



INTERNSHIP REPORT

On

HR IN MANCHESTER HONDA

By

S. DHARANIYA – 20MBA035

Under the guidance of

**Dr.V. SHRIPRIA
PROFESSOR
A PROJECT REPORT**

Submitted

In partial fulfilment of the requirements for the award of the

Degree of

MASTER OF BUSINESS ADMINISTRATION

Kumaraguru College of Technology

(An autonomous institution affiliated to Anna University, Chennai)

Coimbatore - 641 049

OCTOBER 2021

BONAFIED CERTIFICATE

Certified that this internship report titled “**HR IN MANCHESTER HONDA**” is **for course completion of Major Project** is the Bonafied work of **DHARANIYA S** who carried out the project under my supervision. Certified further, that to the best of my knowledge the work reported herein does not form part of any other project report or Internship on the basis of which a degree or award was conferred on an earlier occasion on this or any other candidate.

Faculty guide

Dr.V.SHRIPIRIA
KCTBS

Head of the Department

Dr Mary Cherian
KCTBS

Hard and Soft Copy Submitted for the Project Viva-Voce examination held on _____

Internal Examiner

(Signature with date)

External Examiner

(Signature with date)

DECLARATION

I hereby declare that this internship report entitled as, “**STUDY ON HR INTERNSHIP IN MANCHESTER HONDA**” has been undertaken for academic purpose for the course submitted to Anna University in partial fulfilment of requirement for the award of degree of Master of Business Administration. The Internship report is the record of the original work done by me under the guidance of Dr.V.SHRIPIRIA, Professor, KCT-BS during the academic year 2020.

I, also declare hereby, that the information given in this report is correct to the best of my Knowledge and behalf.

Place: Coimbatore

Name and Signature

Date:

STUDENT

NAME

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CHAPTER I

INTRODUCTION

This report is prepared based on two months experience at Manchester honda showroom which helps to implement theoretical knowledge into practical and work environment. This internship period was carried out entirely in the showroom and service centre's which are under Manchester honda. Due to the pandemic, it helped how to manage employee's day to day activities and helped to understand the shift towards the new normal. This report consists of detailed description about the learnings, hands on experience which I gained and my contribution to the organization during the internship period.

Manchester Honda is a dealer of Honda. Manchester Honda was started in 2014 with 2 showrooms and 3 service centres in and around Coimbatore knowing for their dealership and customer service they have a well maintained and organised administration.

These two months of internship project was precisely to understand the specific roles of the HR manager and their functionalities like recruitment and selection, Employee training & development, updating internal database on a regular basis, Compensation and Benefits, Employee performance management, Labour relations, Employee engagement and communication. Updating the internal database, screening resumes and scheduling interviews, payroll calculating and updation, updating e-nomination details in P.F, assisting the manager with meetings. These are the different functions of HR that as an intern have worked on in Manchester honda in my 2 months internship tenure. In this we have also utilized the opportunity to understand HR policies, HR strategies and how to align it with organization goals. This internship also provided knowledge on how to handle unexpected circumstances like this pandemic and how to manage employee's day to day activities and take care of employee's well-being. This also gave me a chance to adapt to the "new normal" of work culture. This internship report contains detailed description about my learnings, the hands-on experience gained and my contribution to the organization during this internship program. The aim of this internship is to study the organization as a whole and its functions analysing HR practices in detail. This study provides a great insight about how in-depth the HR sectors in the auto mobile industry functions and how well the managers manage and follows the managements concepts in this competitive world.

1.1 Objective of the internship

- The objective of the internship is to know how an HR functions in an organization and to know the different verticals in HR .
- Seek opportunity and explore HR domain in all possible ways.

CHAPTER II

INDUSTRY PROFILE

2.1 BACKGROUND OF THE INDUSTRY

Honda Cars India Ltd, is a main producer of top-class vehicles in India. The company was founded in 1995 with the goal of providing Honda's current passenger car styles and technology to Indian customers. Honda Motor Co. Ltd., a Japanese company, is the employer. Honda is a world-renowned employer, and its fashions are closely linked to advanced design, technology, durability, quality, and reliability. We stay up late to help with the Honda Experience's conclusion.

Honda Motor Co., Ltd. designs, manufactures, and sells motorbikes, vehicles, energy products, and other products all over the globe. It is divided into four sections: Automobile Business, Motorcycle Business, Automobile Business, Financial Services Business, and Power Product and Other Businesses.

2.2 MARKET SIZE

Honda's top-class vehicles constantly have a honest marketplace in India. The employer, in a statement, claimed that the overall income of the Honda City helped increase the income figures withinside the mid-length sedan phase which grew through 10% withinside the length July to December 2020 after the release of the fifth-gen City. The cumulative income for the phase from July – December 2020 stand at 45,277 devices in comparison to 41,122 devices withinside the identical length remaining year.

Due to the pandemic, there may be a shift in thoughts set of people, they're opting to go together with private delivery as opposed to the general public delivery, this selection is one of the key gamers in growing the income of Honda vehicles even on this pandemic situation, marketplace facts suggests that the income had been multiplied as much as fiftyfive percentage which contributed lots in growing the marketplace length for the employer. The present day marketplace length is 1 percentage huge than preceding year; the Market proportion became >2.5 percentage in 2019 and it has multiplied to 3.5 in 2020. In the approaching coming years, employer is waiting for extra boom in income percentage.

2.3 MAJOR PLAYERS

Honda is one of the major global makers of cars and motorcycles. Automobile (Cars) market is dominated by few players, some of the major competitors of Honda cars are listed below, yet Honda is trying to keep up the level of their sales by providing exclusive premium cars levelled up with luxury to satisfy their customers

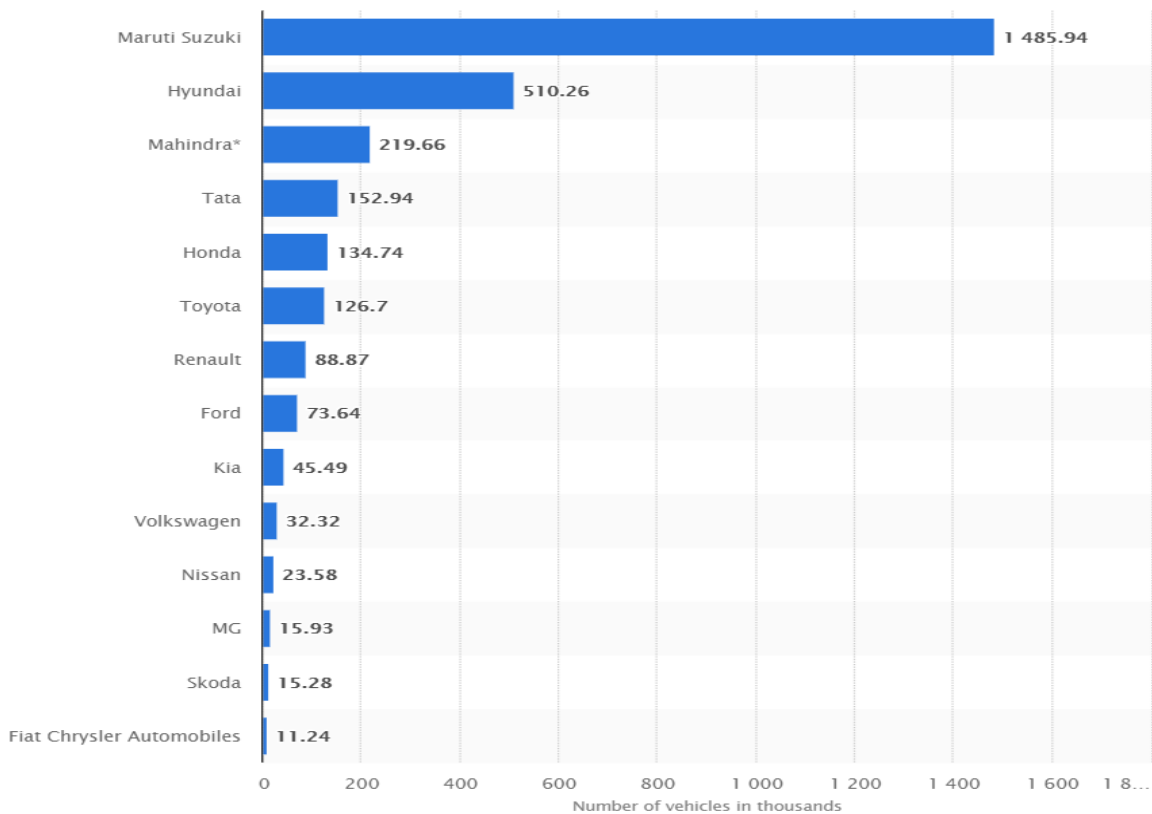


Figure 1

The above-mentioned graph indicates the sales of different branded cars across India throughout the years 2019-2020. Though there is a tough competition, Honda manages to secure a fair place in the Indian market

2.4 RECENT TRENDS IN INDUSTRY

The automobile enterprise has long gone via a thorough evolution with many good sized improvements in technology. The traditional cars, which had been formerly able to primary functionalities, have now altered into related automobiles with modernized capabilities which aren't restrained to huge data and AI.

The technology-primarily based totally organizations have in addition advanced via offerings like leasing offerings, usage-primarily based totally car insurance, automation in new finance plans, vehicle fitness tracker, and greater to preserve automobile organizations engaged with their give up customers. As according to the worldwide automobile enterprise analysis, automobile organizations can make bigger and enhance their offerings the usage of those advancements.

According to automobile enterprise developments in 2019 and 2020, automobile technology may be intense, electrifying, and inventive. However, new car income in budding markets may work down this 12 months because of growing car costs, developing public transportation, and new-fangled mobility choices. To accelerate those car income figures, the automobile enterprise calls for arising with modern technology and commercial enterprise strategies.

2.5 CHALLENGES FACED DUE TO COVID

The COVID-19 pandemic keeps to spread ordinary with intense effect on humans, communities, and businesses. The increase in numerous industries may be impacted appreciably at the same time as several different markets may also stay unscathed and display promising increase opportunities.

The important thing restraining the increase of the car enterprise is the slowdown of the important economies. The technical demanding situations also are performing as a restraint for the increase of the marketplace.

Before the pandemic, car income had been growing and, in a few segments, new data had been set. The forecast for vehicle mobile income within the US by myself become predicted to be among sixteen and 17 million devices in the course of 2020. But as March came, the all-eating COVID-19 grinded every day sports to a halt. With the chance of a vaccine, governments global imposed lockdowns and quarantine mandates. These regulations supposed that humans couldn't go to dealerships to shop for cars. Also, because of the good sized inactivity, the arena economic system took a success which has been visible because the worst for the reason that 2008 Financial Crisis (Mordecai and Schumacher, 2020).

Layoffs happened for the duration of the enterprise. The nature of the automobile enterprise being closely depending on worldwide deliver chains made the whole state of affairs worse (Li et al., 2020). Supply chains are frequently scattered throughout more than one areas of the arena and every us of a imposed their personal model of COVID regulations.

Due to good sized activity losses, humans commenced saving greater in place of making huge transactions like car purchases, which in addition introduced down demand. Although gas charges plummeted throughout North America (Walker, 2020), this become now no longer related to any high-quality fashion in car income. New car income within the India fell 23.9% in July this 12 months in comparison to 2019. In Europe, income dropped with the aid of using approximately 25.7% in the course of the same.

Humans have embraced digitization greater in the course of their homestay, operating from home, the usage of online offerings, and buying items online. And due to the fact use of public transportation has declined for the concern of contamination transmission, personal cars have emerged as preferred. Many sellers had been briefed to conform to online strategies in achieving out to customers, permitting online walkthroughs and product transport to customers' homes. Overall, however, income have remained low. The electric powered car marketplace has had a special experience, though. New registrations for electric powered automobiles had been greater than their ICE opposite numbers during the lockdown period. The locating that lockdown have executed an awful lot to lessen CO₂ emissions has led a few to mirror at the desirability of conventional cars from an environmental perspective.

CHAPTER III

ORGANISATION OVERVIEW

India's automobile industry is the world's fifth largest. In 2019, India became the world's fifth largest manufacturer of vehicles and the seventh largest producer of industrial automobiles. By 2026, the Indian automobile industry (including component production) is expected to be worth Rs. 16.16-18.18 trillion (US\$ 251.4-282.eight billion). According to figures released by the Staffs for Promotion of Industry and Internal Trade, the company attracted Foreign Direct Investment (FDI) of US\$ 25.40 billion between April 2000 and December 2020, accounting for 5% of total FDI during that time (DPIIT).

By 2026, the Indian automobile industry is expected to be worth \$300 billion.

Domestic vehicle production increased by 2.36 percent between FY16 and FY20, with 26.36 million vehicles manufactured in the United States of America in FY20. Overall, domestic automotive sales increased by 1.29 percent between FY16 and FY20, with 21.55 million vehicles sold in FY20.

3.1 COMPANY PROFILE

“The Manchester Honda” is one of the dealers of the Honda cars, the showroom and services centres were established in and around Coimbatore in the year 2014 and they have 2 showrooms and 2 service centres with 250 staffs for both sales and services. Every showroom has a general manager with 3 subordinates and staffs from respective staffss. With turnover of 13Cr P.A (Sales & Service). During the early stages

Company name	: Manchester Honda
Details of company-turnover	: 13Cr (Sales & Service)
No of Employees in the company	: 250 Employees
Founder	: Lt. Sengoda gounder
Managing Director	: Jagadesan
Executive Director	: Satish kumar
Company Status	: Active
Company sub-category	: non-government company
Class of company	: Private
Incorporation	: 2014
Age of company	: 7years
Activity	: Sales and Service of Honda cars

3.2 VISION AND MISSION

Vision:

- Respect for the individual
- The Three Joys (Buying, Selling and Creating)

Mission:

Maintaining a global viewpoint, we are dedicated to supply products of highest quality, yet with a reasonable price for worldwide customer satisfaction.

3.3 PRODUCTS OF THE COMPANY

The company sells the following types of cars, each model has both type of cars which uses petrol and diesel.

- Honda Amaze MT - Petrol, diesel
- Honda Amalec - Petrol, diesel
- Honda Jazz MT - Petrol, diesel
- Honda Jazz - Petrol, diesel
- Honda City MT - Petrol, diesel
- Honda Copycat - Petrol, diesel
- Honda WR-V_MT - Petrol, diesel
- Honda WR-V_CVT - Petrol, diesel

3.4 SERVICES OF THE COMPANY

- Whole car service
- Replace Engine oil
- Replacing engine oil filter
- Front and rear brake inspection
- Parking brake adjustment
- Checking all fluid levels
- Checking for leaks
- Inspection of cooling systems and connections
- Inspection of fuel lines
- Checking spark plugs
- Inspecting drive belts
- Warranty and insurance coverage

3.5 ORGANISATION CHART OF MANCHESTER HONDA

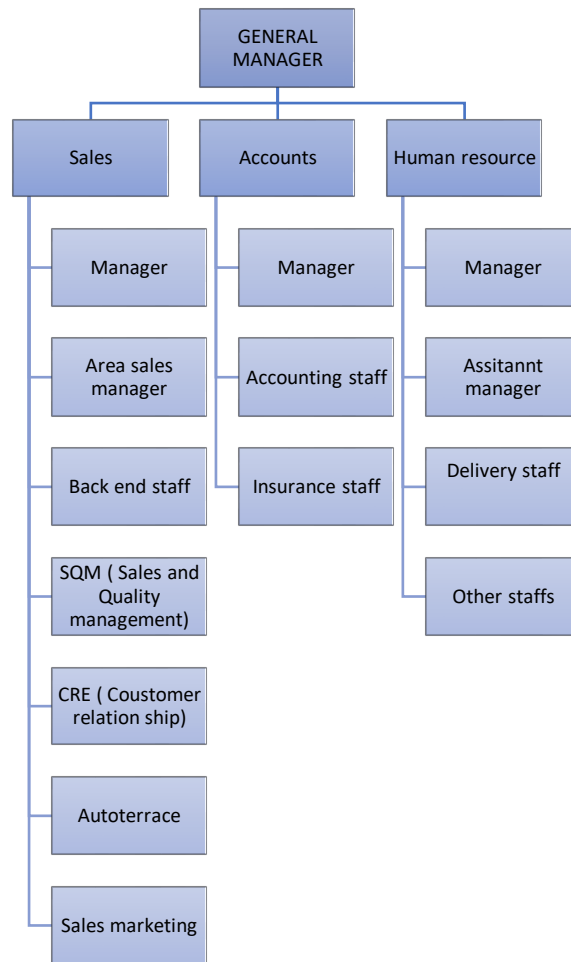


Figure 2

3.6 EMPLOYEES DETAILS OF MANCHESTER HONDA

These are the Three Car Showroom and Car Service center staff details

General Manager – 1

1. Sales and Marketing staffs

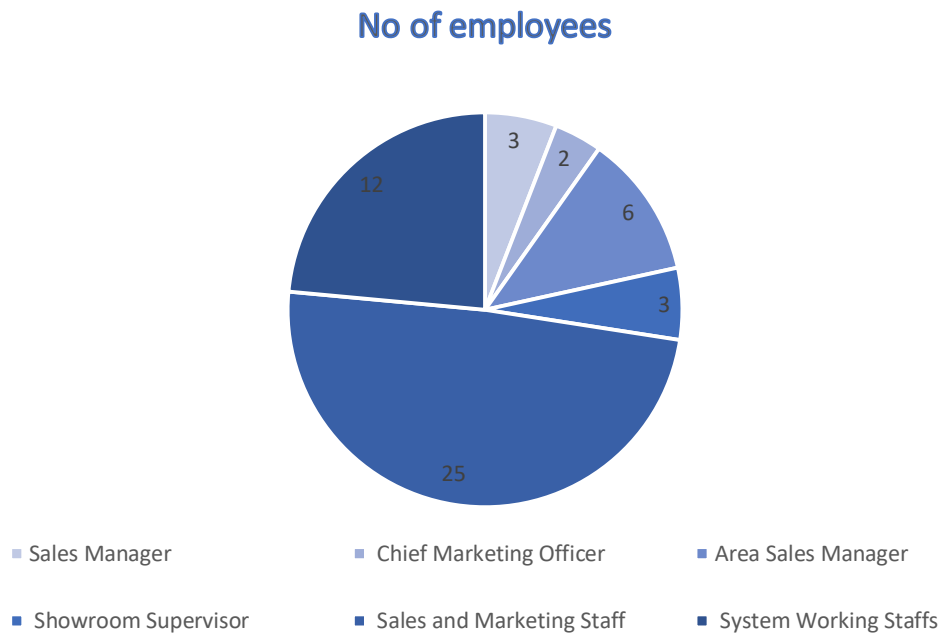


Figure 3

2. Accounts Staffs

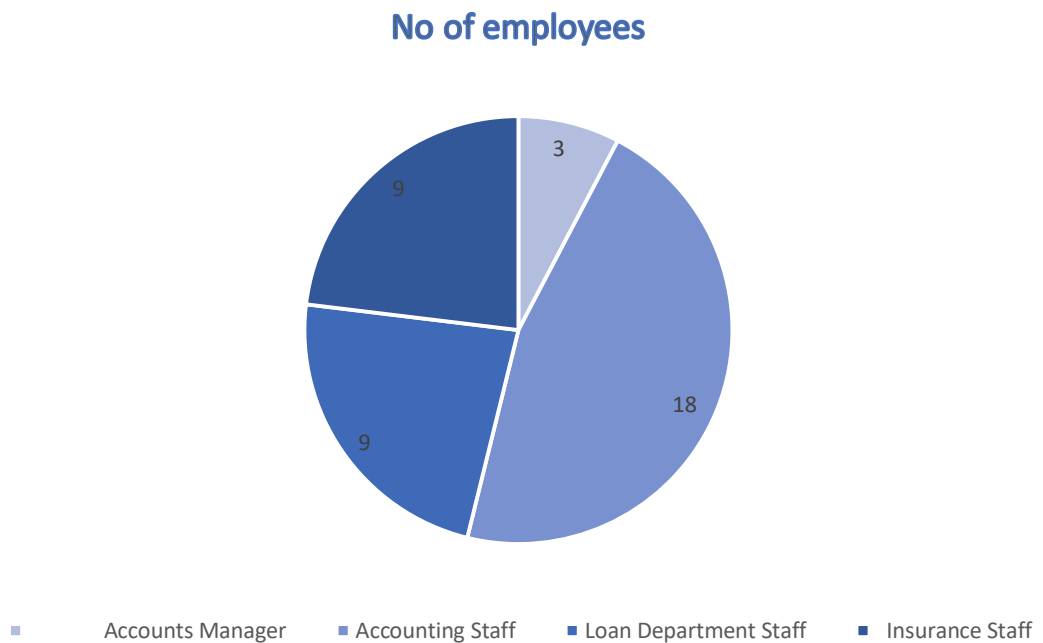


Figure 4

3. Human Resource Staffs

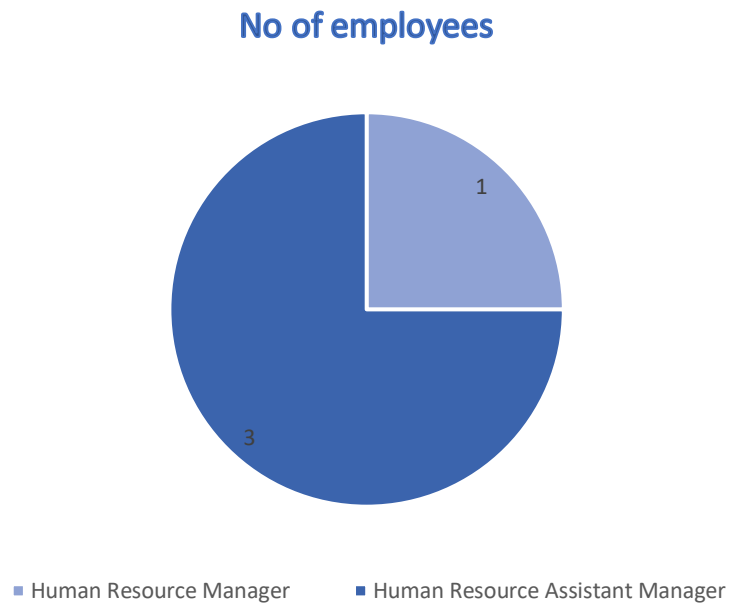


Figure 5

4. Service Staffs

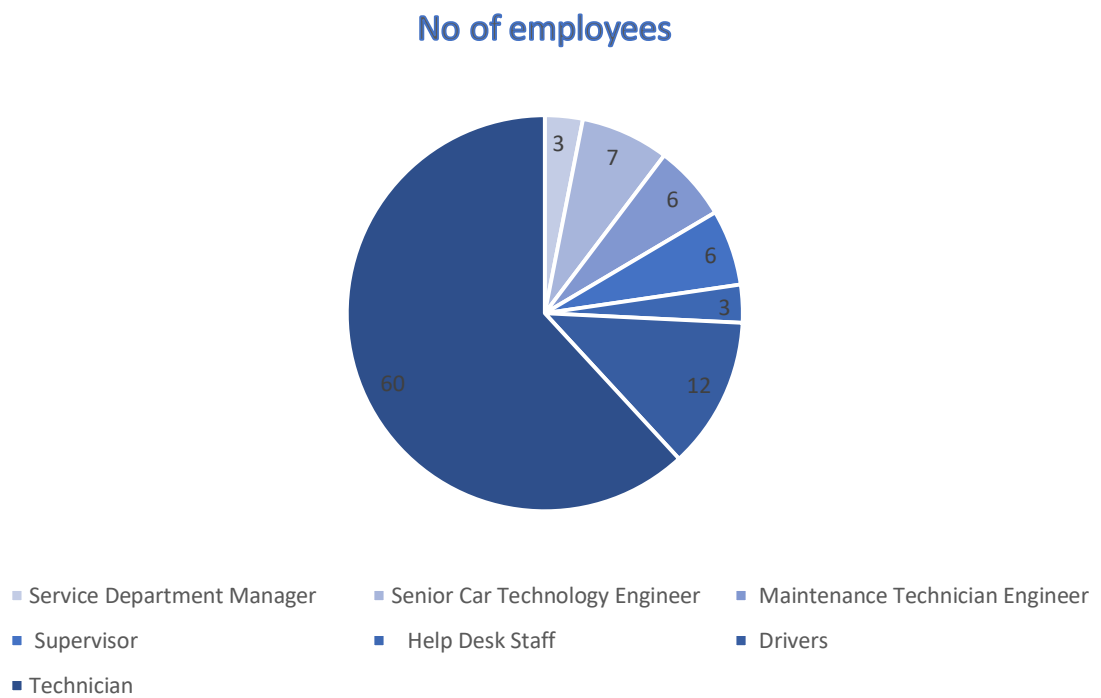


Figure 6

3.7 AWARDS AND RECOGNITIONS

- ❖ Best Sales award in Coimbatore – 2017
- ❖ Tamilnadu’s 5th Best Retailer Award – 2017
- ❖ Tamilnadu’s Service Performance Award in Manchester Service Centre, Singanallur, Coimbatore
- ❖ Best Order and Retail Target Achievement(2019)
- ❖ Best Honda Amaze Target Achievement(2019)
- ❖ Best Performance in HAP - H1(2019)
- ❖ 100% order target achievement(2020)
- ❖ Ranked No. 1 on a Pan-India basis for sales target achievement CY 2019
- ❖ Won the Overseas incentive trip for CY Q3 Retail target achievement
- ❖ Ranked #1 for H1 and #2 in CSI Sales for CY 2020
- ❖ Won the coveted Platinum Award for Best overall performance and Best sales performance
- ❖ Best Sales Partner in 2018

3.8 TIMELINE OF MANCHESTER HONDA

- Initial Investment of Manchester honda : 3.5 Crore
- Current Share of Manchester honda : 82 Crore

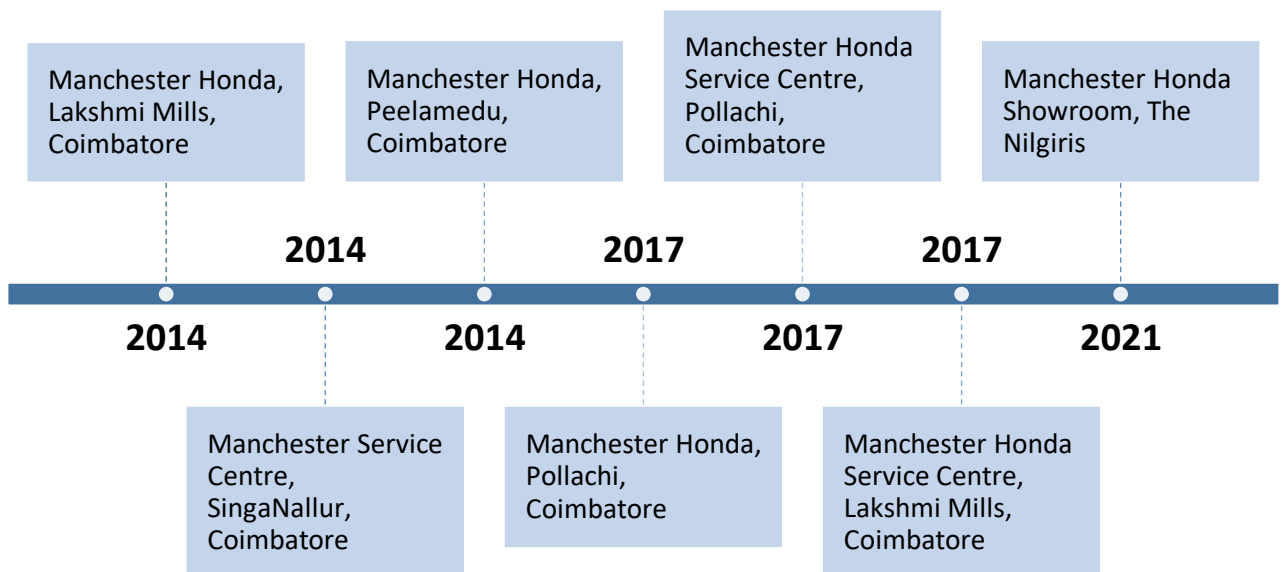


Figure 7

3.9 SWOT ANALYSIS

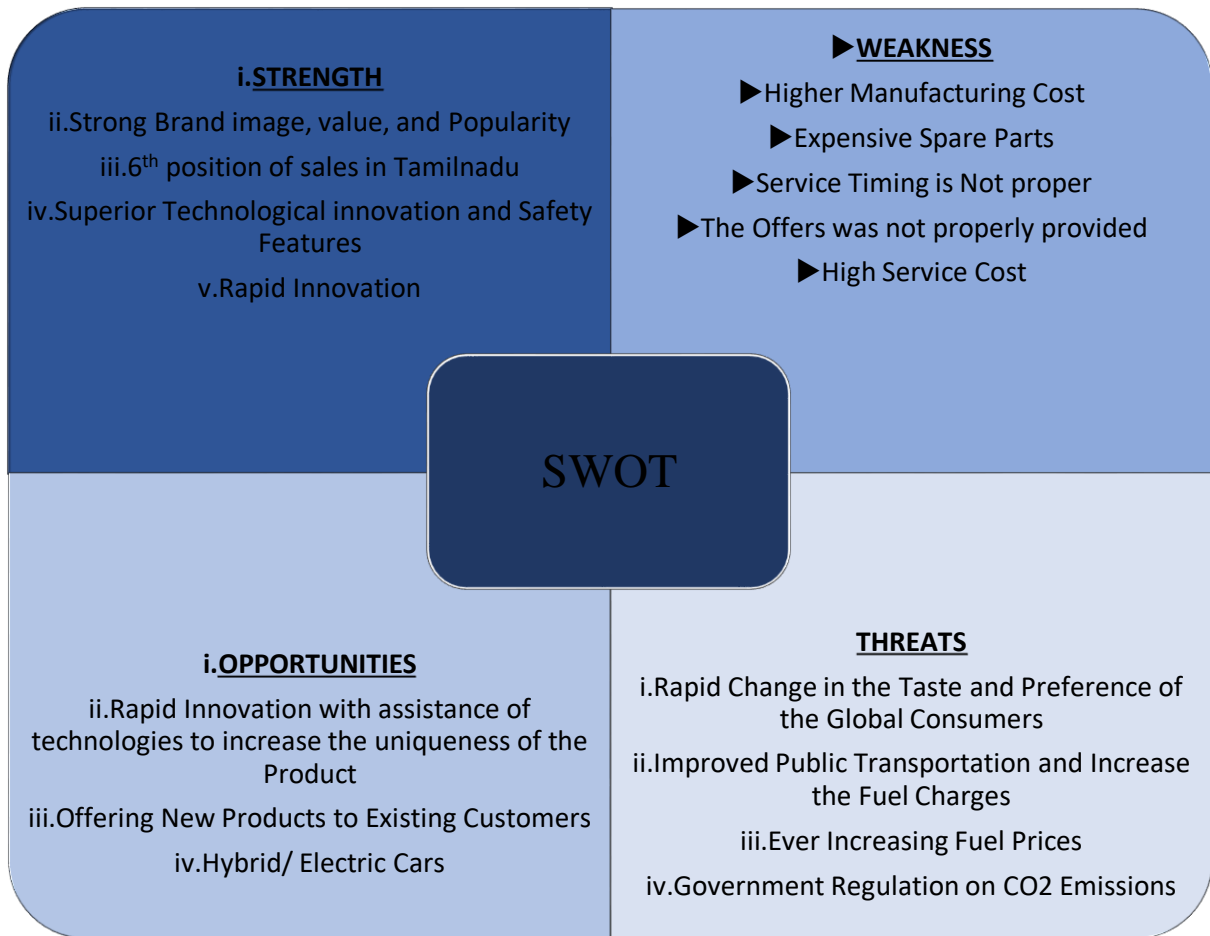


Figure 8

3.10 HR STAFFS STRUCTURE

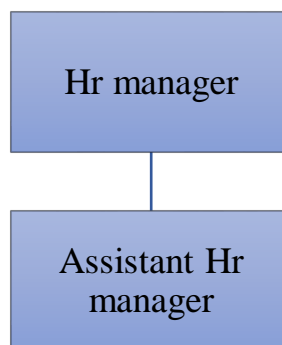


Figure 9

3.11 FUNCTION OF HR IN MANCHESTER HONDA

3.11.1 Employee Shift Management

Shift management is only applied for Service Sector. There are two shifts morning 10 AM to 6 PM and 7 PM to 3 PM. While shifts are often determined by the demands of the industry rather than employee preferences, a good shift management system will incorporate the needs of both employee and employer.

3.11.2 Checking and updation of personal files of employee

It's no greater an insignificant precise concept for a business enterprise to preserve a employees record for every worker however is likewise a have to thinking about that the selection taken are more often than not facts primarily based totally and wishes of proofs and documentation. Documentation of employment history, data of contribution and achievement, disciplinary notices, promotions, overall performance improvement plans, and plenty greater, belong in an employee's record. The business enterprise has precise motives to hold numerous employees' files—a few prisons and a few for employment fine practices purposes. Documentation is wanted so the business enterprise has a correct view of an worker's employment history. Documentation helps the business enterprise's selections and can shield the business enterprise in a lawsuit—preserved correctly. The contents of the employee's record offer an ancient evaluate of the essential happenings throughout a worker's career. They assist the selections which might be made approximately the worker and his or her career. They display the business enterprise's motive at the back of hiring, promotions, transfer, rewards, and recognition, and firing selections.

3.11.3 ESI status

It's including these benefits and to follow the renewal process.

- ❖ Medical Expenses
- ❖ Maternity Benefits
- ❖ Funeral Expenses
- ❖ Disablement Expenses
- ❖ Sickness Benefits

3.11.4 Attendance Details

Attendance Management continues tune worker hours. It is the machine operate to report the time personnel works and the time they take off. Attendance Management may be achieved via way of means of recording worker hours on paper, the usage of spreadsheets, punching timecards, or the usage of on line attendance software program in company. Attendance Management Systems calculates the hours for which personnel works exactly. This is specifically useful when have personnel operating on an hourly basis. And, to realize in case employee owe beyond regular time wages to any worker. Tracking worker time may even allow realize if personnel are punctual. This best works in case require personnel to report the precise time they input or leave. Showroom can see if an worker has a tendency to reveal up overdue or pass out early from works. Attendance control additionally helps to maintain tune of what number of days off personnel use. This is vital in case enterprise has a coverage that shall we personnel use a sure quantity of ill or holiday day.

3.11.4.1 Types of Attendance

A. Biometric Attendance

A biometric attendance machine basically verifies the identification of the worker and captures one's time of access and go out the usage of his or her fingerprint. Such structures are very famous nowadays and for desirable reasons. This prevents any probabilities of friend punching which results in time leakages that could influence the productiveness of an organization.

B. Online Management Attendance

A timekeeping machine that gives an internet login facility is commonly referred to as an internet attendance control software program. These capabilities use cloud era to make sure that one's attendance records may be accessed, and logins and logouts completed from actually any place with a web connection

3.11.5 Leave status

3.11.5.1 Types of Leaves

- Causal Leave – 12 Day
- Sick Leave – 12 Day
- Earned Leave – 15 Days
- Maternity Leave -26 Weeks
- Paternity Leave – 15 Days

A. Casual Leave

Maximum 12 days of informal leave may be availed via way of means of a worker in 12 months. Casual leave is paid leave. Casual leave may be taken for minimal 1/2 of day and most four days. Leave for extra than four days may be taken as earned leave.

B. Process for Casual Leave

Temporary leave taken by a worker is recorded on the HRMS device. The notification of absence is sent to the reporting supervisor on site for approval. Once approved, the approval notification goes to the worker and HR. Updated state-of-the-art stability of the HRMS device

C. Earned Leave

Leave utility for Earned leave need to attain reporting supervisor 15 days in advance. For new joiners becoming a member of at some stage in the mid of 12 months privilege leave may be credited on seasoned rata basis.

Privilege leave may be carried ahead to subsequent 12 months as much as a most of nine days. However, for current personnel who're into provider for extra than five years a most of forty-five days may be carried ahead. Leave above forty-five days will lapse automatically.

C.1 Process for Earned Leave

Employees need to follow for earned leave 15 days in advance. Once carried out, notification will attain on the spot reporting supervisor. Once permitted leave notification will attain worker and HR. Leave stability after deduction may be up to date on HRMS

D. Maternity Leave

All showed lady personnel will be entitled for Maternity leave as in keeping with maternity advantage act 2016, with complete pay for a length of non-stop 26 weeks (except for country wide holidays) for every being pregnant as much as a most of two confinements.

Leave taken for prenatal remedy for the primary 7 months of being pregnant may be taken into consideration as ordinary leave now no longer maternity leave.

D.1 Process of Maternity Leave

Before intending on Maternity Leave it's far had to be carried out on HRMS device and need to be permitted via way of means of the reporting supervisor. The female worker intending on Maternity leave need to additionally put-up doctor's certificates to HR.

E. Paternity Leave

Paternity leave is available to all regular male employees. A maximum of seven days of paternity leave may be requested by a worker. Paternity leave must be taken within 15 days after the baby's birth, otherwise the leaves will expire.

E.1 Paternity Leave Process

Paternity leave must begin at least 15 days before the expected delivery date. Employees might begin taking leave on the actual delivery date. The leave must be approved by way of an on-the-spot reporting supervisor.

F. Non-paying leave

If a worker's existing leave stability has been spent and he or she is in need of leave due to unforeseen circumstances, he or she can take unpaid leave. A most of three months of leave without pay may be availed via way of means of a worker. Loss of pay may be availed via way of means of a worker via way of means of making use of on HRMS device for approval from on-the-spot reporting supervisor and head of branch. Once permitted via way of means of on-the-spot reporting supervisor and branch head, Leave may be availed via way of means of worker.

F.1 Process for availing leave without pay

Loss of Pay may be availed via way of means of an worker via way of means of Once permitted via way of means of on the spot reporting supervisor and branch head, leave may be availed via way of means of worker.

G. Compensatory off

An employee is entitled to compensation as long as he or she has served an important mission / declared vacant on one of the country's public holidays. Approval must be obtained for this type of day. through superior control. The compensation must be used up within a period of one month, otherwise it is forfeited.

G.1 Procedure for claiming the compensation loss

The approval of the superordinate control is required to compensate for the compensation. The worker who declared nationwide / festival / free can take the vacation instead of the work done on the days mentioned above. The worker takes compensation, he must report to the reporting supervisor on site, as soon as he is allowed, the managers on site are obliged to notify the HR department of this.

H. Vacation Entitlement

Vacation entitlement is defined as unpaid absence from work that is duly permitted for a limited period of time for clinical or non-public reasons.

H.1 Exiting the absence policy

1. Medical reasons: An application to withdraw from the absence of paintings must be made on the HRMS device. The request goes immediately to the manager and the movement

supervisor for approval. The intention is to obtain permission for the absence of paintings at least 20 days in advance, while the request is foreseeable.

2. Personal Reason: An employee may request color leave for unexpected reasons while in need. canceled depending on the request of the trading company. As soon as you terminate with the help of the reporting manager, an automatic notification is sent to the employee and the HR department.

4. Enforced disappearance extension

In the event of an extension of the disappearance due to an unexpected cause, the employee must inform the reporting supervisor in advance as soon as the extension of the disappearance is accepted with the assistance of the reporting supervisor, the Mileage Supervisor is obliged to grant TIME inform. This is the case as long as the extension of the departure has been communicated verbally or by telephone. It is the employee's duty to regulate the departure in the HRMS device once the employee has committed to return. In the event of an intentional extension, a longer block should be implemented in the HRMS device so that both the reporting manager and the staff are automatically informed. If the employee stays longer without consent, this will be considered a non-binding and a disciplinary motion will be taken against the employee. Failure to pay

3.11.6 Mode of earnings charge

Direct deposit is the maximum not unusual place charge method, with the usage of it. One of the largest blessings of direct deposit is convenience. With direct deposit, there's no want to bodily hand a worker their wages. So, if a worker is on vacation, direct deposit recipients will nonetheless get hold of their wages on time. Once a worker's banking information, he/she will at once deposit their wages every pay duration thru a digital budget transfer (EFT). Before figuring out to apply direct deposit, recognize the timeframe for processing.

3.11. 7 Working Culture

An agency is shaped to obtain positive dreams and goals with the aid of using bringing people collectively on a not unusual place platform and motivating them to supply their stage first-class. It is critical for the personnel to revel in on the place of business for them to expand a feel of loyalty in the direction of it. Work lifestyle performs a crucial position in extracting the first-class out of personnel and making them stick with the agency for an extended duration. The agency has to provide an advantageous atmosphere to the personnel for them to pay attention on their paintings in preference to interfering in every other's work.

CHAPTER IV
JOB DISCRIPTION AND EXPECTED DELIVERABLES

Job Role: Human Resource Intern

Position	HR Intern
Organisation	MANCHESTER HONDA
Mode	Offline Mode
Duration	2 Month
Job Description & Expected Deliverables	<ul style="list-style-type: none"> ➤ Updating internal databases of the showroom with new employee information like contact details and employment performance ➤ Gathering payroll data and bank accounts details ➤ Screening resumes and application forms for service sectors and sales ➤ Schedule and confirm applicant interviews and walk them through the process. ➤ Entering and updating the PF of the employees and adding of nominees ➤ Calculation of PF and Salary for the employees ➤ A study on HR overview in Manchester Honda ➤ Assisting the HR manager for meeting the employees regarding covid-19 protocols

Table 1

CHAPTER V

NATURE AND DETAILS OF TRAINING PROVIDED

- The internship provided by Manchester Honda is offline basis and the training is being provided by the manager himself.
- Updating internal databases of the showroom with new employee information like contact details and employment forms are done on a regular basis
- Obtaining payroll information from employees, such as working hours, leaves, and bank accounts, in order to maintain accuracy.
- Screening resumes and application forms for the applicants who have applied for job.
- Scheduling and confirming interviews with candidates and directing them to the respective managers and getting to know the employee's schemes and policies.

5.1 TOPICS COVERED DURING THE TRAINING PERIOD

- ✓ What is HR, the operations of HR, administration of HR, training and development and the role of HR in automobile showroom
- ✓ I learned what is Recruitment and selection and what are the roles of HR in it.
- ✓ Later my mentor moved to the interesting topic which is the ESI (Employees' state insurance), PF (Provident fund), TDS (Tax detected at source) which is been practised by Manchester honda.
- ✓ I also got to know about the Labour welfare, and licenses and renewals which are been happening in the showroom So, these are all the learning.

CHAPTER VI

EXECUTION OF TASK

Tasks done here in Manchester Honda has been monitored and assisted by the HR manager. Learning experience here is very vast and exposure to real practice of HR is showcased in a well-defined manner.

1. Internal database updating

The internal database was first entered in paper and all the details of the employee like the account number, contact number, Aadhar details and bank account details were entered in excel for further use and knowledge minimizing the paper work of the showroom.

2. Screening resumes and scheduling interviews

The new employees or the candidate for the showroom are being recruited after advertising in the newspaper social media reference and portals there are two types of recruitment process Screening of resume is made by the HR. First the background of the employee or the candidate is being checked with the previous companies manages and then the degree or the graduation of the employee is being verified and then the employee will be called for the interview. Scheduling and confirming the interview with the candidate is made by me as an intern the candidate is first asked for a date which is possible for them to attend the interview with the manager on the HR and then the dates are been cross verified and checked if it is free for the HR and manager and the candidate is been called for the interview process during the process of interview they will first be needing to submit the originals for verification and their resumes.

To get to know the candidates better The schedule and interview confirmation comes along in the pre-recruitment process. The interview has two stages i.e., pre recruitment and post recruitment.

Recruitment process

1. Pre recruitment process and
2. Post recruitment process

Pre recruitment process

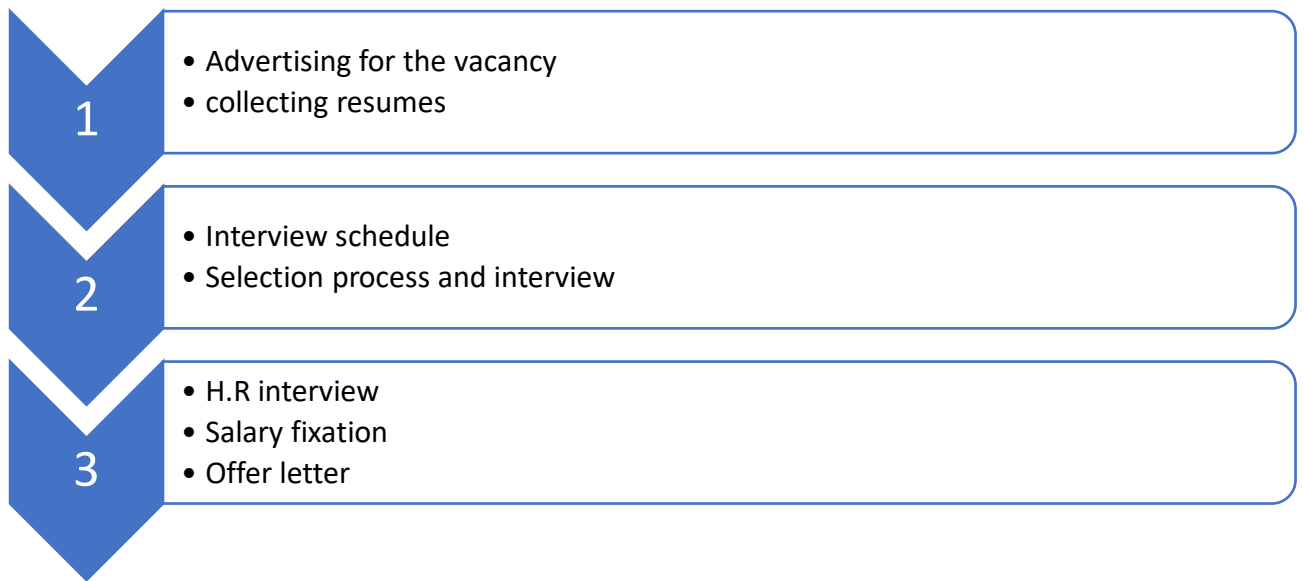


Figure 10

Post recruitment process

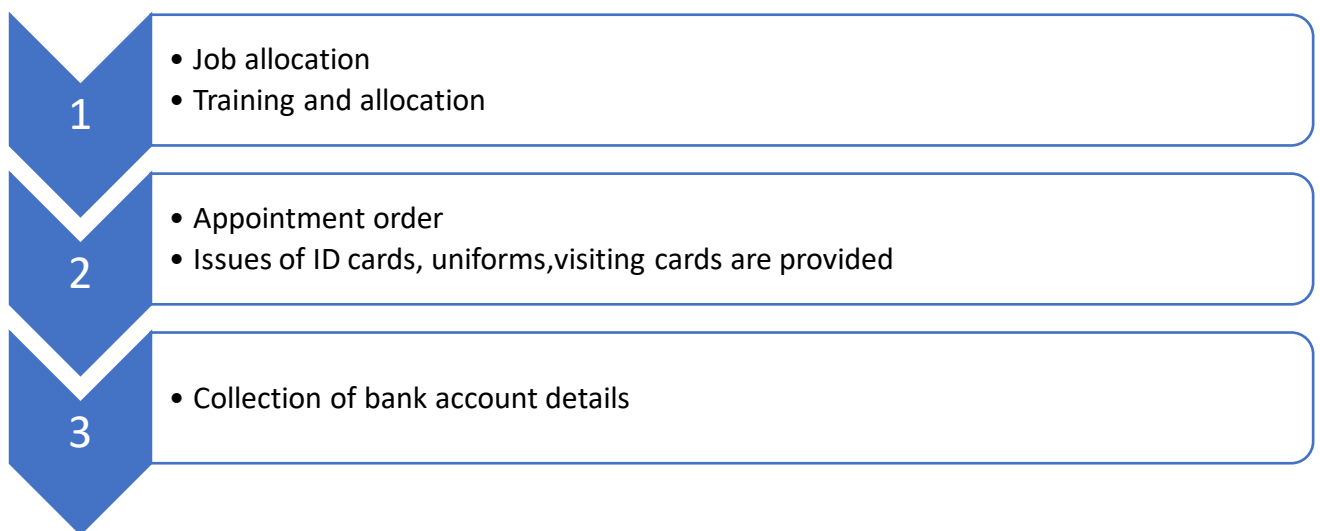


Figure 11

After the selection process the selected candidate's database like their contact details, account number, phone number, address, Aadhaar details PF account details are being updated in the employee database. Microsoft Excel has been used to store the datas.

3. Payroll calculation and updation

The payroll and bank account details, for the purpose of salary and PF calculations are been collected from employees and maintained on a regular basis if there is any alteration or modification it is been takes care of and the modifications is later updated to the finance staffs for the purpose of salary credit. Salary is fixed by the employer to employee for the work performed it is determined by comparing market rate for people performing similar work under similar area

According to labour law the total wages or the gross salary is actual net salary after deduction The total salary in Manchester Honda showroom includes the basic pay, dearness allowance, house rent allowance and I convenience The overtime for each employees are also given on

basis of their time which they work for the company. Over time is multiplied by the number of hours worked with the salary of the employee.

Salary divisions

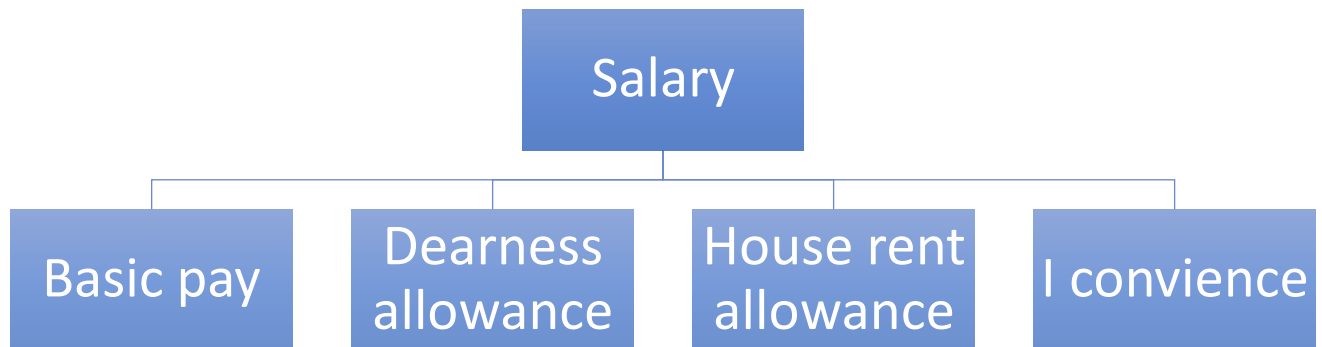


Figure 12

Formula for Basic pay, DA, H.R.A, I.C

- Basic pay = Total salary / 2
- H.R.A, D.A, I,C = Basic pay/ 3

The Provident Fund (PF) is a welfare programme for the benefit of employees. Under this scheme, both the employer and the employee pay a portion of the funds, but the employer deposits the entire amount to the employee. Employees' State Insurance, or E.S.I. for short, is a governmental social security and health insurance fund for Indian workers. The Employees' State Insurance Corporation manages the fund in accordance with the ESI Act of 1948's rules and regulations.

P.F. and E.S.I. formulas

- P.F= Basic pay + D.A *12%
- E.S.I= Total salary*0.75

The 12% is contributed by both employer and employee. 8.33% is direct P.F and 3.67% is carried for pension.

The basic pay, P.F,E.S.I are calculators for the employee each month end is been in turn in the salary they just start end is also feed it indeed database for further reference big casual leave can be taken by the employee in once a month for which they have no loss of pay. If the employee is working on a Sunday they get overtime.

4. Updating the e-nomination Details in PF

Adding of nomination to the PF account of the employee goes around four stages 1

Adding of nomination to the PF account of the employee goes around four stages

i. To collect the employee details.

- ii. Activate Universal Account Number (If someone not using the account or withdraw the fund)
- iii. Set the New Password and Login through the Employee PF Website

Member Details :-

Sl. No.	UAN	Name as per		Wages				Contribution Remitted				Refunds	PMRPY / ABRY Benefit			Posting Location of the member
		ECR	UAN Repository	Gross	EPF	EPS	EDLI	EE	EPS	ER	NCP Days		Pension Share	ER PF Share	EE Share	
1	101550681817	ABDULLA MOHAMED ISMAIL	ABDULLA MOHAMED ISMAIL	4,334	4,334	4,334	4,334	520	361	159	15	0	-	-	-	N.A.
2	10165534796	ABINAYAVALLI	ABINAYAVALLI	3,167	3,167	3,167	3,167	380	264	116	15	0	-	-	-	N.A.
3	101483799763	ADHAVKUMAR DURAISAMY	ADHAVKUMAR DURAISAMY	3,333	3,333	3,333	3,333	400	278	122	15	0	-	-	-	N.A.
4	101662022860	AKSHAYA JAGADEESWARAN	AKSHAYA JAGADEESWARAN	3,000	3,000	3,000	3,000	360	250	110	15	0	-	-	-	N.A.
5	101662022841	ALISHA MAHAMUTHA RASVIYA	ALISHA MAHAMUTHA RASVIYA	3,000	3,000	3,000	3,000	360	250	110	15	0	-	-	-	N.A.
6	101375642477	ANAND KUMAR B	ANAND KUMAR B	3,333	3,333	3,333	3,333	400	278	122	15	0	-	-	-	N.A.
7	101167819993	ANAND S	ANAND S	3,484	3,484	3,484	3,484	418	290	128	15	0	-	-	-	N.A.
8	101246497626	ANANDAMURUGESH M	ANANDAMURUGESH M	13,333	13,333	13,333	13,333	1,600	1,111	489	15	0	-	-	-	N.A.
9	101587388823	ANANDAN K	ANANDAN K	15,000	15,000	15,000	15,000	1,800	1,250	550	0	0	-	-	-	N.A.
10	101655135083	ANSHIF AKBARSALEEM	ANSHIF AKBARSALEEM	3,834	3,834	3,834	3,834	460	319	141	15	0	-	-	-	N.A.
11	100921189654	ANTONY WILSON MERCELINE	ANTONY WILSON MERCELINE	3,333	3,333	3,333	3,333	400	278	122	15	0	-	-	-	N.A.
12	101240817141	ARULJOTHI M	ARULJOTHI M	4,000	4,000	4,000	4,000	480	333	147	15	0	-	-	-	N.A.
13	101152604722	ARUN RADHAKRISHNAN	ARUN RADHAKRISHNAN	4,000	4,000	4,000	4,000	480	333	147	15	0	-	-	-	N.A.
14	101223357748	ARUNKUMAR S	ARUNKUMAR S	3,500	3,500	3,500	3,500	420	292	128	15	0	-	-	-	N.A.
15	100797903816	ARUNKUMAR S	ARUNKUMAR S	3,500	3,500	3,500	3,500	420	292	128	15	0	-	-	-	N.A.
16	100511874042	ARUNPRATHAP	ARUNPRATHAP	5,267	5,267	5,267	5,267	632	439	193	15	0	-	-	-	N.A.
17	101259731243	ARVINTH LAKSHMANASAMY	ARVINTH LAKSHMANASAMY	3,151	3,151	3,151	3,151	378	262	116	15	0	-	-	-	N.A.
18	100512203429	ASHOK KUMAR S	ASHOK KUMAR S	4,433	4,433	4,433	4,433	532	369	163	15	0	-	-	-	N.A.
19	101300497531	B BALAMURALI	B BALAMURALI	3,300	3,300	3,300	3,300	396	275	121	15	0	-	-	-	N.A.

Figure 13

The screenshot shows the EPFO Member e-SEWA portal. At the top, it displays the logo of the Employees' Provident Fund Organisation, India, and the Universal Account Number (UAN) Member e-SEWA interface. The main content area includes a 'Dear EPF Members !!' section with several notices, such as 'Kind attention Members. Now Aadhaar is mandatory for filing ECR.' and 'Important notice about EDLI. Click here to read.' Below this, there are sections for 'Benefits of Registration' and 'Important Links'. The 'Benefits of Registration' section lists actions like 'Download/Print your Updated Passbook anytime.' and 'Update your KYC information.' The 'Important Links' section includes 'Activate UAN', 'Know your UAN', 'Direct UAN Allotment by Employees', 'Death claim filing by beneficiary', and 'UAN Allotment for Existing PF'. A yellow 'NOTE' box contains information about Aadhaar authentication and mobile number usage. The bottom of the page shows a Windows taskbar with the date 25-08-2021 and time 19:56.

Figure 14

Employee Details

- i. Check all the documents
- ii. Fill the Employee Educational Details, Personal Details and OTP for Verification

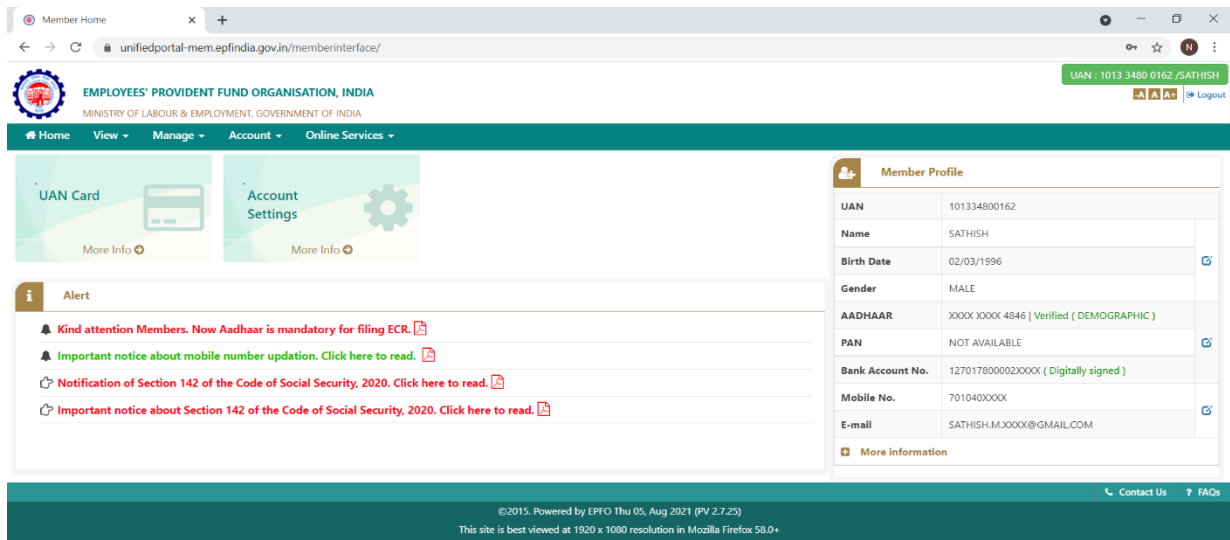


Figure 15

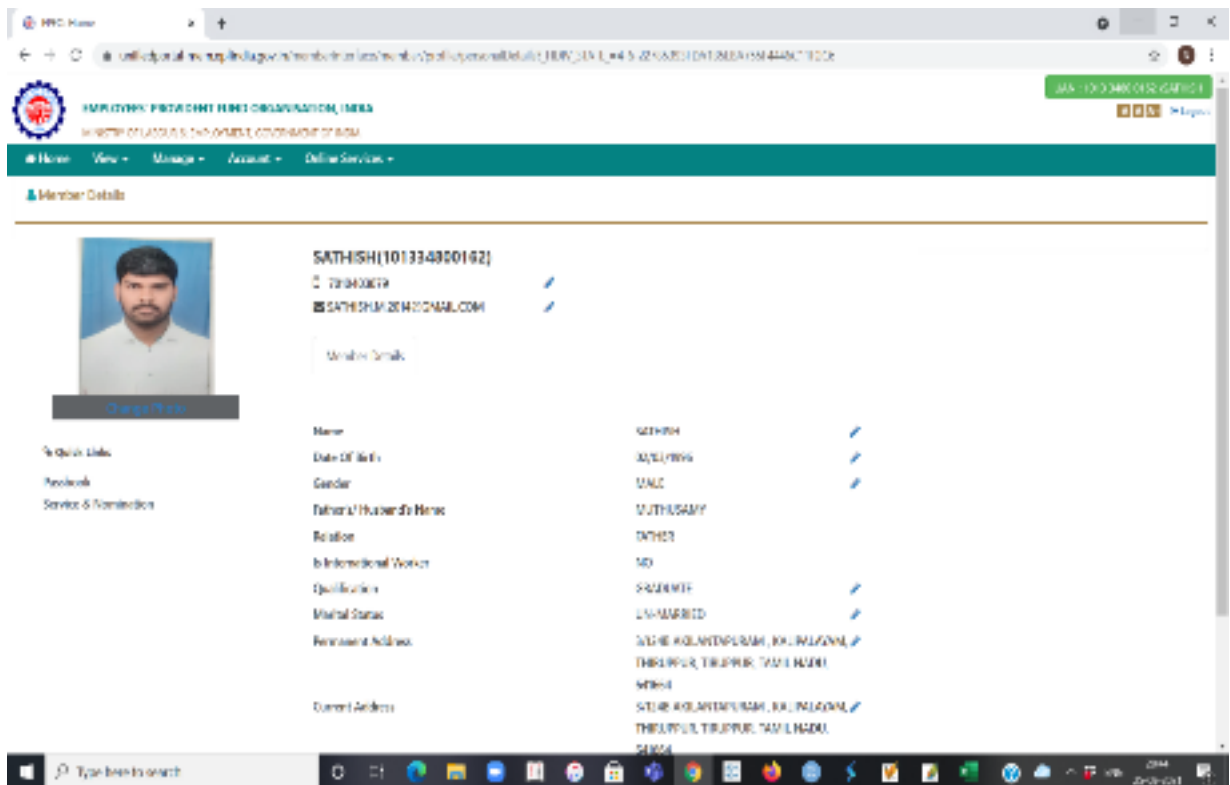


Figure 16

Aadhar Verification

- i. Generate the Aadhar Card Virtual ID
- ii. To check the Register mobile Number and OTP Verification

iii. Enter the Virtual ID, OTP and then complete the PF Nomination Process

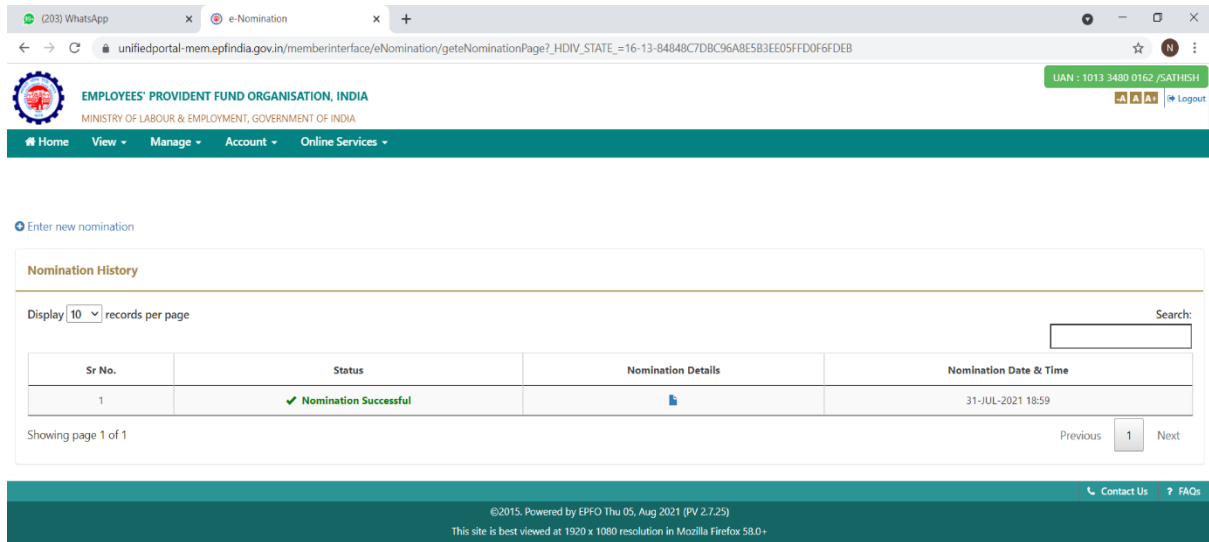


Figure 17

5. Assisting the manager with the meetings

COVID-19 plays a vital role in the day to day situation of a normal human being with restrictions and safety protocols the automobile showrooms are being opened for the end buyers to buy new cars. The showrooms function strictly under the norms and protocols of the government and a meeting regarding this was held by the manager and HR manager making the employees understand the seriousness of the issue and safety of the both employer employee and the customer. In this meeting the safety guidelines were presented in a PPT to the employees and the protocols were given to them by the HR manager to be followed in the showrooms and in service centres me as an intern prepared the presentation and assisted the manager along the meeting.

6.1 INPUT

- The database were in paper format and it was given with all the employee details which was later entered into excel. These datas were raw and which was later consolidated using various excel techniques
- The resumes which were sent to the HR was given to me and as an intern I cross verified the resumes along with the experience certificate and graduation certificate
- The previous months payroll and attendance were given which was then entered in the database.
- The required government proofs and photos were given which was filled and the nomination was added.
- The topics were given by the HR for the presentation and the presentation was made using different software.

6.2 OUTPUT

- The database was entered and the final copy of the same was submitted to the manager and HR. These databases consisted of the basic details of each and every employee according to the hierarchy.
- With the H.R's guidance the resumes were sorted and selected and later the candidates were called in for interview, which was scheduled by me according to the HR's instructions and timings.
- The salary was calculated according to the formulas which included the overtime and casual leave and maternity leave if applicable. They are deposited in the employee's bank account.
- With the governments id proof and photos given by the employee the e-nomination was filled in the government's website. For this purpose, OTP, UAIN number, Nominees bank passbook were compulsory
- The presentation made by me as an intern was presented in the meeting to create and spread the awareness about covid-19.

6.3 CHALLENGES AND CONSTRAINTS

Challenges and constraints during major challenges during the recruitment process was that most of the colleges did not provide candidates detail because of COVID 19 situation, because of this recruitment process got delayed and the major problem is many candidates didn't pick up the phone while calling for the telephonic interview. The challenges faced during the screening and selection process is to identify the honesty level of the candidate as the rounds were conducted in virtual mode, there are few chances that the candidates could have cheated, So the recruiter must be very skilful in identifying these issues. It is very important for a recruiter to understand how far the profile is true and trustable.

In payroll updation and internal database updation there were times that the employee did not bring the required datas which was been asked for. Updation of PF account and E nomination required a lot of time since the server of the site was down. The attendance was taken in pen and paper method as biometrics were not supposed to be used during covid-19 and in that there were a few loopholes for the employees to make themselves present even on their absenteeism and thus this resulted in calculation of payroll. External factors determined the work done and I was able to overcome those constraints with the help of manager's guidance and motivation.

6.4 SUCCESS STORIES

During my onboarding process I could identify few candidates who were apt for the job and has cleared almost all the rounds. Some of them have started working with the organization. The personal and professional details of the employees are being successfully entered in the showrooms database with the latest changes. The e-nomination of the employees were added

thus giving a benefit to the employee's family. Meetings were successfully organized and importance of following covid-19 norms were taught to the employees and this presentations were done weekly.

6.6 EXPECTED OUTPUT VS ACHIEVED OUTPUT

- At the Initial part of my recruitment role, it was difficult to identify the right talent for the organization, but later on with the experience which the interns gained during the process, it helped me to identify the right talents and this helped to understand that only with the experience and continuous learning it is possible to identify the right talents for the organization.
- Out of many candidates interviewed only some could clear till the last round. Since the organization hires only limited and well skilled candidates.
- Entering the data in excel seemed to be easy at the beginning but only after doing the task it seemed to be difficult due to the external factors like employee not cooperating to bring the required documents on the date mentioned. Only after explaining them about the importance of data entering, they made things possible and to complete the work done on time.
- Payroll has a different criteria and payment scales for all employees working in the showroom differ according to the job roles and thus calculating the salary with the overtime and leaves made this task challenging, with help of the accounts staffs and manager it was made easy with some shortcuts.
- Adding of nominees to the P.F of the employees was a time constrained task and internet played a vital role in this. The P.F sites were functioning good only till mid days and the details were entered in the specific time. Time management and preference were two lessons I learned in this task.
- From my experience I understand that only with continuous work experience in the recruitment is possible to identify the right candidate that satisfies the company requirements.

CHAPTER VII FEEDBACK GIVEN BY INDUSTRY MENTOR



Manchester Honda
Ramani Automobile Pvt Ltd
1305, Avinashi Road, Peelamedu, Coimbatore - 641 004
CIN : U50100TZ2013PTC019997
Tele : 0422 4560000
Email : sales@manchesterhonda.co.in

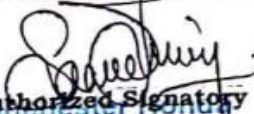
02/09/2021

TO WHOMSOEVER IT MAY CONCERN

This is to certify that **Ms.Dharaniya S (20MBA035)** Master of Business Administration Final year student of KCT Business School Coimbatore has undergone her **Human Resource Internship** in our concern from 01st July - 2021 to 31st August -2021 as part of her course and has completed the same successfully.

We found the candidate sincere, hardworking, technically sound & result oriented. We take this opportunity to thank and wish all the best for your endeavors

For Ramani Automobile (P) Ltd


Authorized Signatory
Ramani Automobile, Pvt Ltd,
1305, Avinashi Road Peelamedu,
Coimbatore - 641 004

CHAPTER VIII

CRITICAL OBSERVATION AND RECOMMENDATION FOR THE PROCESS IMPROVEMENT

OBSERVATION

India is the world's fifth largest carmaker and the seventh largest commercial vehicle producer. Since independence, India's automobile industry has evolved significantly, with rapid growth resulting in lifestyle changes and economic prosperity among Indian customers. HONDA is a significant luxury vehicle manufacturer in India and a world leader in motorbike production, with automobiles accounting for the majority of the company's yearly sales.. Manchester honda is a dealer of HONDA which is in and around Coimbatore with the manpower of 250 employees in all functional areas. The employees here work around the clock for the betterment of the company's growth but the recognition and their compensation are too low which is rapidly bringing down the results of the showroom. The sales commission percentage here is being denied for the employees due to the reluctance of the Sales Manager. The employees willingly work overtime, but their commitment is not recognized, and they are not given the rightful incentives, which obviously reflects on the overall poor performance of the showroom. Out of all sales representors only 10% are being recognised for their car sales in the showroom, whereas the remaining 90% are not given compensation for their work done. Sales manager here in the showroom is being partial to few employees. This concern of the employees was taken into the general manager's view for the action to be taken. As an intern, this concern of employees was first addressed to the HR manager, and it was taken to the general manager's view. Importance of compensations and rewards were addressed together to the sales manager and the employees benefits and compensation were given.

CHAPTER IX

OVERALL LEARNING EXPERIENCE

These two months of internship project was precisely to understand the specific roles of the HR manager in the automobile showroom and their different vertical like recruitment and selection, Employee training & development, updating internal database on a regular basis, Compensation and Benefits, Employee performance management, Labour relations, Employee engagement and communication. Updating the internal database, screening resumes and scheduling interviews, payroll calculating and updation, updating e-nomination details in P.F, assisting the manager with meetings And with the hands-on experience on the recruitment, learned so many strategies and tips, and the process like screening, candidate's shortlisting and conducting interview rounds. Through the presentation have learned about the communication between the colleges and the organization HR and the importance of E-mail writing and how to attract the colleges. This internship also provided knowledge on how to handle unexpected circumstances like this pandemic and how to manage employee's day to day activities and take care of employee's wellbeing. This also gave me a chance to adapt to the "new normal" of virtual work culture. I learned the process of JD Analysis, Candidate screening, shortlisting, telephonic interview process etc... and the challenges of recruitment, strategy of recruitment, types of recruitment etc. The internship at the Manchester honda was an informative one filled with various levels of learning and knowledge gaining. Thereby this internship is a well informative and successful one and I hope these learning will help me throughout my career as a HR professional.

OBJECTIVE WISE LEARNING

- During my internship, the first and foremost objective is to know the HR functions of an organization and the different verticals in the HR department, and learned about how to manage the employees, attendance, training, works and how to interview the new candidate.
- The second objective is that working on different verticals like on boarding process learned about how to recruit and select, Employee training & development, updating internal database on a regular basis, Compensation and Benefits, Employee performance management, Labour relations, Employee engagement and communication. Updating the internal database, screening resumes and scheduling interviews, payroll calculating and updation, updating e-nomination details in P.F, assisting the manager with meetings. Also the same, learned about how to select a right candidate to the job role. How to make sure the work is being done on time with employees coporation and make sure it is done on time.

Annexure

MONTHLY LOG SHEET

P17BACP303 – Major Project (Internship)


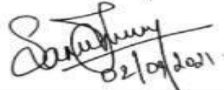
Monthly Report



Name of the students :	Dharaniya.S	Register Number : 20MBA035
Domain	Human resource	Faculty Guide : Shripria V
Name of the company :	Manchester honda	
Date of Joining	01.07.2021	
Name of Company Guide	Mr. Shyam	Designation - HR Manager
Contact No	9500492333	Email ID: hr@manchesterhonda.co.in

Week -1	01.07.2021 to 07.07.2021
01.07.2021	Introduction about the company
02.07.2021	HR introduction and job description discussion
03.07.2021	Holiday
05.07.2021	Learned about the overall operations and the workflow in Honda showroom
06.07.2021	Introduction about HR in automobile showroom
07.07.2021	Observed the operations in the HR
Week -2	08.07.2021 to 14.07.2021
08.07.2021	Observed and learned the operations in the showroom reception
09.07.2021	Observed and learned the operations done by manager
10.07.2021	Holiday
12.07.2021	Field visit and working in the service center – Financial areas, Following customers for their insurance updation and renewing the same
13.07.2021	Schedule and confirm interviews with candidates
14.07.2021	Schedule and confirm interviews with candidates
Week – 3	15.07.2021 to 21.07.2021
15.07.2021	Field visit and working in the service center – Financial areas, EMI process followups and calculations
16.07.2021	Assisting the HR manager for meeting the employees regarding covid-19 protocols
17.07.2021	Holiday
19.07.2021	Field visit and working in the service center assisting HR, with meeting the employees for a CRM
20.07.2021	Field visit and working in the showroom and assisting HR, with meeting the employees for a general work environment safety discussion
21.07.2021	Schedule and confirm interviews with candidates
Week – 4	22.07.2021 to 27.07.2021
22.07.2021	Field visit and working in the service center – Admin areas, Following up customers for service due
23.07.2021	Schedule and confirm interviews with candidates
24.07.2021	Holiday
26.07.2021	Collection of Aadhar details, photos for the purpose of E nomination in employees pf account – Showroom (cbe)
27.07.2021	Calculation of PF and Salary for the employees
28.07.2021	Calculation of PF and Salary for the employees

Week -5	29.07.2021 to 04.08.2021
29.07.2021	Filling of E nomination in employees pf account- Showroom (cbe)
30.07.2021	Filling of E nomination in employees pf account- Showroom (cbe)
31.07.2021	Holiday
02.08.2021	Filling of E nomination in employees pf account- Showroom (cbe), Verifying attendance and payroll- no of working days, CL and LOP
03.08.2021	Filling of E nomination in employees pf account- Service center (cbe), Verifying attendance and payroll- no of working days, CL and LOP
04.08.2021	Filling of E nomination in employees pf account- Service center (cbe)
Week -6	05.08.2021 to 11.08.2021
05.08.2021	Assisting the HR manager for meeting the employees regarding covid-19 protocols
06.08.2021	Filling of E nomination in employees pf account- Pollachi showroom and service center
07.08.2021	Holiday
09.08.2021	Filling of E nomination in employees pf account- Pollachi showroom and service center
10.08.2021	Filling of E nomination in employees pf account- Pollachi showroom and service center
11.08.2021	Filling of E nomination in employees pf account- Pollachi showroom and service center
Week - 7	12.08.2021 to 18.08.2021
12.08.2021	Updating the internal database of employees
13.08.2021	Updating the internal database of employees
14.08.2021	Holiday
16.08.2021	Updating the internal database of employees
17.08.2021	Updating the internal database of employees
18.08.2021	Schedule and confirm interviews with candidates
Week - 8	19.08.2021 to 25.08.2021
19.08.2021	Schedule and confirm interviews with candidates
20.08.2021	Schedule and confirm interviews with candidates
21.08.2021	Holiday
23.08.2021	Assisting the HR manager for meeting the employees regarding covid-19 protocols
24.08.2021	Calculation of PF and Salary for the employees
25.08.2021	Calculation of PF and Salary for the employees
Week - 9	26.08.2021 to 31.08.2021
26.08.2021	Interviews with candidates
27.08.2021	Interviews with candidates
28.08.2021	Holiday
29.08.2021	Calculation of PF and Salary for the employees
30.08.2021	Calculation of PF and Salary for the employees
31.08.2021	Calculation of PF and Salary for the employees

Student Signature	Company Guide signature	Faculty Guide signature
		

*Kindly mention the date while you sign the document

CERTIFICATE OF APPRECIATION



Manchester Honda
Ramani Automobile Pvt Ltd
1305, Avinashi Road, Peelamedu, Coimbatore - 641 004
CIN : U50100TZ2013PTC019997
Tele : 0422 4560000
Email : sales@manchesterhonda.co.in


02/09/2021

TO WHOMSOEVER IT MAY CONCERN

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We found the candidate sincere, hardworking, technically sound & result oriented. We take this opportunity to thank and wish all the best for your endeavors

For Ramani Automobile (P) Ltd


Authorized Signatory
Ramani Automobile, Pvt Ltd,
1305, Avinashi Road Peelamedu,
Coimbatore - 641 004