

A Report  
on  
Human Resource Management Training Programme at  
Parakh Infrastructure Pvt. Ltd. (Ghaziabad, U.P.)

*Submitted In Partial Fulfilment of*  
Degree of Masters Business Administration  
Banasthali University

By  
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MBA III Semester  
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Submitted To:  
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Training Manager  
Parakh Infrastructure pvt. Ltd.

Submitted To:  
Dr. Tanya Soin Gaurav  
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SESSION 2022-23

Date: 25<sup>th</sup> November 2022

**TO WHOM SO EVER IT MAY CONCERN**

This is to certify that **Ms. Vani Sirohi D/o Ghajender Sirohi** R/o – 360, 5, Vaishali colony, Prempura-2, Hapur, U.P. 245101, student of **Banasthali Vidyapith, Jaipur, Rajasthan** was doing her internship at **Parakh Infrastructure Pvt Ltd. Corp. off: H-1, Jaipuria Sunrise Greens, NH-24, Village Shahpur Bamheta, Ghaziabad - 201002** She has done her internship project on **“The Golden Gate”** in HR. The duration of the project was from **July 07, 2022 to Nov 10, 2022.**

She has successfully completed the training and we wish all the very best for all his future endeavors.

With Best Wishes,

For **Parakh Infrastructure Pvt Ltd**

  
Authorized signatory

# **LETTER OF ACCREDITATION**

It is hereby certified that this report, entitled

“Human Resource Department of  
Parakh Infrastructure Pvt. Ltd.”

Is an outcome of the 18 weeks internship undergone at

“Parakh Infrastructure Pvt. Ltd.”

The facts and ideas presented in this report are an outcome of the students. Hard work and Dedication to the project, undertaken as partial fulfillment of requirements for the degree of

**Masters of Business Administration**

The outcome of this project has been highly appreciated.

.....

## ACKNOWLEDGEMENT

This dissertation would not have been possible without the guidance and help of several individuals who in one way or another contributed and extended their valuable assistance in the preparation and completion of this study.

I would like to express my gratitude to Banasthali Vidyapith for including the internship program as a three-credit course which has provided an opportunity to gain practical working experience in the organization.

My sincere gratitude to Mr. Shubham Goel, Human Resource Development & Training Manager for giving me a chance to do my internship in the HR Department of this organization, Parakh Infrastructure Pvt Ltd. I am thankful to Mr. Abhishek Tyagi – Senior Assistant, Mr. Mohit Sharma – Senior Supervisor, and Mr. Abhijeet Giri – Training Executive from HRD for devoting time from their busy schedule and explaining how work is being done in HRD and assigning me with various tasks during these 26 weeks of the internship period.

I would also like to extend special thanks to the entire staff for their full co-operation, guidance, and support during my internship. Lastly, I would like to thank **Dr. Tanya Soin Gaurav** Program Coordinator for their valuable Instructions and Guidance during the Internship program.

**Sincerely,**  
**Vani Sirohi**

## **Self Declaration**

The Dean,  
FMS-WISDOM,  
Banasthali Vidyapith,

Respected Sir,

I am a student of MBA III Sem. I am doing my training/ job from **Parakh Infrastructure Pvt. Ltd.** The duration of which is from **July 07, 2022 to Nov 10, 2022.**

I will furnish Training Certificate/ Joining letter/offer letter email by industry mentor/ Declaration by **July 07, 2022** as a proof of training/ job, along with the report.

I will submit the training completion letter by **Nov 10, 2022.**

Thanks & Regards,

**ID no. - WBMBA21093**

# **LIST OF ACRONYMS**

BV - Banasthali Vidyapith

HRD - Human Resource Department

HR - Human Resource

MBA - Masters of Business Administration

TTT - Train the Trainer

STAR - System for Time and Recording

SPPS - Staff Product Purchase Scheme

HRIS - Human Resource Information System

HRMS - Human Resource Management System

OB - Organization Behaviour

MC - Managerial Communication

Do Not Copy

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## **Executive Summary**

The goal of this internship report at Parakh Infrastructure is to fulfil the prerequisite of the MBA programme at BV. In this eighteen week internship programme student desire to gain the practical knowledge, brief function of the HRM department, fundamental aim of the HRM activity and procedures. The temporary job was finished with the goal of getting functional learning in the HR division of the company.

In this 18-week of entry level position period, i provide assistantship to the mentor for the TTT program. Furthermore, I was assigned to design the Clinical Protection Information Sheet Update, and SPPS was the last task assigned to me during my internship programme. During my internship i realised that i could effectively merged within the corporate environment and learned how critical tasks and HRM project are held within the organisation. The HR division of Parakh Framework provided me a work environment where I was able to learn and utilize my practical skills to fulfil the demands of a task. I learned team work, leadership skills, project management and other soft skills such as communication skills which are most important in the present HRM industries. I was effectively involved in office activities where I contributed my part as a member and of the organisation. It was honourable to see how sincerely they invited, recognized, and valued innovative ideas and information.

The most important skill I have learned during my study was time management where i was appreciated by my training manager. However I faced difficulties in understanding the complex organisational task, and multitasking, people management but the guiding environment made me exceled at every task and responsibilities. My learning in this training programme will provide a significant help in joining, undertaking the projects and succeeding in future work organisations.

# Chapter1. Introduction

## 1.1. Abstract

Banasthali Vidyapith is a prestigious learning organisation where students of different education field utilise their knowledge to address the challenges and opportunities of today's world. The university provides a high-quality Masters of Business Administration (MBA) programme that requires understanding of the management of a temporary job programme. After finishing the temporary job, the understudies are expected to write a task report on a topic related to the work they were assigned during the entry-level position.

The course required an exploration to the real life working environment into industry and prepare a report of leanings toward the finish of the temporary position time frame yet the fundamental target of the temporary job is to get involved experience in industry. It also aids in the development of the skills required to manage the day-to-day operations of an organisation. This will enable the understudies to be prepared for the upcoming corporate difficulties by exposing them to continuous work space.

Following further research to find the best reasonable organisation to match my major and area of interest, I chose the Human and Resource Department of company known for its distinct quality services in infrastructure industry, Parakh Infrastructure Pvt. Ltd. I am thankful to Banasthali Vidyapith for proving funding for this entry-level position program.

## 1.2. Aim and Objectives of the Training Programme

BV's primary goal is to prepare students for business, industry, and government. The primary goal of the temporary position is to fulfil the BV's recommendation for the MBA programme.

Aside from that, the entry-level position was completed with the goal of obtaining adequate practical insight in the HR department of Parakh Infrastructure Pvt. Ltd.

All the more explicitly, the goals of the temporary position were as under:

**Objectives 1.** To get involvement and work in the HR Division of Parakh infrastructure.

**Objectives 2.** To utilize the academic information on HRM to practicality organization.

**Objectives 3.** To improve the interests, abilities, and capabilities, of students toward the profession objectives.

**Objectives 4.** To learn from the accomplished individuals working for the HR office.

**Objectives 5.** To understand and resolve the difficulties looked by the HR division.

**Objectives 6.** To understand the various duties given to the workers.

**Objectives 7.** Individual principles of expert and moral conduct are expected to be advanced in the workplace.

**Objectives 8.** Acceptance of responsibility for ongoing education.

### **1.3. Introduction ; Parakh Framework PVT. LTD, Foundation**

Parakh Infrastructure Pvt Ltd is one of the main and eminent land designers in Delhi and the NCR. The gathering began its introduction to land in Ghaziabad and today it is one of the quickest developing business bunches in Parakh Infrastructure Pvt Ltd and is one of the main and eminent land designers in Delhi and the NCR. The gathering began its introduction to land in Ghaziabad and today it is one of the quickest developing business bunches in the NCR. Individuals, innovation, and reliable discernment have molded it into a client accommodating association, completely outfitted to meet the prerequisites of modern land projects. Obviously, it has progressed significantly since its initiation. Under the direction of an exceptionally talented, dynamic, and experienced chief, the organization has become stronger to strength. As of now, We are one of the quickest developing business bunches in Delhi NCR Parakh Infrastructure Pvt

Ltd. is in presence forth most recent 10 years in Indirapuram (Ghaziabad). We are developing, purchasing, and selling a wide range of private and business properties including private lofts, manufacturer floors, private land, ranches houses, institutional land, business shops, display areas, and so on. We represent considerable authority in properties in Delhi and NCR. We are a gathering of experts who are focused on providing home to all. We are a forerunner in manufacturer pads and floors in Indirapuram.

**Table 1: Company Information; Parakh Framework PVT. LTD.**

<b>Name of the Organization</b>	<b>Parakh Infrastructure PVT. LTD.</b>
<b>Address</b>	Ghaziabad, Uttar Pradesh, India <b>Website:</b> <a href="http://www.Parakhinfrastructurepvtltd.in">www.Parakhinfrastructurepvtltd.in</a> <b>Phone:</b> +91-92783 62626
<b>Department</b>	Human Resource (HR)
<b>Working Duration</b>	18 Weeks
<b>Work Hours</b>	10:00 am – 7:00 pm
<b>Name &amp; Designation</b>	Mr. Shubham Goel, Training Executive, HR
<b>Internship Supervisor</b>	Mr. Mohit Sharma, Program Coordinator

#### **1.4.1. Milestones of Parakh Infrastructure**

**Vision:** To fulfil the vision to be the most regarded foundation in Delhi-NCR, the foundation persist for consistent quality and reliable assistance. The leaders of the foundation value the strength of brand and ability to build value in home, revenue generation, commitment to growth, and a positive work environment.

At Parakh Infrastructure Pvt Ltd, all of us is our most valued and appreciated resource. Our kin are the structure blocks of this organization and we esteem every last one of them similarly. At the point when you have the best and the most splendid individuals ready, the test is to establish a climate that assists them with ascending to the assumptions and be roused about work needs. Our workers are our most extreme need and we focus on the representative relations, correspondence, acknowledgment, and contribution gives that are mean a lot to them. Here, "cooperation" is the mantra around which all that we do rotates. At the point when we began, we were clear around a couple of things. We assemble construct nothing that we would have zero desire to live in. Never treat clients the manner in which we would have no desire to be treated NCR. Individuals, innovation, and consistent discernment have molded it into a client accommodating association, completely equipped to meet the prerequisites of cutting edge land projects. Obviously, it has progressed significantly since its beginning. Under the direction of an exceptionally gifted, dynamic, and experienced chief, the organization has become stronger to strength. As of now, We are one of the quickest developing business bunches in Delhi NCR. Parakh Infrastructure Pvt Ltd. is in presence forth most recent 10 years in Indirapuram (Ghaziabad). We are developing, purchasing, and selling a wide range of private and business properties including private lofts, manufacturer floors, private land, ranches houses, institutional land, business shops, display areas, and so on. We work in properties in Delhi and NCR. We are a gathering of experts who are focused on providing homes to all. We are the forerunner in developer pads and floors in Indirapuram.

Board of Directors	Designation
<b>Mr. Govinda Das</b>	Chairman
<b>Mrs. Bharti Jain</b>	Managing Director
<b>Mr. Anil Das</b>	Joint Managing Director
<b>Mr. Ravi Jain</b>	Director
<b>Mr. Neeraj Goel</b>	Director

**Table 2: Board of Directors**

Company Category	Company limited by Shares
Company Sub-category	Non-govt company
Company Class	Private
Business Activity	Construction
Authorized Capital	25.0 lakhs
Paid-up Capital	10.7 lakhs
Paid-up Capital %	42.8





**Table 3. Turnover and Net worth**

### 1.5. Client Assistance Theory

Parakh Framewok in Delhi NCR successfully drives the foundation business with a winning vision and attitude. It's recognised as "Yes I Can!" Everything revolves around winning and establishing customers' needs by anticipating and exceeding our client's expectations. "Indeed, I Can!" motivates representatives and keeps them focused on providing exceptional customisable assistance to clients. The three standards of this phenomenon involve acceptance, support and strength.

## 1.6. Service

Service Provider of build and design homes, buildings, offices, balcony construction, kitchen room & terrace landscape gardening Delhi NCR.

Industry	Sales	Design	Construction
<b>Housing</b> 	<b>Services for the Housing Industry</b> Catalogue development and updating Perspective and design drawings		<b>Back-Office Services for Construction</b> Quality management (construction site photo filing, etc.) Cost management (material quantity calculation, etc.) Process management (construction document management, etc.) Safety management (construction site visitor training, etc.) Environmental management (industrial report reporting, etc.)
<b>Construction</b> 	<b>BIM Services</b> BIM & CIM modeling Design and construction modeling		
<b>Facility Building Equipment &amp; Material</b> 	<b>Services for the Building Equipment Industry</b> Catalogue development and updating Perspective drawings		
<b>Facility Telecommunications &amp; Electric Power</b> 	Working drawings Structure and equipment design drawings System support desk Facility management services Working drawings Building component modeling & Cost estimate Quotation Base station design Application documents development		

**Figure1 . Services and Area of Operations of Parakh Infratech.**

## 1.7. Area of Operation

During the internship period in the organization, I decided to work in the HR Department where I could learn some important aspects of HR functions and understand the corporate culture of the Infrastructure company and also bring in some fresh ideas to the department. My specialization in MBA is HR, and for obvious reasons, I took up an internship in HRD. I was fortunate enough to have the opportunity to do the internship program in such a well-staffed organization.

## 1.8. SWOT Analysis of Parakh Infrastructure

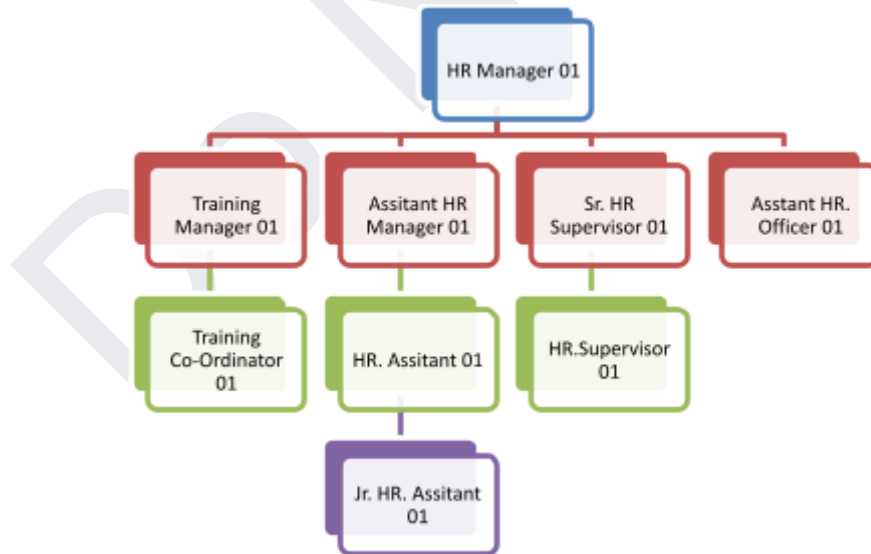
A SWOT analysis considers a company's internal strengths and weaknesses. It also aids in the examination of external opportunities and threats that may have an impact on your company's performance.



**Figure 3. SWOT Analysis of Parakh Infrastructure**

## 1.9. HR Department Structure.

The HR Department structure of Parakh Infrastructure Company is shown here:



**Figure 3: HR Department Structure**



The Human Resource Department has broadly classified the functions into two topics agendas and strategy.

### **1.8.1. Agenda for HRM**

Parakh Infrastructure is a for-profit hospitality and infrastructure company. The organization's Human Resources philosophy is to provide employee recruitment and retention programmes that result in maximum employee satisfaction and performance. We are enablers who help people reach their full potential by providing managers and employees with the tools they need to grow and succeed in their roles.

### **1.8.2. Strategic Management of HRM at Parakh Infrastructure**

- HR representatives establish a communication plan with all managers and supervisors of the organisation in order to serve as an infrastructure company.
- HR training manger provide training to all employees to improve their proficiency and critical problem solving skills.
- When faced with a problem, consult the Corporate HR and Legal departments.
- HR managers develop business strategies that are in alignment with the company objectives, by focusing on all aspects of the human asset.
- HR Representatives continuously improve the HR practices and corporate governance of the company.

## Chapter 2. Logbook

No. of Week	Task/Activities Completed During The Internship
Week 1	<ul style="list-style-type: none"> <li>● <b>First day:</b> Orientation and Introduction of the Parakh HR team.</li> <li>● Learning the steps of the hiring process or recruitment.</li> <li>● How to operate the hiring portals such as:- LinkedIn, Naukri.com and Indeed</li> <li>● Starts selecting candidate and working on excel sheets.</li> </ul>
Week 2	<ul style="list-style-type: none"> <li>● Hiring process and sourcing the candidate for the position for Admin Executive</li> <li>● Start maintaining my own candidature sheet.</li> </ul>
Week 3	<ul style="list-style-type: none"> <li>● Working on my pitch for the positions.</li> <li>● Learn how to schedule the Google meet interview.</li> <li>● Working on the position of Admin Executive (Sourcing, Screening Resume, Scheduling interviews).</li> <li>● Maintaining my own Google candidature sheet.</li> </ul>
Week 4	<ul style="list-style-type: none"> <li>● Coordinate and oversee open houses.</li> <li>● Arrange meetings with prospective buyers.</li> <li>● Interview buyers to understand what they're looking for in a new property.</li> </ul>
Week 5	<ul style="list-style-type: none"> <li>● Schedule property showings.</li> <li>● Coordinate appraisals and inspections.</li> <li>● Negotiate property repair requests and offers on behalf of the buyer.</li> <li>● Draft and review documents and contracts.</li> <li>● Guided buyer through the closing process.</li> </ul>
Week 6	<ul style="list-style-type: none"> <li>● Now focused on work to the recruiting.</li> <li>● Interviewing and hiring new real estate employees and agents.</li> <li>● "Although most real estate agents are paid on commission"</li> </ul>
Week 7	<ul style="list-style-type: none"> <li>● Then we focus on new agent orientation, training, as well as informing them of up-to-date agency practices.</li> <li>● This will help how the company operates on a personal level so that they will know what to expect from you and establish what you expect of them.</li> </ul>
Week 8	<ul style="list-style-type: none"> <li>● Manages construction, modification, and renovation of space managed by the unit, including determination of scope of work, hiring architects and engineers, obtaining contractor bids, and construction oversight as appropriate for area of responsibility.</li> </ul>

<b>Week 9</b>	<ul style="list-style-type: none"> <li>• Interfaces with clients to assess space requirements, site and property selection, research and identify suitable space options, as well as conduct pre-screenings of spaces for inspection meeting by the client.</li> </ul>
<b>Week 10</b>	<ul style="list-style-type: none"> <li>• Manages and coordinates the acquisition and disposition of property, to include identifying client needs, assisting with site selection, performing researches, preparing Letters of Intent, completing required due diligence, contract management and administration, and application and submission required.</li> </ul>
<b>Week 11</b>	<ul style="list-style-type: none"> <li>• Then we teach the sales agents about these procedures and ensure that they are being followed and respected in each sale. This can include informing buyers about the procedures, about lending options and about leasing the property, if the house does not sell as desired.</li> </ul>
<b>Week 12</b>	<ul style="list-style-type: none"> <li>• We help in the evaluation the agents who represent the business, along with the internal office workers, are evaluated on an annual basis by the owner of the company. The evaluations ensure that the workers and agents are performing as expected to benefit the real estate company.</li> </ul>
<b>Week 13</b>	<ul style="list-style-type: none"> <li>• Create a sheet design &amp; implementation of performance appraisal system based on Balanced Score Card method, preparation of job description for various job profiles. Maintaining proper records &amp; Scoring of appraisal score.</li> </ul>
<b>Week 14</b>	<p>We create a reports and maintain sheets are usually about employee productivity, engagement, and turnover. This can help to understand the inner working of your company, allowing you to figure out what works and what doesn't.</p>
<b>Week 15</b>	<p>We do a analysis with the help of senior HR and supervisor that can give a idea on how to improve your company in other ways, whether it be <u>marketing strategies</u> or management of employees.</p>
<b>Week 16</b>	<p>Focus on knowledge in the database and access is available. This centralized system of knowledge storage accelerates the training effect at no additional costs. Even innovative ideas that the management also there for the profitization of the company.</p>
<b>Week 17</b>	<p>Learning to create; Increment Letter</p>

	Experience Letter Appreciation Letter Promotion Letter Internship Certificate
<b>Week 18</b>	<ul style="list-style-type: none"> <li>• Work on some exit formalities.</li> <li>• Maintaining the resignation sheet through the resignation mails.</li> <li>• Received a heartwarming farewell from training managers and staff.</li> </ul>

## Chapter 3. The Job at a Glance

### 3.1. My jobs and Responsibilities at Parakh Foundation

The main responsibility I was assigned during this eighteen-week temporary position period was to assist the "Train The Coach" TTT programme mentor. Furthermore, I was assigned work as a venture student in HRD, Staff Item Buy Plan (SPPS) and Staff Advantage Program were the final project I was assigned during my Temporary job programme.

#### My Jobs in Brief:

- Train The Coach" TTT programme.

- Staff Item Buy Plan (SPPS)
- Staff Advantage Program

The Human Resources Division is in charge of employee management within the organisation. The office is charged with recruiting workers, assigning them to positions, and ensuring their productivity at work. Everything the workers' records are recovered from the Framework for Time and Recording (STAR) and consistently refreshed. The participation, yearly leaves, relaxed leaves, debilitated leaves, free leaves, and so on are also consistently refreshed into the framework. There are various exercises in HRD that keep the Senior Manager busy all day. HR also handles the Intra Office phases of preparation, Manager phases of preparation, TTT phases of preparation. worker and learner direction programs. The Clinical Protection record is updated once a year. SPPS (Staff Item Buy Plan) was launched for the first time this year in my presence. Representatives with essentially a full year of residency could purchase any items listed by the two sellers on a yearly portion basis under this plan.

### **3.2. TTT - Train The Trainer Programme**

This preparing is given to the chose head/boss/leader of the multitude of divisions. It is a multi day studio intended to show every member the powerful strategies and procedures of preparing. Every student is given an entire day of group building games and talk on the most proficient method to prepare the representatives/colleagues/subordinates. During this preparation, every individual needs to set up a preparation module and give preparing to the co-students where they would share the evaluations of their preparation phases. Second and third week are utilized for these singular practice preparation stages. Every student is expected to give three bits of preparing to the subordinates of their specialty in no less than a month to get the declaration of

culmination of the "Train The Coach" program. After the finishing of this preparation, the HR division screens and guarantees that the recently prepared coach gives his/her subordinates with the preparation consistently. I was mainly mindful just for orchestrating every one of the expected assets for the preparation and helping the trainer. Notwithstanding, I additionally got an amazing chance to go to the preparation in my own drive. I needed to set up a preparation module and train something very similar to the co-students. I was reviewed with the best evaluations among all the co-students, which really shocked me and everybody, which likewise broke the cliché discernment a for the most part viewed as a simple about an understudy student who has got nothing to offer. Not with standing, the coaches kindly appreciated and perceived my endeavors, which was exceptional.

### **3.3. Staff Product Purchase Scheme (SPPS)**

SPPS is a worker benefit program. During my temporary job period i organized the employees to fulfil the prerequisites. This program was started by the HR Division and Representative Government assistance Panel for workers' advantages. SPPS is the most ideal program for the representatives who wish to purchase any item recorded by two vendors on a yearly portion premise. The plan received positive response from representatives and staff. The scheme was available for the full time employees with no credits, and i was responsible for completing the structure for all of the interested employees who needed to purchase the goods. The two vendors were selected; Triveni Exchange Pvt. Ltd. and Sagtani Exim Pvt. Ltd., I make sure that they had a variety of items like Vacuum Cleaner, washeing mechine, Microwave etc. My job was to create the right code sections for the items as well as the correct cost in the data. After each datasheet i completed, it was taken to the accounts for payment. The account officer examined all of the worker information for legitimacy and marked and then proceeded with the purchase. The

datasheets were forwarded to accounts for further approval. The sheets were then taken to the government office for a second stamp of approval. Finally, the HR Supervisors examined the data and completed the first round of the programme. Duplicate data sheets were sent to the sellers, as their buy request. Items were delivered to the Parakh Infrastructure Company in a timely manner and distributed to employees with the entries in data sheet.

### **3.4. Project trainee in HRD**

In Parakh infrastructure i was given the opportunity to train as a project trainee. This department deals with how the projects managing by the HRD. So I learn as a trainee for next 18 weeks how we work on several project and understand how the projects are make more effective and time saving and ideal for all the parameters, apart from that i learned the important policies of HR in this company which is important for every HRM professional to know. These policies and code of conducts are necessary to be followed by employees and managers and professionals make sure that the policies are effectively implemented in the organisation.

- I learned how to develop and communicate these policies to employees in way to get positive response from employees. I also leaner the documentation, forms and other mandate for policy implementation. Moreover, I also understood the importance and techniques for reviewing, and revising policies to ensure that they remain current with legislation.
- I leaned to write, edit and proofread the HR policies to clearly inform the employee responsibilities, norms of behaviour employees are responsible to follow, working hours, attendance, workplace conduct, leave policies, health and safety policies etc.
- I also learned how to write anti-harassment and non-discrimination policies, which provide guidelines for resolving workplace conflicts and handling complaints. This encourages a positive work environment, strengthens working relationships, and boosts productivity.

- HR policies help employees understand their benefits, salaries, and working conditions at the organisation, which reduces resignations and conflicts. This internship programme taught me a lot about project training, methodology and employee benefits through the use of HR policies.

### **2.1.5 Outcome**

- By the ends of my eighteen week internship, I was able to utilize my creative problem skills into practical projects which would be helpful in my career as a HRM professional.
- The members of HR department at Parakh educated me how to perform major project activities such as TTT and enhance my skills as a team member.
- I learned how to contribute in a way that was well recognized by the organization. Time management, discipline and communication were the key skills which let me completed all the assigned duties on time.
- SPPS enhanced my skills with satisfied employees ordering more products than anticipated to meet their needs. They also anticipated and requested more of such schemes.
- TTT gave me the opportunity to connect, communicate, and persist with other departments within the organisation. I was introduced to many department heads and seniors, who provided me with a broader view of the organisation.
- Enhanced my professional presentation skills.



## **Chapter 4. Program Workplace Relationship**

In my eighteen week internship program i got to work with HR professionals, managers and training personals. My theoretical knowledge got a fresh new perspective of practical approach of creatively solving day to day issues in a real life work environment as i work as a team member. I also understood my roles and responsibilities as a HR professional which will be a great building block to my carrier in the industry. I learned recruitment, trainings, code of conducts, policy making, functioning of good governance, creating a conflict free work environment and hence providing value to the image of organisation.

### **4.1. Communication Skills**

The crucial thing i learned was good communication skill at the work place. As an HR professional i will be a chain of communication to each and every level of the organisation i.e. from board to managers and employees. I learned to commute through various methods such as:

- Professional Email
- Meetings and presentation
- Phone calls
- Blog and Articles
- Policy Making
- Code of Conduct Message

#### **4.2. Organizational Conduct**

I learned the Hierarchical order of behaving (HOB) in an organisation. HOB is method how the entire organisation such as employee, board of directors, managers, staff, CEO and complete social framework is connected. Also, it motivated me to think more critical and complex connection to reach the goals and objectives of an organisation. I communicated various announcements to each and every level of the organisation. Which boost my confidence as a HR professional and understand the need or requirement of people in an organisation.

#### **4.3. Managerial Correspondence**

Persuasive correspondence is one of the most important aspect of HR in any affiliation. I learned the framework of the organisation and how they maintain their exceptional correspondence between the administration, employees, managers, board of directors, clients and investors. Ensuring that employees and staff understand their roles and their contribution to the organisation.

#### **4.3 Teamwork**

While doing the TTT and SPPS I learned how to work in a team to achieve the desired goals. I learned to solve critical problems that arise during day to day work and resolve the issues.

### **4.3 People Management**

During the activities I commute to several personals and learn how to deal with everyone in the organisation. How people and perspectives differ and how to manage them.

### **4.4 Role of an HR professional.**

As I worked closely worked with managers and HR professional i learned their roles and responsibilities such as;

- Human Resource planning
- Recruitment and selection process
- Performance analysis and management
- Marinating industrial relationship
- Technology in HR

### **4.5. Diversity Management**

Diversity and multicultural environment is a major management aspect of HRM. Social and cultural respect and responsibilities make employees feel more connected hence I learned to perform such tasks within the organisation.

## **Chapter 5- Conclusion and Recommendation**

### **Conclusion**

This internship has emerged as a polish to my human resource management skills at the Parakh Infrastructure organization. I experience the real live work culture, roles and responsibilities of a HRM professional. I learned how i will work, what my boss expects from me and what are my key strengths and weakness as a HR professional. During the activities such as TTT and SPPS I learned how to carry out such projects with in timeframe and multitask. The work environment was very nourishing yet competitive, providing yet demanding, i had to work hard to fulfil those requirement which was very learning and will be fruitful in future. Working in this division, in particular, helped me understand my capabilities and level of understanding of human resources. Following the completion of this temporary job period, I became acquainted with the

significance of HR and the roles of HR chief, Preparing Leader, HR Senior Management, and HR Senior Aide in an organisation. As an intern i had restrictions too, such as space of work and sometimes i was even involved in more than task however I figured out everything and deliver my work on time. I made best with opportunities to grow, involve and serve to justify my work capabilities. I learned to execute my academic knowledge into practical during my training and learned the gaps between my academic knowledge and practicality. To summarise, my experience and leanings at temporary position i would suggest that was an accomplishment in my scholar. Every day, I was immersed in the difficulties and I learned to handle that. During my entry-level position, I could also bring a few minor extemporizations that had the potential to make a significant difference. These HRM skills that I have learned will be useful in my future endeavours as well.

## **Recommendation**

There are few recommendations based upon my understanding and knowledge. They are:

1. Organisation must perform more critical problem solving activities such as brain storming, role storming etc.
2. HRM should adopt and trained with IT skills to ease the recruitment and training in the organisation
3. More TTT activities at regular time will improve the communication and skill enhancement within the employees.
4. Use external trainer for training purposes.
5. Cross departmental functioning should be introduced by HRM so that the departments to understand the company's state of operation, communication and future striges.

6. The Medical Insurance Data Sheet does not have the proper format for recording dates. To record the dates, there must be one English (AD) format. Current practise perplexes the data recipient. For example, it is unclear whether 4/1/2022 is the 4th of May, 2022 or the 1st of April, 2023.
  
7. SPPS strategies is very useful for employees who live nearby but serve less value to people who live far as the delivery charges increase, some provision such as token should be introduced for them to purchase the same stuff from their local dealer. This allows the employee to select and test the items, as well as select the colour and save money on transportation. This also helps to reduce the HRD's workload.

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