

# **PROJECT DISSERTATION REPORT**

## **“ISSUES PERTAINING TO INTERNSHIP & CORPORATE TRAINING OF STUDENTS”**

SUBMITTED TO  
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BATCH OF 2020 - 2022



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## **CERTIFICATE FROM THE INSTITUTE**

This is to certify that the Project Report titled Issues Pertaining to Internship & Corporate Training of Students is a bonafide work carried out by Ms. Roopika Patwa of MBA 2020-22 and submitted to Delhi School of Management, Delhi Technological University, Bawana Road, Delhi-42 in partial fulfillment of the requirement for the award of the Degree of Masters of Business Administration.

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## **DECLARATION**

I declare that the project report is my own work conducted under the supervision of Prof. Mohit Beniwal

I further declare to the best of my knowledge that this report does not contain any part of any work, which has been submitted for the award of any degree either in this university or in any other university/ deemed university without proper citation.

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## **ACKNOWLEDGEMENT**

I take this opportunity to express my profound gratitude and deep regards to Prof Mohit Beniwal, for his cordial support, valuable information, and guidance, which helped us in completing this project through various stages.

I'm obliged to staff members of the college, for the valuable information provided by them in their respective fields. I'm grateful for their cooperation.

I sincerely acknowledge the cooperation and help rendered by respondents without them this project might not be possible.

Lastly, I thank the almighty and our fellow classmates for their constant encouragement without which this project would not be possible.

## **ABSTRACT SUMMARY**

“The world is changing at a faster pace, so is the corporate business world” The Major Research Project is pursued as a part of the MBA (Master of Business Administration) Curriculum at Delhi School of Management, DTU. It is undertaken as an HR & Management Domain, On the topic, **issues pertaining to internship & corporate training of students** - primary Stakeholders Involved in Internship & Training are Students, Placement Committee, Faculty Mentors & Companies Coming on Campus for recruitment

The main aim of the study is to identify the main problems and difficulties faced by various stakeholders in the process involved. This was done with the help of a questionnaire which was floated among the audience and the response was then recorded. The details of the response are as follows with the questionnaire attached

Students (110) - <https://forms.gle/6xuh4SREApQGMjto6>

Placement Committee (31) - <https://forms.gle/TSaLeSmg53v19t9f7>

Companies (Campus Recruitment) 19 - <https://forms.gle/BmxhYEcMr8bPNr7VA>

Internships are considered of prior importance when it comes to gaining work experience before entering the real corporate business world. They are like a shorthand experience before going on board. They give a glimpse of what the corporate world looks like. Thus so, internships become a major part of a student’s life, so this research project focuses on the issues, problems & difficulties faced by students, placement & training cells, and companies during the course of the internship. The research done in the project is from primary sources and the research methodology opted is exploratory research design, wherein a questionnaire was developed and responses were collected from the most relevant audience, later on when we deep dive into the further ends of the work. There is a depth analysis of the data collected, and reasons and suggestions are outlined. The research study will help you understand the topic from various perspectives and help you to broaden the horizon of your understanding regarding the same.

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## **INTRODUCTION**

### **ISSUES IN INTERNSHIP & CORPORATE TRAINING OF STUDENT'S**

The internship has nowadays become a vital part of the study curriculum of any student. They are one of the most important activities to be done during graduation or post-graduation days. An internship provides an insight into the ground reality of the real corporate world which is a fresh experience for younger people as they start their journey to the business world. An internship is a short-term work experience provided by firms and other organizations to persons, usually students, but not always, in order to gain entry-level exposure to a specific sector or field. It's as much labor as it is a learning experience. Interns should ideally spend their time working on relevant projects, learning about the field, creating industry connections, and honing their soft skills.

- As an intern, you will have the opportunity to work alongside seasoned industry professionals and gain a good understanding of what an entry-level position entail. You'll not only get real-world experience, but you'll also get to meet and learn from professionals. And you'll begin to form your own network, which will include everyone from your fellow interns to seasoned leaders.
- An internship also gives you the opportunity to figure out what you don't want to do, which is a less evident but equally essential benefit. When it comes to job hunting, it can be difficult to know where to begin. Internships allow you to test out a few different things without committing to anything. If you're lucky, you'll come across something you enjoy. If not, you'll at least have a better idea of what doesn't work for you.
- Employers want to see internships on resumes as they have become more frequent. Applicants with prior job experience have a significant advantage over those with only relevant schooling. Internships allow you to not only develop applicable skills and gain knowledge about a sector but also to exhibit those abilities and industry knowledge on the job.

- Internships are frequently used by companies as a talent pipeline to fill full-time employees. Internships are a variety of things for employers: a long interview, a training program, and (often) a sensible strategy to fill unfilled positions. As a result, some college seniors may enter their senior year with job offers in hand (and therefore have a much less stressful last year at school)
- In other words, internships can help you find out what you want to accomplish with your career and make it simpler to land your first full-time job in that field.

An internship can bring you a bucket full of benefits but it isn't always the case for a student, the placement & training cell & company might encounter a different set of issues & problems while internship



## **OBJECTIVES OF THE RESEARCH**

The main aim of doing this research is to analyze and understand the “issues pertaining to internship and corporate training of students”, at different levels of the internship while finding it, applying, sitting for an interview, during the course of the internship, and after that. This gives us a deeper insight into the research and helps us understand the perspective of students regarding the same, it also helps us to raise issues of major concern and provide relevant suggestions and recommendations, as the data is collected through questionnaire responses of the students across universities.

1. To Identify Issues in Internship & Corporate Training of Students
2. To get an in-depth understanding of the topic
3. To highlight the difficulties pertaining to the topic
4. To understand the perspective of stakeholders involved
5. To Identify Gaps & Suggest Recommendations
6. To interpret & analyze the recorded response
7. To provide possible solutions to the problem

## **RESEARCH METHODOLOGY**

The research study was undertaken as exploratory research with little or no work done before on the same topic. As a part of research collecting data is done through primary research, fresh and new data is collected through the pilot survey questionnaire method respondents had filled out the google form to provide their insights into the research

Since, the target research group has been unique from each other, different forms were circulated to each set. The number of responses collected is 110. A target audience of a set of **students** studying at Delhi Technological University was approached to give informative responses.

**Placement Committee** - 31, responses were collected from the students or committee members working as a part of the campus placement team directly involved in the recruitment process and training drives of the batch, from DSM, USME, DTU & other universities

**Companies** - 19, During the course of the efforts of this project were made to contact HR and Managers from the various companies such as Deloitte, Digit General Insurance, Paytm, Big Step Technologies and others. To gather responses and to understand the problems faced by the company

## **CHAPTER 1: PROBLEMS FACED BY STUDENTS BEFORE, DURING, AFTER, OR END OF THE INTERNSHIP**

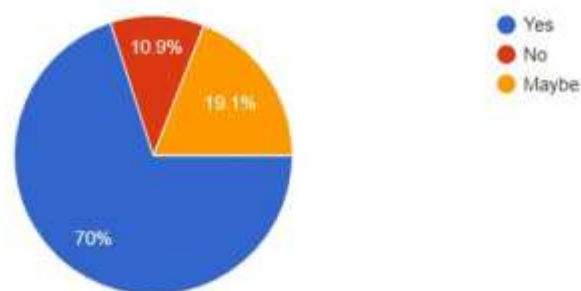
### **Problems Faced in Finding the internships**

#### **1. More Demand Vs Less Supply**

Very Often, Students while finding the internship often face difficulties, pertaining to looking for suitable profiles offered by the companies at times there are hundreds of applicants against a few numbers of vacancies offered by the company. Other than that, the roles offered by the company are too generic or basic that it doesn't help students to gather the required knowledge during the course of the internship companies offering attractive or specialized profiles to the students of financial engineering and management domain are way too less and are a far cry. Thus, a student might feel or come across the scenario where they find that there is a huge no. demand for good and quality internships in comparison to the supply in the market which is nascent. There are only a few companies that are offering an equivalent opportunity for students to grow. The COVID - 19 has also hit the job and employment sector badly, it has generated a vast gap in the demand and supply for the internship opportunities in the market. The research study also showed similar results where 70% of students believed that yes there is more demand as compared to supply of offerings in the market, 19.1% (Maybe) were sure and only 10.1% had denied the fact

Do you believe that there's more demand for internship and employment opportunities than supply in the corporate and business market ?

110 responses



**What to do:** Companies could provide more internship opportunities for a shorter timeline, this way they can generate more internship opportunities, they can give chances to more candidates with a shorter span of time.

## 2. Unmet Internship Requirements

Students at times also come across that internship deliverables are way too low, required companies at times don't offer any stipends, letter of recommendation or appreciation, or any pre-placement offer that can add more value to the internship. Students have to settle for less or keep looking for better opportunities in the longer run. Like so unmet internship requirements are a huge drawback for the students that tend to make them less motivated and more despondent than before. The companies at times offer extremely technical roles that don't match the competency level of students, which restricts them from participating in such recruitment processes. During the study, we came across the data and analyzed that about a majority of 59.1% (Sometimes) and 37.3% (Yes), people believed that the offerings made by the companies are technical and they don't match the competency level of the students. While only a small group of 3.6% answered "No".

**What To Do:** In such cases, companies should try to streamline their offering and not make their roles too technical that they become difficult to comprehend and understand. They should keep the job description simple and easy to get. Apart from all this, companies should also understand that at fresher or internship levels students are in a learning process and the company doesn't have too many technical skills to meet their requirements as of now. They are new to the industry and are there to learn and gain experience.

## 3. Unattractive Internship Opportunities

Internship profiles that are generally floated in the market are mostly generic and are of routine basic nature, there's nothing extraordinary that companies offer in terms of the internship experience. For instance, most sales and marketing profiles revolve around cold calling, cold mailing & messages, which tends to disappoint the candidate at some point of time during the internship, it too becomes routine & monotonous. Thus, at times companies fail to profile candidates with attractive Internship profiles, which hampers the process of the learning curve of a student. Companies, in turn, should try to offer lucrative opportunities that can help them get more applicants on board and select the best out of the pool of candidates, which can be a win-win situation for both.

#### 4. Fake or Unregistered Companies

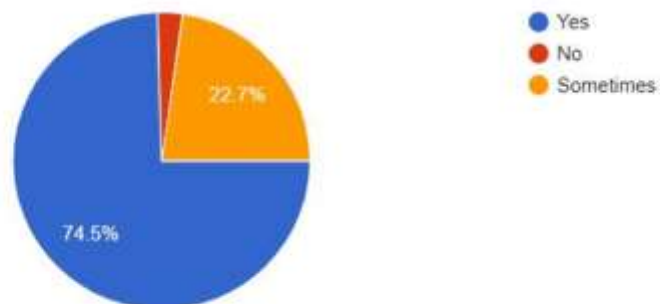
There are numerous fake and unregistered companies that bribe candidates with fancy offers but, in the end, give them nothing in return. Students should be aware of such malpractices and not get into the trap of such honeycomb

#### 5. Unpaid Internship Opportunities

Money is a great motivator for most of us. Monetary incentives can drive us to give our best and make the most of the opportunities. Whereas when it comes to internships there are only a few companies offering financial incentives to candidates, the rest of the students at times have to select unpaid internship opportunities due to lack of experience & skills. In scenarios like these, companies should recognize the importance of an intern and should pay a minimum sum to the candidates as it can work as a big driver to motivate the candidate and ensure a longer & cooperative work tenure. When a similar question was asked to the students during the research the responses collected displayed the answer that 74.5% (Yes) and 22.7% (Sometimes), respondents believed that companies don't offer an equivalent pay to an internship candidate, while only 2.7% (No) denied the fact.

Do you believe that companies don't provide with equivalent compensations and incentive's to the students ?

110 responses



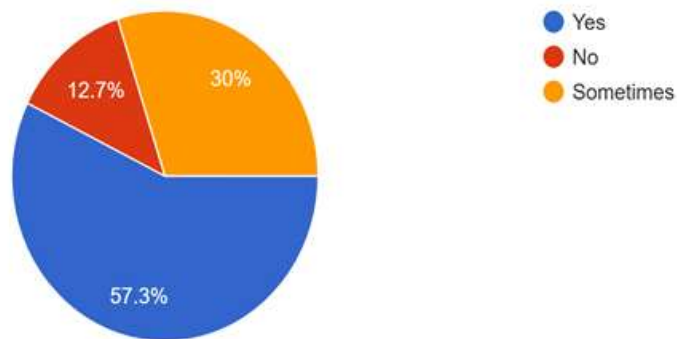
**What to do:** Companies should realize the fact, an equivalent amount of stipend or compensation is necessary for every candidate for their hard work at the firm as well as to motivate them to keep working. Monetary incentive is also necessary to meet the basic needs of the customers.

## 6. At far-off distance location

At times commuting to far-off locations is a major issue that candidates face while applying for a job. Generally, distant locations take too long for the candidates that it becomes frustrating and lethargic at times for the candidate to continue such work in the long run. It can work as a deterrent for the employees and they might leave the job. While answering this question the audience gave a mixed set of responses wherein 57.3% (Yes), that they face problems while traveling long distances for jobs, 30% at times face the similar issue but might not be affected on a frequent basis and 12.7% (No) don't face any issue at all.

While applying for internship does a far off location creates a problem for you ?

110 responses



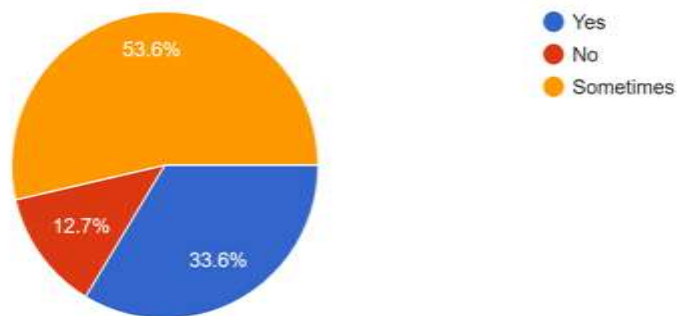
**What to do:** Companies in such scenarios can give travel allowances or fares to the candidate, so that they at least meet their financial requirements. They should also take into consideration that if not necessary they can allocate day-to-day tasks on work from home basis.

## 7. Lack of information

Candidates or Students at times might come across incomplete job descriptions, which serves as a point of disappointment in lack of information. Job Description becomes a vital part of a profile while students are applying for an internship or a job. It underlines the necessary skills required and what a company expects from a potential candidate. During the research 53.6% (Sometimes) people believed a majority that not all but at times companies do send resumes with incomplete or lack of information, which becomes a deterrent while applying. Other than that 33.6 % (Yes) and 12.7% (No) responses were collected.

Do you find lack of information while going through the job description ?

110 responses



**What to do:** Companies must ensure that they have built clear and concise job descriptions that can be easily understood by the candidates as well as state the needs of the company. This would be a win-win situation for both as it would simply serve their purpose.

## Problems faced during an internship interview

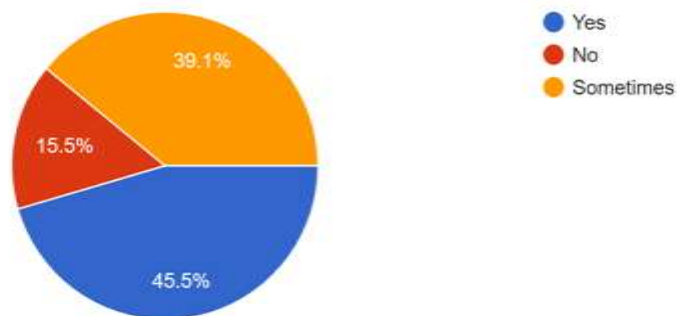
### 1. Longer Waiting Time

Waiting for longer durations might be frustrating and irritating for candidates as at times companies take a lot before announcing the final results. This can lead to the candidate might lose interest in the company or may apply for job applications. Summarizing the above answer 45.5% (Yes), 39.1% (Sometimes), and 15.5% (No), is a set of mixed responses. While looking at it we can say that candidates have to wait for a longer time duration most of the time except 15.5%

**What to do:** While longer wait times can serve as a point of disappointment, Companies must ensure that release results as quickly as possible so that it doesn't bother the candidates and respect the time of both the parties.

Do you have to wait for long time span before the results are declared ?

110 responses



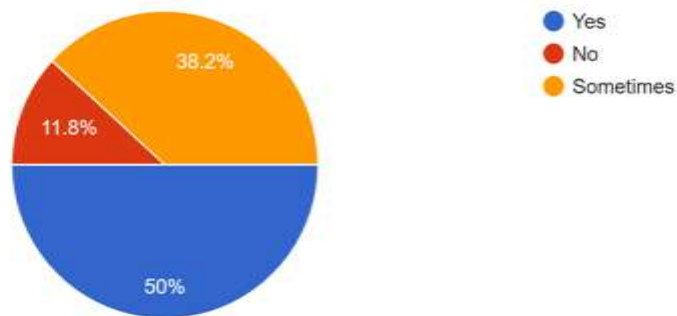


## 2. Complex Selection Procedure

Some big companies have really complex and tedious hiring procedures that take a lot of time for a candidate which they could have invested somewhere else. Thus, people might be reluctant to apply for your profile due to long procedural delays, until and unless you are a big name in the corporate market then, it might be very difficult. The results of the research showed that 50% of the entire audience believed that companies do have complex hiring procedures and requirements. 38.2 % said that not all but particularly sometimes and some companies do have a complex hiring procedure, while 11.8 % don't believe in the same.

Do you believe that some companies have a complex hiring process ?

110 responses



**What to do:** A short yet effective procedure can save the time of both the stakeholder, a longer and complex procedure takes away a lot of time and results in confusion. Thus, companies should keep their process simple yet effective for a greater benefit.

## Problems faced during an internship

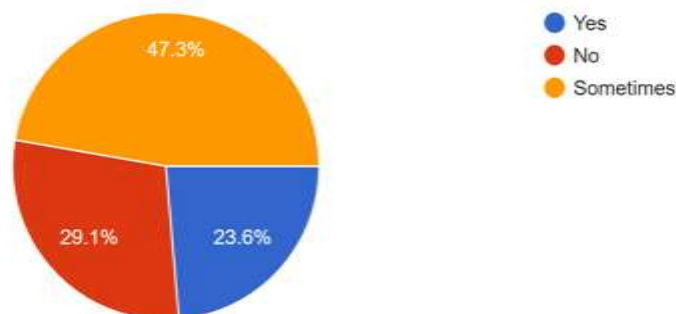
1. **Underutilized Potential - Not Enough Work** - Interns don't have enough jobs allocated to them. They're bored, underutilized, at your desk strumming their fingers, and tempted to check Facebook.

**What to do:** If they complain about not having enough work to do, sympathetic friends and parents will suggest that they should conduct their own research and develop their own project. This is all sound advice, but it's difficult to get excited about a project that they are not sure would be used or even looked at in reality.

2. **Burdened with - Too much work** - Since interns are eager to get their foot in the door, some employers can take advantage of them by assigning them to tedious, repetitive work for long periods of time. However, based on findings, this seems to be more of an issue with entry-level assistants in the legal, corporate, and banking worlds than with interns. At an internship level, students believed that 29.1% (No) of the time they aren't burdened with work, 47.3 % (Sometimes), while only some candidates 23.6 % (Yes) feel that they have been loaded with work.

As an intern do you feel burdened with too much work in the organization ?

110 responses

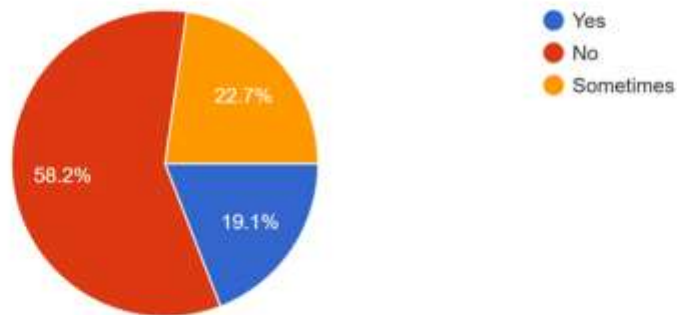


**What to do:** Keep long-term career goals in mind to ensure that the effort is worthwhile.

3. **Afraid to ask too many questions** - There's an explosion of work all of a sudden, and you've finally had your chance to shine! However, you are unsure of x, y, and z. You may feel pressured to be a self-sufficient and independent worker, but it's much better to clear up any doubts. Today's youth is active and confident. The search results for the study showed that a vast percentage of students about 58.2 % aren't afraid to ask questions in the first go while a few 22.7% (Sometimes) & 19.1 % (Yes) are fearsome while doing so.

Are you afraid to ask question to your senior, colleagues or mentor in the organization for the first time ?

110 responses



**What to do:** Follow this one rule, and you will become a better worker: don't assume. My friend is a civil engineer, and her supervisor told her that his most important rule was to never assume something's right. Always check if you're not sure. You will avoid silly mistakes and crumbly bridges

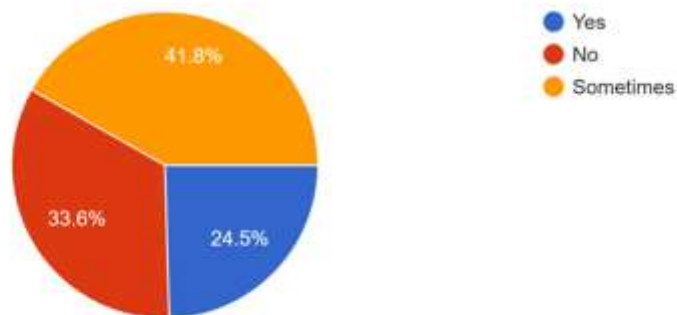
4. **Increased Competition with Others** - Fortunately, worked in groups where the interns had a collaborative relationship with one another, allowing us to quickly ask each other questions and collaborate on projects. Interns may be vying for a potential job opportunity or a successful letter of recommendation in other office settings, which may not be as welcoming.

**What to do:** Simply relax and maintain a polite demeanor. The most important attribute you can have at this point in your career is to be open-minded, drama-free, and easy to work with. It's fine if you're not the brightest, quickest, or most ruthlessly competitive employee. People would want to work with you because you're pleasant to be around and have a positive outlook.

5. **Unnoticed Work** - The boss assigns you a project that you finally believe would put your college degree to good use. But it never gets released, gets misplaced on their desk, or, whoops—there was a misunderstanding between senior staff, and your project is no longer needed. This is infuriating not only because of the apparent waste of time and effort, but it also makes you less inspired for potential ventures. An approximate 33.6 % (No) Intern work doesn't go unnoticed in the organization which is good news as their potential and hard work are recognized. While 41.8% of people believed that it does come to notice sometimes and only 24.5% said “Yes” that it remains unnoticed.

Do you believe that as an intern your work remains unappreciated or unnoticed in the organization ?

110 responses

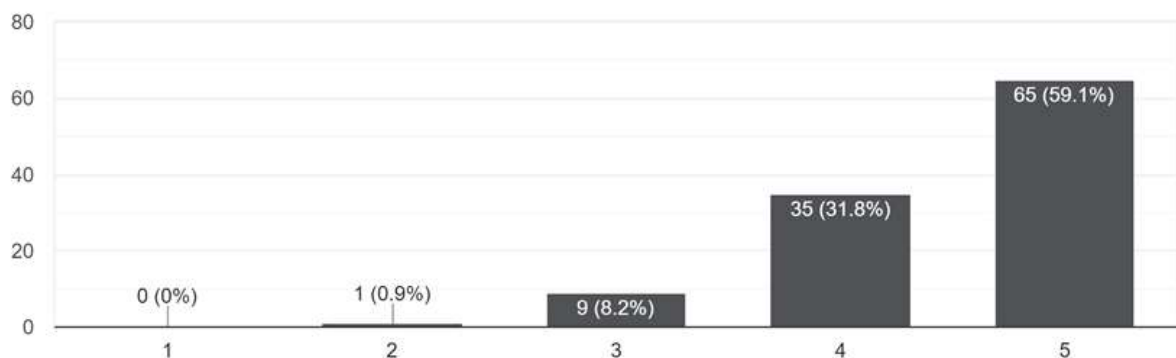


**What to do instead:** Post your written work online! Don't think of it as a waste of time and effort. Instead, consider it a resume or experience boost. Keep a record of the activities and assignments you completed during your internship. Writing them down will help you understand what you've learned and will provide you with the sense of accomplishment you need to keep going.

6. **Uncooperative Mentor** - Internship mentors will have a big influence on how much you learn from your internships. Your internship will be extremely fruitful if your mentor takes you seriously and helps you learn. On the other hand, if they are unable to cooperate, it could be one of the most difficult internship obstacles you may encounter. Out of the total respondents, more than a half-believed 59.1 % that role of the mentor is most important that 31.8% said it of prior importance, whereas 8.2 % were neutral about the fact and only 0.9% said it's least significant.

How important is the role of a mentor during an internship ?

110 responses



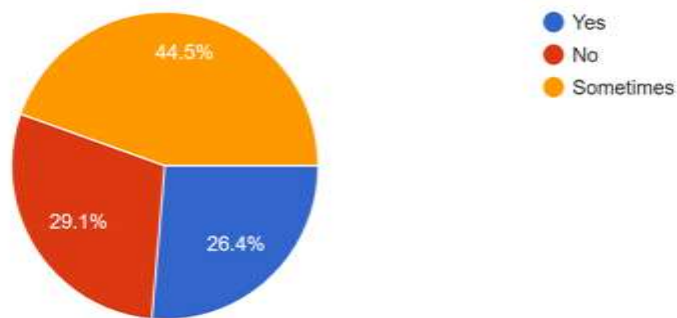
**What to do:** If your instructor isn't interested in sharing their experience, you'll have to coax it out of them. Make a list of your questions and concerns and ask them all at once, as bothering them constantly will alter their perception of you.

If it doesn't work out, you should request a new mentor from the appropriate authorities.

7. **Time and Self-Management** - It's similar to your first job. Your college professors were tolerant of you arriving late for classes and submitting assignments late. However, in a professional setting, this is not acceptable, and as a result, time management can be extremely difficult. Maintaining a balance between work, school, and personal life appears to be a difficult task. Managing a work-life balance might be of prime importance for some while not for others. During the research students, 44.5% (Sometimes) find it hard to maintain a work-life balance only 26.4% firmly responded (Yes) and 29.1 % are easy with it.

Do you face difficulties in maintain work-life balance while doing an internship ?

110 responses



**What to do:** This isn't something you can pick up in a day or two. Self-management is only possible through the formation of habits and the adoption of a more organized lifestyle.

8. **Inadequate Compensation:** You accepted an internship with the expectation that there would be little pressure and that the pay would be adequate. However, once you get started, you'll notice that the pay is much less than the job merits.

**What to do:** Even if you and a full-time employee seem to be doing the same amount of work, you are paying far less. Interns, on the other hand, are almost always on a short-term contract and are paid less.

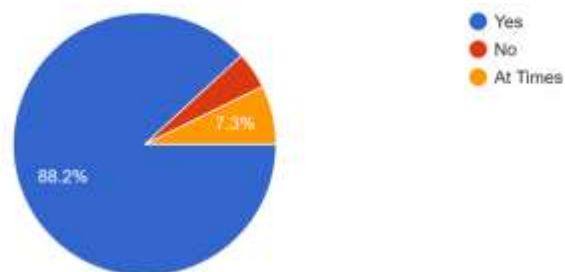
If you're having enough learning opportunities and they're helping you advance in your career, there's no point in giving up any of them.

However, if you believe it is inadequate to cover your daily expenses, contact HR and request an increase.

9. **Little or No Feedback:** All workers, but particularly interns and entry-level applicants, need to be evaluated on a regular basis. Employees must be informed as to whether they are doing a good job or whether anything needs to be changed. Many managers underestimate the importance of providing input to their interns, so it's up to you to seek it out.

If you don't get much or any input, ask your boss if you're doing a good job. If you're more at ease in a less formal atmosphere, it might be a casual question over coffee. This method encourages the boss to be less self-conscious about overlooking the need to tell you how you're doing. There's no doubt whether it is an intern or employee everyone looks for feedback for improvement and growth similar was the results were 88.2% (Yes) agreed to the same.

Do you look for feedback or suggestion from the organization at the end of your internship ?  
110 responses

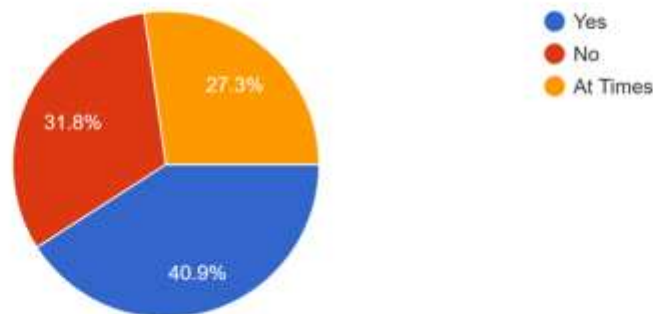


**What to do:** You may also gain insight by asking your boss for guidance on specific work-related topics, such as how to approach those situations you've encountered.

**10. Organizational Culture:** It takes a long time to get to know the workplace community. Since any organization's culture differs from one office to the next. Others have a fluid framework and others have a rigid structure. Despite the fact that businesses are becoming more flexible, some offices still have rigid policies. However, there are some internal variations as well. The research study showcased results as most students 40.9 % (Yes) & 27.3 % (At times) face difficulties initially in adjusting to the organization's culture. While 31.8% are cool and confident with it. The marketing department, for example, could be more social and fun-loving than the finance department. It's quite possible that the opposite would occur. Trying to observe organizational activity during the first weeks of socializing challenges is also a challenge. Your perspective is crucial in this situation because it determines how much you succeed in socializing.

During the initial days of your internship, do you find it difficult to mix with the organizational culture ?

110 responses





## **Problems faced during the end of the internship**

### **1. The intern is loaded with a lot of work**

Since interns are new to the industry and are inexperienced professionals. They are loaded with so much work that it really becomes hectic for them. They are given work that is extra than their routine jobs that nowhere link their department to their job profile. This is bad news for the firm as they are not able to take care of the intern who is working in their organization

### **2. Longer time to complete internship formalities**

While the internship period is coming to an end, the candidate might face an issue in which the company details payment of the final cheque or certificates which are to be issued with respect to the candidate. Instances like such can lead to a lot of disappointment and disapproval to the candidate and might lead to distrust and loss of reputation for the company

### **3. No Appreciation & Recognition**

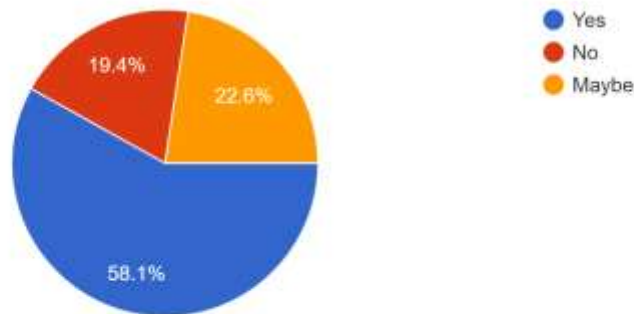
When the tenure of the internship is ending and candidates have worked tirelessly for the company in the past few months, rewards, recognition and appreciation can add to their happiness. And give them a sense of accomplishment and achievement, to begin with their corporate careers ahead. Appreciation of a kind can build confidence and boost morale.

## **CHAPTER 2: ISSUES IN INTERNSHIP AND CORPORATE TRAINING OF STUDENTS FACED BY PLACEMENT CELL OF THE UNIVERSITY**

### **1. Demand VS Supply of Opportunities in the Market**

Do you believe that there's more demand for internship and employment opportunities than supply in the corporate and business market ?

31 responses



Placement act as a mediator between students and companies ensuring the right opportunities are placed before students that align with their potential and interest and as well as the companies find the best suitable candidates they are looking for. During this process, the placement committee may come across a lot of grievances from both sides and might have to act in a way to solve problems from both ends.

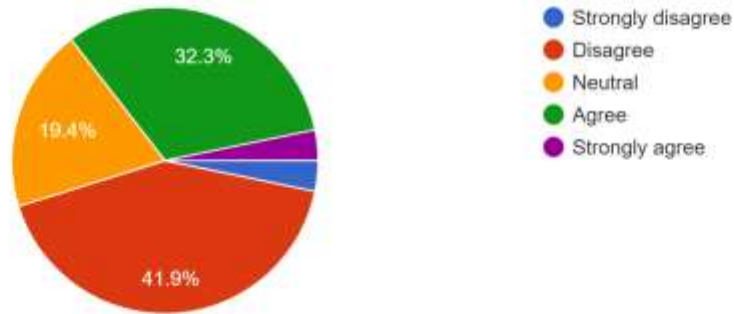
In our observation first aspect is the question same as posted to students is the demand more than the supply in the market for internship and job opportunities, the responses collected stated that while more than 50% that is 58.1% of people believed that, Yes the demand is more, a small chunk said no about 19.4% and rest 22.6% were not sure. The variety of responses could be due to the fact of experiences by the placement cell at some point of time they might have faced heavy demand and other a steeply lower demand'

**What to do:** In case when demand is more there's a lot of students looking for good opportunities the placement cell could take the help of university professors and collaborate with them providing students with apprenticeship opportunities with professors that could get them a leading-edge and learning experience

## 2. Technical Roles

Do you believe that companies at times offer extremely technical roles that doesn't match the competency level of students ?

31 responses



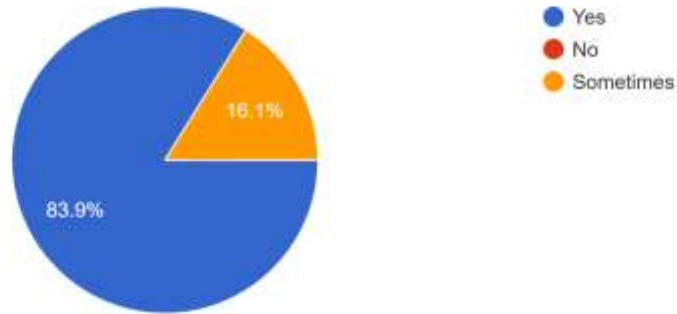
Out of the total responses collected, there was a mixed set of answers approximately 14 out of 31 responses (around 45%) believed that companies don't offer technical roles while hiring from the campus, whereas around 11 out of 31, 35 - 36 % people believed that yes, companies do offer technical roles that don't match the competency levels of students, rest 19.4% remains neutral about the fact.

**What do to:** In Case the placement cell or students feels that the role is technical and it is something they have done or studied in the past they match it with their existing course curriculum to get more clarity on the same. If not then they can make it a part of learning for future purposes

### 3. Time Consumption

Do you believe that finding job or internship openings is a time consuming process ?

31 responses



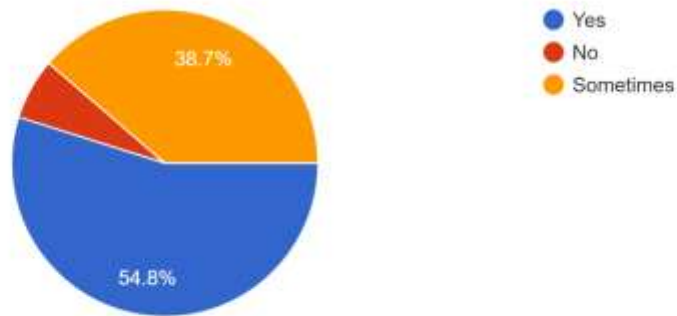
Since, the placement committee is bridging the gap between students and companies, it can be said and believed they must be spending hours sitting and finding the right fit for the firm. Similarly, questions were asked during the research to which the students responded that yes most of the time around 84% of the time, finding jobs and internships opening is a time-consuming process, while others may not find it time-consuming always responded by saying sometimes around 16.1%.

**What to do:** While it is an unbeatable fact that tasks like such as tedious to handle. What could be done in such cases is that placement cells should search only at the right and relevant website, companies so that they aren't hunting every and there's reduced and minimum waste of time.

#### 4. Compensation Structure

Do you believe that companies don't provide with equivalent compensations and incentive's to the students ?

31 responses



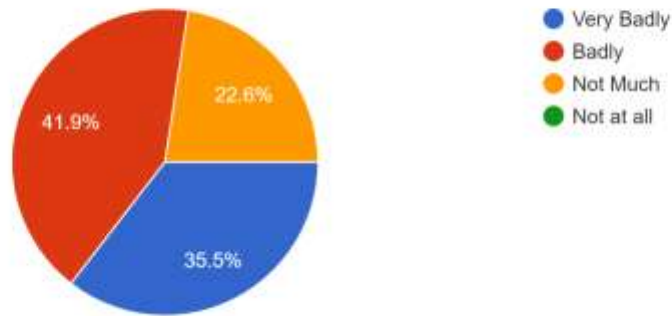
When it comes to compensation or money, with any employment opportunity it becomes the most important part, the similar question was asked to students and placement cell and the response was nearly the same at tier B levels, companies don't incentives students with handsome pay packages at the initial stages, even while providing internships students aren't paid anything for their efforts. In our observation, most people agreed that around 54.8 % "YES" and 38.7 % "Sometimes" believed that companies don't provide equivalent compensation and incentives to the students.

**What to do:** Negotiation, in this case beginning from the end of Placement Cell can prove to be helpful, they bring on some handsome packages and increase the benchmark potential for the future, by making them realize the value in the institution and long-term association and benefits.

## 5. COVID - 19: Pandemic

How badly has Covid - 19 pandemic hit the employability as compared to the past ?

31 responses



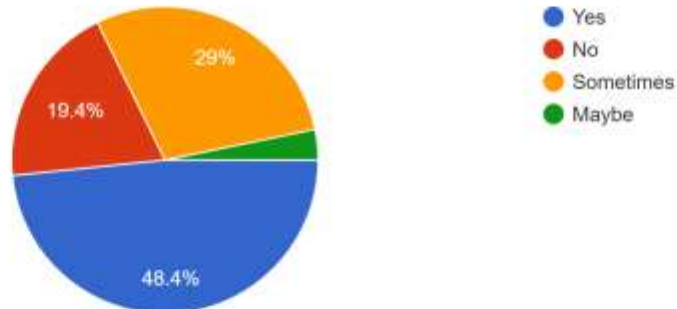
Covid was the time of job losses and security, where many people not only lost their jobs, but many were removed, and pay cuts were given in many cases. A similar set of problems occurs when companies already cutting on their existing jobs, then how can they provide new opportunities to the market. Our study showed similar results that most students in the placement cell believed that employability has been badly hit by the pandemic 41.9% and 35.5%, badly & very badly, while only 22.6% believed it hasn't been much affected.

**What to do:** Natural & Health caused problems are to be dealt really sensitively while much can't be done about it because a lot is at the state from the various ends, yet placement committee can collaborate with online learning platform, and provide students with employability courses which can increase their future employability probabilities.

## 6. New Companies

Do you face difficulties in reaching new companies for recruitment ?

31 responses



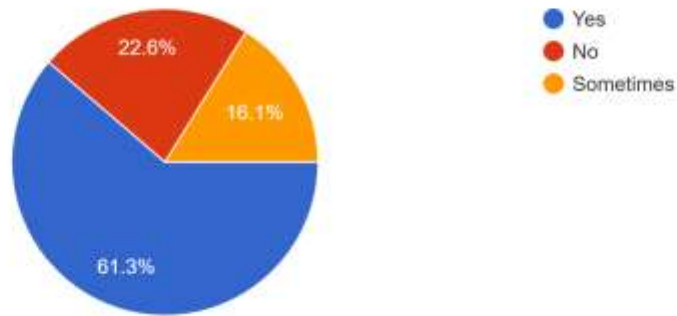
While reaching out to new companies to be added to the college recruiter or hiring portfolio is a tremendously important task for the placement committee, they are often faced with difficulties during this process. The respondents in our research reacted by saying mostly yes and sometimes, 48.4 % and 29% respectively. When asked why here are the few reasons highlighted

1. Pandemic: No hiring vacancies, stopped recruitment processes, fewer opportunities, more competition
2. Competition: Companies are already tied up with other institutions, they don't pay much attention to new ones. With all that, they have prenotion and preconceptions about developing institutes.
3. HR Attitudes: At times even after long mails and calling trials, HR doesn't respond at all. On the other hand, if pushed highly HR reacts and responds in an aggressive manner.

## 7. Preparation & Training of Students

Do you face problems while preparing and training students for placement process ?

31 responses



Since the placement cell is spending time and efforts in bridging the gap between students and companies, it becomes equally important that companies coming for campus recruitment don't go empty-handed, thus it becomes vital for them to train them on regular basis. When this question was asked during the research more than 50% of respondents answered that "YES" they do face problems while training the students. They also highlighted some issues such as

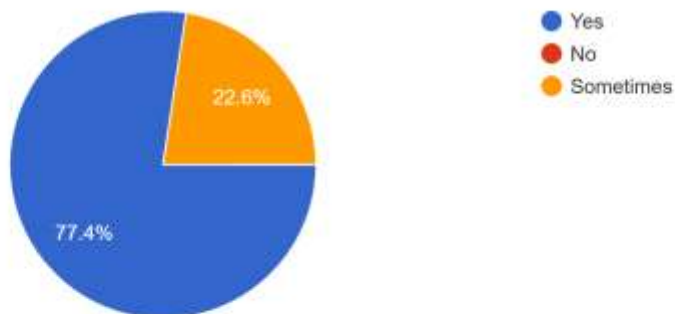
1. Lackadaisical Attitude
2. Lack of Cooperation
3. Lack of willingness
4. Basic Interview Skills
5. Proper Communication Skill
6. Lack of Exposure
7. Lack of motivation
8. Willingness to Accept & Change
9. Lack of focus & seriousness
10. Lack of introspection
11. Difference of Opinions



## 8. Alumnus Corporate Connect

Is Alumnus network helpful in the building good corporate relations ?

31 responses

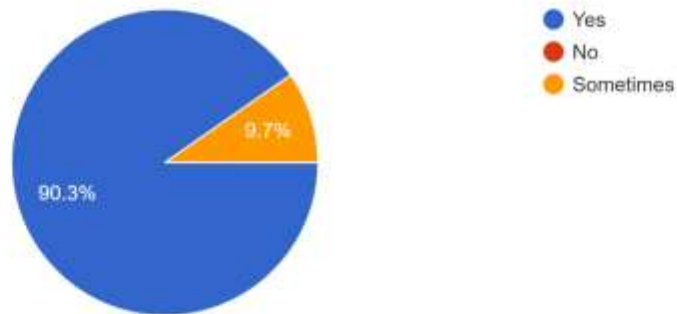


Alumnus are the building blocks of any growing institute as they are the people who are in direct contact with the corporate world, they also know and represent the potential of the institute they have studied in. Thus, the placement committee should have corporate relations with them and should reach out to them from time to time for conducting corporate visits, lectures, and activities.

## 9. Brand Building

Does a positive and popular college image proves to be beneficial at the time of contacting big companies ?

31 responses



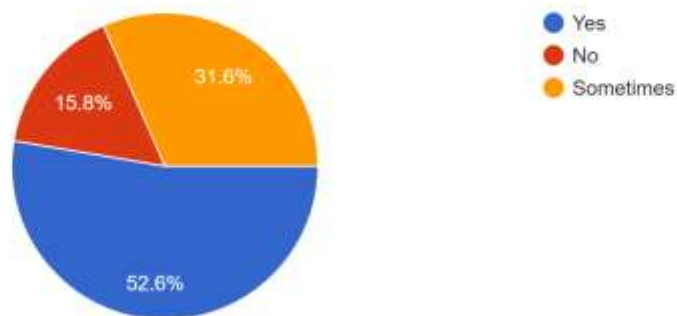
When it comes to brand image or brand building it plays an important role as per the placement cell response as it becomes easier to reach out to companies they already know about your institution and are more welcoming, whereas if the institute isn't that famous then, initially you will have to face hard time explaining about the college, stream, course, achievement, and other facts and figure. Thus, an established brand image does give a leading edge

## **CHAPTER 3: ISSUES PERTAINING TO INTERNSHIP & CORPORATE TRAINING OF STUDENTS FACED BY COMPANIES OR CAMPUS RECRUITERS**

### **1. Demand VS Supply**

Do you believe that there's more demand for internship and employment opportunities than supply in the corporate and business market ?

19 responses

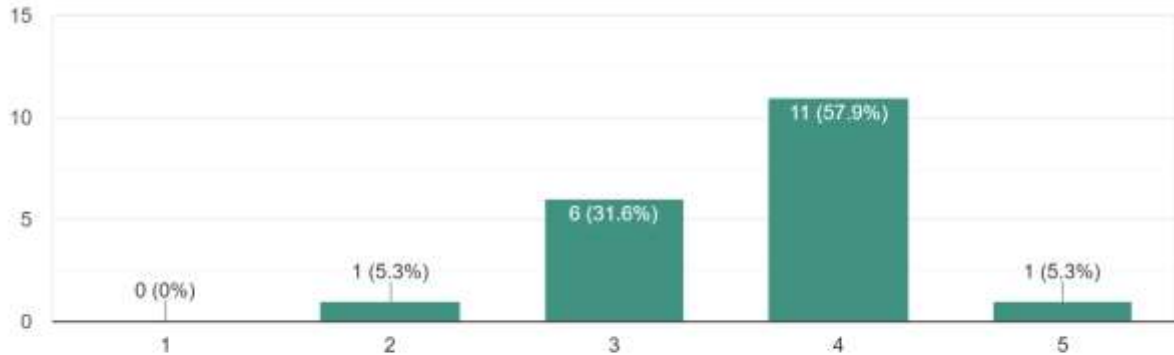


This is similar to the question posed to students and the placement committee, to understand from various perspectives the relation between demand and supply of employment opportunities all the 3 stakeholders responded in a somewhat similar fashion and agreed “yes” that demand is more than the supply in the market, due to the factor that in India there's a huge population and people are skilled enough to do specialized jobs thus the ratio of demand and supply in the market is unmeet. The above pie depicts results shows that about 52.6 % of HR or professional believes that there's more demand than supply in the market.

## 2. Finding the right pool of candidate

How difficult it is to find a right pool of candidate for a particular role ?

19 responses



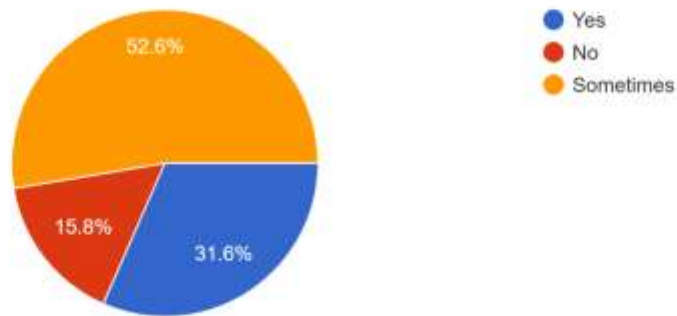
Finding a potential candidate that is fit for the job is sometimes tough and time-consuming, HR personnel often face difficulty in finding the right person for a job, this might take, days and months, if by chance a wrong candidate is hired then the organization may face hard time training and developing the candidate, thus finding a right fit candidate becomes vital for any organization. 1 - Being least difficult and 5 - being most difficult, professionals across companies responded by saying that finding a perfect fit candidate for your profile is a tedious task to do by recording responses about 57.9% (11) and 31.6% (6).

**What to do: Keyword Resume Screening:** At times there are certain keywords mentioned with the job description HR can match those keywords with the candidate's CV and make sure they pick up the desired suitable candidate for specific job roles

### 3. Information Accuracy

Do candidates give inaccurate information or details while applying for a job or internship ?

19 responses



Candidates are often lured by employment opportunities and to make it to any organization they at times tend to share inaccurate information to clear the process rounds of interview, situations like such don't look good at the end of candidates if discovered the recruits may not trust them and would be more cautious about the same in the future. During our research, we come to see that mostly but not very often it might happen that candidates may share inaccurate information during the recruitment process which might be problematic and time-consuming during the hiring process, around 52.6% of professionals faced that problem at a time and 31.6% agreed that yes details shared at times are false.

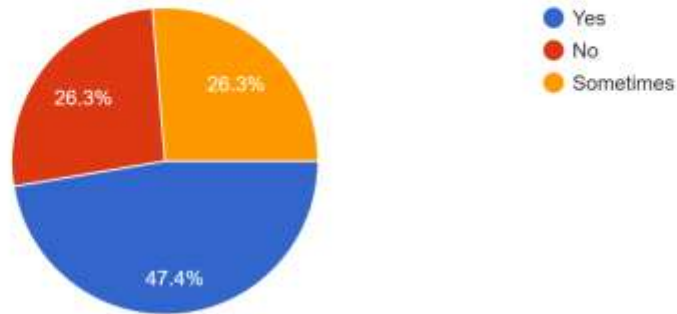
**What to do: Background Check:** It is a general industry practice to undertake background check for individuals before hiring to make sure the information imparted is clear and accurate

**Reference Check:** HRs can call up references given by the candidate to check up on the details of the potential employee, it can work as a double-check verification to match the information shared and to find out if there are any dispensaries.

#### 4. Skill & Knowledge Management

Do you believe that young fresher's or intern lack technical skills or knowledge required for the profile ?

19 responses



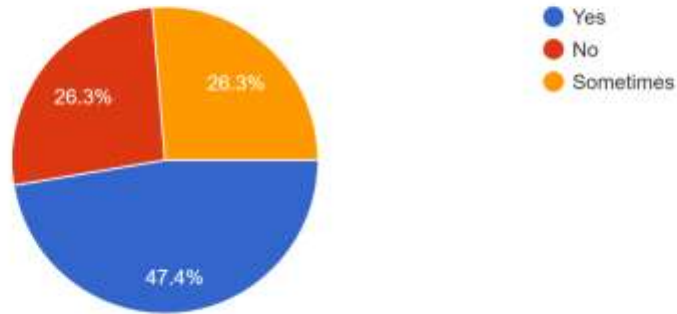
While hiring for any job role HR looks for a basic skill set such as technical software, verbal, problem solving, and decision-making skills that must exist with employees. These skills become essential for any job role and are a must. 47.4% of HR believed that yes candidates at freshers or intern level do lack skills, while some may encounter this issue a few times.

**What to do: Training,** if companies find learning and leading potential in candidates, they can provide training to them during their initial days of joining so that whatever gap exist can be covered.

## 5. Attitude Issues

Have you ever encountered attitudinal or behavior issues by any employee in the organization ?

19 responses



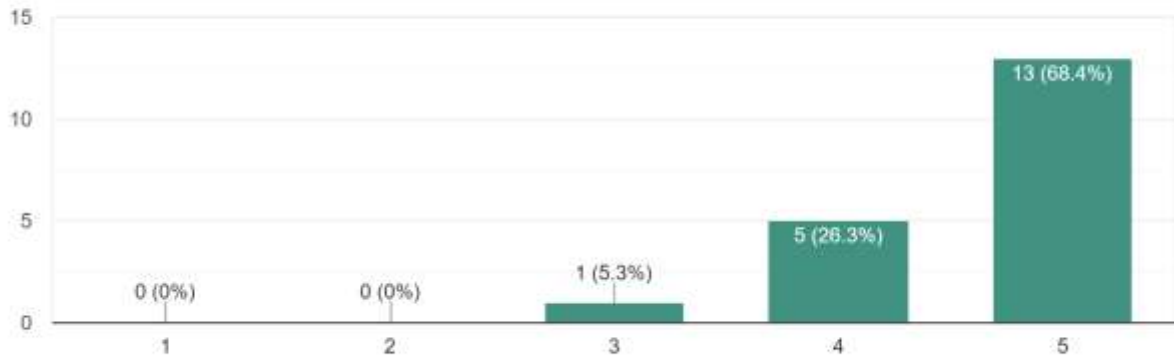
At times there are arguments and conflicts amongst employees in the organization, which cause a problem in the HR department because issues like such tend to disrupt the working environment of the organization. Thus, the team must come to aid to resolve such issues. The data collected showed mixed experiences of behavioral encounters in about 47.4% of all responses.

**What to do: Employee Engagement Activities:** Employees at the organizational level must get to know to each other at an informal and social level, HR must organize these activities so that they can better understand each other and increase the level of cooperation, and reduce conflicts

## 6. Brand Image

How important is it to built a strong company image in front of employees ?

19 responses



Google, Microsoft, Amazon, and many others are the most sought-after companies by candidates, to work and build their careers, employees are ready to go an extra mile for these firms, this is because of their strong brand image existing in the market that every potential candidate is ready to join our organization. Thus, a strong brand image serves as an advantage to organizations because they get a large number of candidates to hire from and recruit the best people. The above graph shows that the majority of the respondents (68.4%) believe that a strong brand image gives an edge while conducting the hiring process for the firm as it can get you a large pool of candidates.

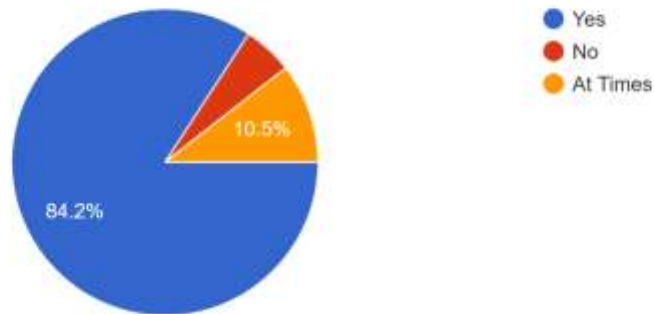
**What to do: Positive PR:** HR at firms can invest in positive public relations activities, so that potential outside the organization can know about working, culture, and environment at the organization, this can be done through social media, like linked Instagram and YouTube.



## 7. Recruitment Policies

Does your organization follow fair recruitment policies ?

19 responses

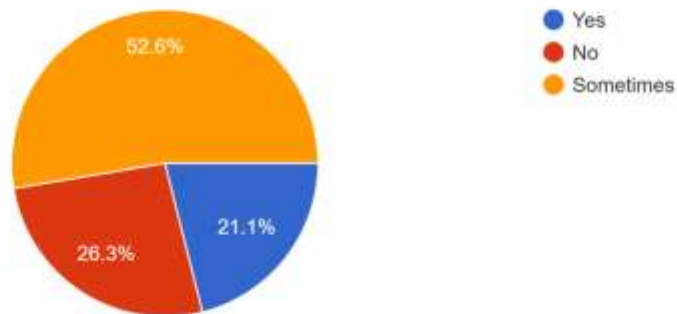


There's often debate about the recruitment policies that various organizations follow, candidates, when they are not selected, tend to blurt out frustration and irritation on the company about their unfair hiring process. Thus, any organization undertaking hiring must make sure that the process is fair and just. Almost all the organization states that their firm follows fair recruitment practices while hiring (84.2%)

## 8. Hiring Difficulties

Do you face difficulties while hiring candidates for the company ?

19 responses



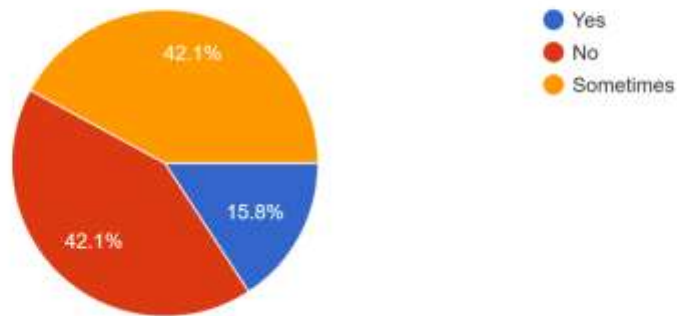
Though recruitment, hiring & talent acquisition could be a tricky process some might be able to do it with ease while others may face difficulties such as a large number of people, without the right qualifications, sitting problems, Shortage of niche skills, and talent, etc. Professionals at various firm big or small face some or the other difficulty while hiring, similar results were shown by the respondents about 52.6 % believed sometimes they come across difficulties, whereas 21.1% agreed, but stated that lack of structured process, incompetent personnel, inaccurate information & budgeting constraint are some of the things to worry about

**What to do: Process Structuring & Contingency Planning:** Unplanned events might occur at the time of recruitment thus HR's can chalk out a proper plan to tackle such situations, without much loss of time & effort

## 9. Training & Development Difficulties

Do you face difficulties while training candidates during the course of internship ?

19 responses



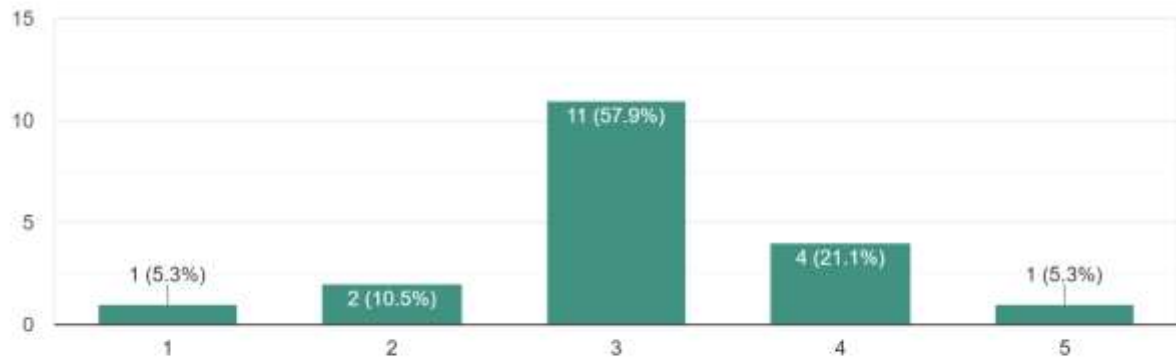
Training employees in the organization can be a tedious task as it requires a lot of time & effort. Organizations may also face problems training and developing the employees due to their lackadaisical attitude, willingness and motivation to learn. We collected mixed responses to the above question where 42.1% responded by saying “No”, the same number of professionals with “sometimes” might face issues like Causal Attitude, lack of punctuality & willingness, online modes of communication.

**What to do: Structure well in digest stable chunks, encourage peer-to-peer learning.**

## 10. Getting things done

How difficult it is to get work done from employees or intern ?

19 responses



One of the major tasks of the managers is to get things done by the employees, which can be problematic at times. It's important to achieve work goals and tasks so that organizational requirements are met. While most respondent's ant finds it moderately challenging to get things done (57.9%), (1 - least difficult & 5 - most challenging). 21.1% find it difficult.

**What to do: Rewards & Recognition:** Appreciation act as n intrinsic motivation for employees it boosts their morale and confidence and they work better in any organization. Whereas when we talk about monetary rewards, they act as luring incentives.

## **RECOMMENDATIONS**

The suggestions and recommendations mentioned below are the summaries of “what to do” given under every problem in detail.

### **Students**

<b><u>Problem</u></b>	<b><u>Solution</u></b>
Demand VS Supply	<ul style="list-style-type: none"><li>● New Opportunites: Shorter Time &amp; More Profiles</li></ul>
Unmeet Requirements	<ul style="list-style-type: none"><li>● Proper Structuring of Internships &amp; Job Roles</li></ul>
Unattractive & Unpaid Prospects	<ul style="list-style-type: none"><li>● Proper Incentives</li><li>● Rewards &amp; Recognition</li></ul>
Fake Companies	<ul style="list-style-type: none"><li>● Background Checks</li><li>● Internet Research</li></ul>
Distance	<ul style="list-style-type: none"><li>● Travel Allowances</li></ul>
Lack of Information & Longer Waiting Time	<ul style="list-style-type: none"><li>● Clearly Concise, Effective &amp; Timely Communication</li></ul>
Selection Procedure	<ul style="list-style-type: none"><li>● Short &amp; Comphernsive</li></ul>
Under or Over Burdened With Work	<ul style="list-style-type: none"><li>● Mentor-Mentee Relationship</li></ul>
Competition	<ul style="list-style-type: none"><li>● Upskill or Re - Skill</li></ul>
Unnoticed Work	<ul style="list-style-type: none"><li>● Appreciation</li><li>● Publishing or Sharing Work Online</li></ul>
Uncooperative Mentor	<ul style="list-style-type: none"><li>● Help from higher authorities</li></ul>
Feedback	<ul style="list-style-type: none"><li>● Polite &amp; Humble Communication</li></ul>

## Placement Cell

<u>Problem</u>	<u>Solution</u>
Demand VS Supply	<ul style="list-style-type: none"><li>● Apprenticeship program under professors</li></ul>
Technical Roles	<ul style="list-style-type: none"><li>● Updating Course Curriculum</li><li>● Workshop, Seminars, Training</li><li>● Upskill &amp; Reskilling</li></ul>
Time-Consuming	<ul style="list-style-type: none"><li>● Alumni Networking</li><li>● Relevant Searches</li></ul>
Compensation Structure	<ul style="list-style-type: none"><li>● Negotiation</li></ul>
COVID - 19 (Natural Conflicts)	<ul style="list-style-type: none"><li>● Collaborative Learning with online platforms</li></ul>
Training & Development	<ul style="list-style-type: none"><li>● Structure &amp; Continuous Following</li></ul>
Alumnus Network	<ul style="list-style-type: none"><li>● Connecting Regularly</li></ul>
Brand Building	<ul style="list-style-type: none"><li>● Past Results</li></ul>

## Companies

Problem	Solution
Demand VS Supply	<ul style="list-style-type: none"><li>● New Opportunities: Shorter Time &amp; More Profiles</li></ul>
Right Pool of Candidate	<ul style="list-style-type: none"><li>● Keyword Search</li><li>● Resume Screening</li></ul>
Information Accuracy	<ul style="list-style-type: none"><li>● Background Check</li><li>● Reference Check</li></ul>
Skill & Knowledge Management	<ul style="list-style-type: none"><li>● Training &amp; Development</li></ul>
Behavioral Conflict	<ul style="list-style-type: none"><li>● Informal &amp; Social Interactions</li><li>● Employee Engagement</li></ul>
Brand Image Building	<ul style="list-style-type: none"><li>● Invest in positive PR</li></ul>
Recruitment Difficulties	<ul style="list-style-type: none"><li>● Process Structuring</li><li>● Contingency Planning</li></ul>
Training & Development Issues	<ul style="list-style-type: none"><li>● Structuring: Peer to Peer Learning</li></ul>
Getting things Done	<ul style="list-style-type: none"><li>● Rewards &amp; Recognition</li></ul>

## **CONCLUSION**

The dissertation project is an extensive study of the problems faced by stakeholders such as students, placement committee, and, companies during internship & corporate training of students. The data was collected from a pilot survey questionnaire circulated among students of Delhi Technological University, Delhi University & other universities. The response highlighted various issues such as the demand for Opportunities is higher, their lack of training, skill, and knowledge management among students, workload & time management during the internship, unappreciated and recognized work at the job place, uncooperative mentorship, and lack of feedback and guidance at companies end. Similarly, sort of the questions was highlighted to the placement committee they believed that there's a gap in skill training due to willingness and lackadaisical attitude of students, when it comes to technical roles the course curriculum isn't updated, also during the pandemic the corporate sector was hit badly thus, no or low employment opportunities were floating across. Having a strong college image makes it easier to reach out to them saves time and effort, plus alumnus connect can prove to be helpful during times like these. The last segment talked about, companies and their requirements while hiring, while most companies are said to follow fair recruitment policies, they find it difficult to find the right pool of candidates while hiring for a specific role, there's inaccurate information imparted by them at times and many applicants are under for the job role applied for. HR professionals across companies believe that a strong company branding attracts a potential pool of candidates, to find the best fit for the job and will prove to be helpful in the recruitment and hiring process. All the three stakeholders are important factors when it comes to recruitment, hiring, and managing a job role in the organization, students should continuously strive to enhance their abilities to improve themselves, by upskilling and reskilling. The Placement Team should try to act as a support system by providing more opportunities to students for corporate exposure and to training them continuously by making them more employable, students should also willingly participate in these activities realizing the fact that they are for their own benefit. Companies, while interns, freshers, and employees are working in the organization, should provide them with equal opportunities to work, train and develop their skill set, as well as a healthy and cohesive working environment.