agree that the job provides opportunities to update their knowledge and skills but 20% respondents disagree that the job provides opportunities to update their knowledge and skills.

12. Does the Top management appreciate your quality work?

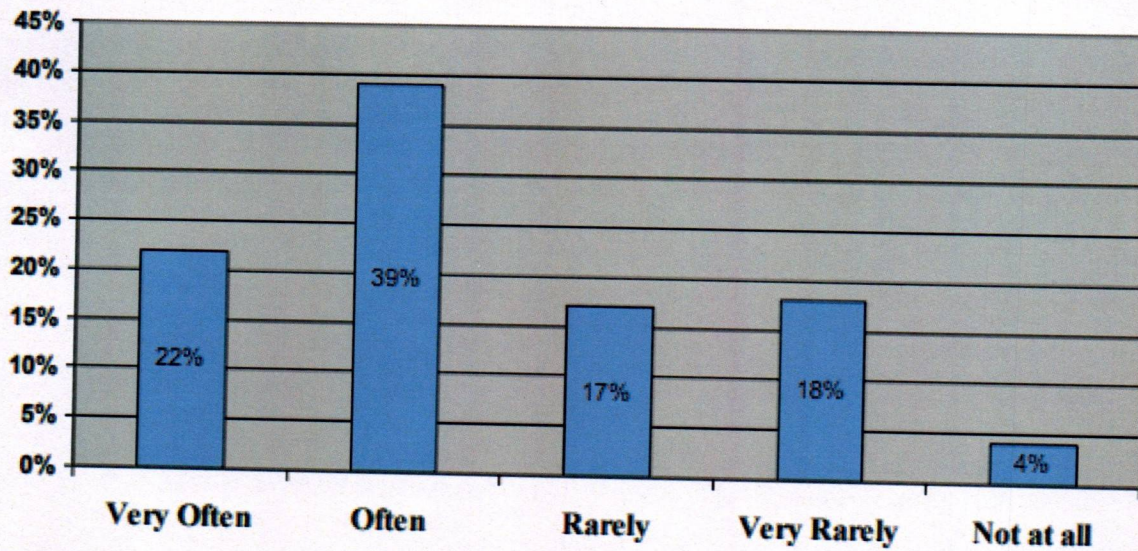
Figure 12: Top management appreciate quality work



28% respondents strongly agree that the top management appreciate their quality work but 38% respondents agree that the top management appreciate their quality work

13. Does the company take your suggestion for the improvement of the company?

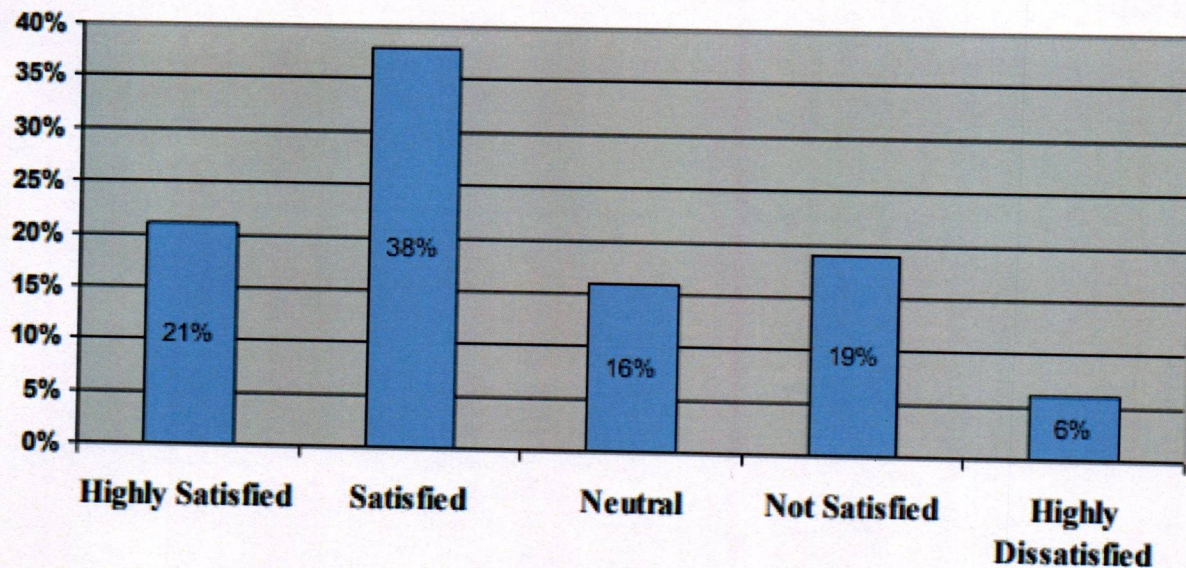
Figure 13: Company takes suggestion for the improvement of the company



22% respondents replied that the company very often takes their suggestion for the improvement of the company but 39% respondents replied that the company often takes their suggestion for the improvement of the company.

14. Your level of satisfaction with the parameters like health, safety and social service.

Figure 14: Level of satisfaction with the parameters like health, safety and social service



21% respondents are highly satisfied with the parameters like health, safety and social service but 38% respondents are satisfied with the parameters like health, safety and social service

Chapter 4
Summary and Conclusions

4.1 SUMMARY & CONCLUSIONS

During my 7-week internship, I made a lot of professional growth. In order to help myself recognise my strengths and growth chances for future advancement, I will outline my key findings for personal growth in this chapter. In order to strengthen their business management framework, key findings will also be analysed. From the explanation above, it can be inferred that because human resource management is a perennial problem, it has a big impact on how well a company performs. If a company wishes to fully benefit from human resource management, it must adhere to all of its components. It is no wonder that businesses and organisations struggle to build energising and engaged workforces because committed and trustworthy employees are the most important components in being an employer of choice. The bottom line of the organisation can, however, be positively impacted by greater employee dedication and faith in the leadership, according to a wealth of study. The truth is that an organisation can only reach its maximum potential when every team member and person is totally dedicated to and motivated to work toward the organization's objectives. Therefore, every business should strive to increase its employees' willingness to continue their affiliation with the organisation.

The internship programme gave me a truly rewarding experience. I was given the chance to participate in real-world HR operations and was exposed to them. I was able to bring a new perspective to department meetings thanks to my background in human resources. I observed all HR functions in action, and even though I only had a theoretical understanding of them, they provided many of the "whys" I had been asking.

It was good to see how eagerly they accepted, acknowledged, and valued fresh ideas and information. I also tried to understand more about the fundamental duties of the position. responsibilities of other departments to better understand how they relate to the human resources department.

4.2 FINDINGS/RESULTS OF THE STUDY:

- Compensation and Benefits: Direct and indirect compensation make up the majority of pay, and both of these types of compensation are highly valued. Additionally, they provide employees with leave planning that includes a variety of leaves based on their needs.
- Performance Evaluation: The HR division does not properly assess an employee's performance.
- The organization's officers are competent, despite the fact that many of them only understand the operational details of what they do and are not aware of the underlying principles.
- Service quality: Every business must put the needs of its customers first in order to build a base of devoted customers who will purchase its goods repeatedly, maintain a close relationship with the brand over time, and act as spokespeople for the business when recommending its goods to co-workers, friends, and family, among others. This company provides high-quality services.

4.3 Limitations during the study

1. Because of the small number of respondents, the population cannot be considered.
2. The responses might be skewed.
3. The respondents' indications' accuracy might not be deemed sufficient.
4. There are some procedural and technical restrictions despite the safety measures taken.
5. Lack of time to fully investigate the aforesaid issue in detail became a hindrance in my investigation.
6. Resources were very limited.
7. Respondents are unwilling to provide accurate responses.

CHAPTER-5:
Recommendations and suggestions

5.1 Suggestions

- The company needs to follow the right rules.
- The improvement of people's productive contributions is the goal of human resource management.
- The company needs to set up appropriate training and development programmes in order to get a productive and efficient employee.
- The whole HR department should be knowledgeable about the hiring staff.
- The company should pay its employees directly and in a direct manner.
- The management should have a compensation structure that is more competitive than that of other companies in the nation for job evaluation.
- When assessing an employee's performance, management must adhere to the promotion policy.
- Top management has to work on changing the services in order to get a competitive edge and provide high-quality service.
- Periodic performance reviews and rewarding competent personnel with incentives to keep them motivated.
- Appropriate training is required to guarantee that personnel execute effectively.
- The company should engage industry-specific professionals.
- The management should establish a client database and regularly update investors on the facilities or possibilities that are available in order to simultaneously accomplish the goals of direct marketing and building a sizable customer base.

Questioner

1. How satisfied are you with the present job?
 - a. Highly satisfied
 - b. satisfied
 - c. neutral
 - d. Not satisfied
 - e. highly dissatisfied
2. How often do you get opportunities for improvement and self-development?
 - a. Very often
 - b. Often
 - c. Sometimes
 - d. Rarely
 - e. Very rarely
3. How is your working environment facility (resting facility, sanitary condition, ventilation & lighting, water facilities)?
 - a. Very good
 - b. Good
 - c. Satisfactory
 - d. poor
 - e. Very poor
4. How is your relationship with your superiors and co-workers?
 - a. Very good
 - b. Good
 - c. Satisfactory
 - d. Bad
 - e. Very Bad
5. How do you rate your job responsibilities?
 - a. very good
 - b. Good
 - c. Moderate
 - d. Poor
 - e. Very poor
6. Are you comfortable with the policies and administrative practices of the company?
 - a. Strongly agree
 - b. Agree
 - c. Neutral
 - d. Disagree
 - e. Strongly Disagree
7. How do you feel about your workload?
 - a. Overload
 - b. Moderate
 - c. Under load
 - d. Optimal
 - e. no work
8. How often you avail leave?
 - a. very often

- b. often
 - c. rarely
 - d. very rare
 - e. not at all
9. Does your job allow you to be creative?
- a. very often
 - b. often
 - c. rarely
 - d. very rare
 - e. not at all
10. Is the job is challenging enough?
- a. Strongly agree
 - b. Agree
 - c. No. opinion
 - d. Disagree
 - e. Strongly Disagree
11. Does job provide opportunities to update your knowledge and skills?
- a. Strongly agree
 - b. Agree
 - c. No Opinion
 - d. Slightly Disagree
 - e. Strongly Disagree
12. Does the Top management appreciate your quality work?
- a. Strongly agree
 - b. Agree
 - c. Neutral
 - d. Disagree
 - e. Strongly disagree
13. Does the company take your suggestion for the improvement of the company?
- a. very often
 - b. often
 - c. rarely
 - d. very rare
 - e. not at all
14. Your level of satisfaction with the parameters like health, safety and social service.
- a. Highly satisfied
 - b. satisfied
 - c. neutral
 - d. Not satisfied
 - e. highly dissatisfied

Thanks for your contribution

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