

# TO STUDY ON HUMAN RESOURCE GENERALIST WORK PROCESS WITH REFERENCE TO AUTOMOBILE INDUSTRY AT COIMBATORE

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## ABSTRACT

*This article is mainly concentrates on experience gained on Internship in Automobile Industry. I am specialized in Human Resource sector and completed two months of Internship with various HR activities such as Recruitment, Performance Management, Employee Engagement and Payroll. To understand and gain experience about the sourcing and recruitment process in MNC's under the guidance of human resource manager. To study the roles and responsibilities of various positions in order to source the right candidate as per the Job Description given by the clients. To learn different tools and technologies used in both IT and Non-IT Industry. Various problems and difficulties faced by the recruiting manager while sourcing and recruiting is identified and solutions for the arising issues is given. How important is team work and co-ordination for the success of a company is learnt and practiced while working as an HR Intern.*

**Keywords:** - Recruitment, Co-Ordination, Employee Engagement, Performance Management

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## 1. INTRODUCTION

This article is based on two months experience at Automobile Industry which helps to implement theoretical knowledge into practical and work environment. This internship period was carried out entirely in the showroom and service center's which are under Automobile Industry. 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. Automobile Industry is a dealer of Premium Cars. 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 the course of this internship program. The objective of this internship is to study about the organization as a whole and its functions analyzing 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. Objectives

- 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.
- To analyses the practical operations of the consultancy critically.
- To identify the various factors that are undertaken prior to the recruitment process

## 2. JOB DESCRIPTION AND EXPECTED DELIVERABLES

### 2.1. Job Description

- Updating internal databases of the Automobile 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 interviews with candidates and guide 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 Automobile Industry
- Assisting the HR manager for meeting the employees regarding covid-19 protocols

### 2.2. Required Skills

- Multitasking Skills
- Negotiation
- Team Work
- Recruitment and Selection
- Interpersonal skills

## 3. NATURE OF TRAINING PROVIDED

- The internship provided by Automobile Industry 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
- Gathering payroll data like working hours, leaves and bank accounts from the employees to have intact
- 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.

### 3.1. Workflow

- Internal Database Updating
- Screening resumes and Scheduling Interviews
- Pre-Recruitment Process
- Post-Requirement Process
- Salary Division Work
- Payroll Calculation and Updation
- Updating the e-nomination details in PF
- Assisting the Manager with the meetings

**3.1.1. Internal database updating**

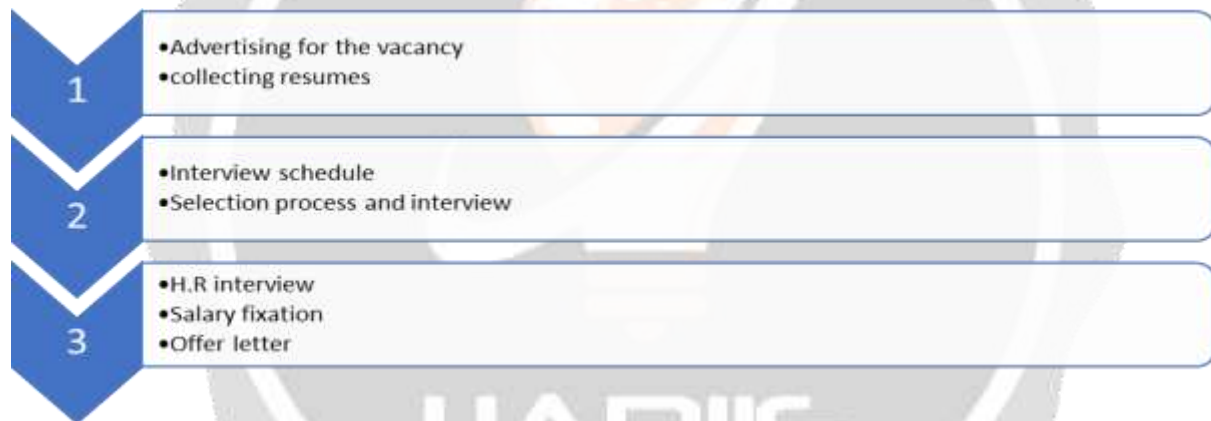
The internal database was first entered in paper and all the details of the employee like the account number, contact number, Aadhar details and bank account details were entered in excel for further use and knowledge minimizing the paper work of the showroom.

**3.1.2. 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.

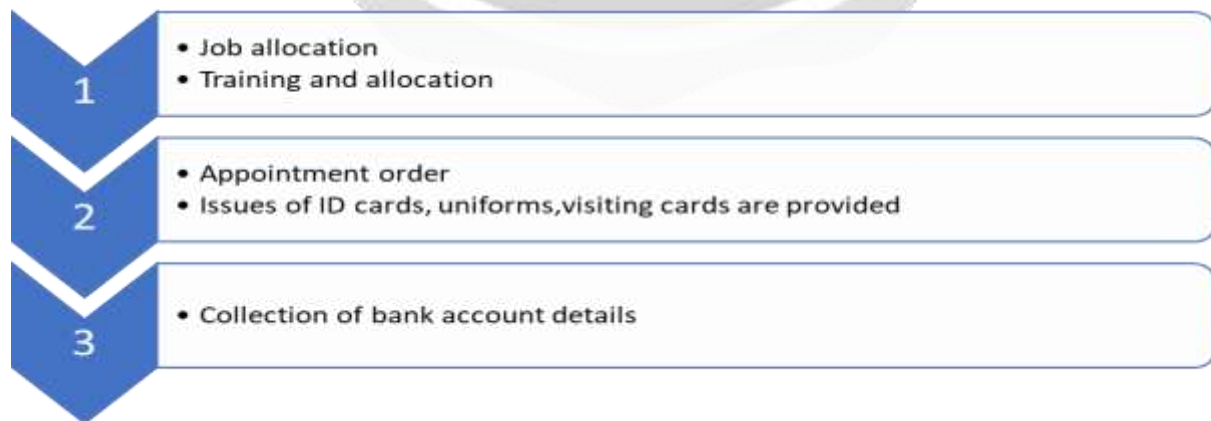
To get to know the candidates better the schedule and interview confirmation comes along in the pre-recruitment process. The interview has two stages i.e., pre recruitment and post recruitment.

**3.1.3. Pre-Recruitment Process**



**Fig 1: - Pre-Recruitment Process**

**3.1.4. Post- Recruitment Process**



**Fig 2: - Post-Recruitment Process**

### 3.1.5. Salary Division Work

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 employee is 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.

### 3.1.6. Payroll Calculation and Updation

The wage and bank details are collected from the employees for the purpose of calculating the salary and FP, and in the event of changes or the wage credit. The wage is set for the employee for the work performed by the employer is determined by comparing the market rate for people who do a similar job Perform in a similar area Under labour law, total wages or gross wages are actually net wages after deduction. Total wages at the Manchester Honda showroom include base wages, starvation allowances, housing allowance and amenities. Overtime is multiplied by the number of hours worked by the employee's salary.

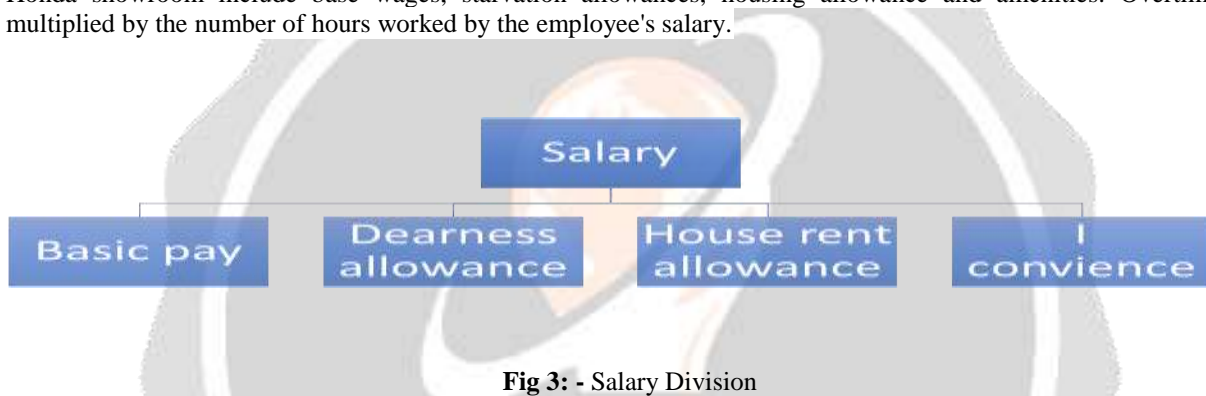
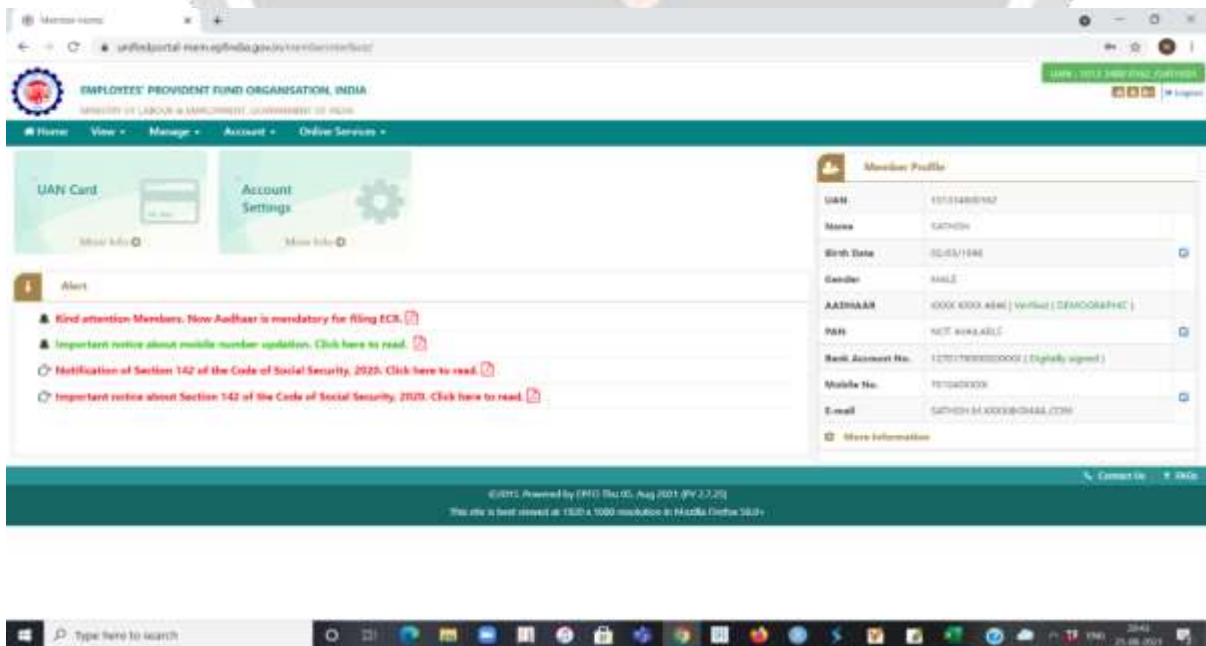


Fig 3: - Salary Division

### 3.1.6. Updating the e-nomination details in PF



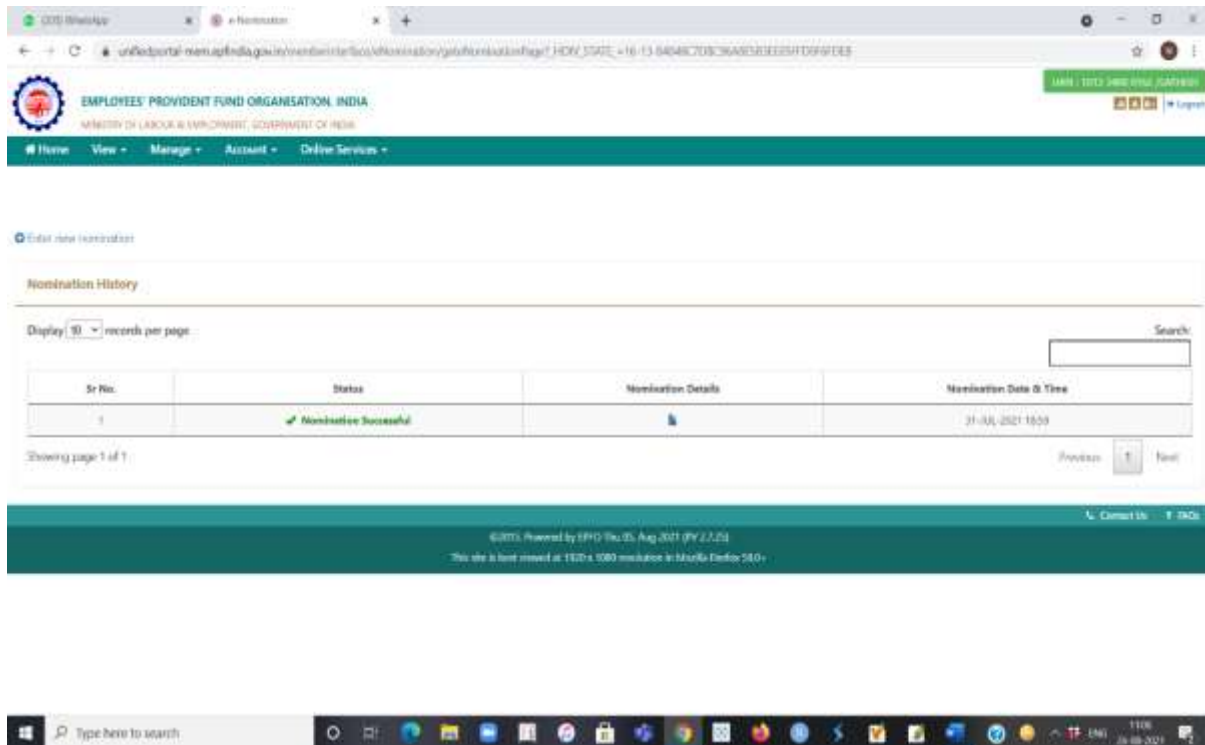


Fig 4&amp; 5: - Updating PF

### 3.1.7. Assisting meetings with Manager

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 centers me as an intern prepared the presentation and assisted the manager along the meeting.

## 4. OBSERVATION

India is the fifth largest automaker in the world and the seventh largest manufacturer of commercial vehicles. Automobile Industry in India has come a very long way ever since the Independence times wherein its growth has rapidly increased and thus resulting in the lifestyle changes and the economic boom amongst the Indian consumers. HONDA is a leading manufacturer of premium cars in India and a world leader in motorcycles production and the company's annual sales come from automobiles. 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 recognized 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.

## 5. PROBLEM STATEMENT

Compensation plays a decisive role in the working life of employees, if the remuneration is lower, employees are demotivated and their work commitment decreases, employees voluntarily work overtime, but their commitment is not recognized and no corresponding incentives are set, which obviously affects the total poor showroom performance. The percentage of sales commission is denied to employees due to the reluctance of the sales manager. This problem was considered by HR and interns and while a solution to the problem was discussed, the principles of human resource management fit like a glove.

### 5.1. SOLUTIONS

The solutions to these problems were approached in two ways: The first solution involved the sales manager, sales reps, general manager, and HR, where they organized regular meetings where executives, along with HR, began to gather details of the Sales that they had already submitted. the sales manager, and it was done once a week and so the hard work of the staff does not go away without notice and compensation is given.

The second solution was job satisfaction. This is very important as the employee feels more motivated and committed to the job. This leads to more productivity, higher sales and higher profits in the showroom. The employee works hard for better pay. In order to achieve 100 percent job satisfaction among employees, a motivation program with employee engagement was carried out so that employees do not see this problem as a major obstacle in the performance of their work.

- Will the employee have more job satisfaction with less pay?
- If so, will you work for significantly lower pay despite your qualifications and experience?

If no what are the approaches as an agency that you may assume to elevate the income and include your employees? Implementing the price effectiveness can each be an increase and a bane to the company. In this pandemic scenario growing the according to head worker price could lower the earnings and vice -versa. If an agency desires earnings and goodwill reimbursement pave the way

## 6. CONCLUSIONS

As a result, I conclude that recruiting and selection is one of the most important departments in finding the right candidates for the right jobs. Recruiters need to find the best prospects from a variety of sources and job boards. Recruiters need to recognize the problems that arise when recruiting. This internship program also helped me understand the workplace culture and basic ethics that all employees must adhere to in order to achieve a healthier workplace. professional work to get the same thing among all employees and thus create a productive environment.