SUMMER INTERNSHIP REPORT

SUMMER INTERNSHIP PROJECT REPORT
ON

"Digitalizing of HR Processes"
AT

UNDER THE GUIDANCE OF:

Ms Anjali Menon, Deputy Manager HR
Bajaj Auto Finance Ltd., Old Mumbai Pune Highway, Akurdi, Pune

Prof. Krishna Kanabar
(Faculty Mentor, IMNU)

In fulfillment of the requirement for the Summer Internship during the
Master of Business Administration Program, on

05th July 2020
Institute of Management, Nirma University

Submitted by: **Ayushi Moondra (191411)**

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DATE OF REPORT	**5th July 2020**
PURPOSE OF REPORT	**Submitted as a partial requirement of the Summer Internship Program 2020.**
INSTITUTE NAME	**Institute of Management, Nirma University**

DECLARATION

I hereby declare that this project titled "**Digitalizing of HR Processes**" at **Bajaj Auto Finance Ltd.** is a record of authentic work carried out by me under the guidance of **Ms. Anjali Menon**, Deputy Manager HR− Bajaj Finance Ltd, C/o Bajaj Auto Ltd, Old Mumbai Pune Highway, Akurdi, Pune**, Bajaj Auto Finance Ltd.** & **Prof. Krishna Kanabar**, Institute of Management, Nirma University, Ahmedabad.

This project has been submitted to the Institute of Management, Nirma University, Ahmedabad, in partial fulfillment of the academic requirement for the Summer Internship Program (2020).

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Ayushi Moondra

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Acknowledgment

I would like to take this opportunity to thank firstly **Institute of Management, Nirma University** for giving me this platform to step into the corporate world and get first-hand experience on the same.

I am highly grateful to **Ms. Anjali Menon**, Deputy Manager HR, **Bajaj Auto Finance Ltd.** for all his precious knowledge sharing, time and valuable insights throughout my project- **"Digitalizing of HR Processes"**. I would also like to thank the top management, HR dept, Ms. Anjali Menon, my family, my professors, and my colleagues. Moreover, I would also like to extend my gratitude to **Prof. Krishna Kanabar** for mentoring and guiding me during this journey. Lastly, I would like to mention **Bajaj Auto Finance Ltd** for designing such a contemporary, live project and allowing me to work in real-time and enhance my knowledge base even in such tough times. I am also grateful to them as I could meet so many people and build on relationships with them.

In the end, I would like to thank everyone who supported me and guided me for making my endeavors fruitful.

Table of Content

EXECUTIVE SUMMARY

This report gives a brief of the work done by me in **Bajaj Auto Finance Ltd.** over two months on the project '**Digitalizing the HR Processes**'. There were several projects under this project which I had done during this period. I learned how the NBFC sector functions and how it has the potential to change the financial sector of India.

This report serves the purpose of evaluating how did I go about to achieve my goals smartly in the project given to me. It also shows how to approach the management of schools with any business idea or a project. There will be inertia in some cases but creating a well laid out plan and executing it correctly can give some amazing results.

Opportunities that could benefit the organization as a whole were identified and were given a hundred percent to achieve the same. Work that was allocated was performed with full dedication and passion. There were also a few add on goals that were set to benchmark against other interns working on the project which helped me to differentiate myself from them.

The tasks designed for the two months by Ms. Anjali Menon, Deputy Manager HR, and her team are stated in the report. It gives the learning and observation which I had over this period and how it helped us over time.

## Experiential Learning Project (Type – III)

1. <u>Introduction</u>

- **Context of the organization and specific department/branch**

  Bajaj auto finance is an NBFC company that provides loans for commercial vehicles and the scope of the business is huge for Baja Auto finance ranging from providing loans for scooters to even the premium segment vehicles. It also provides loans for auto-rickshaws conveniently and easily to customers. It provides a range of services along with providing loans like credit rating, EMI calculator online, online application of loan, loan eligibility, etc. They also provide attractive market schemes for Bajaj three-wheelers. They have modern infrastructure facilities like automated cheque handling facility, computerized Loan accounting with on-line customer data to handle customer transactions and requests Efficiently. This helps them in providing the best customer services.

  The specific department/branch is HUMAN RESOURCE MANAGEMENT.

- **The workflow of the department, roles and expected contribution to the business**

  The workflow of the department is usually that of a vertical nature. But if there is a major decision which has to be made then the workflows from even the top management. The dept will not have a say in that case as the decision will impact every department which is present in the organization.
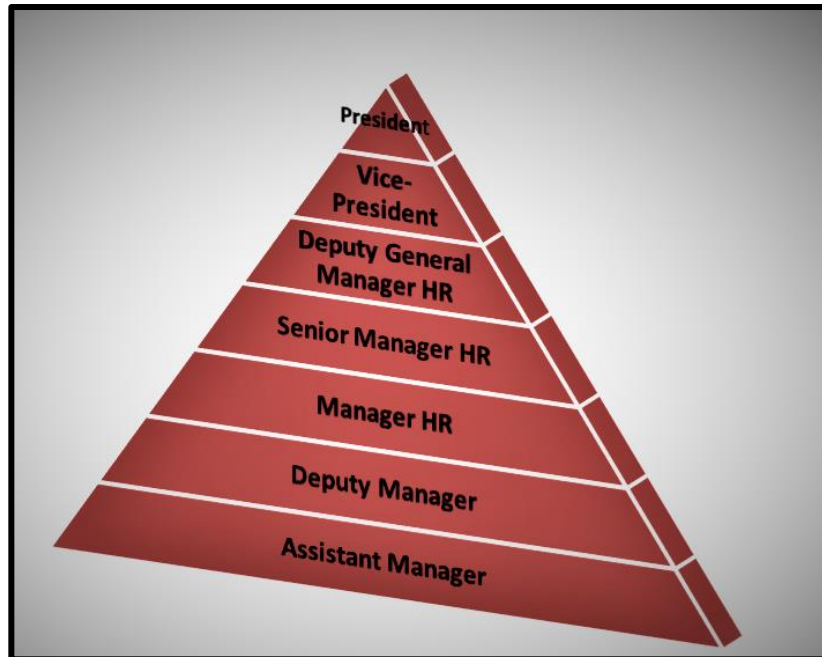
1) PRESIDENT-: President is the head of all the departments which run the company and is a leader of the company without President Company can't be run. He supervises and commands all the other subordinates under him. He is answerable to all the shareholders for profit/loss both.

2) VICE-PRESIDENT-: The main work of the vice president is for the smooth and profitable running of the HR department. It supervises all the subordinates under him and audit compliance which means identifying the strengths and weaknesses is done by vice-president HR.

3) DEPUTY GENERAL MANAGER HR-: dgmHR motivates monitors and maintaining guidelines for the company is the best and effective way. If any superior or subordinates needs any kind of help dgmHR helps in the best possible way.

4) SENIOR MANAGER HR-: Senior manager is being supervised by deputy general manager HR and follows the rules and commands given by them. He is the one who designs the recruitment process and company policies according to the companies' goals and objectives.

5) MANAGER HR-: He is being supervised by senior manager HR by accepting the order and follows them wisely. **He monitors attendance and tracking leaves forms time to time a major function of the HR management.**

6) DEPUTY MANAGER-: He is being supervised by deputy manager HR by accepting the order and follows them wisely. To implement salary/wages and bonuses like-monetary or non-monetary under the supervision of manager HR.

7) ASSISTANT MANAGER-: Assistant manager works under the supervision of starting from president, vice president HR to deputy manager. He is involved in documenting in the making of the hiring process, wages/salary, and giving compensation or termination letter under the supervision of deputy manager. he doesn't have the full authority in this work he can just assist under the supervision and follow the rules.

2. <u>Methodology</u>

a. <u>Ethnographic Study:</u>

The ethnographic simply means the study of people in their environment through the use of methods such as participant observation and face-to-face interviewing etc.

Here the way the study was done, was based on the observation of the required people or environment based on the requirement. It was very important to observe every detail to gain as much knowledge as possible. Also recording the information in a journal was very important as each information cannot be recalled when it is most needed.

One of the important parts of the study was to always do research on the things which were observed and try to get more information out of it. Another way the information was taken was by asking a lot of questions to the concerned subject. Asking questions helped me to converse further and also helped me clarify certain things that I was unclear about. This helped me ensure that there was no mismatch in my observations and there were no assumptions made from my side.

Another thing that I had to make sure that there was no bias in the observations recorded by me. The data which was collected in the study was based on the facts which were also verified many times.

b. <u>Maintenance of Journal</u>

<u>Company Image from Inside</u>

The company's image from inside is something that only internal stakeholders of the organization will be aware of. These stakeholders include employees, board members, management, etc. According to my observation and experience here are some of the things which I could notice regarding the same:

- Employer branding according to the employees is very high. This has helped BAFL create a good image in the industry. This is so because of the support and recognition given by the employer to the employees. They are asked to be part of major decision making, the organization is transparent to them, they listen to their needs, they also make sure that they have good career development.
- Employee ownership is one of the key reasons for the company's good image. They feel they are taken care of like their family members and they feel a sense of belongingness to the organization. They take pride in being a part of BAFL.
- The company has a very friendly corporate culture and the power to distance the gap is very less. Even superiors do not mind suggesting their juniors and they also give them a lot of responsibility.
- Talking about leadership, it is one of the crucial things which creates a good company image for the company. The ethics, beliefs, leadership style, vision, the enthusiasm of the leader determines the attitude of the people within the organization. BAFL has a very positive group of leaders who always look to motivate their employees and encourage them to go beyond their expectations.

<u>Self-Image of Employees</u>

The self-image of employees here means the abilities, personality that employees believe they possess. BAFL gives equal opportunity to its employees to show their capabilities and skills. Here are a few things which employees of BAFL feel for their self-image:

- Employees of BAFL feel confident working in the organization as they feel that they are at their home and their job is well secured.

- Employees at BAFL always are looking to develop their career and move forward. They also have varied skills and experience which they always look to bring in the work.
- They have high self-esteem and they can make decisions and judgments in the organization after meticulously evaluating the situation. This also helps in knowing different perspectives which they are supporting.
- It was also seen that employees were highly competitive especially when it came to achieving certain targets provided by the company. They also are dedicated to working ethically and not using unfair means to achieve the targets.

Employee Satisfaction

Employee satisfaction is one of the important aspects of the organization as it helps to retain them in the organization. It not only retains them but also affects their performance in the organization. Moreover, the HR department is becoming furthermore important to focus on satisfaction as they deal with human capital.

In BAFL too there is a lot of focus that is given towards employee satisfaction. There are always two groups that BAFL emphasizes i.e. customers and its employees. Here are a few things which BAFL does to keep its employee's satisfaction level high:

- **Monetary Benefits**: There are a lot of monetary benefits that BAFL focuses on giving to its employees. These benefits include things like salary hikes, quarterly bonuses, etc. Based on the performance of employees they are given the benefits and there is also a review of the same from time to time.
- **Non-Monetary Benefits:** Non-monetary benefits which are given to the employees in BAFL include things like awards, certificates, holiday packages, etc. These are given according to the HR head to recognize the efforts put in by the staff. They also feel that non-monetary benefits help boost the long-term performance of the employee and they try to compete to do their best.

According to the organization, the top level of satisfaction will be achieved only when the employees think that they are a part of the organization. They feel as they are entering their second home. Also, BAFL focuses on giving a friendly environment to its employees where they can share

their thoughts and feelings openly. They are given equal opportunities to prove themselves. They are allowed to initiate and give suggestions.

Effectiveness of instruments for motivating employees

Organizations have some set instruments which they use to motivate their employees. These instruments are decided after a lot of discussion and observation over the years. Over the year the best practice is identified and then the instrument which works in different situation is selected.

BAFL also uses various instruments to motivate its employees. As mentioned previously BAFL is an employee-centric organization. Thus, it needs to keep its employees motivated all the time. Also, it would help them retain in the organization and reduce the attrition rate ultimately.

Here are the instruments and their effectiveness for motivating the employees:

- For motivating employees monetary and non-monetary rewards are given according to their work.
- **Yearly and quarterly rewards** are given to employees according to the work they have done on a yearly or quarterly basis plus **dinner with the president of the company**.
- At any particular time in the job, the employee has done great work and the manager is impressed he can reward his employees with a great monetary and non-monetary basis in which the term is known as **appreciation card**.
- **Employee engagement** of employees is taken place to achieve the objective of the company.
- **Yearly trips** are planned for employees and his family for better bonding of all the employees and motivating them.
- In festivals like Holi, Diwali they are celebrated together in head office with all the employees without considering their position **they treat them like their own family**.

  NOTE-:1) These are the instruments that help in motivating employees but the best effective instrument is giving yearly or quarterly rewards that make the pressure to work harder daily for achieving the goal.

2) When you treat your employees like your own family and respect them by considering their feedback and work seriously on them it also became an effective instrument for motivating employees.

Power equations and hierarchy

The power equation and hierarchy are quite clear in the organization. There is a vertical flow of power when it comes to the entire organization. If there is some decision that needs to be made in regards to the organization there will be meetings at the top level and then all the instructions will flow from top to the bottom. There are certain times when there is a requirement of approval from top dept then only the decision can be executed in the future.

Talking about the flow of power in the department like HR it is linear. If there are some major orders which need to be passed it will be passed by the HR head from the head office. Otherwise, the regional HR head will be responsible for the day to day HR operations.

Work culture – co-operation, creativity, openness, transparency, etc-:

Work culture is a set of shared values, attitudes, and practices of the organization.

Work culture is very important for the company it tells you how to treat your employees.

Bajaj Auto Finance companies' culture is explained in various types which are-:

1) CO-OPERATION -:

- When Bajaj Auto Finance hires new employees they already mention to their candidates that organization goal is more important to achieve the target so from starting they are prepared and focused to achieve the goal which can be done only with cooperation amongst teammates and unity rather than fighting amongst them.

- The organization helps its employees by motivating them so that they can work in their best possible way and **resolve problems by assigning HR SPOC in a different region**.

- Higher authority keeps boosting their employees by bonding with them with the help of trips they organize year to year.

   2) CREATIVITY-: The Company has a different style of working that keeps on changing according to the environment. firstly, they did all the work manually then according to the need they use their creativity by working paperless by using the new software ZingHR which has all the

information of employees in the database then according to the need and secondly, they introduce new ways for attendance, payroll, etc.

3) OPENNESS-: The Company has made the employees so friendly that all the employees while receiving the 360-degree feedback respects what other employees thought about their work regardless of their position and work on that feedback gracefully which leads to obtaining the mission of the company.

4) WINS CELEBRATION-: The Company recognizes the achievement of employees monthly and quarterly basis with president dinner and appreciation card is given by to manager to their employees according to their work. In short, employees are been appreciated from time to time according to their work in many ways from awards, certificates, rewards, etc.

5) Others-: The company provides employee good work culture with great amenities and good physical place to work and along with that workshops is been conducted and various target projects are there so voluntarily If anyone is interested can do for their promotion, the hike is been provided to them according to their work and capabilities and past job salary and they can bargain according to their capabilities.

Sources of conflict

1) Differences in opinion-: In a company, the major reason of conflict is differences in opinion that comes with this company the team which is working currently having work experience of 2 years, 5years, etc. they don't hire fresher's so everyone things their knowledge is best so in many times employee of the teams for achieving the organizational goal everyone has a different vision to obtain the organizational objective.

2) Increase in workload-: In this company there comes a time when there is a lot of workloads starting from providing loan to commercial vehicles and not receiving EMI on-time so regular interaction to customers on the 3months-6months basis, hiring of employees needs a lot of formalities done and at the end, resigning needs lots of proofs. Many persons in a team struggling with an unmanageable workload or promotion given to other staff.

3) Expectations of managers-: In a company like Bajaj auto finance every employee is assigned by a SPOC known as manager where the employee has to give his daily target which he has done but sometimes managers' expectations are been misunderstood or not achieved so conflicts between them arise.

4) Competition amongst employees-: In every company employees wants to be successful in having a high salary, rewards and wants appreciation cards, etc so during competition amongst employees conflict arises as they fight with each other not in a healthy way, etc.

5) Others: Some are the basic issues that will arise in every company that is lack of communication, work culture is not been followed, rules and regulations of the company are not been followed, arguing with the boss, higher pay and higher hike than other, etc.

Sources for opportunities for the company

The various opportunities for the company are-:

1) When ZingHR software is used effectively and efficiently in the company by using all his functions and not any single function should be hidden.

We should explore ZingHR according to the needs in the company by exploring this Human resource information system software it becomes sources for the opportunities in the company by making manual work digital and one more advantage making of paper base work to paperless.

2) Sources of opportunities for the company are when they will merge with their biggest competitors so that in the future, they will have the monopoly of power to finance for commercial vehicles which leads to the growth of the company and the organizational goal is achieved.

3) They can look to hire fresh talent which is well versed in the digital world and is well aware of the latest systems in the market. As the company is planning to go digital it can help in a better way if someone who knows about current trends in the market is there in the organization.

4) The NBFC sector is growing at a very rapid pace today in India. BAFL can look to expand to further verticals like four-wheeler financing. This will help them get profit from different sources and reduce the pressure on the two-wheeler vertical.

5) Also, there is a lot of hype regarding the electric vehicles in the country. Especially after the stricter environmental norms coming in internationally, there has been a growing demand. Thus, BAFL can have financing for electric vehicles as well.

Issues for future competition

Various issues for future competition are-:

1) According to the fast-changing environment if we don't cope up with new trends and providing a lack of facilities to the customers for providing loans then it will be a big issue.

2) The building of effective marking and communication skills is important for customers if they fail at any time they will lose the loyalty of their customers.

3)The hiring of employees becomes more difficult as due to an increase in the competition who is been trusted for hiring as an employee in our company who is not is very difficult in our present scenario.

4) Technology should be advanced as per the upcoming competition manual should be changed to more digital.

5) Balancing providing loans to customers in a short period of ineffective quality for the long term is difficult.

6) Maintaining the work culture in the company is important. In the future, this is the main issue Bajaj Auto Finance will face by having diversified people in work so maintaining peace and harmony is important.

Discussible vs. Non-discussible issues

In a company like Bajaj Auto Finance, there are some issues which can be easily discussed in a team which are-:

- How companies profits can be increased?
- What are how the company makes more smart work rather than hard work?
- How to make more paperwork or manual to paperless/digital?
- How to be trending in this fast-changing environment?
- How to make more customers loyal to our company?
- How to provide loans to customers in the fast possible way plus their details from time to time?
- How to motivate employees?

Non-discussible issues are-:

- Due to some reason for the problem of any employee companies' interest is getting affected they are non-discussible issues.

3. <u>Observations</u>

<u>Classification of Observations</u>

a) <u>About Organizational Training</u>

Organizational training here means the is the process of empowering and imparting employees with the knowledge so that they can develop new skills and be effective in the organization. This involves creating, retaining, and transferring knowledge within the organization. Organizational training may have varied periods based on the subject and scale of training. Sometimes the training will have to be given to the entire employees present in the organization and other times only a small part or dept of organization requires the same.

In the case of ZingHR, the HR manager will require complete training of the entire platform. While other employees will need training in only specific areas like attendance marking, leave, etc. As I was an intern, I was given training in areas in which the company felt that their information would not be leaked outside of the organization. In some of the areas, the access was not given to us as it could be risky for the company to reveal all the information.
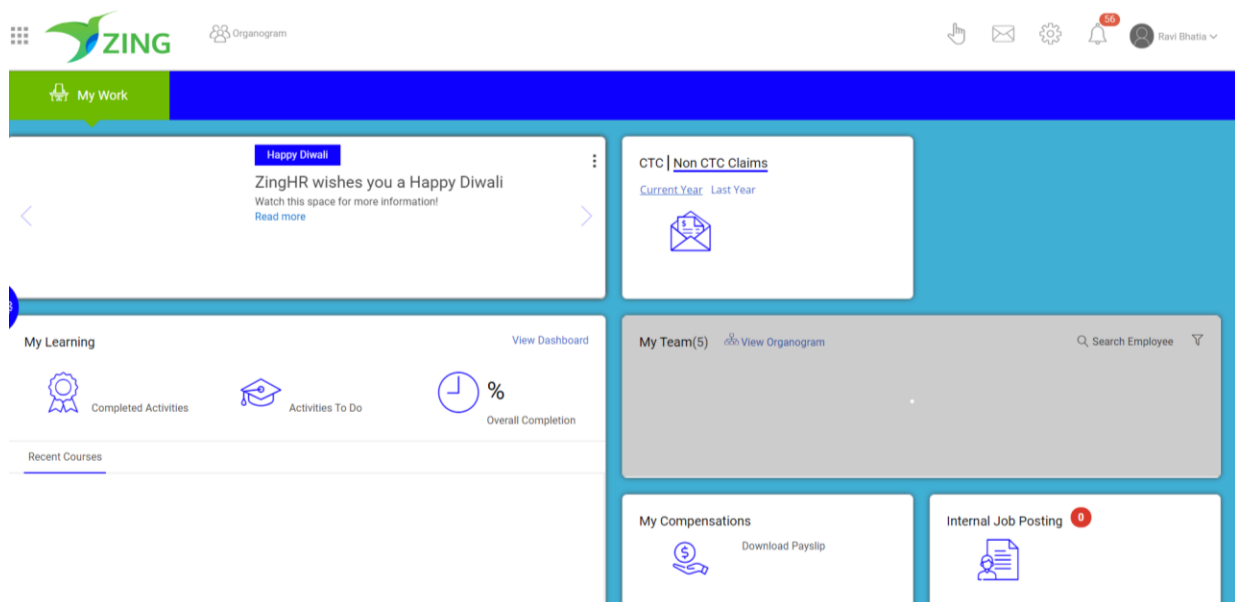
The above is the figure which represents the training ion the software which we were given. We were given access to the above software and then try the software. We were trained in the

following. After the training, it was on us to practice the above software regularly. I was very keen on learning the new features of the above software. Including the above software, I had many observations regarding organizational training. Here are few of the observations which could be observed in the organization during the training:

- The organization provided adequate material for the training of the employees. The material was in the form of manuals, presentations, links, PDFs, etc. These helped employees to get an overview of the training before it even started.
- Trainers also were very patient in dealing with the employees and they answered all the queries as fast possible.
- In these tough times, the training was done online through various means. Trainers provided the material beforehand which would be discussed in the online classes. They expected the employees to go through the same before the class began.
- Trainers also expected the employees to explore the platform like ZingHR by themselves and ask any queries which they had.
- They also provided the tasks to the employees but there were no strict deadlines that had to be followed. They just wanted quality of work which shows that the person has done a lot of effort.

b) <u>About Self Training</u>

Self-training is the effort that is put by an individual in gaining and retaining knowledge. With the organization helping in the training of the employees, it is also the responsibility of the employee to further develop on the knowledge. Here are a few of the observations on self-training:

- The platform ZingHR was very vast and loaded with lots of things. Thus, I had to explore the platform myself and also look for the upcoming features in the platform.
- Several other platforms were used in the industry and it was always advantageous to know about the recent trends in the industry and to learn about them. Learning about those trends helped me to suggest some of the improvement which could be brought into the ZingHR

- Researching further about the content which was provided by the organization also proved to helpful. Looking for the articles, video lessons, manual handbook, etc helped to learn further about the platforms.

There were many things that were taught by the organization regarding how to use the platform. But there are several things which I learned by just exploring the software by myself. Below is the list of features that are present in the ZingHR platform. Things like email scheduling, employee master, etc. were all explored by me to gain extra knowledge for myself. Whenever I explored the platform, I had several doubts regarding the same. So I noted them down and asked my mentor the same whenever the next training session was held.
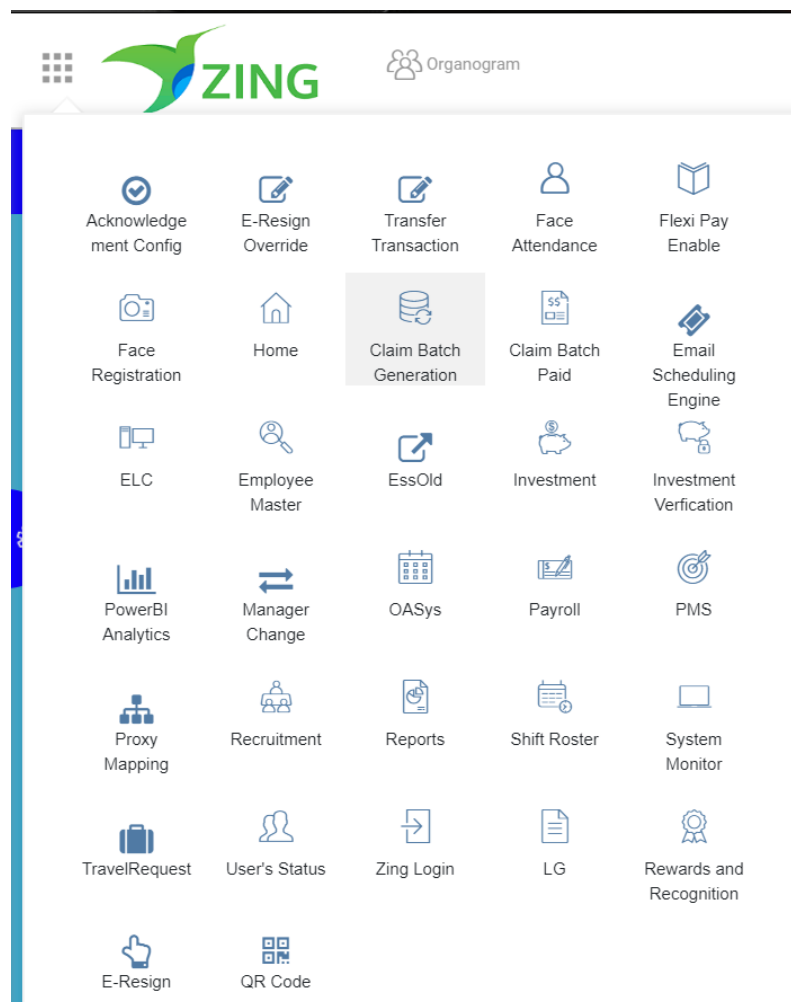
Trends/Patterns

Trends/Patterns which are being observed throughout my internship are:

- The organization is focusing on ongoing digital with the integration of different functions that are present. It is planning to go paperless in almost all the functions so as save costs and also be eco-friendly.
- Another trend that is seen in the organization is becoming employee-centric. There are a lot of changes in the organization regards this like easing the resignation process, easy hiring process, performance review, etc. With ZingHR it has become very easy and the processes have become a lot smoother.
- BAFL also is trying to become more customer-centric by creating services that focus on improving the customer's experience. It is also making the process less complex which will help customers.
- Another pattern that can be seen is in the leadership of the company. Leaders are becoming more open to the ideas given from various levels of the organization. They are also looking for new ways to operate.

4. <u>Identification of critical issues or problem areas</u>

1) In today's world **COVID-19** is become a major issue that has to change the whole country and make big-big companies into depression.

Bajaj auto finance is a very big company but **COVID-19** is a critical issue that can make this company in depression soon as less revenue will be generated from the people as they will not take a loan for commercial vehicles.

2) One of the major critical Issues Bajaj Auto Finance will face a lot of competition as many companies have started financing for commercial vehicles which will major impact the financing of our company.

3) In today's era customers want to have a standard of living and want to have a comfortable life starting from middle class to upper-middle class to they are financing for four-wheelers more rather than two-wheelers and more they are taking four-wheeler on EMI.

4) One of the growing segments today is that of electric vehicles. Bajaj does need to introduce some of the electric vehicles in its product portfolio. This can be a future problem for the company if they do not take hold of this issue now. Keeping oneself updated with the competition is very important.

5) Another issue that can be found in the software will bring a lot of costs to the company. If a new employee enters in the organization, he/she will have to be trained for the use of the software. Also, there will have to be regularly updating and maintenance of the software which will further add to the cost of the company.

5. <u>Conclusion</u>

<u>Summary of trends in organization</u>

- Bajaj auto finance private ltd was incorporated in 1987.
- In 1998 company was registered with the RBI as NBFC.
- In 2000 the company launched consumer durable business.
- In 2007 Auto finance vertical was separated from Consumer Finance vertical at the operational level.
- In 2010 company name was from Bajaj auto finance to Bajaj Finance Ltd.
- In 2019 BFL-AF achieved the highest sales ever in MC and CV business.

So in 1987 when the company was incorporated they were the only trend to finance for commercial vehicles after in 1998 when the company registered with RBI as NBFC the new trend was there which is called moratorium which means a temporary stopping of an activity by an official agreement so in Bajaj auto finance if a customer does not give EMI for 3 months it is allowed.

In 2000 the company launched various durable businesses to make more profits by providing different varieties to customers and achieving organizational goals.

In 2007 they separated Auto finance vertical from consumer Finance vertical at the operational level for more convenience and less effort.

In 2010 company change its name and in 2019 company achieved high sales in motorcycles and commercial vehicles by decreasing the interest rate, providing customers with better technology

like MYCASH, ICASH, ICRM (customer relationship management), better application facility of receiving updates regularly about the loan or EMI payment so the customer is getting more and more loyal to the company and on the other hand making all the work more digital, feeding the information of employees in a single software i.e. ZingHR and treating their employees as their own family so they motivated and that effects directly to the higher sales and more profits of the company.

Summary of the feedback given to the organization

Bajaj Auto Finance itself is a very big company that has more positive feedback rather than negative feedback but I will discuss both of them.

When I started working with the company and it was my first-time experience so I was very nervous but the current employees make new employees or interns comfortable and make them familiar with the culture of the company, how it works throughout the year and the most positive thing was that not only companies HR but also all the employees make us understand the rules and regulations of the company without thinking that we are their competition so that increases the team bonding in the whole company. When my work was started they were explaining me about the new software i.e. ZingHR how it works, how employees information are been entered and saved in this software so when they explain and I was using the software there were many new things digital in which employees information are be saved starting from hiring, resignation but there were some issues that has to be worked for future which are when a person is appointed for eg-: On 1st march candidate is appointed but for some reason the working of the appointed employee is started on 1st may so they can't edit in the system so the system will show wrong appointment so for that they have to maintain manual records about the whole appointment and while a person is been resigned the removal of the employee name is not been there in the software that also we have to maintain manual on paper so work of that areas need to be improved, to improve the attendance system taken for employees as presently they just have to punch one button so rather than clicking a button it should be a whole process in which manager can check that they are working or not or just click the button and don't work.

The organization was also kind enough to give access to its software ZingHR. They gave me access to major areas of the software which helped to learn the software practically. What they were training me for I practiced it on the software.
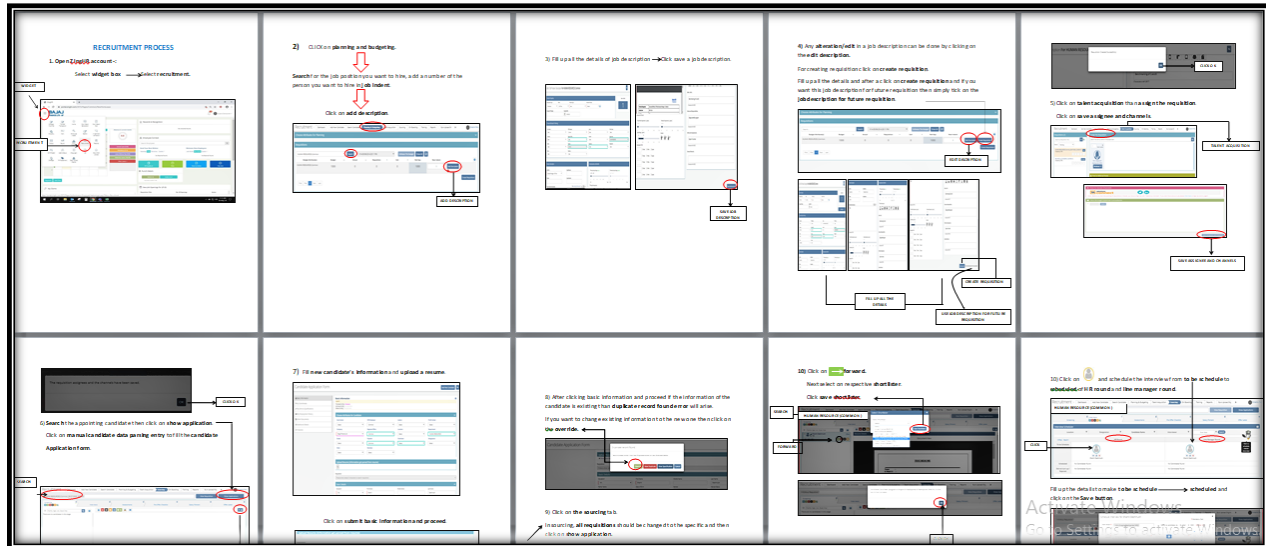
Summary of self-learning

When you work in a corporate world you come to know the real realities of it.

So when I start working in Bajaj auto finance I have learned to be patient in every situation especially when there comes a point where the boss or the HR has a lot of tension so they will get hyper sometimes and scold us so patience is the solution to many problems. I have learned to manage things in one single go and be more punctual without getting hyper because we have targets that on one single day you have to complete the targets.

One of the most important things I have learned how to work smartly as HR of the company explained me new shortcuts of everything which I can use on day to day basis in my work starting from excel as I have less knowledge of excel they make me learn advance excel which has made my work easier.

I have developed training modules for the Zing HR platform such as the whole process of hiring in a sheet that it would be easier for people to understand easily.

I have created master sheets which were to be used in the platform.

I have suggested some improvement after researching about the whole ZingHR platform.

I have learned about gratuity, a provident fund which is provided to employees according to some percentage which has to follow by everyone in the country who is working in any company that how many provident funds should be given or gratuity gave around 5 years of service with an organization after retirement.

I have learned that hiring a person in an organization is not an easy task it takes a lot of steps starting from verification of a person, checking of a person that he has any loan taken early by cibil

report and of course the most important reference check by the previous organization he has worked with.

There were times when I was not given any work and I was sitting idle. But I learned to be patient and waited for the right opportunity. I never stopped asking for work. I regularly was in contact with my organization mentor and always asked her if there was any work for me. There were also times when I was given very small tasks but I kept my spirits high and did everything with my hundred percent dedication.

I also learned that one must be very flexible when it comes to the work which is given to us. There can be any kind of work which can come your way and one must be ready for the same. I was in the HR dept but I was ready for any kind of work which was thrown at me. Even work which I did not know I tried to learn the same from the best of my sources. I also asked my mentor to teach me the same.

Sometimes the work which was given to be was tedious and it demanded to be finished as soon as possible. I did my best to complete the task before the deadline. But when I was not able to do the same I did not keep it from my mentor and rather asked them to give some extra time.

There were tasks that I did not know. But I did not let my ego come in between. I asked many questions to the mentor and I also asked a lot of doubts to her. She also appreciated the same whenever I asked her any doubts.

I also learned that to learn something you will need to practically perform it otherwise there will be no learning. Along with learning I also researched a lot about what was taught to me in the training sessions. Research helps one a lot to gain new knowledge about something. One can find smart ways to perform the same task more efficiently.

I have learned a lot from this organization process to rules and regulations that how each employee is important to serve the organization.

References

- https://www.bajajautofinance.com/two-wheeler-loan-emi-calculator

- https://www.moneycontrol.com/india/stockpricequote/finance-leasinghire-purchase/bajajfinance/BAF

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FINANCE LTD - AF

Date: 23rd June 2020

Subject: **CERTIFICATE OF INTERNSHIP**

Dear Ms. Ayushi Moondra

This is to certify successful completion of your Internship for the period of 22nd April 2020 to 22nd June 2020.

During this internship you have submitted Projects on the Topic of: **Digitization of HR Processes**

The above project was completed under the guidance of Ms. Anjali Menon (Deputy Manager - HUMAN RESOURCES) who has confirmed satisfactory completion of your Internship.

During internship, you have engaged with Managers at our following office:

Bajaj Finance Ltd
Old Mumbai-Pune Road,
Akurdi, Pune-411035
(Maharashtra)

We *Congratulate Ayushi!* and wish her good luck for her professional Journey.

Warm Regards,

Rohit R Poonja

(Deputy General Manager- Human Resources)