

## **INSTITUTE OF MANAGEMENT NIRMA UNIVERSITY**

## FINAL REPORT

## ON

## SUMMER INTERNSHIP COMPANY

## TALENT CORNER HR SERVICES

## SUBMITTED TO – PROF. DEEPAK DANAK

## SUBMITTED BY – AMISHA BAHEDIA

## SECTION -A

## MBA FT

## **ROLL NO - 191106**

DATE - 5 July, 2020

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## ABOUT THE REPORT

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*Title of the Report:* 

To understand the Hiring structure of

Corporates/MNC's/Start-ups

Company Name:

TALENT CORNER HR SERVICES

Address of the company: 708 & 709, Bhaveshwar Arcade Annex, LBS Marg, Opp Shreyas Cinema, Ghatkopar West, Mumbai – 400086

Date: 5 July, 2020

Purpose of Report:To consolidate all the learnings during the SummerInternship period at the company as a part of Summer Internship report submission.

Prepared for:

TALENT CORNER HR SERVICES

Submitted to:

Prof. Deepak Danak

Institute of Management, Nirma University

#### Acknowledgment

The summer internship programme aims at providing an opportunity to gain the corporate exposure and fulfils the objective of the overall development of the students. Through this report, I would like to thank all the people who supported me and were instrumental in accomplishing the internship programme successfully.

First and foremost, thanks to the institute for providing an opportunity to take up my Internship at Talent Corner HR services. Further, I would like to thank Mr. Bankim Doshi, The Director, who were up for help and assistance right from the day of joining. Further I would thank my mentor Ms.Payal, who since the very first day right from the induction session helped me in each and every possible manner. A good negotiator, she had always asked me to learn as much as possible during the internship and other senior employees of the organization who played a vital role on the occasion various executions of the deal.

Lastly, I would thank my institute faculty mentor, Prof. Deepak Danak, for all his guidance and support duing the training and the completion of this report.

## **Executive summary**

I pursued the summer internship project at one of the finest recruitment agencies of India. Talent Corner is a professional human resource organization providing innovative recruitment and training platforms for the corporate world. It is classified as Non-govt Company and is registered at Registrar of Companies, Mumbai. It is involved in Business activities. They believe in partnering the process of Human Resource by meeting all our professional requirements and being the first choice when it comes to their manpower needs.

The company culture was quite flexible, supportive and very imaginative. The employees were given the appropriate space and the freedom at work which helped them evolve better ideas.

At Talent Corner, their ultimate aim is creating true value for the business, through the essential core asset of company and people. The Recruitment Industry in India is growing at the fastest space hence the need for skilled manpower becomes crucial. In today's challenging scenario this company aims to match the right person to the right job with the highest level of service.

#### **PART A: Profile of the Organization**

#### **COMPANY DETAILS**



#### TALENT CORNER HR SERVICES

Talent Corner is a professional human resource organization providing innovative recruitment and training platforms for the corporate world. It is classified as Non-govt Company and is registered at Registrar of Companies, Mumbai. Its authorized share capital is Rs. 1,000,000 and its paid up capital is Rs. 1,000,000. It is involved in Business activities. They believe in partnering the process of Human Resource by meeting all our professional requirements and being the first choice when it comes to their manpower needs.

#### AGE

Mr. Bankim Doshi laid the foundation of Talent Corner in 2002, with a modest set-up of just three people, today Talent Corner has grown into one of India's leading HR Management Company with 200+ team members at 15 locations across India. It is serving over 900+ clients in diverse industries. Talent Corner HR Services Private Limited is a Private incorporated on 26 April 2007. Talent Corner HR Services Private Limited's Annual General Meeting (AGM) was last held on 30 September 2019 and as per records from Ministry of Corporate Affairs (MCA), its balance sheet was last filed on 31 March 2019.

Directors of Talent Corner Hr Services Private Limited are Bankim Jatin Doshi and Rashesh Bankim Doshi. It is recognised as one of India's leading HR management consultants headquartered in Mumbai, India.

#### **MISSION and VISION**

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Sur To offer integrated, best quality services enabling us to become To offer integrated, best quality services enabling us to become the first choice in Human Resource management and to be a first choice in Human Resource of work through valued, reliable partner in our sphere of work through valued, compelling relationships with our customers.

> Our & Vision To grow beyond its horizon of goals and innovate continuously, in order to become a hallmark of a dynamic organization, responding to its customers needs.

#### **Basic Information**

Nature of Business

Service Provider

Total Number of Employees

101 to 500 People

Year of Establishment

2002

Legal Status of Firm

Limited Company (Ltd./Pvt.Ltd.)

#### Annual Turnover

#### Rs. 2 - 5 Crore

Initial Investment	50,000 to 2lakhs	10 Lakh to 50 Lakh	2 Lakh to 5 Lakh	
Marketing Efforts	Done by the Franchisor	Combined effort of both Franchisees and franchisor	Combined effort of both Franchisees and franchisor	
ROI	6months to 9 months period	3 year to 5 year	2 years to 3 years	
Working Capital Requirement3000/- (Only the cost of Internet and Telephone Connection)50,000/- to 1 Lakh (Includes Rent , Salaries of the staff, Raw Materials Stock, Spoilages )		40,000 – 50,000/- (Includes Marketing cost and Salaries of Teachers )		
Time Investment	Everyday 6 hours	12 to 14 hours and also more work on Weekends and Holidays	8 hours regularly and also on weekends for promotions.	
Creative Freedom Can become creative in sourcing candidates process		Won't be able to make changes in the menu, prices or designing	Won't be able to make changes in the Curriculum or method of teaching	
Royalties	75-25 %	60 % to 40%	60 % - 40%	

#### SERVICES

#### **Executive Recruitment**

Talent Corner believes that Executive Recruitment is highly critical for the company as well as for them.

The digitisation is not only limited to the personal or social life, it is also playing a great role in the recruitment industry. Social Media has brought tremendous change in the recruitment pattern and process. Now a day's candidate don't upload their CV's on the job portals and yet they are approached by the job seekers through Social Media. In this scenario, Talent Corner creates Value by:-

- Not Depending Alone on Job Portals.
- Ability to Reach Quickly to Professional & Social Online Networks. (Invested in Technology)

- Thorough Screening of Each Candidate through our Quality Call Pitch<sup>™</sup> before presenting it to the Client.
- Each Recruiter is trained in Head Hunting.

#### **Campus Recruitment**

Talent Corner offers the Campus Recruitment Solution.

Due to the bandwidth and budget constraint, it is not always possible for the SME to personally travel and recruit. Under Campus Recruitment, the visits different colleges and universities and recruit the young talent as per the requirement of their SME clients. This solution is highly beneficial for the SME's as it helps them to save time and money.

Company's Campus Recruitment Solution Team does the presentation & conducts the Initial round of screening before presenting the shortlisted candidates to the clients for the final selection.

#### **CxO Search**

At Talent Corner, they believe that CxO Search is a search of the future leaders. They offer a specialised recruitment solution to hire talent at a senior level (General Manager & above). With several years of industry experience, their team has an ability to conduct industry mapping & reaching out to the right talent.

#### Training

TA is about the acquisition of knowledge, skills and abilities (KSA) through professional development. It is a learning process that involves the acquisition of knowledge, sharpening of skills, concepts, rules, changing of attitudes and behaviours to enhance the performance and help job seekers to find the good path in the professional world. That involves them with an effective Training.

#### **Search Selection**

Recruiters, crucial members of Talent Corner have specific role focusing on the search and selection activities. They have to filter the candidate as per the requirement of the clients. Specialized in recruiting personnel for companies in various industries. They work only on specific websites on Internet: efficient tool which provides a quick research and high quality

contents. It is also important that such recruiters operate within procedures previously approved and experienced.

### **CUSTOMERS**









Pulsar Knowledge Centre









Mahindra LOGISTICS

9.

la legrand<sup>®</sup>

10.

KARVY

11.





14.

DARASHAW

15.







#### **TOP COMPETITORS**



A Square Technologies Pvt Ltd. is a Growth Stage Talent Engagement, Management, Development and Consulting (TEMD & C) company with a comprehensive service offering in the Technology Space that includes RPO, Contingency Recruitment, Cross Border Recruitment and Executive Searches.



SSA Talent Tech is started with the clear intention to provide good and right opportunities to the job seekers and to provide talented and qualitative man power to their clients. Its core competencies in the areas of IT consulting and Staff Augmentation, Assistance and Recruitment Process Outsourcing. SSA Talent Tech Recruitment Process Outsourcing services will take care of recruitment of talented and qualitative man power with help of experts so that clients can concentrate on their core area. SSA Talent Tech specializes in the provision of high-end staff to supplement client resources in different technical areas.



Career Scope is a young, dynamic and fast expanding manpower recruitment & solution providing company, with a rich data bank of human resources. It constantly engage with its partners and the job seekers and by offering end-to-end solutions. Its placement services are tailor-made for both recruiters and job seekers.

Armed with an enterprising team of experienced professionals and the determination to excel in every venture, it has established its credentials that go beyond the purview of the usual recruitment consulting service. Aiming at delighting its clients, it strive to be a partner to the healthy growth curve of the business world by effectively providing reliable workforce solutions.



RPO stands for recruitment process outsourcing. It is a business model where a company outsources the management of the recruitment function (in whole or part) to a third party expert to drive cost, quality, efficiency, service, and scalability benefits.

The third party RPO vendor is responsible for placing people into that organization. When managed well with a quality provider, RPO can reduce time to hire by 40 percent and deliver cost savings of more than 50 percent.

# Talent Researchers

5.

The Talent Researcher is accountable for supporting the development of key global recruiting talent pipelines for specified business areas/roles, working in partnership

with Talent Scouts, Global Talent Acquisition Leads and Country Talent Acquisition Partners. Accountable for the identification, pre-screening, role alignment and tracking of high calibre candidates

6. (tt) totaltalent

Total Talent Solution is a full-function executive search firm - a single point source for junior to top management recruitment solutions. They have a deep understanding of the Indian talent market and a wide experience base that enables them to provide each one of their clients with a specifically tailored solution to suit other's needs. Their focus area is Managerial Talent - professionally qualified executives across functional streams, at all managerial levels.

7. Experts in Oracle HCM & ERP Applications

HCM 3 Group is a privately held IT management consultancy, specialising in the implementation & transformation of Oracle's E-Business (EBS), Peoplesoft (PSFT) and Fusion (FUSION) Human Capital Management systems (HCM & HRMS) and related Financials and Procurement (ERP) systems concentrating mainly in the UK (Europe, Middle East & Africa) and Australia (Asia/Pacific) regions.

FINANCIAL INFORMATION

Particulars	2015-16	2016-17	2017-18	2018-19	2019-20
Total Manpower	2	6	10	15	20
Total Recruitments/ Month/Recruiter	2	2	2	2	2
Salary /Month/Recruiter	10,000	12,000	15,000	18,000	20,000
Revenue to be Generated/month/recruiter	50,000	60,000	75,000	90,000	100,000
Total Salary paid per year	240,000	864000	1800000	3240000	4800000
Total Revenue generated per year	12,00,000	4320000	900000	16200000	24000000
	2 00 000	1000000	2250000	4050000	6000000
Royalty Paid To Franchisor	3,00,000	1080000	2250000	4050000	6000000
Net Revenue for the Franchise	660000	2276000	4050000	8010000	12200000
Net Revenue for the Franchise	660000	2376000	4950000	8910000	13200000

#### Part 2.

Compile an information report about the industry the company belongs to. An indicative list of information you may want to include:

#### a. Industry classification

Talent Corner is one of the established brands in recruitment industry. The recruitment industry is not a glamorous function but it comes with a lot of responsibilities. It is not directly responsible for the revenue or creating game-changer product, but is responsible for recruiting the right talent who will bring profits to the company. Talent Corner believes that the recruitment industry holds tremendous need & potential.

#### **Industry Structure**



- The recruitment companies understand the client requirement and apply the recruiting basics for sourcing the resumes, scrutinizing each profile, interview the candidates and also communicate key components of the work and firm involved, as well as how the particular position fits within the greater scheme of an organization.
- Schedule interviews, conduct interviews, repeating the process, qualifying or judging the interviews, new-hire paperwork, etc. The amount spent increases if the process is rescheduled.
- The best recruitment agencies have their finger on the pulse of their specialist markets, and can give the hiring team insight into what is happening. They know the available talent, where they are and how to reach out to them, salary rates, career expectations, available skill-sets and current hiring complexities.

c. External environment sectors – suppliers, technology, economic policy and its impact, etc.

- **Demographic factors** Demographic factors are related to the attributes of potential employees such as their age, religion, literacy level, gender, occupation, economic status, etc.
- Labor market Labor market controls the demand and supply of labor. For example, if the supply of people having a specific skill is less than the demand, then the hiring will need more efforts. On the other hand, if the demand is less than the supply, the hiring will be relative easier.
- Unemployment rate If the unemployment rate is high in a specific area, hiring of resources will be simple and easier, as the number of applicants is very high. In contrast, if the unemployment rate is low, then recruiting tends to be very difficult due to less number of resources.
- Labor laws Labor laws reflect the social and political environment of a market, which are created by the central and state governments. These laws dictate the compensation, working environment, safety and health regulations, etc., for different types of employments. As the government changes, the laws too change.

#### Part 3

#### (a) Growth story of the company:

- Naukri Report's a 3% Increase in Recruitment in March 2018 as compared to March 2017, while this is brilliant Talent Corner saw a Whopping 7.2% increase in the Mandates Received.
- Company is in Absolute agreement with the Increase in recruitment for the Industrial Products & Constructions. Talent Corner witnessed as many as 17 New Clients acquired in this sector alone.
- While Banking saw only a 5% Increase, Talent Corner Witness a Dramatic Increase of almost 12% in the NBFC- Non Banking Finance Company Segment.

- Company always witness an increase in Sales Requirements but we concur Naukri's Report of 26% increase in the Production Departments. Make in India seems to be happening.
- Contrary to Naukri Report Company has seen increased Mandates from Pune, Hyderabad & Bengaluru. Each of the cities has grown for them at between 7-9%.
- Most Importantly there is a definite increase in Senior Level Hiring apart from the Mid-Junior Levels.



#### **MILESTONES OF THE COMPANY**



#### ORGANIZATIONAL CULTURE

#### **Core Values**

With these values, Talent Corner embrace its mission to bring each client the best service.

Integrity Ethical | Fair | Fearless | Truthful Integrity is when our words and actions remain the same. We believe, follow and stand for ethical practices in Business.

## Transparency

#### Honest | Open Communication

We work with honesty, provide correct information and keep an open communication.

#### Relationship

#### **Cohesive | Collaborative | Seamless**

When Transparency and Integrity are applied in any relationship, it becomes seamless and harmonious.

#### **Comparative performance and Benchmarking Practice in Industry:**

As a Recruiter How Talent Corner Keep and Maintain an Edge over the Competition?

#### 1. By expanding Network

One of the first things that recruiters can do to beat the competition is to actively expand their networks. The most effective recruitment strategy is to combine both online, offline and traditional networking. It is essential to understand that not all recruiting strategies and networks are best for every industry. When you are recruiting one should also think like a Marketing professional i.e. identify and map the Target Audience.

#### 2. Become Strategic Advisors to Organisations

In today's business environment every recruiter should aim as becoming a strategic Talent Acquisition Advisor for their client. The recruiters have to think what more you can be doing to engage with diverse talent pools.

3. Communication is the Key

As a recruiter one should always be clear and effective with their Communication to both the Client and Candidate. Clear and effective communication always reduces the chances for errors. The recruiter should be also careful in terms of selecting their communication channel and it is better if you take 360-degree approach which will keep no scope for the error. The effective and targeted messaging is key, but communicating through the right channels is equally as important.

#### 4. Keep the Recruitment Process – Simple and Transparent

Candidates enjoy the Simplicity and Transparency in the Hiring Process. Recruiters should adopt a communication method and channel which is simple to access and respond. This drastically reduces the unnecessary steps in the recruitment process. The recruiters can use the advancements in technology like video interviewing, e-portfolios, and text communication in the recruiting process for interviewing the candidates. This will also enhance the overall experience for candidates, which helps in building their confidence level and also they stick to the process also.

Keeping in mind that investing in these new technologies doesn't automatically guarantee attainment of our goals. You still have to do the work of determining how to utilize these tools to track and measure success. By expanding the network through diversifying your talent pool, simplifying your recruiting processes, and constantly measuring the justification for your enhanced strategy, anyone can remain a step ahead of their competition in the global race for exceptional talent.

4. After you have completed all of the above, present your analysis of the company's strategic framework. Use of 7-S frame work to analyse the different aspects of the organization.

#### • Strategy

The company's objective is to help the clients to grow their business to the fullest of its potential. They strive hard to make their clients believe in their vision and strategy and

understand the unknown and hidden market dynamics which affect the business scenarios. Talent Corner is here to show their clients the light and help their clients make their own path.

#### • Shared values

Talent corner majorly works on client's satisfaction and best experience. This experience includes solving complex revenue growth problems and show them the hot bets in the market and drive their company to high growth.

#### • Structure

The Company has hierarchical process-based structure. This includes employees of different process report directly to the head of that process and all that head reports to the CEO-top management of the company.

• Skills:

Talent corner has distinct competitive advantage with its employees who are knowledgeable and friendly. Training and development programs are organised in a systematic manner and thus they make sure that all their employees are equipped with skills necessary to achieve a high level of client satisfaction and experience.

• Style:

The style of the company is defined as innovative, flexible and team oriented. Leadership in the company is largely participative where employees are given chance to learn and perform the task. Employees are constantly motivated by participating them in the decision-making process for the company's growth.

#### Part-5

#### **Porter's Framework**

Porter's framework was defined to analyse the competitive position of the company in the particular industry. It is defined within the boundaries of 5 forces mention below:



#### 1. Threat of new Entrants:

- Multiple start-ups occurring every year which require some or other type of consulting to grow their firms in the initial phase.
- Anybody with good qualitative and quantitative data and skills required to analyse them, can enter the market easily.
- 2. Threat of Substitutes:
  - Recurring customer base is highly important in this case to retain their customers for lifetime. Otherwise, a customer always has an option to opt for a substitute service with another firm.

- 3. Bargaining power of Suppliers:
  - The Bargaining Power of Suppliers, one of the forces in Porter's Five Forces Industry Analysis Framework, is the mirror image of the bargaining power of buyers and refers to the pressure that suppliers can put on companies by raising their prices, lowering their quality, or reducing the availability of their products. This framework is a standard part of business strategy.
- 4. Threat of existing Rivalry:

Existing competition is very highly dependent on the quality of the research data and the services they are providing. Any start-up can emerge at a higher rate than any challenger firm, if they are providing with the good qualitative and quantitative data.

#### Part 6

There are some problems to be faced in every industry

a. Initially	using the p	portals to its	optimum will	take some time,	with the help of	talent corner
team	it	was	а	smooth	way	out.

b. Shorted listed candidate will not turn up or not join, but this is the nature of business which made them understand there will be some failure which they need to consider.

c. It also happens that sometimes recruitment goes perfect but sometimes they don't hence we all go through a lot of negotiations and that's quite challenging but yes we do end up meeting in the middle and find a solution that suits us all.

#### PART B

#### Context of the organization and specific department/branch

Talent Corner is a professional human resource organization providing innovative recruitment and training platforms for the corporate world. It is classified as Non-govt Company and is registered at Registrar of Companies, Mumbai. Its authorized share capital is Rs. 1,000,000 and its paid up capital is Rs. 1,000,000. It is involved in Business activities. They believe in partnering the process of Human Resource by meeting all our professional requirements and being the first choice when it comes to their manpower needs

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#### Work flow of the department, roles and expected contribution to business

The company has hierarchical process-based structure. This includes employees of different process report directly to the head of that process and all that head reports to the CEO-top management of the company. All the process head coordinate among themselves for improving the speed and efficiency of a company and du, it follows centralized decision-making system.

According to the Mission statement - 'To offer integrated, best quality services enabling us to become the first choice in Human Resource management and to be a reliable partner in our sphere of work through valued, compelling relationships with our customers. 'Company contributes best towards the society and business. It helps customers to fulfil their needs and expectations.

## 2. Methodology

#### A) Company image from inside:

As Talent Corner HR services is the growing company, they have made their workplace a very smart place to let its employee grow and learn and gain experience, and to create a good image of the organization from inside. They are hiring very smart and dedicated workforce to take the company to the higher level, and for that first and foremost requirement is to make a good image of the organization in the eyes of employees, because they will be the one who will contribute for the growth of the company. Mentors in the organization are very helpful and give their fullest to help others.

#### **B)** Employee Satisfaction:

It plays a very important role for any organization either it is at a larger scale or any small firm. And Talent Corner HR services always appreciates their employees for their good work. Appreciation from a senior authority always satisfies an employee and not just this, it also motivates the employees to work even harder. As per my observation, the environment that the company provides is also very good for the employees, full of opportunities to grow and learn, full transparency between the employees, very smart workplace with full of advanced technologies, etc. Below are mentioned few other factors on which Talent Corner HR services plays emphasis on to satisfy their employees:

**Company Policies -**Policies are transparent, fair and applied equally to all employees, which will decrease dissatisfaction among employees. Therefore, fairness and clarity are crucial in improving employee attitude.

**Salary/Benefits** -Making sure employee salaries and benefits are comparable to other organization salaries and benefits will help raise satisfaction. If a company wishes to produce a competitive product, they must also offer competitive wages.

**Interpersonal/Social Relations -** Encouraging employees to develop a social aspect to their job may increase satisfaction as well as develop a sense of teamwork. Co-worker relationships will benefit the organization as a whole since teamwork is a very important aspect of organization productivity and success. Moreover, when people are allowed to develop work relationships, they care more about pulling their own weight and not letting co-workers down. Employee involvement groups are a great way to help employees interact with individuals outside their department or organization.

**Working Conditions** - Upgrading facilities and equipment and ensuring employees have adequate personal workspace can decrease dissatisfaction. A cramped employee is a frustrated employee plus faulty equipment leads to frustration in trying to get work done.

Achievement - Ensuring employees are appropriately placed to utilize their talents may enhance satisfaction. When employees are given proper role and feel a sense of achievement and challenge, their talents will be in line with the goals best suited for them.

**Recognition** - Ensuring a job well done is duly acknowledged increases the likelihood of employee satisfaction. Positive and constructive feedback boosts an employee's morale and helps them work at the desired level and towards the desired direction.

**Autonomy** – Talent Corner HR Services is giving employees the freedom and sense of ownership of their work which may help raise job satisfaction as the individuals realise, they are responsible for the outcome of their work.

Advancement – Talent Corner HR Services is allowing employees showing high performance and loyalty, the room to advance will help ensure satisfaction. A new / higher position and sense of responsibility can often increase job satisfaction in an employee.

**Job Security** - Especially in times of economic uncertainty, job security is a very crucial factor in determining an employee's job satisfaction. Talent Corner HR Services is giving an employee the assurance that their job is secure will most likely increase job satisfaction.

#### Effectiveness of instruments for motivating employees:

Motivating employees is one of the most important thing that every company need to look after, because some employees might get bored, or irritated or feel stressful at his workplace, so motivating them by using various effective instruments like, appreciation, awards and recognition, promotions and salary hike, organizing events to appreciate them in the public, etc. All of these are being done by Talent Corner HR Services to motivate their employees to work even harder to contribute more to the company. And not only to the employees, they also appreciate the work and gives regular feedbacks to their interns. Good appreciation also motivated us "interns", a lot to work harder for the company.

More than anything, the biggest motivating factor for employees are words of affirmation. Showing recognition of work, encouragement and giving employees opportunities to improve will often reap the biggest productivity benefits.

By offering a specific and clear compliment, trust with a new or bigger project or another kind of growth opportunity, you can show gratitude for your employees and encourage them to perform.

#### Work culture:

Doing work from home doesn't let me know much about the work culture of the company, but as per my observations as an intern and with due respect to all the conversations with my mentor, I have understood that the work culture of the company is very open. There is complete transparency between the employees and managers. And not only this, they provide full cooperation to their employees as well as their interns wherever required and also, they give full opportunities to use your creativity to present the research work. As a company, they believe that, any creativity in their research work, and providing full opportunities, motivates their employees and let them feel that this company as their second home. As it was a work from internship, they were very flexible with timings and we were allowed to ask anything at anytime. There were no such restriction in asking about the queries.

Sources for opportunities for company:

There are too many opportunities for Talent Corner HR Services to expand and grow its business. Some of them are:

- **Developing a hiring strategy-** There must be a hiring strategy that needs to be followed by each firm. With labour in high demand, businesses must have a recruitment strategy if they want to attract top talent.
- **Promoting employer brand-** Your employer branding should portray the identity, personality and working culture of your business. This helps candidates see why they should choose you over a competitor, and it creates a positive sense of loyalty with the business. An effective employer brand can significantly increase the quality and quantity of an organization's applicant pool."
- Landing passive candidates- Passive candidates are professionals who are not actively searching for a new job and are generally satisfied with their current position. However, some of these candidates would make a career move if the opportunity is better than what they have currently.
- Integrating diversity and inclusion- Diversity and inclusion in your business will help your team to mirror what the real world looks like outside various ages, shapes, sizes, genders, religions, backgrounds and experiences. The first step is to portray how your business embraces inclusivity by ensuring diversity is more than a goal. To meet diversity goals, it is important for businesses to avoid unintentional bias during the recruiting process. Andrews suggests using processes like blind resume readings, where personal information is removed for the purposes of selection. "Similarly, using AI to review applications via an application tracking system can help to remove the risk of human bias in the recruitment process."
- Taking advantage of applicant tracking software- (ATS) helps analyse candidates and searches for any flaws in the hiring process. It filters candidates according to hiring needs and makes it easier for recruiters and hiring managers to view an applicant's performance. The software can't make wise decisions about who to hire, but it simplifies

relevant keywords in a resume, aligning candidates with your business's needs and wants.

#### Issues for future competition:



The recruiting industry is growing and evolving, and in order to set yourself apart from the competition for top talent, it's essential to anticipate and adopt the latest recruiting trends. Fortunately, the trends making their way to the recruitment industry are much more practical than incorporating hologram interviewers into the recruiting and hiring processes.

#### Sources of conflicts

There are three factors behind most organizational conflicts:

1. **Differences in behaviour and communication styles**- Everyone is not same in the organization and comes from different backgrounds, different culture and different places, which create differences in the opinion of people and leads to the conflicts. For example, an extrovert who is open and expressive could view an introvert as hard to read and perhaps untrustworthy. Likewise, a time-conscious, highly organized

employee may harshly judge a spontaneous colleague. Someone who is highly analytical and precise might view an intuitive person as impulsive and flaky.

- 2. Differences in priorities and values- As each person comes from different background, their values and beliefs also consists of some differences, which sometimes creates difficulty to understand and leads to the conflicts. Leaders and teams must explore others' expectations, assumptions, underlying values and priorities. This can be accomplished in group or individual sessions, led by a manager or coach.
- 3. Workplace conditions, including poor communications from leaders- Also there can be work style clashes, seniority/juniority and pay equity conflict. Conflict can arise over resource allocation, the distribution of duties, workload and benefits, different levels of tolerance for risk taking, and varying views on accountability. In addition, conflict can arise where there are perceived or actual differences in treatment between departments or groups of employees.

#### Self-Image of Employees

Employees at talent Corner HR services work with cooperation and they help each other in problem.

## 3. Observations:

#### a) Organizational Training:

Talent Corner HR services gave an immense training before starting the main project with the company. The project includes analysis of Industry to find the growth and average hiring of the companies. And collects details of the organization including its director, HR and their contacts. Training was provided properly of how to go for each step.

Some of the training tasks which were given to me was:

1. Create hierarchy for the companies.

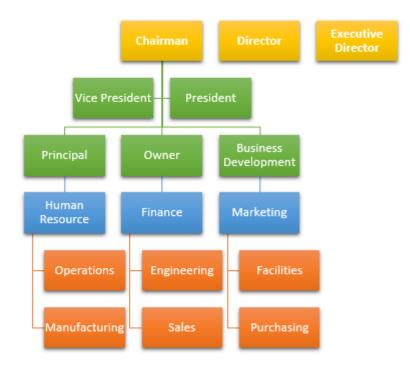
- 2. Preparation of Job description for the positions mentioned in hierarchy.
- 3. Prepare questionnaire for different positions of the hierarchy.
- 4. Prepared Salary structure for the companies.

Here are some snapshots shows my work.





#### JOB PROFILE HIERARCHY



#### SALARY STRUCTURE



Hourly Rate \$12 - \$26
Bonus
\$101 - \$3,957 Profit Sharing
\$100 - \$15,000
Commission
\$407 - \$58,958
Total Pay

#### Position Title

Director of Horticulture

#### Position Objectives

The Director of Horticulture will work to maintain and preserve the vision and qualities that makes the Garden unique, will help to implement the Foundation's vision and program plan, and will be a key player in the Foundation's efforts to develop a garden, incorporating the grounds and facilities of the adjoining former nursery property and developing them in accordance with a newly-created conceptual master plan.

This is a full-time position, reporting to the acting Executive Director of the Foundation, and ultimately the Executive Director, to oversee management of the garden and its public programs.

#### Duties & Responsibilities

The Director of Horticulture's primary responsibilities will include the following:

 Recruit, manage, and work with employees on the daily maintenance of garden, the Director of Horticulture will be expected to spend time participating in the work of maintaining the garden. He/she will need to learn every aspect of current maintenance protocols from irrigation to weed control as part of learning the rhythms of the garden and recommending improvements.

The Director of Horticulture will be responsible for generating and monitoring weekly and quarterly work plans and keeping maintenance records.

- Help develop volunteer program by training and supervising docents and garden volunteers. Help to recruit volunteers and docents. Develop meaningful opportunities for volunteer participation in the maintenance and development of the garden, including propagation and nursery management.
- Support public visitation, membership, tours and Open Days by greeting guests and giving tours; developing information such as plant sale lists and signage; seeing that garden is prepared for visitors and plant sales organized. Conduct private horticultural tours: answer questions.

#### QUESTIONNAIRE

- 1. What are the most important factors to consider in budget development?
- 2. What is the most challenging financial project you've ever worked on?
- 3. Recall a time you identified a financial opportunity for your company.
- 4. How have you reduced expenses at previous companies?
- 5. What are the financial strengths and weaknesses of our industry?
- 6. How has your leadership contributed to the success of your current/previous team?
- 7. How have you increased revenues in previous companies you've worked for?
- Recall a time when you improved the quality of financial information or the efficiency of sharing financial information.
- 9. What kinds of reports or presentations have you developed for executive teams?
- 10. Do you have any experience in setting up accounting/financial reporting controls?

Company	Director Name	Directorship	HR Name
Godrej Consumer Products Ltd.	NARENDRA KUMAR ANAND AMBWANI	GODREJ HYGIENE PRODUCTS LIMITED	Rahul Gama
Heritage Foods Ltd	NAGARAJA NAIDU VADLAMUDI	AUCTUS EXIM PRIVATE LIMITED	Suraj Kanth
Future Consumer Ltd	NEHA ANURAG BAGARIA	MAX MEDISUPPORT LLP	RITESH KOLI
Jain Irrigation Systems Ltd	RADHIKA CARLTON PEREIRA	FAIRCHEM SPECIALITY LIMITED	Vikrant J.
Mcleod Russel India Ltd	RAJ VARDHAN	MCLEOD RUSSEL INDIA LIMITED	Neville Betreen
VST Industries Ltd	SUDIP BANDYOPADHYAY	GORDON ADVISORS LLP	Suverchala S.
Amalgamated Plantations Pvt Ltd(Tata Group)	JAGJEET SINGH KANDAL	AMALGAMATED PLANTATIONS PRIVATE LIMITED	Rajarsish Borthakur
Apeejay Surrendra Group	ASHOKE GHOSH	BENGAL HEAVY ENGINEERING PRIVATE LIMITED	Ramakrishn Ghosh
Gillanders Arbuthnot & Company Ltd	ARUN KUMAR KOTHARI	BHARAT FRITZ WERNER LIMITED	Prasenjit Chatterjee
Goodricke Group Ltd	SAURAV ADHIKARI	GOODRICKE GROUP LTD	vibhor sharma
ATA Cons. Prod	S SANTHANAKRISHAN		Harshita Bhat
CL Products	BANDI MOHAN KRISHNA	CONTINENTAL COFFEE PRIVATE LIMITED	Umadevi
Tata Coffee	PADINJARANDA GANAPATI CHENGAPPA	TASTY BITE FOUNDATION	Ajay B.
Rossell India	AJAI SHUKLA	ROSSELL INDIA LIMITED	Jennifer James
layshree Tea	BHAWA NAND UNIYAL	MEDIA ANALYSIS AND RESEARCH SERVICES Pvt.Ltd.	Vinita Dabral
ames Warren	MONOJIT DASGUPTA	JAMES WARREN TEA LIMITED	
B and A	ANURADHA FARLEY	BAGGAGE	
Mcleod			
(anco Tea	OM KAUL	KANCO TEA & INDUSTRIES LIMITED	
yroon Tea	UMMEDMAL BANTHIA	TYROON TEA CO LTD	
Asian Paints Ltd	PALLAVI SHARDUL SHROFF	BAGHBAAN PROPERTIES PRIVATE LIMITED	
Berger Paints India Ltd	KANWARDIP DHINGRA SINGH	G.B. FARMS LLP	
Glossy Color & Paints Pvt Ltd	MAN MOHAN SACHDEV	GLOSSY COLOR AND PAINTS PRIVATE LIMITED	
Sunjan Paints Ltd	GUNJAN GOVIND BORAT	GUNJAN PAINTS LIMITED	
Varuna Paints Pvt. Ltd.	MAMPUZHAKAL THOMMEN ANTONY	VARUNA PAINTS PVT LTD	
ritish Paints India Ltd			

## b) Self-learning

One main thing that I have learned through this internship is time management skills as well as self-motivation. When I first started I did not think that I was going to be able to make myself sit and work. Once I realized what I had to do I organized my day and work so that I was not overlapping or wasting my hours. Not only for my project but daily activities too. During my project, I cooperate with my colleagues and operators to determine the problems. Moreover, the project indirectly helps me to learn independently, discipline myself, be considerate/patient, self-trust, and take initiative and the ability to solve problems.

## My project - To understand the Hiring structure of Corporates/MNC's/Start-ups

## 1. STEP1- Choose any 5 Industries

- Refer to IBEF website that showcases a list of Industries
- Prefer Sub Industries as it consists of Handful of companies within it
- Understand about the industry and learn about their Directors

## 2. STEP2- Learn About their Directors

### 3. STEP3- Understand the Recruitment for each Hierarchy

- Understand the Hierarchy in the corporates and Create own Hierarchy Plan
- Learn about the Job profiles for each industry you chose/ Hierarchy and their Salary Structure

## 4. STEP4- Create Job Description

- Mention about the Company looking for Employees
- Give a Brief about the company
- Mention the Hierarchy/Position for which the vacancy is open
- Mention the Qualifications required
- Inform about any Stipend/ Salary offered in case of Interns and employees respectively

## 5. STEP5- Post it on various Job Portals

Below mentioned are the Job Portals on which the Job description which is prepared by me will be posted.

Monster.com

- Shine.com
- Indeed.com
- LinkedIn

#### 6. STEP6- Conduct Interviews

- Looking at profiles of the applicants.
- Shortlisting them on basis of their Resumes/CV.
- Preparing Questions and interviewing the candidates.
- Coordinating between the Companies and the Employees.

#### 7. STEP7- Prepare Payroll Sheet

- Managing the Salary of Every Employee
- Managing Salary of New Entrants
- Keeping a track of Casual/Sick leaves, the employees' avail
- Keeping a Record of the Joining and Ending date of the employee

#### 8. STEP8- Performance Appraisal

- Preparing Excel Sheets to keep a track of the employees and their performance on a weekly/Monthly/Annual basis.
- Providing guidance in their weak areas
- Ensuring Progress in their Work

#### 9. STEP9- Approach the Companies

- Use LinkedIn to Know about the company
- Contact the HR/Placement Cell of the companies/ Colleges respectively

- Make them understand the Purpose of Your agency and How beneficial our Company can be to them
- Learn about their Company's designations and the Qualifications required
- Look for Vacancies if they have any
- Create Job Descriptions as per the requirements

#### **OBJECTIVES**

- To understand the Hiring Structure of the companies.
- To understand the growth and future projections of the industries.
- To understand the preparation of JD and their postings on different Portals.
- To study the Preparation of Performance Appraisal and Payroll sheet.

#### 5. Identification of critical issues or problem areas if any

There are some problems to be faced in every industry

a. Initially using the portals to its optimum will take some time, with the help of talent corner team it was a smooth way out.

b. Shorted listed candidate will not turn up or not join, but this is the nature of business which made them understand there will be some failure which they need to consider.

c. It also happens that sometimes recruitment goes perfect but sometimes they don't hence we all go through a lot of negotiations and that's quite challenging but yes we do end up meeting in the middle and find a solution that suits us all.

#### 6. Summary of trends

Technology has been the prime disruptor of the recruitment industry in the past decade, prompting a change in candidate mindset. Instant access to information, growing connectivity, and a transient workforce have turned the tables on recruiters, giving candidates far more control.

#### 1. Rapidly evolving technical skills requirement

Don't ignore the skills shortage, even if you're not experiencing them in your industry. As technology advances, every industry will embrace the likes of IoT technology, AI, big data and data analytics.

#### 2. A more transient workforce

Long service awards are rapidly fading into obscurity as employees change jobs and industries more frequently. Few employees stay at one company for more than a few years today as people adopt a more varied approach to work and are willing to try different roles. Focusing only on education and job skills is in the past; recruiters have to be more open to a candidate's potential too. What was the career ladder is now the career lattice.

#### 3. A more connected and informed workforce

The internet has revolutionized employee and candidate mindset. People are no longer willing to be numbers on the payroll of a company that has no identity. Candidates want to know more than just the **job description** and salary package before they accept an offer. If you're going to attract top talent, you have to motivate why they should join your company.

#### 4. Candidate-centered approaches

Previously recruiters were focused on what the company wanted, and candidates were viewed as the numbers that made up a successful placement. No more! Applicants are aware of, and judging your every move. Poor recruitment processes, lack of employer branding, and a lousy candidate experience will have a massive impact on your success.

#### 5. Completely digital recruitment

No recruiter can embrace the different **types of recruitment** we need today and still stick to old school methods of wading through countless applications to find the best

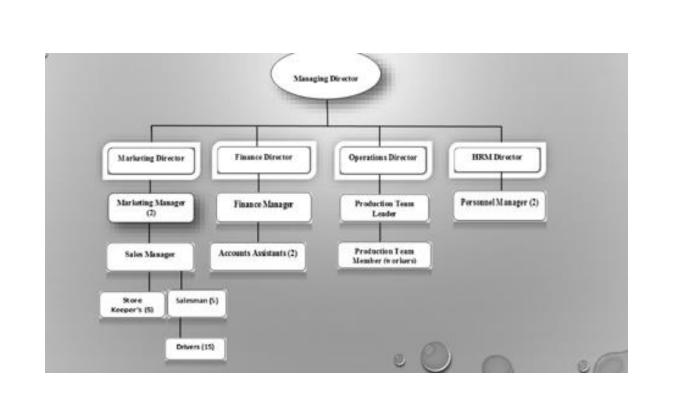
candidates. Technology has stepped up to help. Algorithm assisted **selection** allows you to shortlist the best applicants without having to read through every CV. An ATS will enable you to keep track of all your recruitment processes as well as candidate engagement. You also have access to real-time data and **HR metrics**.

#### FEEDBACKS GIVEN TO ORGANIZATION

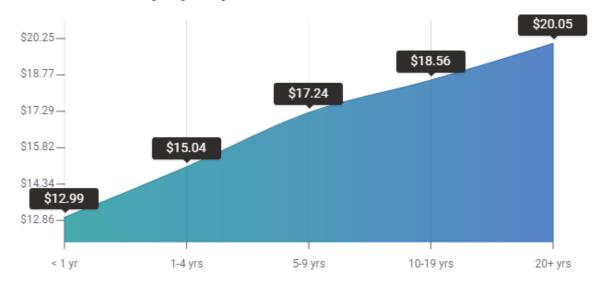
Talent HR corner is one of the best company for Candidates who are looking for a Job change growth in their career. They were really helpful with the recruitment process. It's really hard to find job in such pandemic situation.

It is one of the best company for Candidates who are looking for career growth. I have great experience with Talent Corner HR service. They are very professional, cooperative & really good.

#### ANNEXURES



What is the Pay by Experience Level for Painters?



Gunjan Paints Ltd	GUNJAN GOVIND BORAT	GUNJAN PAINTS LIMITED
Varuna Paints Pvt. Ltd.	MAMPUZHAKAL THOMMEN ANTONY	VARUNA PAINTS PVT LTD
British Paints India Ltd		
Kansai Nerolac Paints Ltd	SONIA SINGH	TRENT LIMITED
Sunlac Paints Ltd	ATULJAIN	SUNLAC PAINTS LIMITED
Waverley Paints Pvt Ltd	LATA KHURANA	WAVERLEY PAINTS PRIVATE LIMITED
Shalimar Paints Ltd	ALOK PERTI	NITCON LIMITED
Sree Karthika Fabs		
Indo Marine		
Modest Infrastructure Private Limited	MEHULKUMAR VAMANRAI PATEL	MARITIME INFRASTRUCTURE LIMITED
Oran Shipyard Private Limited		
Sea Land Technical Services Private Limited	DEVASSY JOSEPH MANAVALAN	FLEET MANAGEMENT PRIVATE LIMITED
Shree Venkatesh Marine Engineering Works		
Rarefield Engineers Private Limited	GNANARANI RUSSELRAJ	RAREFIELD SHIPPING AGENCY PRIVATELIMITED
Dolphin Offshore Enterprise India Limited	SATPAL KIRPAL SINGH	DOLPHIN HADI MARINE SERVICES (INDIA) LIMITED
Alang Marine Limited	NIDHI SHAUNAK PATEL	ALANG MARINE LIMITED
Bharat Marine Corporation	SONIA SINGH	
Advistas Glow Signs		
Amaravathi Textiles	HANUMANTHA RAO GORREPATI	AMARAVATHI TEXTILES PVT LTD
A.P. Handicrafts Dev. Corp. Ltd ( Lepakshi )	TIRUMALA RAO IPPILI	ANDHRA PRADESH HANDICRAFTS DEVELOPMENT
Arctic India International		
Arumuga Group Of Industries		
Arvind Dyeing & Bleaching Mills Pvt Ltd	YASH RAJGOPAL MARDA	ARVIND UNIVERSAL TEXTILES PRIVATE LIMITED
Asian Handicrafts Pvt Ltd	VARUN MALHOTRA	ASIAN HANDICRAFTS PRIVATE LIMITED
Auckland International Ltd	BIMAL SINGH RAMPURIA	KANAK TEXTILES LTD
Aztec Shiva Handicrafts & Arts Pvt Ltd	PARTHVI SINGH	AZTEC SHIVA HANDICRAFTS AND ARTS PRIVATE LI
B D Textile Mills Pvt I td	GANPATRALKANRALCHOPRA	AVENUE 2 REVENUE MEDIA PRIVATE LIMITED

