



DELHI SCHOOL OF BUSINESS

By Vivekananda Institute of Professional Studies -TC

Topic: - Hire To Retire Process of Manpower Group

By
'Akansha Joshi'

**A report submitted in partial fulfilment
of PGDM program 2023-25**



ManpowerGroup®



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**Name Company Guide - Mr. Sagar
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Sr. Talent Acquisition – Recruitment
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**Faculty Guide Name- Mrs. Meghna
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Designation -



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Certificate from Faculty Guide

This is to certify that work entitled 'Project title' is a piece of work done by 'Student Name' under my guidance and supervision for the partial fulfillment of degree of PGDM at Delhi School of Business –VIPS TC.

To the best of my knowledge and belief this study embodies the work of the candidate. This requirement of the rules and regulations relating to the summer internship of the institute, is up-to the standard both in respect of content and language for being referred to the examiner

Signature:

Name:

Designation:

Date:

Company certificate




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CERTIFICATE FROM COMPANY GUIDE

This is to certify that 'Akansha Joshi' Enrollment No. '202311060' a student of PGDM from Delhi School of Business- VIPS TC has done his/her summer training at 'Manpower Group, HR-Recruitment, Pune' from 25-04-2024 to 26-04-2024.

The project work entitled " Hire to Retire process at Manpower Group " embodies the original work done by 'Akansha Joshi' during his/hersummer project training period.

Signature: 
'Name' Sagor Jadhav.
'Designation' (Talent Acquisition).

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Certificate of Training

This is to certify **Akansha Joshi** was associated with ManpowerGroup Services India Pvt. Ltd. from **25th April 2024** to **25th June 2024**. She was based at **Pune** and worked as an intern in the **Manpower** Team.

She exhibited diligence and commitment towards her assignments and completed her project satisfactorily.

We wish her all the best.

Yours Sincerely,

A handwritten signature in black ink, appearing to read "M. Adhikari".

Madhumita Adhikari

Associate Director – Human Resources

July 3, 2024



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Declaration

I Akansh Joshi hereby declare that this project report “Hire To Retire Process of Manpower Group “is my own work, to the best of my knowledge and belief. It contains no material previously published or written by another person nor material which to a substantial extent has been accepted for the award of any other degree or diploma of any other institute, except where due acknowledge has been made in the text.

Signature:

Name: Akansha Joshi

Roll Number: 202311060

Date:

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List of Symbols, Abbreviations and nomenclature

- MPG: Manpower Group
- HR: Human Resources
- POC: Point of contact
- ESIC: Employee State Insurance Corporation
- EPF: Employee Provident Fund
- LOP: Loss of Pay

Executive Summary

This report reflects on my summer internship at Manpower Group, where I had the chance to work closely with HR team and gained experience in "Hire to Retire" (H2R) process—a system that manages every aspect of an employee's journey, from the moment they're recruited until they leave the company. During my internship, I served as a Management Trainee Intern, working with clients like Bosch Chassis, Bosch Ltd., and Telamon in Maharashtra, all under the supportive guidance of the Manpower team.

The H2R process at Manpower Group is designed to make each step of an employee's lifecycle as smooth and efficient as possible. It covers everything—recruitment, onboarding, attendance management, payroll, benefits, compliance with labour laws and finally exit formalities. Each of these stages is thoughtfully crafted to create a positive experience for employees.

In this report, I'll walk you through each step of the process, with a focus on what I learned and experienced as a Management Trainee in HR.

One of the highlights of this internship was the chance to build my LinkedIn network by connecting with professionals in the HR domain. Being part of one of the world's top three staffing firms gave me valuable insights into the industry and its growth in India.

Overall, my internship at Manpower Group was an enriching experience. It not only allowed me to apply what I've learned in theory but also helped me develop important skills and gain deep insights. I'm truly grateful for the opportunity, and I'm confident that the skills and knowledge I've gained will be invaluable as I move forward in my career.

Company Description

ManpowerGroup India is a leading human resource and workforce solutions provider, dedicated to connecting talent with opportunity and delivering comprehensive staffing and recruitment services across various industries. As a subsidiary of ManpowerGroup, a global leader in the workforce solutions industry, ManpowerGroup India has established itself as a trusted partner for businesses seeking to navigate the complexities of talent acquisition and workforce management in the dynamic Indian market.

Founded in 1948, Manpower Group is operating in over 80 countries with a deep understanding of global and local workforce dynamics. ManpowerGroup India, established in 1997, leverages this global expertise while adapting to the unique cultural and economic landscape of India. The company has a robust presence across the country, with offices in major cities like:



Delhi



Mumbai



Bangalore



Chennai



Kolkata



Pune

Comprehensive Workforce Solutions

ManpowerGroup India offers a wide range of services tailored to meet the evolving needs of businesses in various sectors. These services include:

1. **Recruitment and Staffing Solutions:** ManpowerGroup India specializes in finding the right talent for organizations, whether it be permanent, temporary, or contract staffing. Their recruitment process is designed to identify candidates who not only possess the required skills but also align with the cultural values of the organization.
2. **Talent Management:** Beyond recruitment, ManpowerGroup India provides talent management solutions that help organizations optimize their workforce. This includes services such as employee assessment, training and development, career transition, and leadership development programs.
3. **Outsourcing:** The company offers end-to-end outsourcing solutions that allow businesses to focus on their core operations while ManpowerGroup India manages their non-core activities. This includes business process outsourcing, recruitment process outsourcing (RPO), and managed services.
4. **Consulting Services:** ManpowerGroup India's consulting arm provides expert advice and strategic guidance to help organizations navigate complex HR challenges. Their consulting services cover areas like workforce planning, organizational design, and HR technology implementation.

ManpowerGroup India serves a wide array of industries, including Information Technology, Banking and Financial Services, Manufacturing, Healthcare, Retail, and more. Their deep industry knowledge enables them to understand the specific talent needs and challenges of each sector, allowing them to deliver tailored solutions that drive business success.

The company places a strong emphasis on diversity and inclusion, ensuring equal opportunities for all candidates. They also engage in various corporate social responsibility (CSR) initiatives aimed at enhancing employability and empowering underprivileged sections of society. They utilize advanced HR technologies, data analytics, and digital platforms to streamline recruitment processes, enhance candidate experiences, and provide clients with actionable insights into their workforce.

Domain Expertise

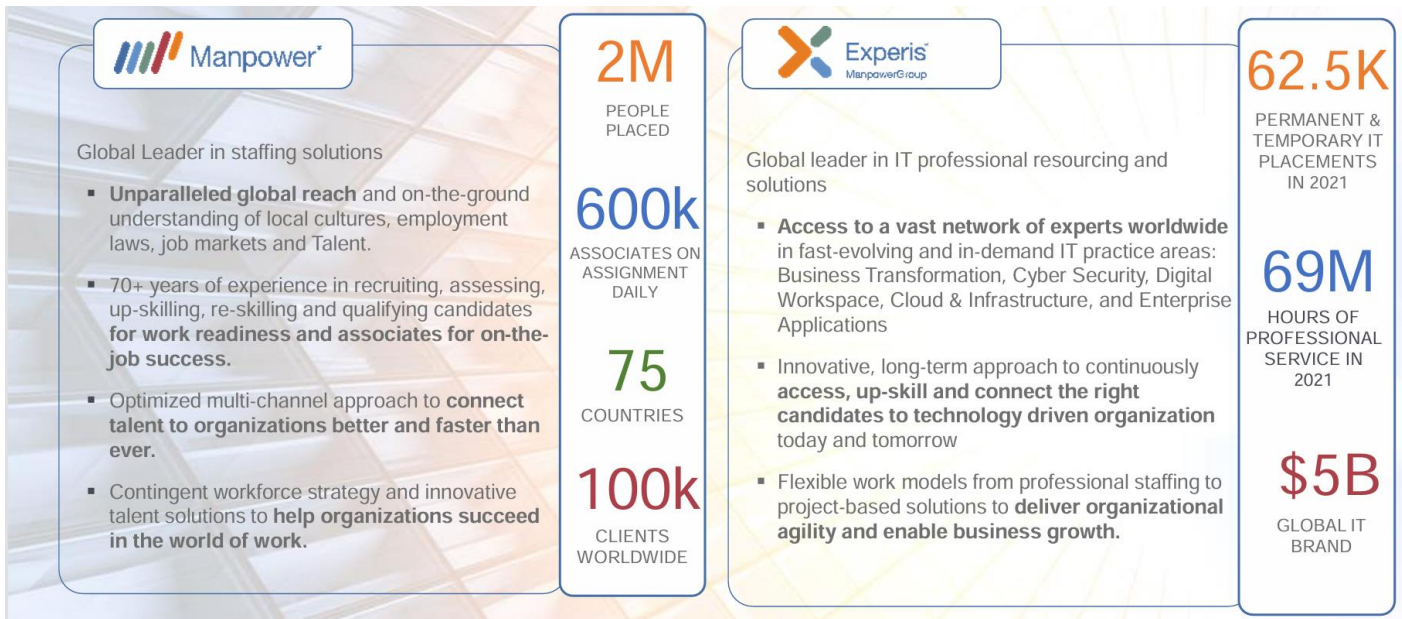


Figure 1: Domain Expertise (Manpower & Experis)

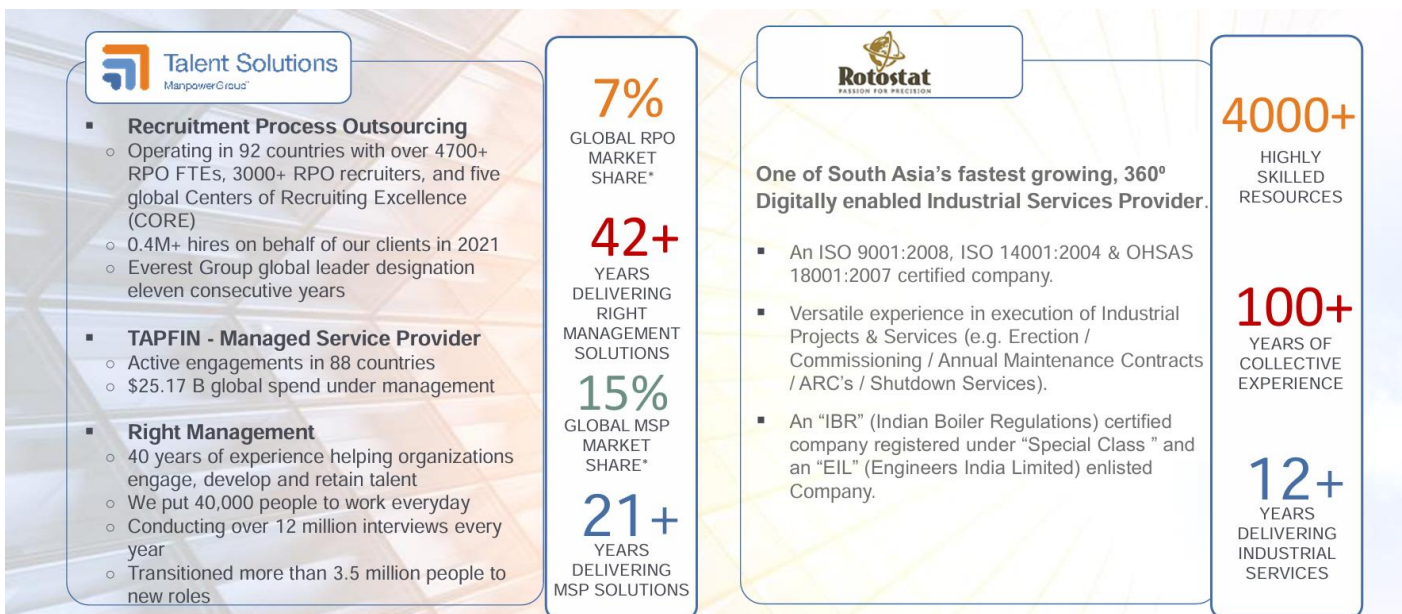


Figure 2: : Domain Expertise (Talent Solution & Rotostat)

Partial List of clients

Renewable Energy Industry



Retail Industry



BFSI Industry



Oil, Gas and Petroleum Industry



Pharma Industry



Technology and IT



And many more....

Job Description

During my internship as a Management Trainee Intern at Manpower Group, I was deeply involved in the Hire to Retire (H2R) process. This immersive experience allowed me to work through the various stages of employee management, from recruitment to exit, and gain practical insights into the day-to-day operations of an HR department.

Recruitment Process

My internship began with a focus on recruitment. I helped post job openings, screened resumes, and coordinated interviews. Learning to use internal tracker & DHT was a key part of this role, as it helped streamline the hiring process. I developed skills in writing job descriptions that attract the right candidates and polished my communication abilities through interactions with both candidates and hiring managers, ensuring a smooth and professional candidate selection.

Onboarding/Joining Formalities

The onboarding phase is another crucial phase of employee onboarding process. I played a significant role in organizing orientation sessions and ensuring that new hires completed all necessary paperwork. This included making sure they get all the necessary information, onboarding kits, and helping them adapt to the company culture. Through these activities, I realized how essential a structured onboarding process is for integrating new employees effectively and making them feel valued from day one.

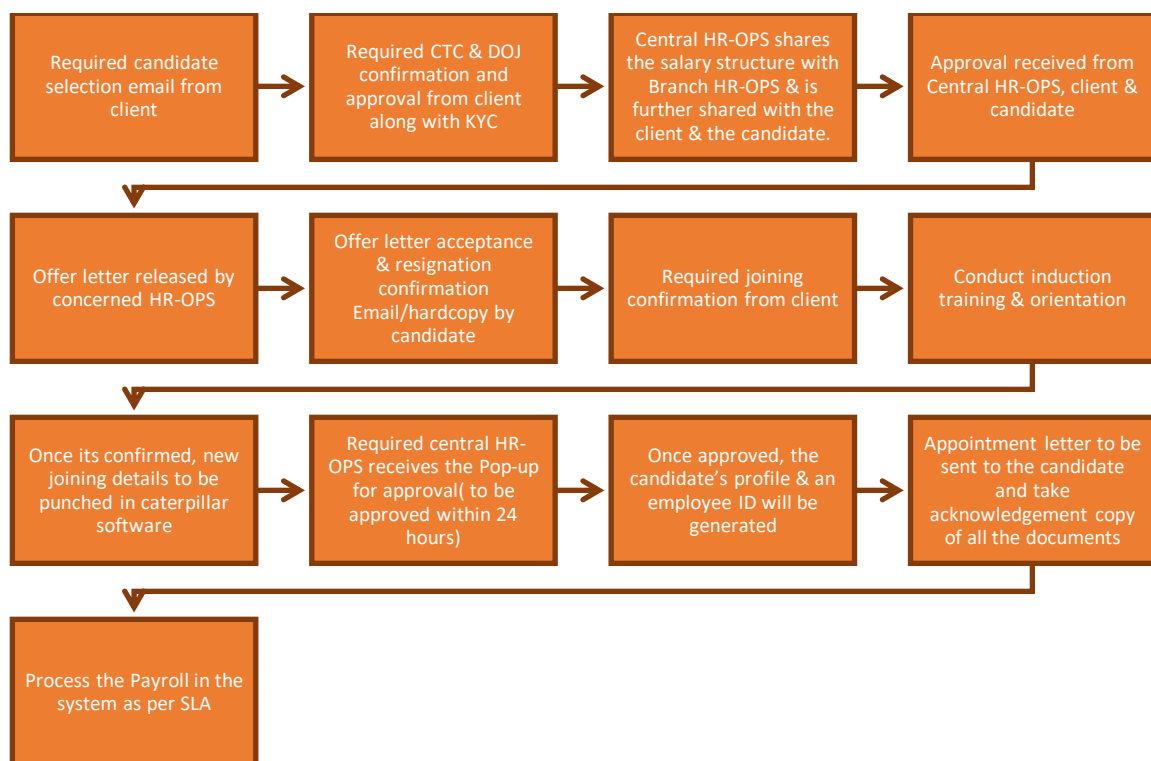


Figure 3: Onboarding Process

Attendance Management & Payroll Processing

Managing attendance is a key responsibility where we learned how respected team track employee attendance, processed leave requests, and maintained accurate records. Utilizing HR management software for these tasks, I learned how critical precise attendance tracking is for smooth payroll processing and compliance with labour regulations.

Learning about payroll processing is one of the more informative parts of my internship. We were given a very informative training session on how calculation of salaries, bonuses, deductions are done ensuring compliance with statutory requirements like EPF, ESIC, and taxes. This session with payroll department enlightened us about the importance of accuracy and confidentiality in handling payroll.

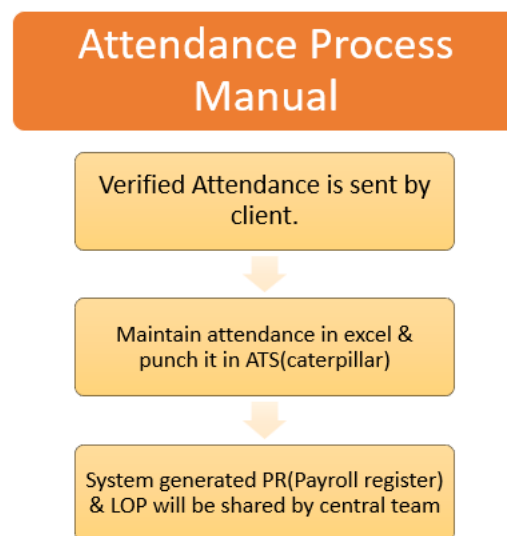


Figure 4: Attendance Process

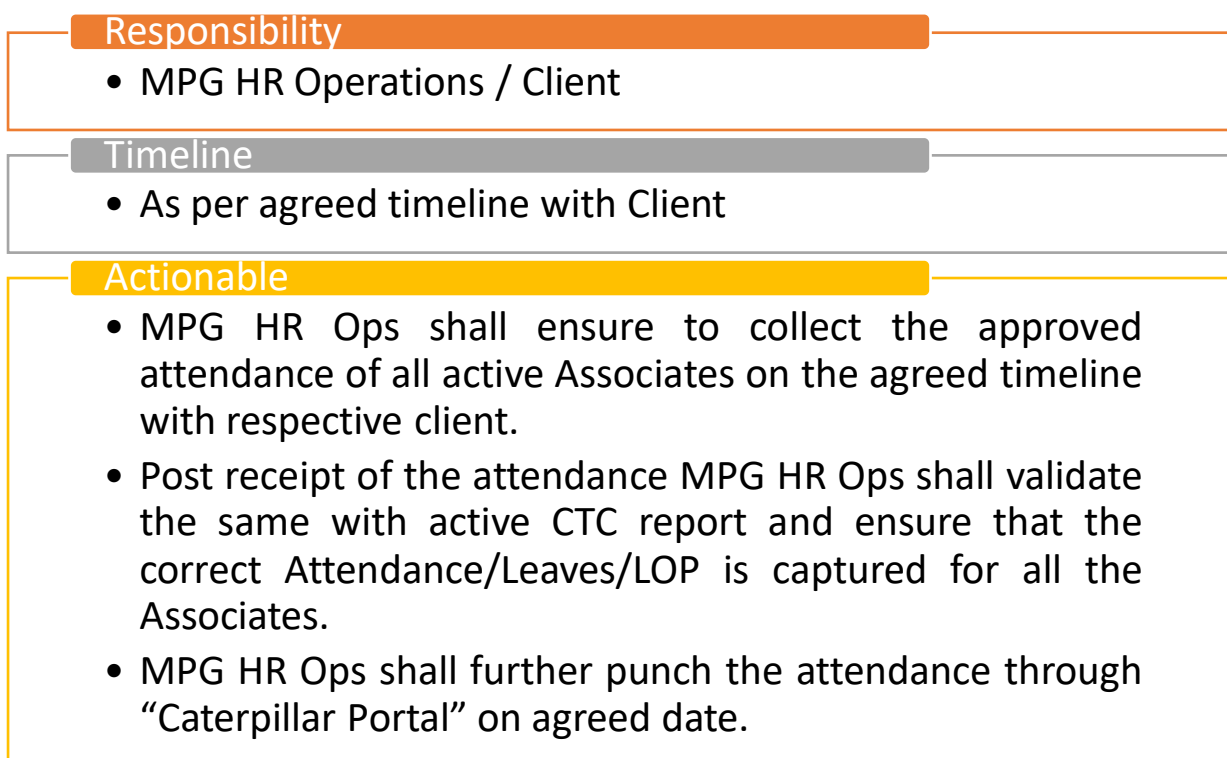


Figure 5: Payroll Process

Employee Relations

In managing employee relations, I handled employee queries for Bosch Chassis, Bosch Ltd and Telamon, resolved grievances, and facilitated communication between staff and management. This aspect of the role required empathy and problem-solving skills. I learned how to effectively mediate conflicts and contribute to a positive work environment, which is vital for maintaining high employee satisfaction and retention.

Exit Formalities

Finally, I assisted the team in managing the exit process for departing employees. This included exit interviews, processing final settlements, and ensuring a smooth transition. Understanding the reasons behind employee exits allowed me to gain insights into improving retention strategies and addressing potential issues within the organization.

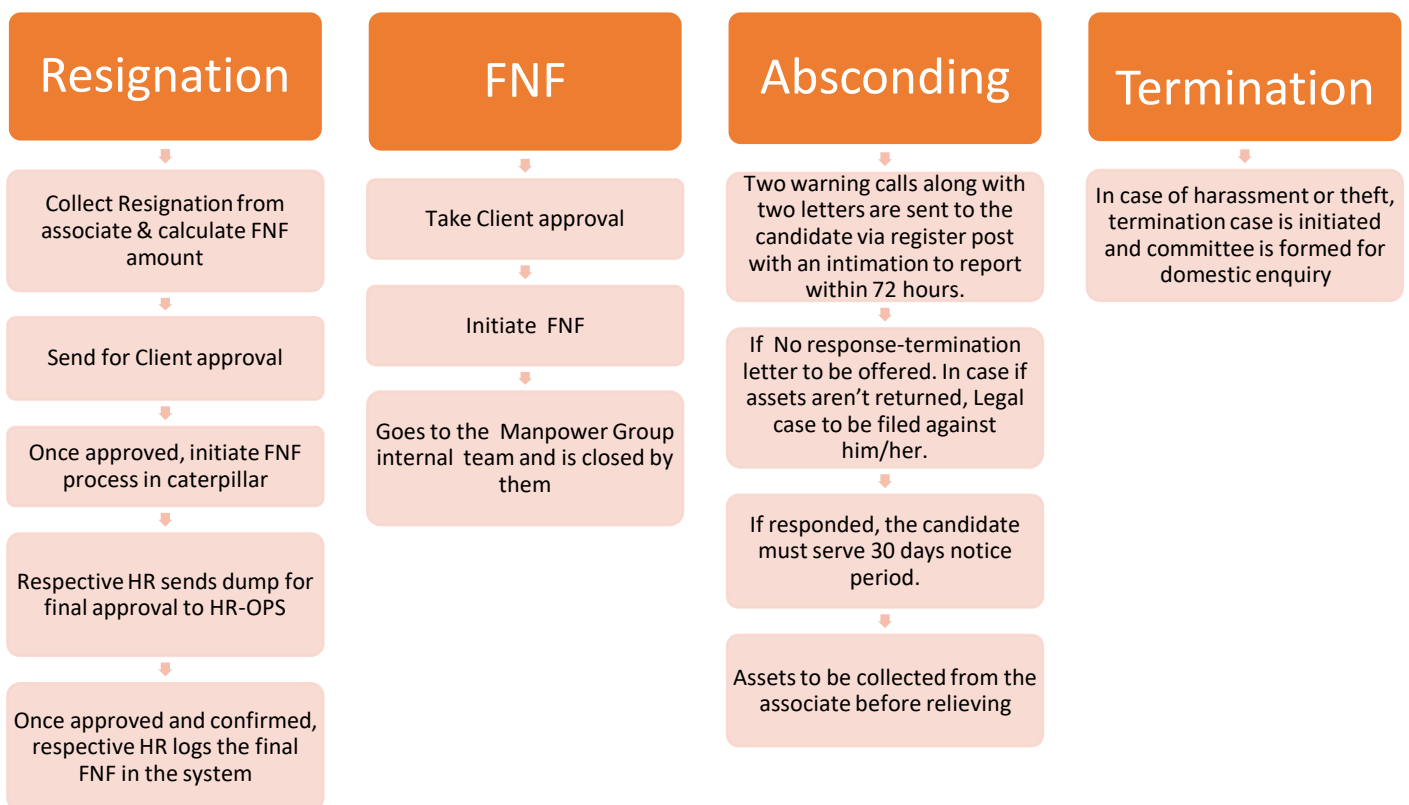


Figure 6: Exit Formalities

Learning Outcomes

My internship at Manpower Group was a significant learning journey that provided a comprehensive view of the H2R process. I developed strong organizational and multitasking skills, became aware of various HR software, database management and gained a deep understanding of HR policies. The experience also enhanced my problem-solving abilities, communication skills, and capacity to manage confidential information effectively.

Moreover, I cultivated a strategic mindset in managing HR functions and recognized the critical importance of employee engagement and satisfaction. Working closely with experienced professionals across different HR functions enriched my knowledge and prepared me for a successful career in human resources.

In conclusion, my time at Manpower Group was invaluable, equipping me with the skills and knowledge necessary to excel in HR. The hands-on experience and comprehensive understanding of the H2R process have laid a solid foundation for my future career endeavours.

Analysis of Job

Key Responsibilities

- Post various advertisements on various platforms like LinkedIn, Naukri
- Screen profiles to shortlist suitable candidates
- Schedule and coordinate interviews with hiring managers
- Manage communication with candidates throughout the process
- Organise orientation session for new hires with respected client's team
- Ensure completion of all necessary documentation
- Make sure candidates have the onboarding kit on time
- Maintain up-to-date employee records
- Ensure adherence to labour laws and company policies
- Assist in calculating salaries, bonus
- Ensure timely and accurate distribution of salaries
- Maintain confidentiality and accuracy in payroll processing
- Address employee queries and grievances
- Facilitate communication between employee and client's management
- Help in mediating conflict
- Conduct exit interview and understand reason behind employee exits
- Process final settlements and smooth transition
- Maintain records and use exit data to suggest improvement in retention strategies

Skills Required

- Excellent Communication Skills, essential for interactions with stakeholders and candidates
- Proficiency in Excel and database management
- Problem solving skills for addressing and resolving employee issues efficiently
- Organizational skills
- Confidentiality, maintaining integrity and confidentiality in handling sensitive employee information

Learning outcomes

Improved Communication Skills

A major achievement from my internship at Manpower Group was a noticeable improvement in my communication skills. As an HR Management Trainee, I engaged frequently with clients, candidates, and new employees, each requiring a tailored communication approach. For example, with candidates, I had to maintain a balance of professionalism and friendliness to help them feel relaxed during the recruitment process. For new hires during onboarding, it was crucial to provide clear and supportive information to facilitate their smooth integration into the company. These diverse interactions helped me develop a versatile and effective communication style, which is essential for success in HR.

Technical Expertise

The internship involved comprehensive training on various HR management software systems. I gained proficiency in using tools such as internal trackers, DHT, and other HRMS platforms to efficiently handle recruitment, onboarding, attendance, and payroll processing. This technical proficiency is vital for enhancing both efficiency and accuracy in HR operations. I became adept at navigating these systems, generating reports, and analysing data—skills that are crucial for effective HR management.

Detailed Compliance Knowledge

Throughout my internship, I received in-depth training on compliance management, which offered valuable insights into labour laws, statutory requirements, and company policies. This included understanding regulations related to EPF, ESIC, and tax compliance. I learned the importance of maintaining up-to-date employee records and the meticulous attention needed to ensure compliance. This knowledge is critical for avoiding legal issues and ensuring that the organization adheres to all regulatory standards.

Advanced Problem-Solving Abilities

During my internship, I faced various challenges that required advanced problem-solving skills. Whether it was addressing employee grievances, correcting payroll discrepancies, or managing conflicts, each situation needed a strategic and thoughtful approach. I learned to assess problems from multiple perspectives, develop potential solutions, and apply the most effective one. This experience underscored the significance of remaining calm and composed while solving problems and highlighted the value of proactive problem-solving in creating a positive work environment.

Organizational and Multitasking Abilities

The role of a Management Trainee in HR involves handling numerous tasks simultaneously. From overseeing recruitment processes and organizing onboarding sessions to managing attendance and assisting with payroll, I had to manage multiple responsibilities at once. This required me to develop strong organizational skills to prioritize tasks effectively and meet deadlines. I learned to create detailed schedules, maintain accurate records, and manage my time efficiently. These organizational and multitasking skills are crucial for the smooth functioning of HR operations.

Confidentiality and Integrity

Managing sensitive employee information underscored the critical importance of confidentiality and integrity. I recognized that trust is fundamental to effective HR management, and any breach could have serious consequences. This aspect of my internship reinforced the ethical standards necessary for HR roles and the importance of maintaining high levels of professionalism and discretion.

Strategic Thinking

Engaging in various HR functions helped me develop a strategic perspective. I learned to align HR activities with the organization's broader goals. For instance, understanding the reasons behind employee departures provided insights into improving retention strategies, while managing performance appraisals highlighted areas for employee development. This strategic mindset is essential for contributing to the long-term success of the organization, as it involves considering how HR initiatives can support overall business objectives.

Collaboration and Teamwork

Working closely with experienced professionals across different HR functions enriched my understanding and emphasized the value of teamwork. I collaborated with colleagues on recruitment drives, onboarding programs, and compliance management. These experiences taught me how to work effectively within a team, leverage each member's strengths, and contribute to shared goals. The collaborative environment at Manpower Group highlighted the importance of shared knowledge and mutual support in achieving HR objectives.

Conclusion

In summary, my internship at Manpower Group provided a comprehensive learning experience that equipped me with essential HR management skills and knowledge. From enhancing my communication and technical abilities to deepening my understanding of compliance and strategic thinking, each aspect of the internship contributed to my professional development. These learning outcomes have laid a strong foundation for my

future career in human resources, offering me the tools needed to thrive in this dynamic field.