

A STUDY OF HUMAN RESOURCE FUNCTIONS IN PEAKS  
AUTOMOBILE LTD



(Established under Galgotias University Uttar Pradesh Act No. 14 of 2011)

Project report submitted in partial fulfillment of the requirements for the award  
of the degree of  
Bachelors in Business Administration ( BBA) to  
Department of management Studies

**By Aiman imtiyaz**  
**BBA 6th semester**

**Under the Supervision of**  
**Mr. Ramarcha kumar**

## **SELF DECLARATION**

I, Aiman imtiyaz, hereby declare that the project report titled “**Human Resource Function** of peaks automobile private limited” is prepared by me after the completion of one month work at peaks automobile pvt ltd lasjan bypass nowgam, Srinagar.

I also confirm that the report is only prepared for my academic requirement and not for any other purpose. It might not be used with the interest of opposite party of the corporation

**AIMAN IMTIYAZ**

## **CERTIFICATE**

This is to certify that the project entitled “**Human Resource Function of Peaks auto Pvt Ltd.**” is the original work carried out by Aiman imtiyaz of BBA 6th semester bearing admission no. 18GSOB1010023 .In partial fulfillment of the requirements for the award of bachelor’s degree in Management Studies.

### **Project Supervisor**

Mr. RAMARCHA KUMAR

## **ACKNOWLEDGEMENTS**

All praise to lord most Merciful and the most Beneficient for giving me enough courage & strength to accomplish this task.

I take this opportunity to place on record my debt of gratitude to my esteemed supervisor, Dr.Ramarcha kumar, Assistant Professor, Department of Management Studies, Galgotias university, for his inspiring spirit, sustained encouragement and illuminative guidance which I availed of right from the start till the completion of this project work.

I would like to acknowledge the invisible assistance extended by Mr. Sheikh Irshad, human resource manager, of Peaks automobile pvt ltd who gave me kind permission to successfully complete the project in his organization.

I shall be failing in my duty if I do not express my sincere thanks to My mentor mr. Ramarcha kumar from Department of Management studies for his erudite suggestions, constant encouragement, critical evaluation and counseling during whole course of this project work.

I also express my thanks to all the faculty members of the department for their encouragement.

Besides, I owe my debts to my parents for their inspiration and encouragement served as a great incentive for my work. In addition, thanks are also due to all my brothers, sisters & friends for their continuous help & love during the course of the studies.

**AIMAN IMTIYAZ KHAN**

## EXECUTIVE SUMMARY

As a part of my internship project of bachelor business of administration I was asked to undergo 4 weeks training in any organisation so as to give us exposure to practical management to get us familiar with various activities taking place in the organisation.

I have put my sincere efforts to accomplish my objectives within the stipulated time. Despite all limitations and hindrances, I have toiled and worked to my optimum potential to achieve desired goals. Being neophytes in the highly competitive world of business. I came across some difficulties to make my objective a reality. Anyhow with the kind of help and genuine interest and the guidance of my supervisor. I am presenting this hand carved effort. I tried my level best to conduct a research to gain a thorough knowledge about the project on topic, "HR PRACTICE at Maruti Suzuki's Peaks Automobiles (p) Ltd. J&k". I put the best of my efforts and have also tried to do justice with available time. If anywhere something is found unacceptable or unnecessary to the theme; you are welcomed with your valuable suggestions.

Thanks and regards

**AIMAN IMTIYAZ**

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## **CHAPTER 1:**

### **INTRODUCTION-HUMAN RESOURCE**

Human resource is a term with which many organizations describe the combination of traditionally administrative personnel functions with performance, Employee relations and resource planning. The main objective of human resources is to maximize the return on investment from the organizations human capital and minimize financial risk. It is the responsibility of human resource manager to conduct these activities in an effective, legal, fair, and consistent manner.

Human Resource Generalists, Managers, and Directors, depending on the size of the organization, may have overlapping responsibilities. In larger organizations, the Human Resource Generalist, the Manager, and the Director have clearly defined , separated roles in HR management with progressively more authority and responsibility in the hands of the Manager, the Director, and ultimately, the ED who may lead several departments including administration. HR directors, and occasionally HR managers, may head up several different departments that are each lead by functional and specialized HR staff such as training manager, the compensation manager, or the recruiting manager.

## **ROLES AND RESPONSIBILITY:**

- Supporting management by developing policy and procedures for preventing and stopping harassment and discrimination.
- Educating staff, particularly through induction and retraining, with specialized training for line managers.
- Assisting management in establishing avenues of assistance at all duty stations for staff members who have experienced harassment or discrimination.
- Providing support and guidance to people directly involved in harassment and discrimination issues. Providing guidance to committees investigating harassment and discrimination complaints..

## **HR's impact on Business:**

HR operations when effectively implemented will influence the dealership business in the following ways:





**Indicators for impact of HR on Business are:-**

- Hiring cost/cost of replacement
- Right job for right people
- Right manpower number
- Loss of skilled manpower
- Manpower cost as a % of sales turnover
- Higher productivity

## Role of HR Function:

The role of HR function is to enable the dealership to achieve its goals by providing support and guidance on all matters relating to the employees. The diagram below depicts the key HR areas which are essential to manage employees.



Effective implementation of above functions will create positive work culture and work environment by way of empowerment, delegation, job satisfaction, etc.

## INTRODUCTION OF MARUTI SUZUKI'S PEAKS AUTO :



### PEAKS AUTOMOBILES PVT LTD:

PEAKS AUTO PVT.LTD. is a private ltd. Company, incorporated under companies Act, 1956 with the registrar of Jammu & Kashmir and founded by Sh. Baldev Singh at, Nowgam by- pass, SRINAGAR, just 5kms from Lal Chowk and half km from Railway Station Nowgam, Srinagar.

Mr. Baldev Singh Raina, hailing from District Baramulla, a Mechanical Engineer has laid the foundation stone of PEAKS AUTO PRIVATE LTD. He by virtue of his immense efforts and leadership qualities has achieved hands mount of experience in automobile industry.

PEAKS AUTO PRIVATE LTD. Is an Authorized Dealer of Maruti Suzuki India Ltd. For Kashmir , and shall be dealing in Maruti Suzuki Cars, New as well as certified Used ones, Maruti Genuine Spares and Accessories, and providing other services.

“**PEAKS AUTO**”, as the name suggest, has come up with the aim of touching heights in the field of customer satisfaction in terms of service Commitment.

At PEAKS AUTO PRIVATE LTD. we are personally involved in serving our customers who we believe are the pith and substance of our organization. Obviously, Customer Satisfaction and Customer Retention are our sole aim. Every employee of Peaks Auto Pvt. Ltd. is groomed and conditioned to serve the customers with speed and commitment.

Peaks Auto (P) Ltd. started its first process on December-2008 and achieved the sale of 126 vehicles in the market. For that very first time the cars from the Peaks Auto (P) Ltd began to cross their journeys on the roads. With in the short period of time the Dealership Showroom received the fastest four hundred cars award from the MSIL. It was for the First time in the history of the Maruti India Ltd. However this was not enough after the tremendous performance after four months the Dealership achieved the award for the 1000 car lifting from the Maruti Suzuki India Ltd. This was revolution in the Maruti Product.

The main recipe of this spicy success for the Peaks Auto (P) Ltd. is the showroom staff and the Managing director itself. The General Manager of the Peaks Auto (P) Ltd. For sales is **Mr. Peerzada Irshad** for services the General manager is **Mr. Amit Sharma** both are the brightest stars and the main cream of the showroom. Under their supervision and the excellent management the Peaks Auto (P) Ltd. has achieved such bright successes. The sales staff, insurance section, workshop, backend team and true value can't be neglected because these are the vigorous efforts and the hard work which has turned the Peaks Auto as the shining star in the sky of the MSIL.

The Deputy General Manager of Peaks Auto (P) Ltd. is **Mr. Muzamil Manzoor Hafiz**. However this is not enough he is also responsible for the Marketing. The Marketing Department for the Peaks Auto (P) Ltd. is under the shadow of him too, He checks the every moment in the market and regulates the changes, up and downs the market.

The H. R Department for the Peaks Auto (P) Ltd. is under the shadow of **Mr. Sheikh Irshad**. He is the one who takes care of the Employee needs and restores everything in a perfect trim. It is his dedication and sincerity that every employee of the Peaks Auto enjoys the hard work and is true to best of his/her conviction. he made it easy and simple, to listen the demands and make them to reach the M.D's Desk. Every authorized person feels comfortable to conversant with the H. R Head.

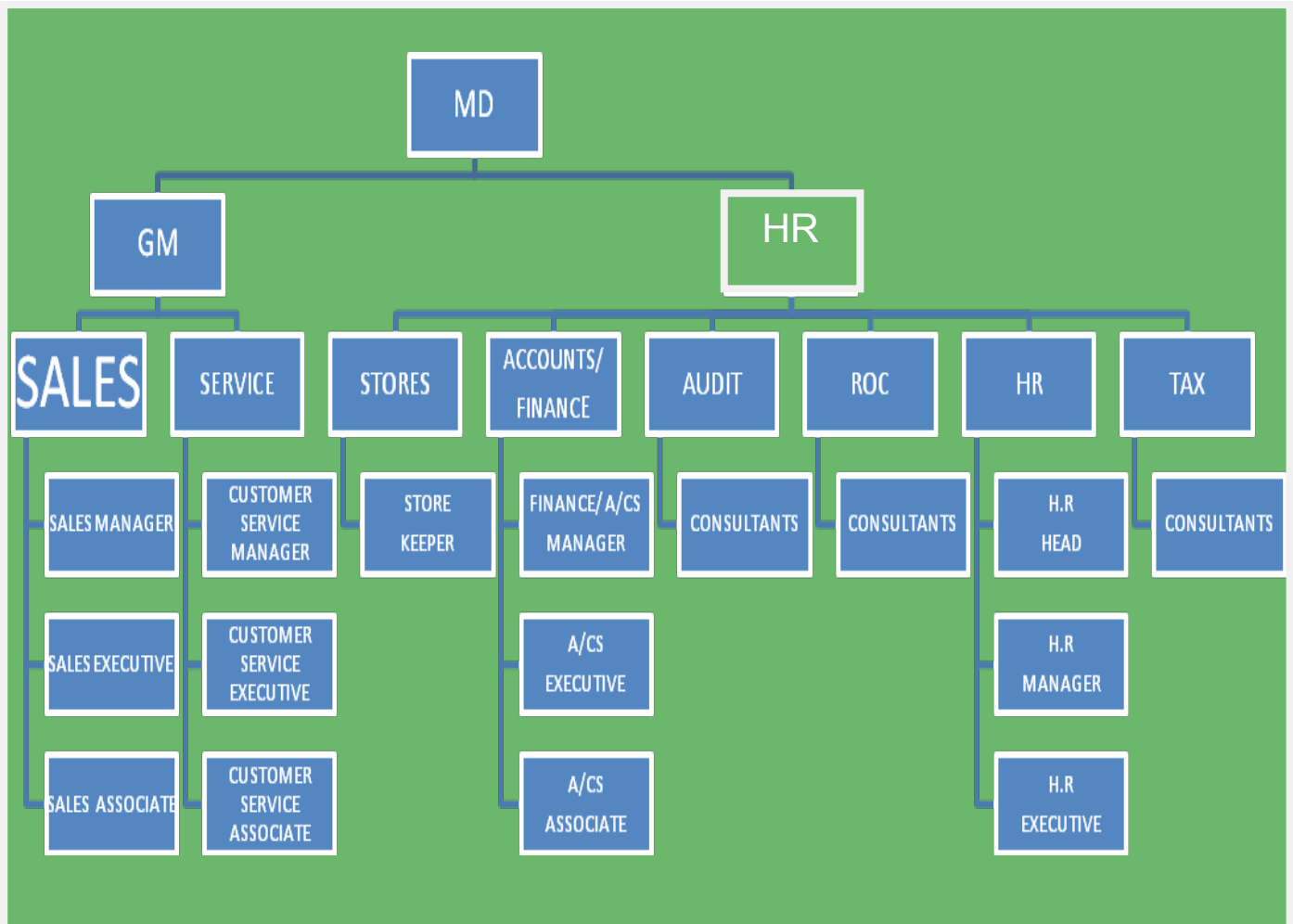
Forget the Display team of the Peaks Auto (P) Ltd. **Mr. Bilal Ahmad Shah** is the Person Responsible and occupying the post of Display Manager. He handles and arranges the display events in the Government/Semi Government/Corporate etc. The main aim of the display is to inform people about the schemes, offers, and newly launched products from the Maruti Suzuki India Ltd.

To get the main customer feedback and satisfaction there is no any place other than True Value Section Of the Peaks Auto (P) Ltd. The True Value Dept. Of the Showroom is run by **Mr. Mubarak & Mr. Mohsin** jointly their dept. Include the EDP, T.V Evaluators, Comp. Operator etc. their duty and main responsibility is to cross check the each and everything thing to provide the full customer satisfaction and need. The True Value Manager in real means better knows how to deal in the irate situations.

At last it will be very hard and tough to explain the Peaks Such A big and Great Organization in few lines.

## ORGANISATIONAL STRUCTURE

### ORGANISATIONAL STRUCTURE OF PEAKS AUTOMOBILE



Organizational Structure defines the critical roles & responsibilities in the dealership. It gives an overview of functional and reporting relationships. A clearly defined organization structure is essential for the dealership. The HR Manager should formulate an organizational chart if one does not already exist.

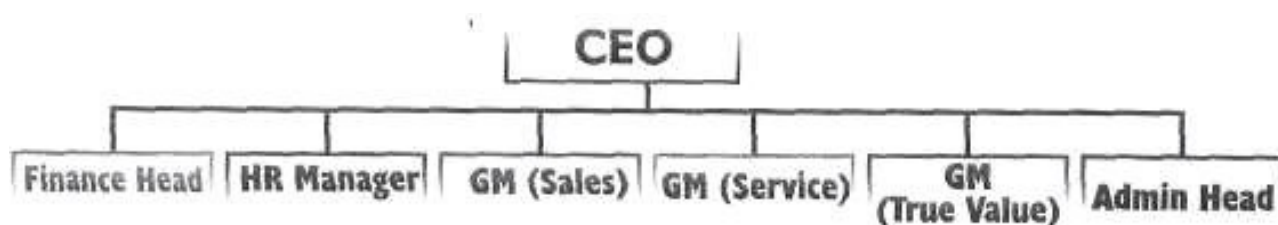
## Why is an Organization Structure important?

- Organization Structure clearly defines the area of responsibilities.
- It clarifies the hierarchy and the reporting structure.
- It is an essential business requirement.
- It also helps in effective manpower planning.
- It avoids overlapping of roles & responsibilities.
- With changing business environment, dealerships can review and structure their organization easily.

The reporting structure should be maintained in adherence to the directions of the superiors for all the departments.

The responsibilities & duties of consultants, shall be defined and designed by the management, board of directors by virtue of a more defined agreement. The consultant shall be incharge of the assignment only within the time of agreement.

## A sample dealership organization structure:-



CEO	Chief Executive Officer
GM	General Manager
DGM	Deputy General Manager
HR Manager	Human Resource Manager

- This is a functional view of the reporting structure in the organization and may not reflect the pay and designation structure.
- The above diagram shows the top management of a regular dealership in the organization chart.
- Next, we will take on each department and show the structure within those departments.
- Larger dealerships can have separate GM for True Value, Spares and Body Shop.



## **SELECTION PROCESS**

- Selection is the process of choosing the most suitable candidate from the available pool of applicants.

### **Why is a structured Selection process important?**

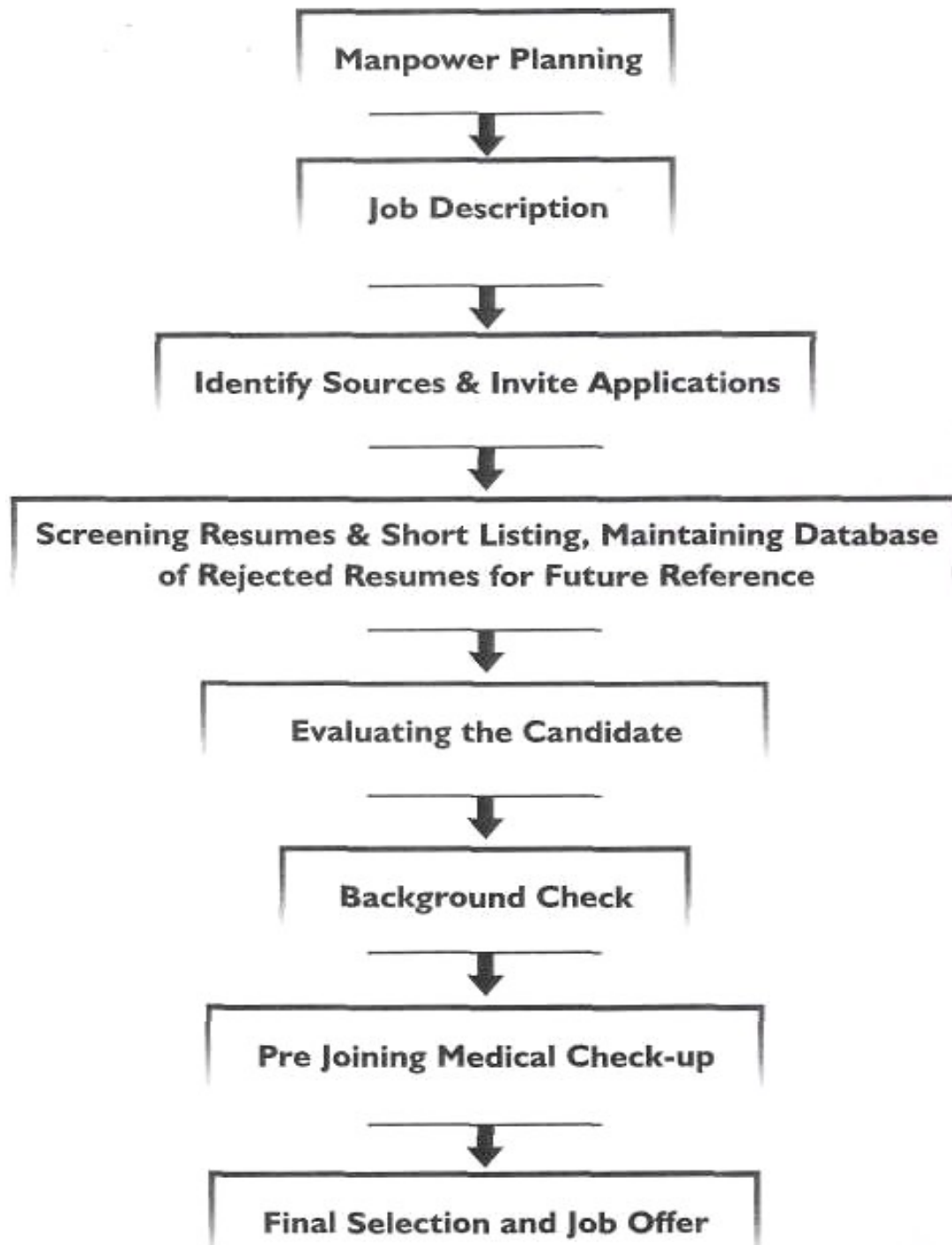
- To get the right person for the right job quickly and efficiently
- To reduce unnecessary costs.
- To ensure that the final selection of candidates is unbiased and based on individual merit.

### **Selection process:-**

The aim of any selection process is to bring in good quality new employees by the most objective, cost - effective and quick means possible. The dealerships can undertake the following steps to achieve effectiveness in the recruitment process



# SELECTION PROCESS





## 1. **MANPOWER PLANNING:**

Manpower planning is an important task of the HR Manager. HR Manager with the support of the other department heads has to assess their manpower requirements. It should be based on the following parameters:

- Business Forecast
- MSIL Norms
- Expansion Plan
- Employee Turnover
- Promotions and Retirements

## 2. **JOB DESCRIPTION:**

Job description elaborates the content of job the candidate is expected to perform and the desired qualifications, experience, skills, knowledge and aptitude required.

## 3. **IDENTIFY SOURCES AND INVITE APPLICATIONS:**

At this stage you will identify all the possible sources which can be used to attract the applicants. The various sources are:

### a. **Employee Referral Program:**

- ♦ Encourage your current employees to recommend your dealership to people they know.
- ♦ Work out an incentive for the employees if the candidate referred by him/her is recruited.
- ♦ This is a cost effective and important source.

### b. **Advertisement:**



- ◆ Place your advertisement in the placement edition of the large circulation local papers (Times Ascent, HT Power Jobs, etc.).

c. **Database:-**

- ◆ A database of resumes received from all sources should be built which can be used when vacancy arises.
- ◆ Maintain these resumes systematically such that it facilitates easy retrieval & updation.

d. **Campus Recruitment/ Employment Agencies:** List

the job openings with

- ◆ I.T I/Polytechnics
- ◆ Trade & vocational schools, colleges and universities.

e. **Internet:-**

There are a variety of job sites that offer resumes which can be used for the dealerships requirements. E.g., Naukri.com, Monster.com

The kind of job to a person is assigned according to their qualification ,skill and experience as mentioned below:

job Title	Minimum Qualification	(in years)
<b>Sales</b>		
Dealer Sales Executive	Graduate	0-4
Team Leader (TL)	Post Graduate	4-8



Sales Manager	Post Graduate	6-15
GM ( Sales)	MBA/Diploma in	15+
<b>Service</b>		
Technician	1T1	0-2
Supervisor/Service	ITI/Diploma	3-8
Technical Advisor	ITI/Diploma	2-4
Service Manager	Diploma in Engineering	3 . 7
GM ( Services)	Diploma in Engineering	15 +
<b>Customer Care</b>		
Customer Care Executive	Graduate	0-2
Lobby Manager	Graduate	0-2
Customer Care Manager	Post Graduate	2-8
<b>True Value</b>		
DSE	Same as Sales	0-4
TL	Same as Sales	4-8
GM/Manager	Same as Sales	5 +
Evaluator	ITI, Diploma	0-2
T/L Sourcing	ITI, Diploma, BE	2-4
Data Manager	Graduate	0-2
Receptionist	Graduate	0-2

## **5 Evaluating the Candidate:-**

The process of evaluating the candidates should be based on a combination of:

- Written tests
- On the Job tests/Practical
- Interview



**a. Assessment parameters while conducting an interview:**

The candidates can be assessed based on the parameters given below: 1. Job

Knowledge

2. Confidence level

3. Communication level

4. Willingness to learn

5. Positive attitude

6. Team work

**c . Number of job changes/career stability:-**

♦ The above parameters should be rated on a scale of 1-5.

♦ Weight age can vary depending on the job profile. ( Refer to Annexure No. 3 . & 4 . for the Recruitment Monitoring Form & Interview Evaluation Form).

♦ Take the final selection decision based on written test scores and interview evaluation scores.

**6 Background Check:-**

Before the candidate is finally selected following checks should be conducted.

a) **Antecedent Verification**:-Verification of previous employment, qualification, conduct, behaviour, family background etc.

b) **Reference Check**:

Verification of professional conduct and behaviour of the candidate from his previous professional associates.

**7 Pre-Joining Medical tests:**

A pre- joining medical test should be carried out to assess the complete physical fitness of the candidate which includes clinical tests, pathological test, X rays, eye tests (including colour blindness) and other relevant tests.

**8. Final Selection and Job offer:**

- Make a clear offer.



- Highlight the job responsibilities.
- Describe the salary package.
- Make a clear distinction between the basic salary and the incentives.
- Explain the incentive package clearly.
- Elaborate on the scope of earning.
- All added benefits like PF, ESI, superannuation, etc. should be explained.
- Describe the career growth path.
- Give an appointment letter with date of joining.
- Inform the rejected candidates.



## DECLARATION FORM OF AN EMPLOYEE

I certify that the foregoing information is correct & complete to the

best of my knowledge and believe

And nothing relevant has been concealed. I am not aware of any circumstances which might impair my fitness for employment in-----

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I understand that if I am found at any time to have concealed or misrepresented any material/facts or information against any of the above particulars, my appointment in the company shall be liable to summary termination without notice.

Place: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_





## INTERVIEW EVALUATION SHEET

Date	Name of Candidate:	Position:	
Nature of Job:			
Interviewer:			
<p>Rating Key: Rate each candidate on a scale 1-5.</p> <ul style="list-style-type: none"> <li>• '1' indicating that the candidate's qualifications are below job requirements.</li> <li>• '2' suggesting the candidate's qualifications meets minimum job requirements.</li> </ul>			
S.No.	Interview Parameters	Comments (Be very specific; support your ratings)	Ratings
1.	Job		
2.	Confidence		
3.	Communicati		
4.	Willingness		
5.	Positive		
6.	Team work		
7.	No. of job changes/ career stability.		
Overall rating			



## **HR POLICIES**

Human resource is a term with which many organizations describe the combination of traditionally administrative personnel functions with performance, Employee relations and resource planning. The main objective of human resources is to maximize the return on investment from the organizations human capital and minimize financial risk. It is the responsibility of human resource manager to conduct these activities in an effective, legal, fair, and consistent manner.

### **1 Guiding principles:**

The broad principles that guide these policies are as follows:

- **Priority:** This entire effort is to ensure that the Mission of the organization is fulfilled. Therefore the need of the Programme becomes the key driver of these policies. In other words, the contract of an employee is extended till the programme exists.
- **Adherence to labor laws** : Government should be the model employer and as such effort would be to ensure that HR policies that are prescribed should be based on laws that are applicable to such situations. Thus Compensation, benefits, term of engagement, working conditions, leaves and other facilities are in tandem with the statutory requirements.
- **Rationalization:** Attempt is being made to achieve rationale by developing levels, grades and scales with scale points, which reflect the entitlements based on



qualification, and experience criteria that are required for the positions.

## **HR STRUCTURE FOR IMPLEMENTATION OF POLICIES:**

Implementation of HR systems and policies require a sound HR structure with adequate resources. It will also execute central functions like recruitment, issues of contracts and other relevant systems. HR cells are formulated at State level with 2 - 3 functionaries of establishment, implementation of all HR policies at State, district and sub - district level. This cell will ensure uniform and transparent implementation of all HR policies prescribed in the Manual.

### **Salient Features of HR Policies:-**

**RECRUITMENT POLICY** : Keeping in views, Recruitment Policy is drawn up for engaging talent for its Human Resource requirements. This policy is to ensure that the Human Resources requirement is in accordance with the Programme in particular and with the organizational requirements in general. The Human Resources recruitment from sourcing to selection will be carried out through a "Standard Recruitment Procedure" which contains- advertisement for the post by giving out the criteria for selection, giving fair opportunity to right candidates to apply, conducting tests and interviews and recruiting talent in a transparent manner. Information on the positions available will be placed on the website of the Department on a regular basis.



## **COMPONENTS OF THE RECRUITMENT POLICY :-**

- ◆ Recruitment of temporary employees
- ◆ Unique recruitment situations
- ◆ The selection process
- ◆ The job descriptions
- ◆ The terms and conditions of the employment
- ◆ A recruitment policy of an organization should be such that:
  - It should focus on recruiting the best potential people.
  - To ensure that every applicant and employee is treated equally with dignity and respect.
  - Unbiased policy.
  - To aid and encourage employees in realizing their full potential.
  - Transparent, task oriented and merit based selection.

**TRAINING & DEVELOPMENT POLICY** - is a subsystem of an organization. It ensures that randomness is reduced and learning or behavioral change takes place in structured format.

**TRAINING AND DEVELOPMENT OBJECTIVES** :- The principal

objective of training and development division is to make sure the availability of a skilled and willing workforce to an organization. In addition to that, there are four other objectives: Individual, Organizational, Functional, and Societal.

This policy is designed for the FTE to meet the following objectives:

- To develop the requisite Knowledge, skills and attitude of the employees required in performing their job well.
- To refresh / update, from time to time, the knowledge, skills in keeping with the advances in their field of work



- **Individual Objectives** :- help employees in achieving their personal goals, which in turn, enhances the individual contribution to an organization.
- **Organizational Objectives**: assist the organization with its primary objective by bringing individual effectiveness.
- **Functional Objectives** : maintain the department' s contribution at a level suitable to the organization's needs.
- **Societal Objectives**: ensure that an organization is ethically and socially responsible to the needs and challenges of the society.

**REMUNERATION SYSTEM** : A rationalized remuneration system is worked out with a structure that tries to fit the existing positions in to various levels, grades and scales and b) provide clear idea on the pay scales being offered for potential future Fixed Tenure Employee ( FTE). As the remuneration system followed earlier for different programmes was different, several anomalies are observed in both policies as well as in practice. A Two-stage Rationalization and Fitment process would be used to minimize the variation.

**RATIONALIZATION PROCESS** : The suggestive Rationalization structure contains 3 levels and each level has about 4-5 grades. The remuneration for each grade is defined and fixed in accordance with educational qualification.

**Guidelines for Contract Issuance and Re-issuance**: In order to ensure uniform and standardized process of contract issuance and re- issuance after completion of one term, the following guidelines are issued:

a. **ISSUANCE PROCESS** :-

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An agreement would be signed which will contain : —

- Context of the agreement
- Period of Contract
- Designation, Level, grade, scale and other positional details, which the FTE is being engaged for.
- Place of Posting
- Performance Appraisal
- Code of Conduct, Breach of Conduct and Termination terms
- Notice Period
- Remuneration details viz. salary - its components, leaves, TA & DA rules, Medical allowances, Insurance benefits, reimbursable expenses etc.

These contractual agreements meet all statutory requirements and are binding and uniform across the districts and state units

b. **RE-ISSUANCE PROCESS**: - On completion of contract, the re-issuance process ensures continuity of engagement.

- HR manager will initiate the process with support from concerned HR units in Contract re - issuance process taking into account the performance and conduct of FTE during the earlier contract period.
- Relevant salary increments are made applicable to the FTE on contract re-issuance.

### **INDUCTION POLICY:**



Induction is an activity by which a new FTE joins the organization into the new surroundings and is introduced to the organizational environment, practices, policies and purposes. The FTEs will undergo induction for his/her new roles and responsibilities. The induction programme shall cover the following components:

- Every FTE will undergo Induction Training Programme. During this programme, an FTE will be given inputs on the organization, its people, the project, about their roles and responsibilities, the HR systems and policies they are guided by.
- A systematic immersion programme will be conducted for FTEs to familiarize them to the organization.
- During this process, the FTE is expected to maintain work diary and submit immersion report.

### **TRANSFER POLICY**

- Transfer is the outcome of changing business demands of dealership.
- As per the terms of appointment, employment of all employees is transferable.
- The services of an employee can be transferred from one location to other within the city or outside the city in any part of the country.

This policy aims to lay down guidelines for transfer:

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- ◆ **Within the same city:** In such case no allowances are payable. However local conveyance as per rules may be reimbursed to compensate additional distance travelled by employee from home to the new place of work.

a) **Temporary transfer/ Deputation:**

- ☐ The employee will be eligible for benefits as per Travel Policy.
- ☐ An additional deputation allowance to meet the expenses on boarding/lodging and other incidental expenses.

- b) **Permanent transfer:** An employee transferred to a new location outside the city will be eligible for:

- ◆ **Travel allowance** for self and family as per applicable rules.
- ◆ **Special Leave** :-for packing, arranging transfer, unpacking and settling down, maximum of 7 days of the same.
- ◆ **Relocation Allowance** :- in view of increased financial liability due to transfer, a relocation allowance may be paid to the employee.
- ◆ **Transfer Allowance** to meet the general expenses arising due to transfer, a one time transfer allowance may be paid in the month of transfer.
- ◆ **Education Assistance** : Due to transfer an employee may require to meet expenses related to admission of his/ her children. In order to meet such expenses, one time education assistance may be paid.





## **EMPLOYEE RETENTION POLICY:**

Employee Retention involves taking measures to encourage employees to remain in the organization for the maximum period of time. Corporate is facing a lot of problems in employee retention these days. Hiring knowledgeable people for the job is essential for an employer. But retention is even more important than hiring. There is no dearth of opportunities for a talented person. There are many organizations which are looking for such employees.

## **LEAVE POLICY:**

Leave is a privilege and not a right. It is earned and does not automatically become admissible as soon as one joins the service. No leave shall be availed till it has been sanctioned formally or approval taken verbally from the sanctioning authority.

**CASUAL LEAVE** : The FTE is entitled for 12 days of consolidated leave per annum.

- Casual leave is catered to meet emergent/ unforeseen requirements of an employee. It shall, however, be got sanctioned in advance unless unavoidable. HOD/ Director are the only authority to sanction leave over the telephone.
- An employee is entitled to ONE CL every month of attendance in the Organization, during probation and after probation.
- An employee cannot avail his/her CL' s in a stretch after and before



probation. The six CL's entitled during the probation cannot be carried forward if not availed.

### **EARNED LEAVE**

- An employee is entitled for 30 EL' s in a year.
- Employee cannot avail 30 EL' s together.
- Earned leave means the leave earned by an employee for the services rendered during the calendar year.
- EL shall be credited to an employee's account after he/ she completes one year. It shall be calculated proportionately for the duration of the service rendered during the calendar year.
- Earned leave can be availed only after the completion of Six Months of continuous service.
- EL shall be recommended by the immediate superior/ departmental head. The Director shall be the sanctioning authority.
- Request for EL shall be made well in advance ( generally 1 month); requests made less than 7 days in advance may not be entertained.
- Sundays and other holidays falling within the leave period shall be counted towards leave.

### **MEDICAL LEAVE (ML) /SICK LEAVE (SL):-**



- The leave shall be admissible to an employee for his/ her own sickness. It shall NOT be admissible for attending to sick family members.
- The employee can either avail 12 days full pay leave or 24 days half pay leave.
- Sick leave in excess of 3 days shall require a medical certificate. Sick leave in excess of 7 days shall require records of hospitalization.
- The medical leave shall be allowed to be accrued up to 30 days. It can, however, not be cashed.
- **NOTE:** EL/CL/ML shall be got sanctioned by the competent authority on the prescribed form. All leave applications shall have the endorsement of the HR department indicating the days of leave availed/ days of leave in balance. All applications duly approved shall be submitted to the HR department before proceeding on leave. Non - compliance may lead to a person being marked absent.
- **MATERNITY LEAVE:-**
- The maternity leave to female employees shall be granted as per the Central/ State Government rules / Maternity Act. The leave shall become applicable only after the completion of the probation period. The women FTEs will be governed under the Maternity Act, 1961 (as per the latest amendments in the Act). The maternity leave applies for two live deliveries only.
- **PATERNITY LEAVE:-**
- The paternity leave policy aims to enable the married male FTEs take paid leave of 15 days for their new born babies. This leaves is provided for the male FTEs for two surviving children only.
- Working on Sundays/ Holidays/ After office hours



- Any employee may be called upon to work beyond the stipulated working hours to meet a specific job requirement. All employees shall abide by the demand of the Institute. Evading the responsibility shall tantamount to indiscipline.
- **Work Hours and Holidays:-**
- The maximum number of working hours for a worker should not exceed 48 hours in a week and eight hours in a day, total overtime hours should not exceed 50 in a quarter, any worker working for more than the maximum prescribed time is entitled to wages in respect of such overtime work at twice the ordinary rate of wages.
- Whenever a worker is required to work on a weekly holiday, he is to be allowed a compensatory holiday for each holiday, within the same month or within two months immediately following that month.

## **PERFORMANCE APPRAISAL POLICY**

- Takes into account the past performance of the employees and focuses on the improvement of the future performance of the employees. We attempt to provide an insight into the concept of performance appraisal, the methods and approaches of performance appraisal, sample performance appraisal forms and the appraisal software available etc. Performance appraisal is necessary to measure the performance of the employees and the organization to check the progress towards the desired goals and aims.

## **EMPLOYEE HEALTH & SAFETY POLICY**

For smooth functioning of an organization, the employer has to ensure safety and security of his employees. Health and safety form an integral



part of work environment. A work environment should enhance the well being of employees and thus should be accident free. The terms health, safety and security are closely related to each other. Health is the general state of well being. It not only includes physical well being, but also emotional and mental well being. Safety refers to the act of protecting the physical well being of an employee. It will include the risk of accidents caused due to machinery, fire or diseases. Security refers to protecting facilities and equipments from unauthorized access and protecting employees while they are on work. In organizations the responsibility of employee health and safety falls on the supervisors or HR manager. An HR manager can help in coordinating safety programs, making employees aware about the health and safety policy of the company, conduct formal safety training, etc. The supervisors and departmental heads are responsible for maintaining safe working conditions.

**Responsibilities of managers:**

- Monitor health and safety of employees
- Coach employees to be safety conscious
- Investigate accidents
- Communicate about safety policy to employees
- Responsibilities of supervisors/departmental heads:
  - Provide technical training regarding prevention of accidents
  - Coordinate health and safety programs
  - Train employees on handling facilities and equipments



- Develop safety reporting systems
- Maintaining safe working conditions

## **EMPLOYEE WELFARE POLICY**

### **a. What is Employee Welfare?**

- ♦ All activities undertaken by the dealership which provide an opportunity for employees to interact with each other at an informal level.
- ♦ These help to improve interpersonal relationships thereby promoting a sense of belongingness to the dealership.

### **b. Benefits of the Employee Welfare Schemes are:**

- ♦ Enhanced loyalty.
- ♦ Motivated employees.
- ♦ Boosts overall employee morale.
- ♦ Builds team camaraderie.
- ♦ Informal communication with employees and families.

### **b. Some of the Employee welfare programs that can be undertaken are:**

- ♦ Organizing picnic and/or get together:



- Get together could be a lunch/dinner at a hotel or restaurant or picnic.
- Families should also be invited.
- The dealership should bear the expenses for the same.
- HR department should organize the get together with department Heads
- Arranging visit of family members to dealer premises ( workshop) to make the family aware of the working environment and enable better understanding.
- Annual day can be celebrated in which the CEO can interact with the employees. Good performing employees can also be felicitated.
- Arranging special screening of movies with family members.
- Employee health check-up.
  
- Giving special discounts for purchase of car from the dealership.
- Corporate tie- up with other companies to purchase household goods.



- A special incentive scheme can be devised on target achievement; the incentive earned is used as premium (EMI) for repayment of loan on car given by the company.

### **GRIEVANCE POLICY:**

To encourage open communication and create a culture of trust, A Grievance Handling system will be put in place in the shape of Human Resource Cell; FTE can express a grievance that is related to the Job through the Grievance procedure. Grievance committee that is pre - appointed will go through the grievance and resolve the genuine issues within their purview or reply in writing where a case does not exist, within prescribed time period. Unresolved issues will be forwarded to higher authorities who would also follow the above process in resolving the issues.

### **EXIT POLICY:**

The objective of this policy is to ensure a smooth process of exit from the organization. The objective of this policy is to make FTE's exit a smooth one while ensuring that the organization takes relevant steps to check undesirable attrition. The processes include:

- Written acceptance of resignation will be issued following the notice period norms
- Ensuring handing over all the records and resources with FTE to concerned authorities and properly accounting for any dues.





- Final settlement shall be done and cheque shall be issued (in case, if the organization needs to pay something back to FTE) on the last working day on completion of all the formalities such as handing over of job/responsibilities; obtaining No dues certificate etc.,
- Provision for issue of Service Certificate/ Relieving letter Experience Certificate for FTE by the competent authority
- An Exit Interview will be conducted at the end to understand the experience of FTE while working at the unit, reasons for leaving and suggestions for improvement.
- Exit interview inputs shall be consolidated and the same shall be shared with the seniors for action

Annual increments are available for every employee based on service. Consequently, they will move up horizontally in a given scale. Movement from one scale to another will be covered under the career advancement policy. Details of categories of posts which will be filled up through career advancement and the feeder categories for these posts are detailed out in the HR Manual.

The Provident Fund Authority has been consulted with regard to applicability of PF rules in case of contract employees working with RD Department. The PF authority clarified, in written, that the PF rules do not apply to this organization. However, contract employees will be encouraged to opt for Personal Provident Fund (PPF).

- Written acceptance of resignation will be issued following the notice period norms



- Ensuring handing over all the records and resources with FTE to concerned authorities and properly accounting for any dues.

## **DRESS CODE POLICY-**

A work dress code is a set of standards that companies develop to help provide their employees with guidance about what is appropriate to wear to work. Work dress codes range from formal to business casual to casual. The formality of the workplace dress code is normally determined by the amount of interaction employees have with customers at their work location. These sample work dress codes include business casual, business casual for manufacturing, casual, and formal work dress codes.

Our Company's objective in establishing a business casual dress code is to allow our employees to work comfortably in the workplace. Yet, we still need our employees to project a professional image for our clients, potential employees, and community visitors. Business casual dress is the standard for this dress code.

Because all casual clothing is not suitable for the office, these guidelines will help you determine what is appropriate to wear to work. Clothing that works well for the beach, yard work, dance clubs, exercise sessions, and sports contests may not be appropriate for a professional appearance at work.

Even in a business casual work environment, clothing should be pressed and never wrinkled. Torn, dirty, or frayed clothing is unacceptable. All seams must be finished. Any clothing that has words, terms, or pictures that may be offensive to other employees is unacceptable. Clothing that



has the company logo is encouraged. Sports team, university, and fashion brand names on clothing are generally acceptable.

Certain days can be declared dress down days, generally Saturdays. On these days, jeans and other more casual clothing, although never clothing potentially offensive to others, are allowed.

### **Guide to Business Casual Dressing for Work**

This is a general overview of appropriate business casual attire. Items that are not appropriate for the office are listed, too. Neither lists is all-inclusive nor are both open to change. The lists tell you what is generally acceptable as business casual attire and what is generally not acceptable as business casual attire.

No dress code can cover all contingencies so employees must exert a certain amount of judgment in their choice of clothing to wear to work.

### **TRAVEL POLICY**

The employee would be paid travelling allowance whenever he/she travels for company purpose.

**FESTIVAL ADVANCE:** - To be paid to the employee if required, and is deductible in one year. Once in a year, an employee can avail festival advance. For Muslims either of the two Eids, For Non Muslim -Diwali or Holi.



## **CHAPTER 2**

### **SWOT ANALYSIS**

SWOT analysis helps an organization to match its strengths and weaknesses with opportunities and threats operating in the environment. An appropriate strategy is one that capitalizes on the opportunities by using organizational resources and capabilities to the best advantage and neutralizes the threats by minimizing the adverse influence of weaknesses.

#### **STRENGTHS:-**

These are the internal capabilities of an organization which can be used to gain a competitive advantage over its competitors.

Employees have positive attitude towards the organization and agree that organization is growing with course of time.

- IT has worldwide network of branches, and the backing of one of the world's largest services organization, provides clients with access to the world's markets.
- Employees have positive attitude towards the organization and agree that organization is growing with course of time
- The customers finds the price of the vehicles genuine and they buy without any other consideration.

#### **WEAKNESSES:-**

These are the limitations or constraints which tend to decrease the competencies of the organization particularly in comparison to its competitors.

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- Private players in the field do use unethical business tactics to attract investment.
- Has less number of advisors compared to other companies.
- Has fewer centers in India, compared to other fields.
- Delay in delivery timings to customers
- No on road services provided to the customer he has to bring the car to the service centre
- The service of the car takes a long time which most of the customers tries to avoid.

### **OPPORTUNITIES:-**

These are the major favourable conditions in the organization which helps an organization strengthen its position. Opportunities are those favourable situations the company is equipped to capture.

- It has variety of schemes which suits to all segments of society, even low income group of people.
- MARUTI SUZUKI changes in technological, social, legal and economic environment.
- It can emerge to new customer segments in the market.
- Making company to obey rules and regulations of professionalism and integrity will add more to make job satisfying



## **THREATS:-**

These are the major unfavourable conditions in the organization which may pose a risk or damage the firm's position in comparisons to its competitors.

- Entry of new competitors with better business models can threaten the company
- Change in technology also needs to be changed accordingly.
- Change in customer need also needs to be recognized by the company at the right time to avoid.
- The political situation of the valley also hinders the working of the industry as there are more strikes, curfews than the normal days.



## CHAPTER 3

### RESEARCH METHODOLOGY

#### Meaning Of Research Design:

It is a logical and systematic plan for directing a research study, the methodology and techniques to be adopted for achieving the objectives.

#### Nature Of Research Design:

“A research design is indispensable for a research product. unlike the building plan, which is precise and specific, research is designed for a tentative plan with a series of guide posts to keep one going on its right direction.”

Besides a research study can't be extensive and intensive, as the researchers may like it to be it has to be geared to the availability of data and the cooperation of the informants. thus a research design represents a compromise dictated by many practical considerations, under my study I have followed the “Descriptive Research Design” since the Problem OR survey in Context has been clearly defined and Research Instrument Accurately designed, the survey has been studied in description with depth insight.



## **DEVELOPING THE RESEARCH PLAN.**

It has the following types:

### **1. DATA SOURCES**

Two types of data were taken into consideration i.e., primary data and secondary data. But major emphasis was given on gathering primary data. The secondary data was used only to supplement the primary and make things clear.

a) **Primary Data**: the collection of data for this source includes the filling of The questionnaire.

b) **Secondary Data**: In this study the secondary data was collected from the following:

#### **Sources:**

- Official website of Peaks Auto Pvt Ltd.
- Discussion with Employees and Officials At Peaks Auto .
- Books on Human resource management.
- Internet.
- Journals and Periodicals
- Company annual Reports and Process documentation

### **2 SAMPLING PLAN**

#### **Population:**

The population surveyed in the research are employees of The Peaks Auto Pvt Ltd.





### **Sample Size :**

The sample size covered during the research is of 100 .

### **Sample Element :**

The sample element of the research are Employees and officials of Peaks Auto Pvt Ltd.

### **Sample Extent:**

The sampling procedure followed is Convenient and judgmental sampling

### **RESEARCH INSTRUMENT:**

**Questionnaire:** Collection of the information and data is done with the help of a questionnaire. A questionnaire consists of multiple choice of questions.

### **DATA SOURCE**

Both **direct and indirect data** sources are used at different stages for the research purpose, secondary data was basically used at the time of formulation of the questionnaire to develop a sound background of the subject matter. Information about the company's history and existing appraisal policy were collected from indirect data.



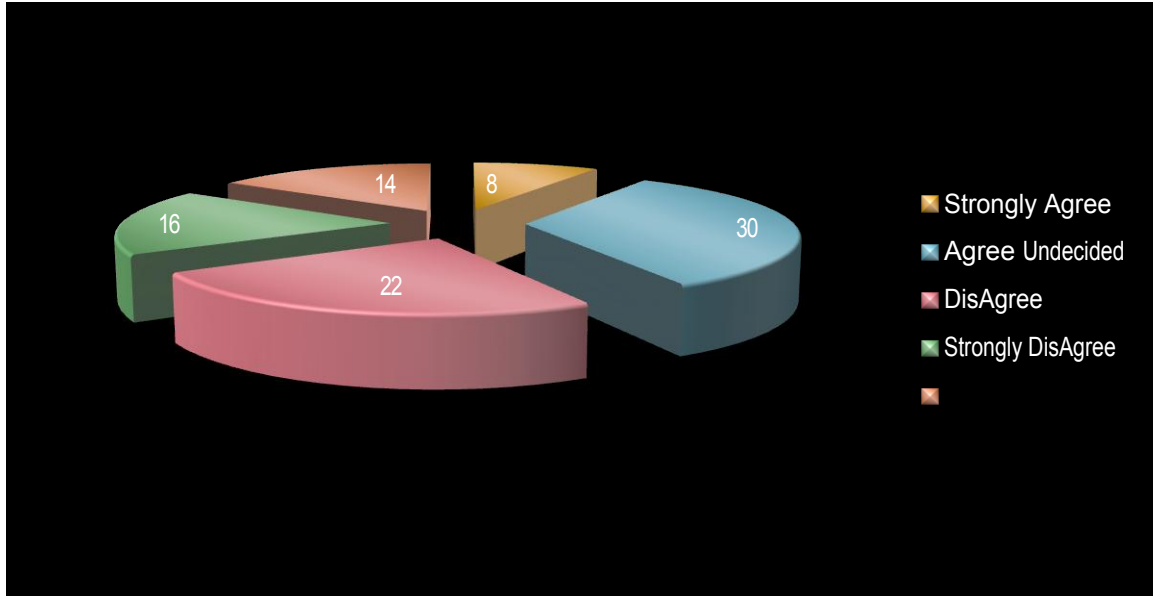
# CHAPTER 4

## DATA ANALYSIS & INTERPRETATION

**Q1: “Peak” s Auto (p) ltd. Is employee friendly automobile industry”**

**Do you agree with this statement?**

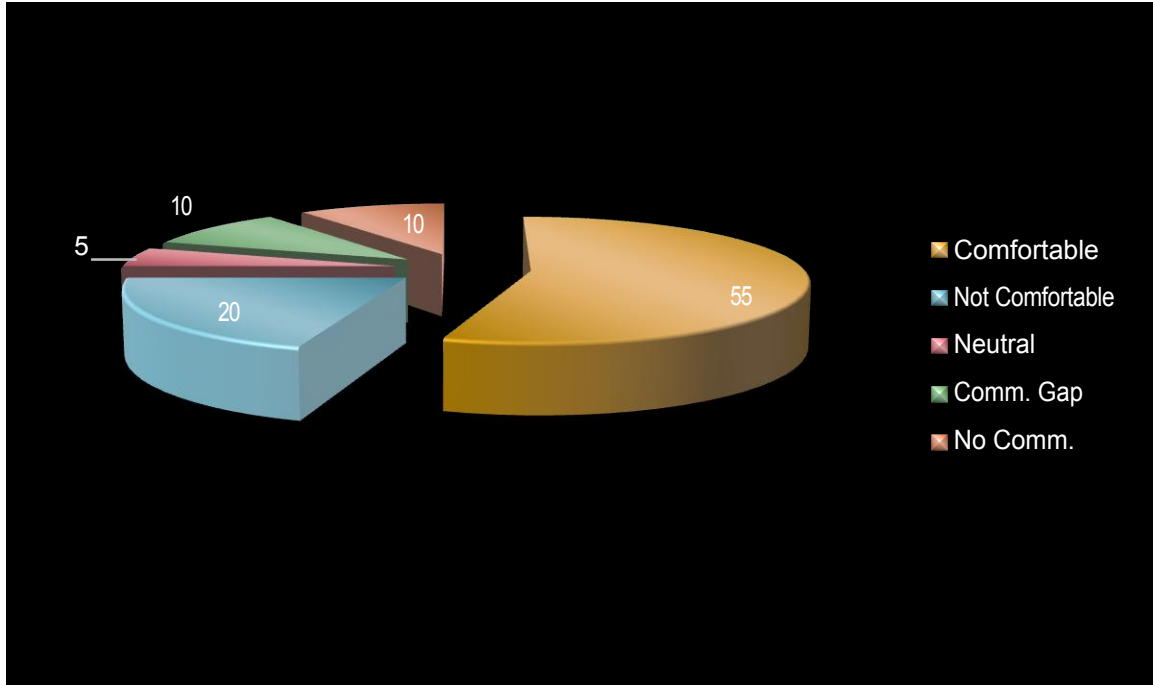
<b>Growth In Automobile industry</b>	<b>Respondents</b>
Strongly Agree	8 % employees
Agree	30 % employees
Undecided	22 % employees
Disagree	16 % employees
Strongly disagree	14 % employees



**Interpretation:** Majority i. e. 30% of the employees agree that the company is growing in the Automobile industry( 14% Strongly agree,, 30% agree), while rest are having mixed opinion.

**Q2: Are you comfortable while communicating with top management?**

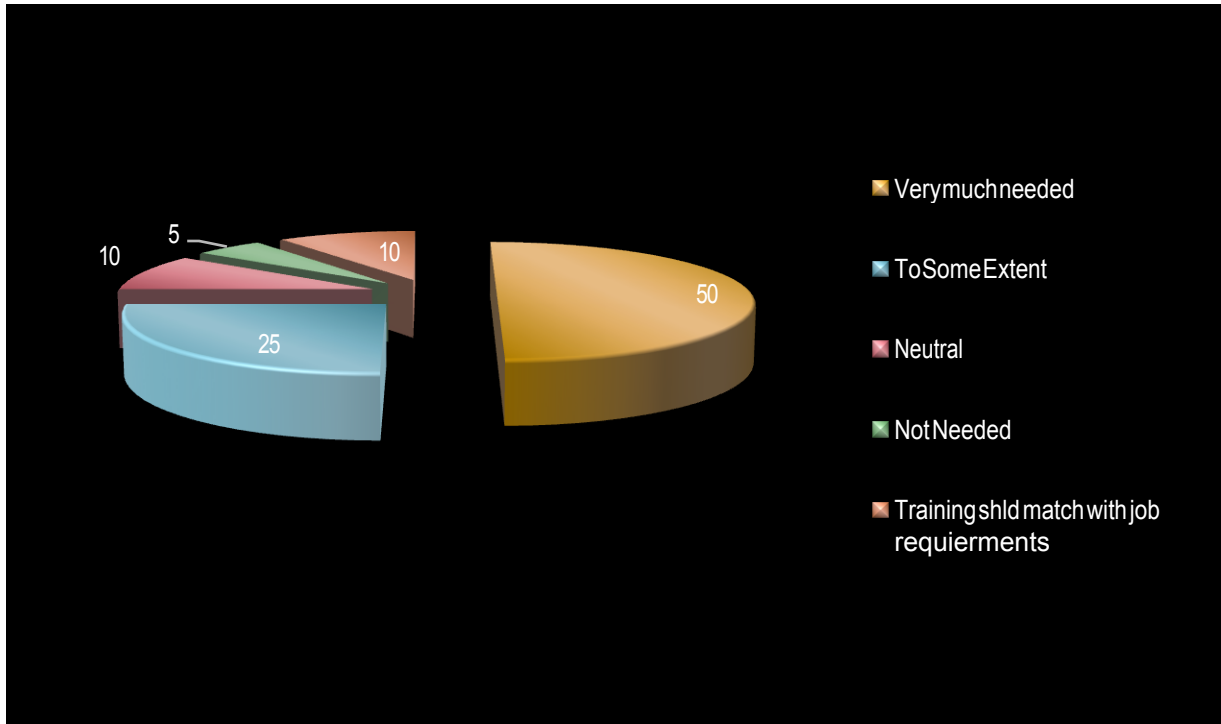
Comfortable while Communicating	Respondents
Comfortable	55 % employees
Not Comfortable	20 % employees
Neutral	5 % employees
Communication Gap	10% employees
No Communication	10% employees



**Interpretation:** Majority i.e. 55% of employees are comfortable in communicating with top management, while 20% are not comfortable, and rest 25 % are of mixed opinion.

**Q3: Do you need any training programs for carrying out job effectively?**

Training Programs Needed	Respondents
Very Much Needed	50% employees
To Some Extent	25% employees
Neutral	10% employees
Not Needed	5 % employees
Training should match with Job Requirements	10% employees



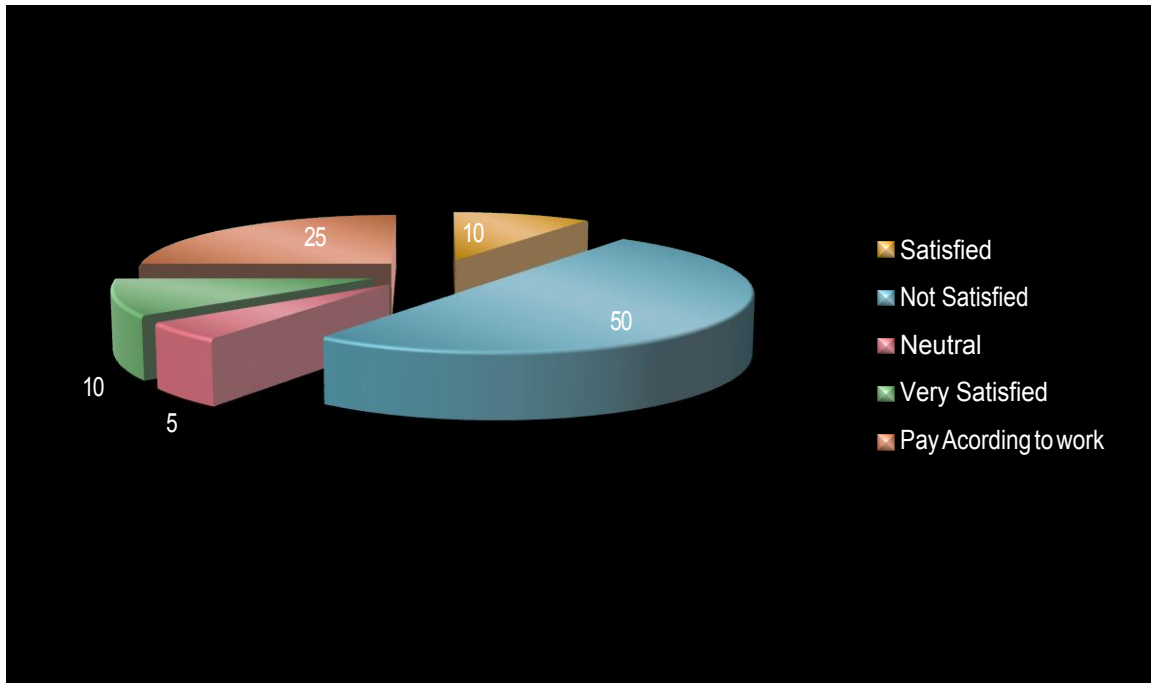
**Interpretation:** Majority of the employees i.e. 75 % think training is needed to carry out job effectively (50% say very much needed, 25% say to some extent training is needed), rest 25% have mixed opinion.

**Q4: Are you satisfied with the salary package of Peaks auto (p) ltd.?(if no then why)<open ended>**

Satisfied with the Salary Package	Respondents
Satisfied	10% employees
Not Satisfied	50% employees



Neutral	5 % employees
Very Satisfied	10% employees
Pay According to Work	25% employees



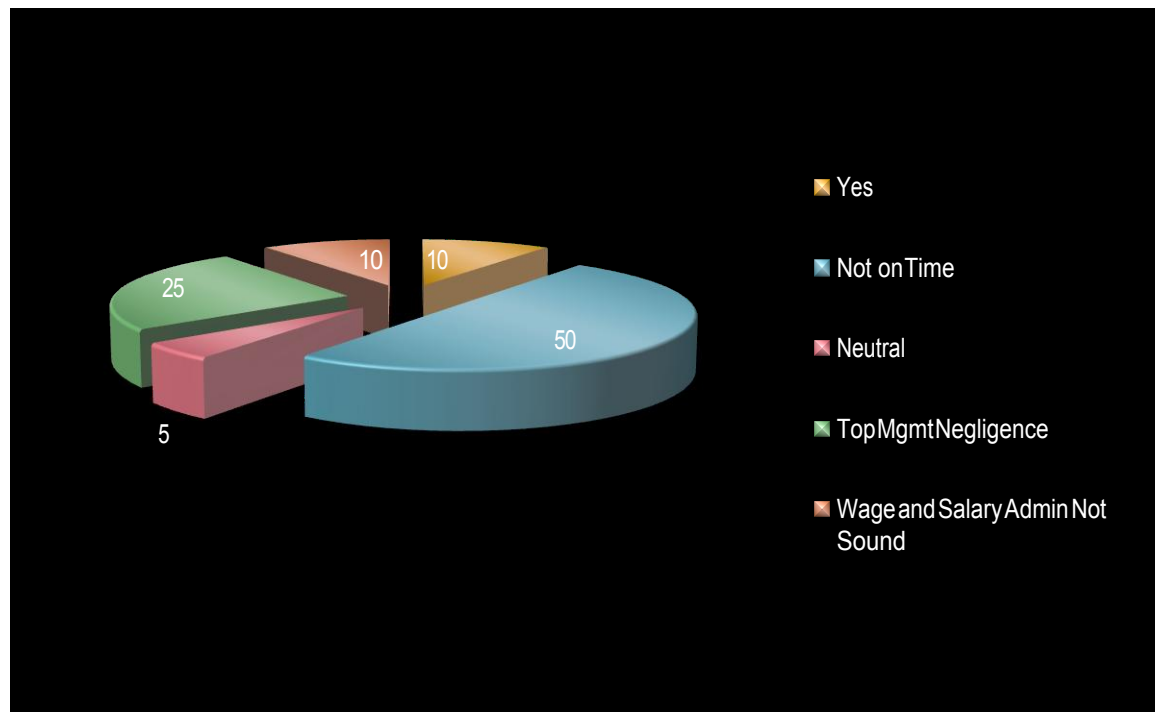
**Interpretation:** Majority of the employees i.e 75% are not satisfied with the salary package (50% not satisfied, 25% want salary as per their job efforts) while rest 25% are having mixed opinion.

**Q5: Do you get your salary on time? (if no then why) <open ended>**

Salary on Time	Respondents
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Yes	10% employees
Not on Time	50% employees
Neutral	5 % employees
Top Management Negligence	25% employees
Wage & Salary Administration Not Sound	10% employees

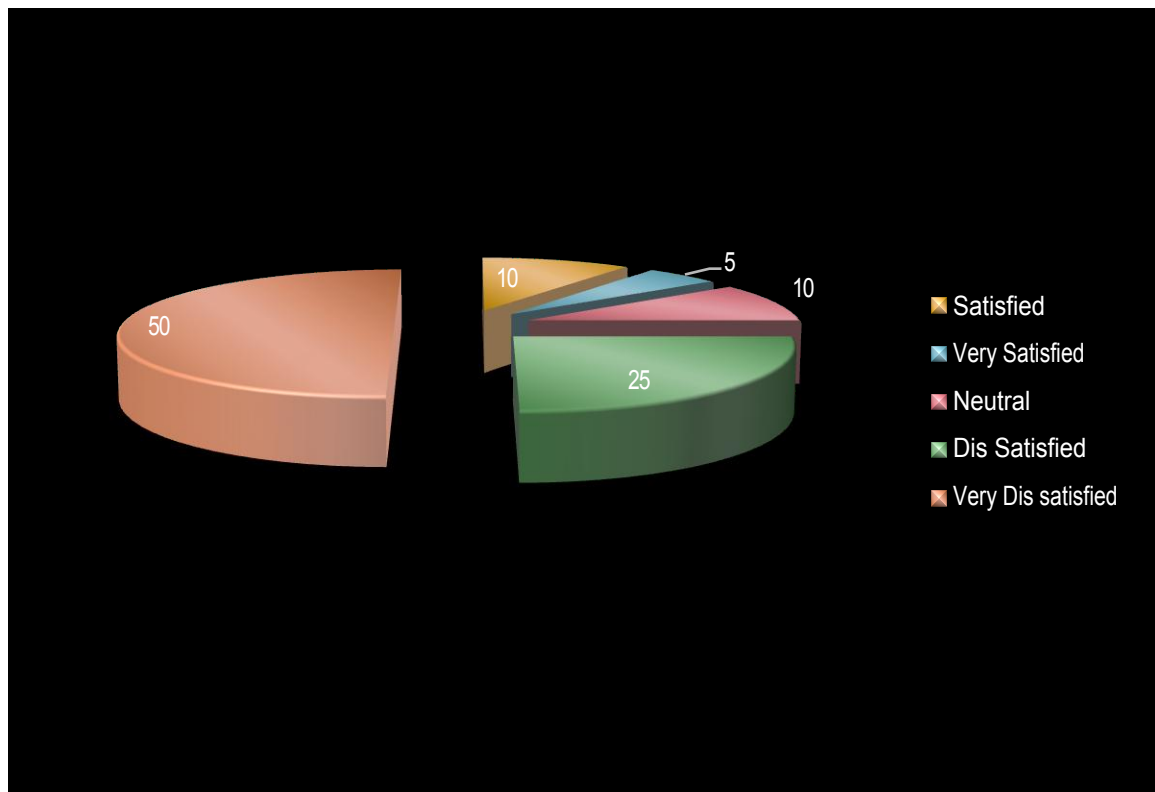


**Interpretation:** Most of the employees i.e 75% do not get salaries on time (50% not getting salary on time, 25% blame top management responsible for delay), while as rest 25 % have mixed opinion.

**Q6: Are you satisfied with the incentives of the company?**



Satisfied with the Incentives	Respondents
Satisfied	10 % employees
Very Satisfied	5 % employees
Neutral	10% employees
Dis Satisfied	25% employees
Very Dis Satisfied	50% employees



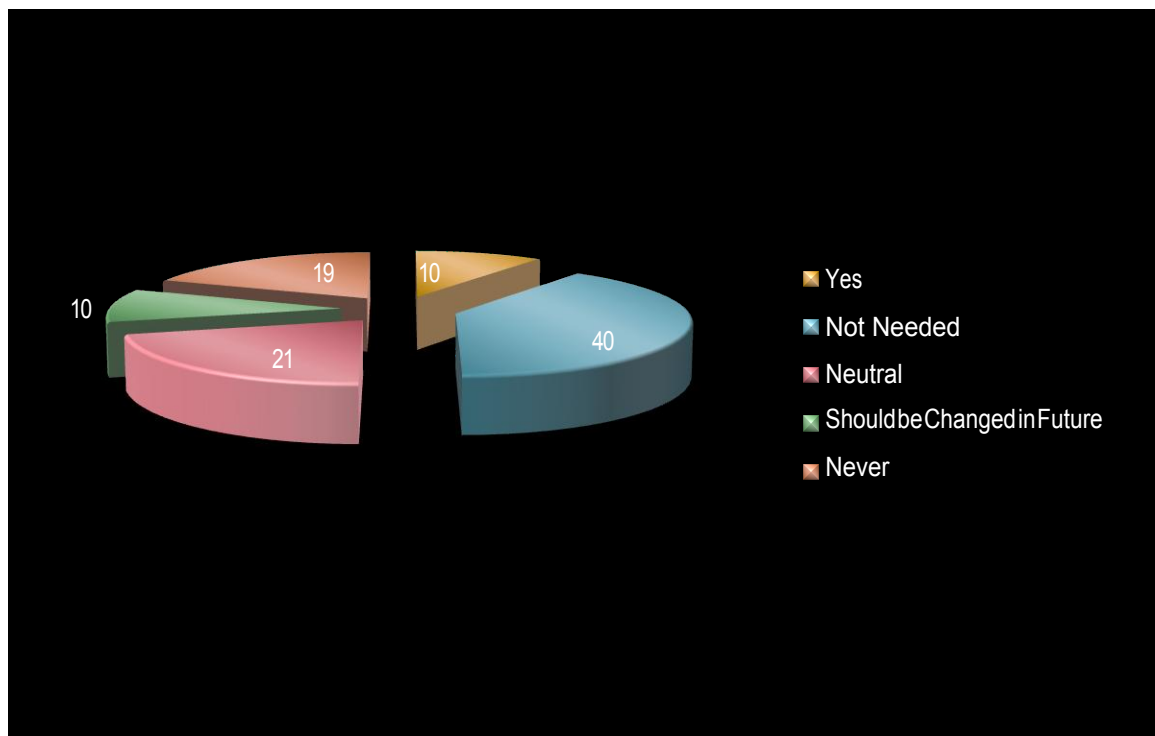
**Interpretation:** Majority of the employees i.e 75% are not satisfied with the incentive scheme (50% very dissatisfied, 25% dissatisfied) while rest 25 % have mixed opinion.





### Q7: Do you want any changes in the policies of the organization?

Want Any Changes In Policy	Respondents
Yes	10% employees
Not Needed	40% employees
Neutral	21% employees
Should be Changed in Future	10% employees
Never	19% employees

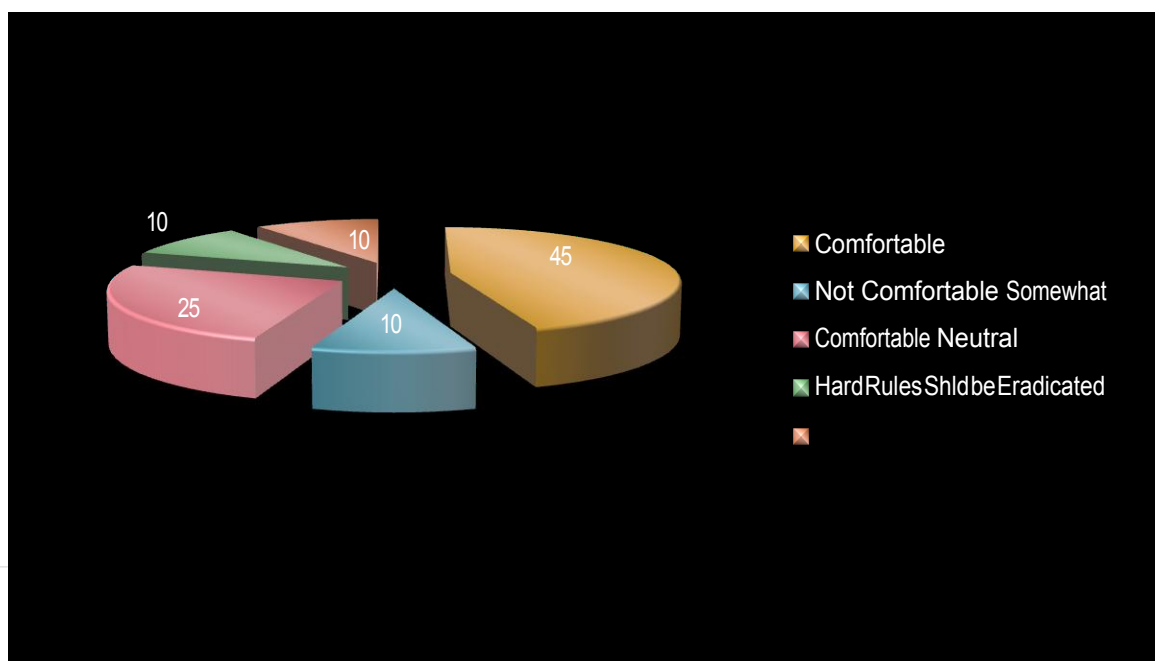


**Interpretation:** Most of the employees i.e 59% are happy with the policy of the company and do not want any change in policy of the org. (Not Needed 40%, Never 19%), while as rest 41% show a mixed response.



### Q8: Are you comfortable with the rules & regulations of the company?

Comfortable with Rules & Regulations	Respondents
Comfortable	45% employees
Not Comfortable	10% employees
Somewhat Comfortable	25% employees
Neutral	10% employees
Hard Rules Should Be Eradicated	10% employees

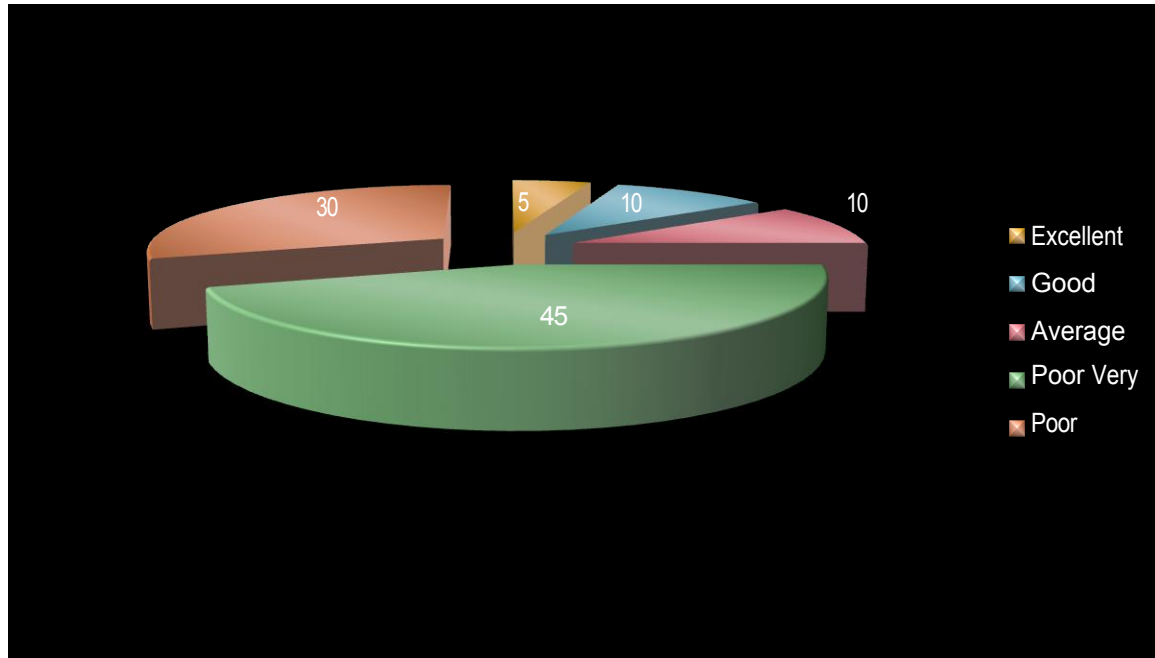




**Interpretation:** Majority of the employees i.e 70% are comfortable with the rules & regulations of the org. (45% comfortable, 25% somewhat comfortable) while as rest 30% have mixed response.

**Q9: How do you Rate the feedback given for your performance?**

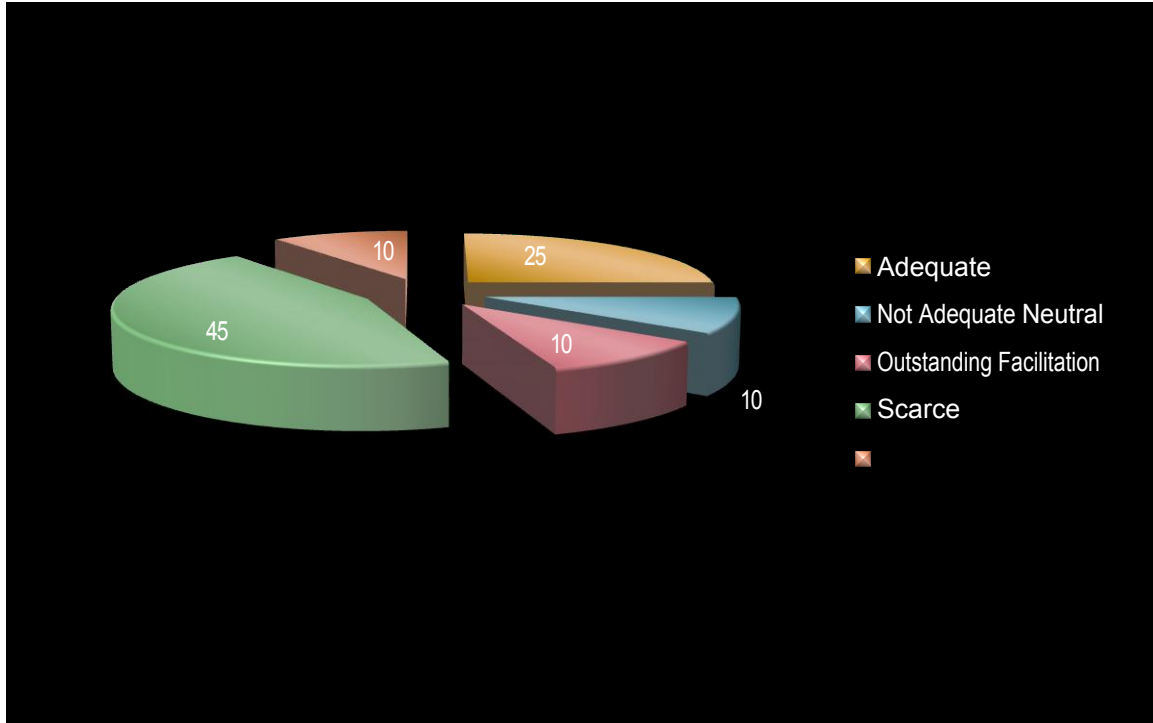
<b>Feedback given For Your Performance</b>	<b>Respondents</b>
Excellent	5 % employees
Good	10% employees
Average	10% employees
Poor	45% employees
Very Poor	30% employees



**Interpretation:** Majority of the employees i.e 75% do not feel that they don't get feedback for their performance (45% poor, 30% very poor), while as rest 25% have mixed response.

**Q10: Does the company provide sufficient facilities to fulfil the demands of the customer?**

Facilities For costumer	Respondents
Adequate	25% employees
Not Adequate	10% employees
Neutral	10% employees
Outstanding Facilitation	45% employees
Scarce	10% employees



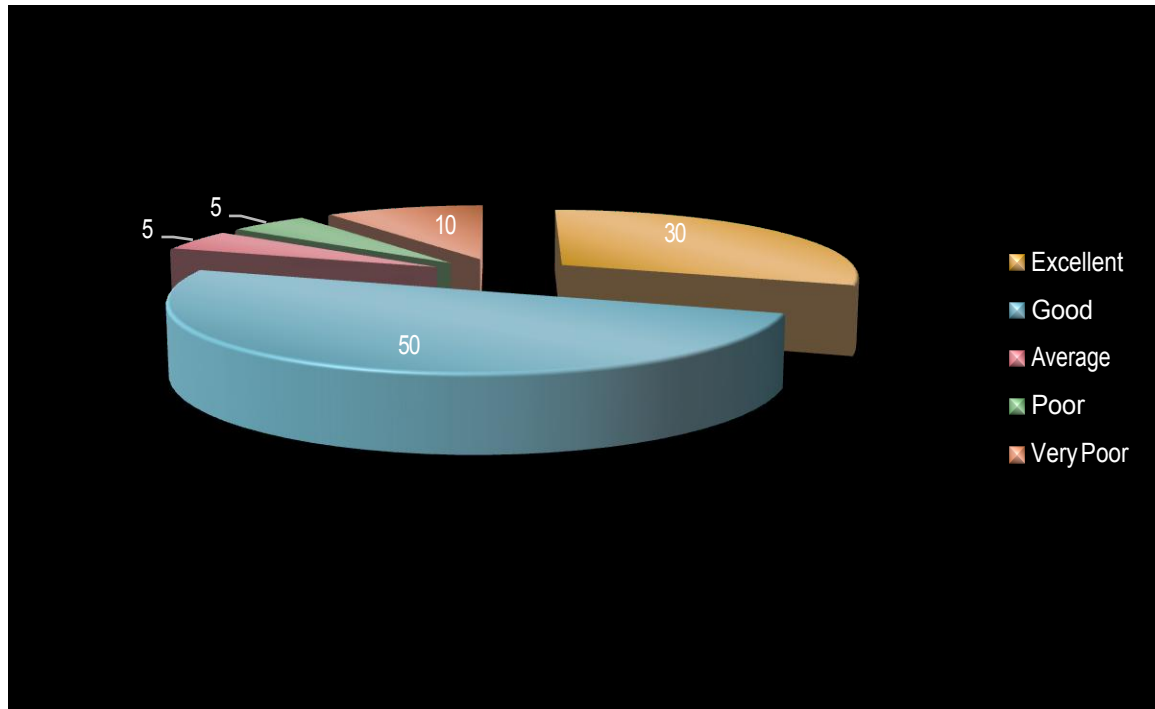
**Interpretation** : Majority of the employees i . e 70 % are satisfied with the company facilitation fullfilling customer demand(45% outstanding facility, 25% adequate), while as rest 30% have mixed response.

**Q11: How do you Rate the company and your team leaders on Their Competence and work performance?**

Rating Company and Team Leaders on their Performance	Respondents
Excellent	30% employees
Good	50% employees
Average	5 % employees
Poor	5 % employees



Very Poor	10% employees
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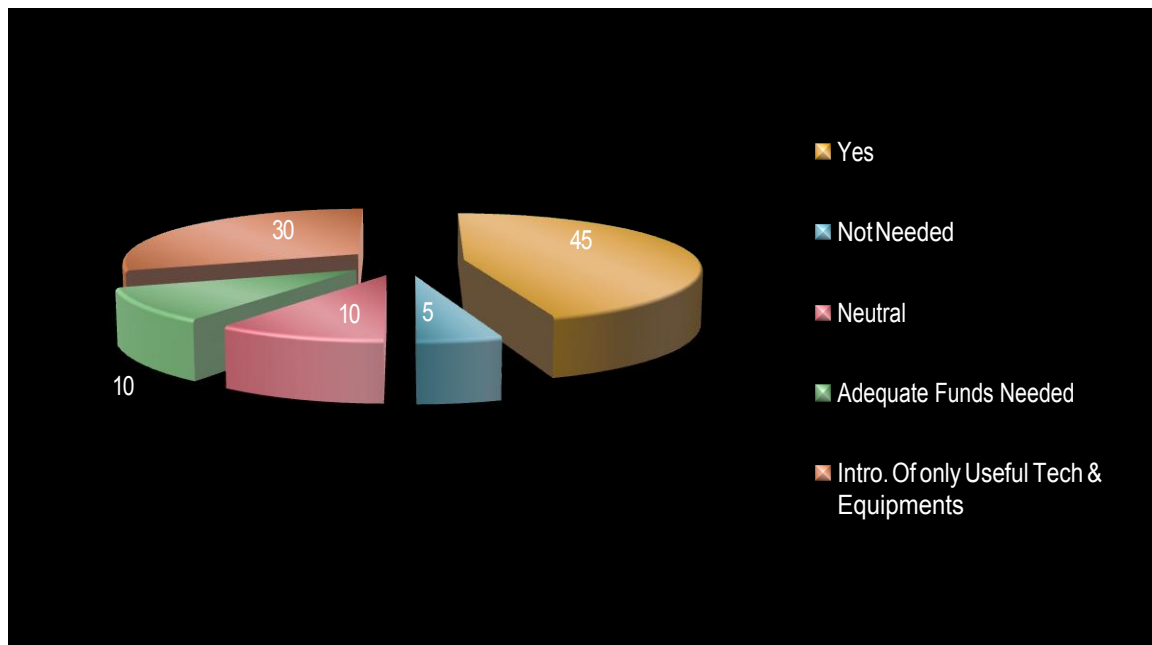
**Interpretation:** Majority of employees i.e 80% are satisfied with their team leaders and the company itself(30% excellent rating ,50% good rating),while as rest 20% have mixed response.

**Q12: Do you feel Company needs up gradation of technology and equipments (if yes then what)?(open ended)**

Up-gradation of Technology & Equipments Needed	Respondents
Yes	45% employees
Not Needed	5 % employees



Neutral	10% employees
Adequate Funds Needed	10% employees
Introduction of Only Useful Technology & Equipments	30% employees



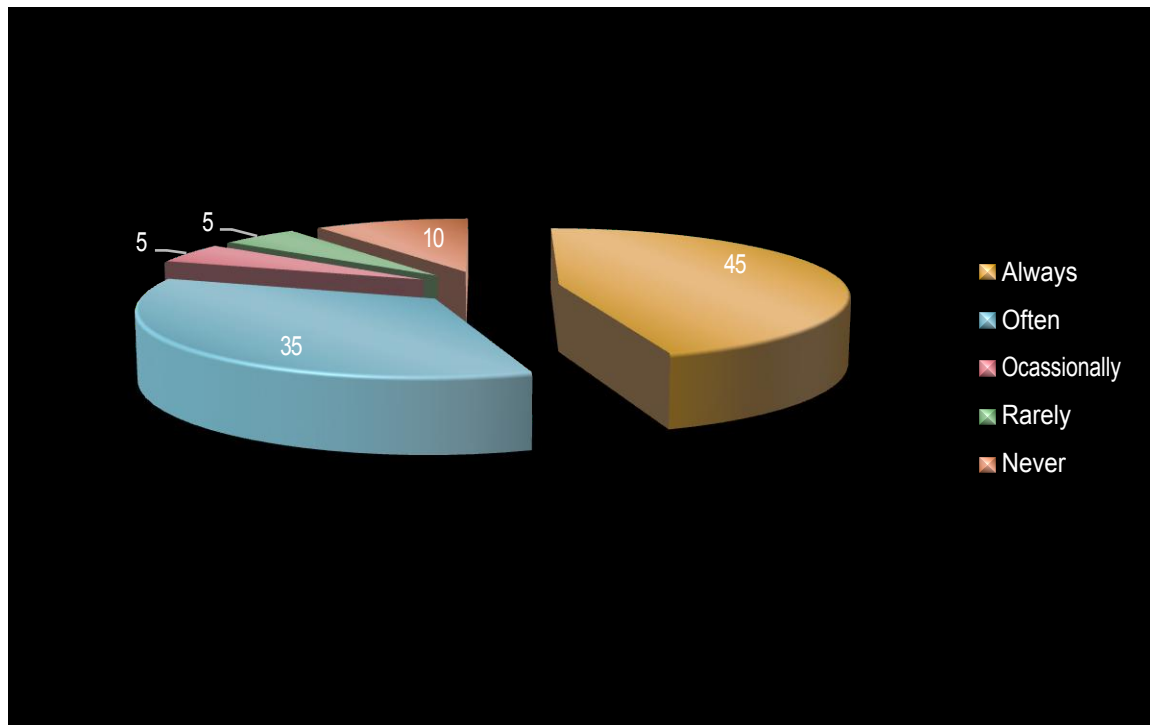
**Interpretation:** Most of the employees i.e 75% want the company to upgrade its technology and equipments preferably useful one( 45 % yes, 30 % intro of only useful technology & equipments) while as rest 25% share a mixed response.

**Q13: Are your seniors co-operative with you?**

Seniors Co-operative	Respondents
Always	45% employees



Often	35% employees
Occasionally	5 % employees
Rarely	5 % employees
Never	10% employees



**Interpretation:** Almost all the employees i.e 80% believe that their seniors are co-operative with them(Always cooperative 45%,often 35 %), while as rest 20 % have a mixed opinion.

**Q14: What can we do so as to make your job more satisfying?(open ended)**

**ANS:-**

>Incorporate Better Grievance handling





- > Increase Morale by Recognition and Performance Appraisal
- > Open door Policy
- > Improve Working Conditions

**Q15: If you can change one thing about our company; What would it be?(open ended)**

**ANS:-** "Better Remuneration Of Personnel"



## **CHAPTER 5**

### **Findings, Conclusion, Suggestions and limitations**

#### **FINDINGS**

- Most of the employees have positive attitude towards the organization and agree that organization is growing with course of time.
  - Most of the employees are comfortable while communicating with the top management , rest 20 % are uncomfortable towards top management
  - Most of the employees feel that they need training programs in order to perform their jobs effectively.
  - It was found that majority of employees are not satisfied with their salary packages and want salaries should be paid off according to their job efforts
  - Employees don't get their salaries well on t ime and blames top management responsible for it.
  - Most of the employees are not satisfied with the incentive scheme of the company and want that they must be paid more than they get as competitors are doing
  - Almost all the employees are satisfied with the rules and regulations of the company
  - Most of the employees( 75 % )feel that they don't get appraisal for their performances and are not paid off according to their job efforts and performances
  - Employees are satisfied with the facilities provided by the company for the fulfillment of the customers demand.
-



- Almost (80%) are satisfied with their team leaders and think that they are doing well
- Employees want company to upgrade their technology and add more equipments like:-
  - ⊘ Fly catcher
  - ⊘ Biometric attendance
  - ⊘ Internet facilities of some good provider
  - ⊘ Up gradation in workshop
- It was found Almost all the seniors are cooperative with their employees
- Most of the employees preferably want the org. to have grievance handling cells, Increase Morale by Recognition and Performance Appraisal ,Open door Policy, Improve Working Conditions & want Better Rumeneration Of Personnel.



## Conclusion

The flagship workshop at PEAKS is rated amongst the best workshops within the Maruti network, on all India bases, in terms of infrastructure and customer satisfaction. In fact, it was rated as the number 1 workshop in the entire Maruti network in the JD Power Customer Satisfaction Survey in 1999

Working as a trainee at Maruti peaks auto pvt. Ltd. was a great learning experience. During 45 days training, it was great to learn and deal with products and services of the company. The company has helped in providing a lot of experience and a lot of exposure

From the above analysis and findings, we conclude that Maruti enjoys a strong Market position in case of its product like Maruti swift lxi, vxi , Wagon r , Alto lx , lxi among its competitors . its competitors like Hyundai santro , Mahindra bolero, scorpio and Tata indica do not stand in front of its Maruti swift lxi, vxi.

On this basis of data collected we can judge that the current behavior of the consumer is influenced not only by price but also by other parameters like safety and after sale services, prices and condition. A customer keeps in mind all the factors before buying automobile products

Lastly it was found that all the employees are satisfied towards the company's policies and it will be a great success in the future



## **SUGGESTIONS**

- 1) More advertisements should be there to make people aware about Maruti products.
- 2) There should be more advertisement on T.V. and also on Net. Campaigning should be done.
- 3) Research and development activities should be undertaken.
- 4) More relaxing discount schemes should be provided
- 5) Product catalogues and price lists should be provided to the customers on regular basis.
- 6) Negotiation on products should be applied.
- 7) Making company to obey rules and regulations of professionalism and will add more to make job satisfying
- 8) Job profile and hierarchy to be made understood to each executive
- 9) Uniformity is needed in organization good package, working conditions, and incentives.
- 10) Treat employees as if they are family members
- 11) It was found that most of the employees make wrong commitments to customers.

It was found that there is Delay in delivery timings to customers



## **LIMITATIONS OF STUDY:**

- The study has been completed during a limited period of time which is not enough to gain all the practical knowledge and awareness about organization and its management.
- Lack of time was one of the limitations. Because of which all the employees weren't able to fill the questionnaires.
- Some of the employees were not giving their views openly.



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Today

20<sup>th</sup> Annual Report, Maruti service masters

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∞ Company's Annual Reports.

∞ Process Documentation.

### **Websites**

∞ [www.answers.com](http://www.answers.com)

∞ [www.wikipedia.com](http://www.wikipedia.com)

∞ [www.google.com](http://www.google.com)

∞ [www.peaksmaruti.webs.com](http://www.peaksmaruti.webs.com)



## QUESTIONNAIRE ANNEXURE

*Dear respondent,* I am **Mansoor Ahmad Nanda**, student of **BBA 6th SEM**. At **Abdul Ahad Azad Memorial Degree College**, Srinagar. I am conducting a study on the topic "**HR FUNCTIONS at Peaks Auto. Pvt. Ltd**". I assure you that the information provided by you will be kept confidential and will be used only for the research purpose.

### General information

NAME \_\_\_\_\_

AGE

18-25yr

26-35 yrs

36-45 y

above 45 yrs

GENDER

Male

Female

QUALIFICATION

Metric

Secondary

Graduat

Post Graduate





**INCOME (Rs.)**

0-10,000

10,000-20,000

Above 20,000

**Q1: "Peak's Auto (p) Ltd. Is a growing co. in automobile industry."**

**Do you agree with this statement?**

Strongly Agree

Agree

Undecided

Disagree

Strongly Disagree

**Q2: Are you comfortable while communicating with top management?**

Comfortable

Not Comfortable

Neutral

Communication Gap

No Communication

**Q3: Do you need any training programs for carrying out job effectively?**

---



Very Much Needed       To       e      Extent  
 Neutral

Not Needed       Training should match with Job  
 requirements

**Q4: Are you satisfied with the salary package of Peaks auto ( p)ltd.?**

Satisfied       Not Satisfied       Neutral  
 Very Satisfied       Pay according to Work

**Q5: Do you get your salary ontime?**

Yes       Not on time       Neutral

Top Management Negl       ce      Wage and Salary  
 administration not      sound

**Q6: Are you satisfied with the incentives of the company?**

Satisfied       Very Satisfied       Neutral  
 Dissatisfied       Very Dissatisfied

**Q7: Do you want any changes in the policies of the organization?**

---



Yes  Not nee  Neutral

Shouldbe changedin f u  e  Never

**Q8: Are you comfortable with the rules & regulations of the company?**

Comfortab le  Not Co mfo rtable  Not  
mentioned to us

Neutral  Hard rules shouldbe eradicated

**Q9: How do you Rate the feedback given for your performance?**

Excellent   ood  Average  Poor  
Very Poor

**Q10: Does the company provide sufficient facilities to fulfil the demands of The customer?**

Adequate  NotAdequa  Neutral

Outstanding Facilita  Scarce

**Q11: How do you Rate the company and your team leaders on Their Competence and work performance?**

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Excellent                      Good                      Average                      Poor  
Very Poor

**Q12: Do you feel Company needs up gradation of technology and equipments?**

Yes                      Not Needed                       Neutral  
Adequate Funds needed

Introduction of only useful and reliable technology

**Q13: Are your seniors co-operative with you?**

Always                       Ofte                       Occa  ally                      Rarely

Never

**Q14: What can we do so as to make your job more satisfying? ( open ended)**

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**Q15: If you can change one thing about our company. What would it be? ( Open ended)**

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