



Atlas Copco Pakistan PVT (LTD), Internship Report

(5th July 2023-22nd August 2023)



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Training Certificate

PKA-HR-T&D-F006-Level-3
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TO WHOM IT MAY CONCERN

It is certified that **Taliah Shafiq D/o M. Shafiq** bearing CNIC 35202-600300-8 has worked with us in the capacity of **Intern** in our **HR & Admin.** department for **6 Weeks** from **July 05, 2023 to August 22, 2023.**

We found her sincere, hardworking and technically sound. She worked well as part of a team during her tenure.

We take this opportunity to thank her and wish her all the best for her future.

This certificate only uses for collage/university.

Ahsan Fayyaz
Human Resource Business Partner

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Acknowledgment

Firstly I would thank Allah Almighty for giving me the opportunity and the resources to be able to do something productive with

our lives. Without His blessings, I would not have been able to come as far as I have.

I want to convey my gratitude to Dr. Fahad Javed for his guidelines which have been very useful for me in preparing this report.

My sincere thanks to all the respected HR staff members for helping me throughout my internship tenure. They helped me find new ways of being innovative and creative. This report would not have been possible without their cooperation and incessant directions.

Preface

As a part of my BBA degree requirement at CUI (Comsats University Islamabad, Lahore Campus) internship is the basic requirement, HRM is my field of specialization so I finished an Internship Program at “Atlas Copco Pakistan”. It was a six-week internship program that provided me the opportunity to understand the practicalities of HRM activities practically taking place in Atlas Copco.

Toward the end of my Internship Program, I must submit an internship report to my institution. The internship report was composed of my persistent hard work and dedication. This report is based on what I learned from Atlas Copco..

The debut of the company, notably its HRM processes has consumed a critical portion of this research. Attempts were made to explore the hierarchies and prospect the workflow pathways. Finally, I developed an understanding of HR activities that take place in Atlas Copco during my six weeks. I concluded at the end of the reports in regions that needed more information.

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1. Executive Summary

Atlas Copco has a history of producing high quality products. Atlas Copco has created client brand loyalty as an outcome of its excellent and diversified product range.

Atlas Copco is known for its high-quality products and its name is synonymous with excellence across the globe. Since its inception, the company has attempted to expand and grow engineering knowledge in Pakistan. Atlas Copco has produced a skilled workforce, hundreds of engineers and technicians by means of its apprenticeship and training programs.

The product portfolio of Atlas Copco is constantly growing. There are a lot of competitors in this area Atlas Copco has done an excellent job in sustaining it. Atlas Copco has strong market strength as this industry has a lot of promise. Atlas Copco is encountering rapid growth in this industry.

The organizational culture of Atlas Copco is incredibly sound and encourages good work practices. This setting assisted me in building confidence and self-assurance.

In this report, I have summarized the knowledge acquired from this training experience. The ultimate goal of this internship is to get practical exposure in HR department of such huge organization like Atlas Copco for six weeks. I had the chance to learn and witness how activities and functions in various departments of Atlas Copco take place. I have worked in the HR department of Atlas Copco as an intern which has provided me learning and experience of how this department facilitates its employees and personal.

This report starts from introduction with an organizational profile of Atlas Copco giving its background, mission, vision, products and services and the hierarchy of the organization.

2. History and Background of Atlas Copco Pakistan

The only original equipment manufacturer with direct operations in Pakistan is Atlas Copco Pakistan, which was established in 2006. In the areas of construction equipment, generators, assembly systems, portable compressors, air and gas compressors, and generator servicing and sales, Atlas Copco Pakistan holds a leading position.

Our company is supported by a nationwide network of sales, distribution, service, and maintenance partners who, along with our enthusiastic staff and committed distributors throughout Pakistan, help us maintain our dedication to sustainable productivity while remaining in close contact with our clients.

Textile, food and beverage, oil and gas, power plants, refineries, pharmaceutical, hospital, construction, cement, marine, telecommunication, drilling, mining, automobile, and other industrial segments are just a few of the varied and specialised industries that Atlas Copco Pakistan offers packaged solutions to.

An extensive national network of sales, distribution, and service is available to assist our customers.

2.1. Mission Statement:

“Our mission is to attain profitable, inclusive, and sustainable growth. This means that in addition to fostering diversity and inclusion, we should consistently produce profitable growth while having a greater good impact on society and the environment.”

2.2. Vision Statement:

“Our vision is to always be our customers' and other stakeholders' First in Mind—First in Choice.”

2.3. Core Values of Atlas Copco:

- Interaction
- Innovation
- Commitment

2.4. Goals:

- Support customers in their success
- Profitable growth over a business cycle
- Agile balance sheet
- Target market places with high service potential

3. Business areas:

The Business essence of Atlas Copco having engineering nature with world-leading expertise is classified into the following sectors

3.1. Air compressor products, parts and services:

For all of air and gas needs, Atlas Copco Compressors offers top notch compressors, gas generators, blowers, vacuums, and high-quality air products along with a countrywide service network. Here's a complete portfolio for the compressed air industry;

- Air and gas compressors
- Compressed air dryers
- Air blowers
- Condensate treatment

- Air filters
- Gas generators
- Process gas and air equipment
- Air receivers and after coolers
- Compressed air piping solutions
- Energy recovery systems
- Oil-free air and nitrogen boosters

3.2 Vacuum and abatement:

At Atlas Copco Vacuum Technique; we offer cutting-edge vacuum and abatement solutions to a variety of international sectors. We design and manufacture cutting-edge, digitalized, networked vacuum pumps and systems with a focus on the needs of the customer. Throughout our semiconductor, scientific, and industrial divisions, our driven employees bring to life innovative concepts that enhance research and development, introduce cutting-edge technology into our devices, enhance customer safety and energy efficiency, and facilitate daily living. We at Vacuum Technique are the unseen power that is essential to production, research, and industrial facilities across the globe. Here's a list of products under this category;

- Oil-sealed vacuum pumps
- `Dry vacuum pumps
- Liquid ring vacuum pumps
- Steam ejectors

3.3 Industrial tools and assembly solutions

Innovation is accelerated by great ideas. Together with our clients, we at Atlas Copco Industrial Technique transform industrial concepts into intelligent production assembly solutions and cutting-edge industrial tools. Our devoted workforce, knowledge, and support provide industries worldwide with long-term value.

- Assembly tools and solutions
- Bolting solutions
- Sockets and bits
- Motor solutions
- Work station solutions

3.4 Mobile construction and power equipments

Innovation is accelerated by great ideas. At Atlas Copco Power Technique, we transform industrial concepts into cutting-edge solutions for power, flow, and air. We provide dewatering

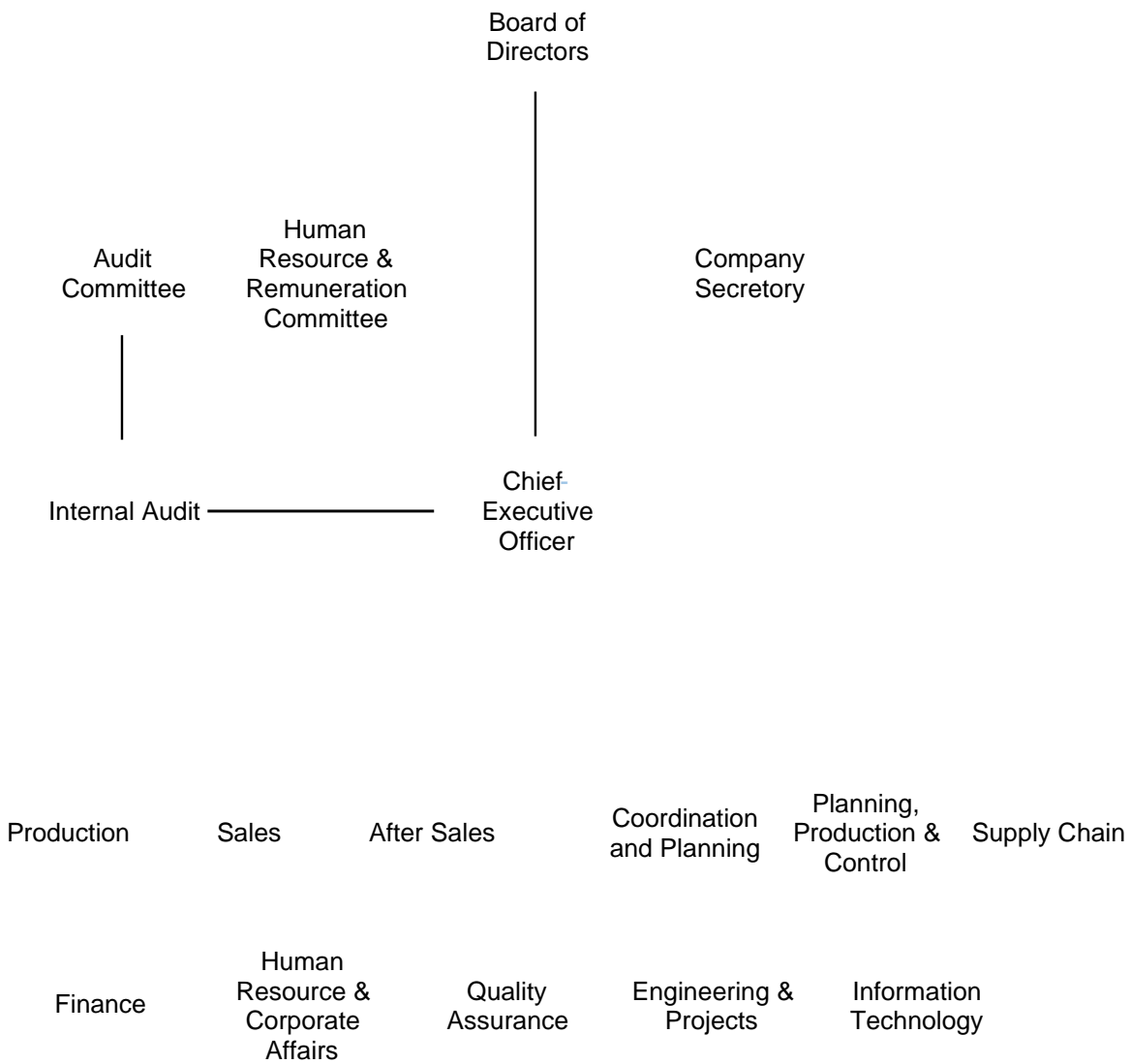
pumps, portable instruments, high-pressure boosters, light towers, mobile compressors, and power generators to a wide range of industries, including manufacturing, events, construction, petrochemical, water well, utilities, manufacturing, mining, and power plants.

4. Business Operation:

4.1. Organogram:

The infrastructure of Atlas Copco displaying its respective departments, functionality and administrative outline is displayed in the organogram below:

Figure Organogram of Atlas Copco





4.2. SWOT ANALYSIS OF Atlas Copco:

SWOT (strengths, weaknesses, opportunities and threats) analysis for Atlas Copco is given below:

4.2.1. STRENGTH:

The following regions show how Atlas Copco stands in the market having leverage over its competitors in the domain of strength.

- **Strong strategy for sustainable growth**

Atlas Copco has developed a potent long-term plan. This tactic aids the business in developing and delivering the value proposition in a way that is commercially, socially, and environmentally sustainable. The Group has identified five essential pillars that must be in place in order to accomplish its goals. These three pillars are excellence, presence, and people. The team is moving in the direction of becoming an organization that will continue to produce results for a very long time.

- **Heavily diversified business**

The five business areas in which Atlas Copco is most prevalent are mining construction, industrial, hoover, compressor, and mining techniques. These five areas account for 35%, 13%, 15%, 25%, and 12% of total revenue, respectively. A company with such a diverse business can maintain operations across all divisions because one strong division can offset a weaker division.

- **Emphasis on innovation and adaptability to change:**

Atlas Copco has always been a pioneer in industry changes, having both initiated and contributed to several of them. Atlas Copco has surpassed its rivals thanks to its emphasis on innovation. In addition to offering secure digitalization solutions to the industries, Atlas

Copco has begun utilising digitalization in its production processes and operations. It has partnered with Saab and digitalization solutions as a result.

4.2.2. Weaknesses:

PEL, like every other business, has operational weaknesses. PEL can dominate the market for home appliances if it can get past these weaknesses. PEL loses some ground in the following areas:

- **Lack of Advertisement:**

A crucial delicacy for Atlas copco is that they never broadcast advertisements on TV. This causes difficulty for its customers those are unaware of the changes or improvements being made in their product sever so often. Company cannot bear the cost for advertising all of its products as they have high cost for production. Due to this problem they rely on making good relationship with dealers in order to sell their products.

- **High cost of replacing current experts**

The Atlas Copco knowledge base is primarily the responsibility of a small number of employees, and under the current circumstances, replacing them will be very challenging.

- **Business Model**

The industry rivals can readily copy the business model of Atlas Copco. Company name must develop a platform model that can integrate vendors, suppliers, and end users in order to overcome these obstacles.

- **Dismiss of Local Monopolies**

Local monopolies and niche markets that were once easily exploited by corporations like Atlas Copco are quickly disappearing. The customer network Atlas Copco has marketed is beginning to show signs of diminishing returns.



4.2.3. Opportunities:

Opportunities which can lead to market expansion for Atlas Copco are described below:

- **Local collaboration in Pakistani Market:**

Partnerships with local firms may also provide opportunities of growth to Atlas Copco with expansion prospects in global marketplaces. While Atlas Copco can contribute global processes and execution expertise, the local players have local expertise.

- **Shift in consumer preferences towards more expensive goods**

Given that Atlas Copco enjoys strong brand recognition in the premium segment and that its lower segment brands are known for offering excellent customer services, this presents a significant opportunity for the company. It offers a chance to boost profitability and could benefit the business in both ways.

4.2.4. Threats:

In such a competitive era Atlas Copco has its share of threats as well which are discussed below:

- **Strong global and regional competitors**

Both global and regional rivals pose a serious threat to Atlas Copco in all of its business sectors. Ingersoll Rand, its primary rival, has dominated the industrial compressor and tool markets. In other markets, it is actively pursuing growth and expansion strategies. In the Asia Pacific area, regional rivals like ELGI and RMP compressors directly threaten Atlas Copco

- **Reduced market share in the small compressors segment**

Low-cost nations have been a global threat to Atlas Copco, upending the competitive environment through commoditization and price reduction. This has a significant impact on the market segment that demands small compressors, and cost considerations are what largely drive sales in this segment. The local compressor manufacturers appear to be winning this competition because their products are significantly more affordable than those of Atlas Copco, which are of inferior quality but still useful for small and local industrial businesses. In this difficult market, there is room for innovation and product differentiation that could work in Atlas Copco's advantage.



4.3. Market Strategy:

Marketing strategy of PEL is the following:

- PEL significantly focuses on segmenting the market according to the economy's income level and geography.
- Marketing strategy for PEL is to target most middle class people and consumers from sub urban and rural areas.
- PEL portray itself as low priced brand with high quality products.
- PEL focuses on mass marketing to attract people and capture the market.
- For promotion, PEL uses push strategy in order to create brand awareness among its target audience.

4.4. Competitive Strategy:

- Atlas Copco uses cost leadership strategy as their products prices are a bit high but are able to deliver high quality products.
- Atlas Copco has a competitive edge because of its brand name and brand awareness.
- Atlas Copco is able to get high quality raw materials from other countries because of strong relationship with vendors.
- Atlas Copco has a major focus on its competitive strategies in order to become leading manufacturer in Pakistan as compared to its competitors.
- Atlas Copco is planning to capture 10% more market share in the upcoming years as compared to its competitors.

- Atlas Copco has significant operational plans to outperform its competitors

4.5. Work Flow:

The organizational hierarchy of Atlas Copco has both horizontal and vertical span of administration department. At the lower level (workers and supervisors), Atlas Copco has flat management system but as the hierarchy goes upwards the system becomes vertical. The top position of Atlas copco is secured by (MD) Managing Director who is accountable to the Chairman. General Manager is liable to the managing director of Atlas Copco and is answerable for respective divisions. Departments are overseen by different managers, Deputy Managers DM are leading Assistant Managers AM.

- o **Executive level:**

At this stage, three to four specialized engineers report to managers which further report to General Manager.



- o **Workforce Level:**
At this stage, laborer 10 to 13 workers are liable to foreman

, whereas 3 to 4 foreman reports to section in charge.

- o **Labor Division:**

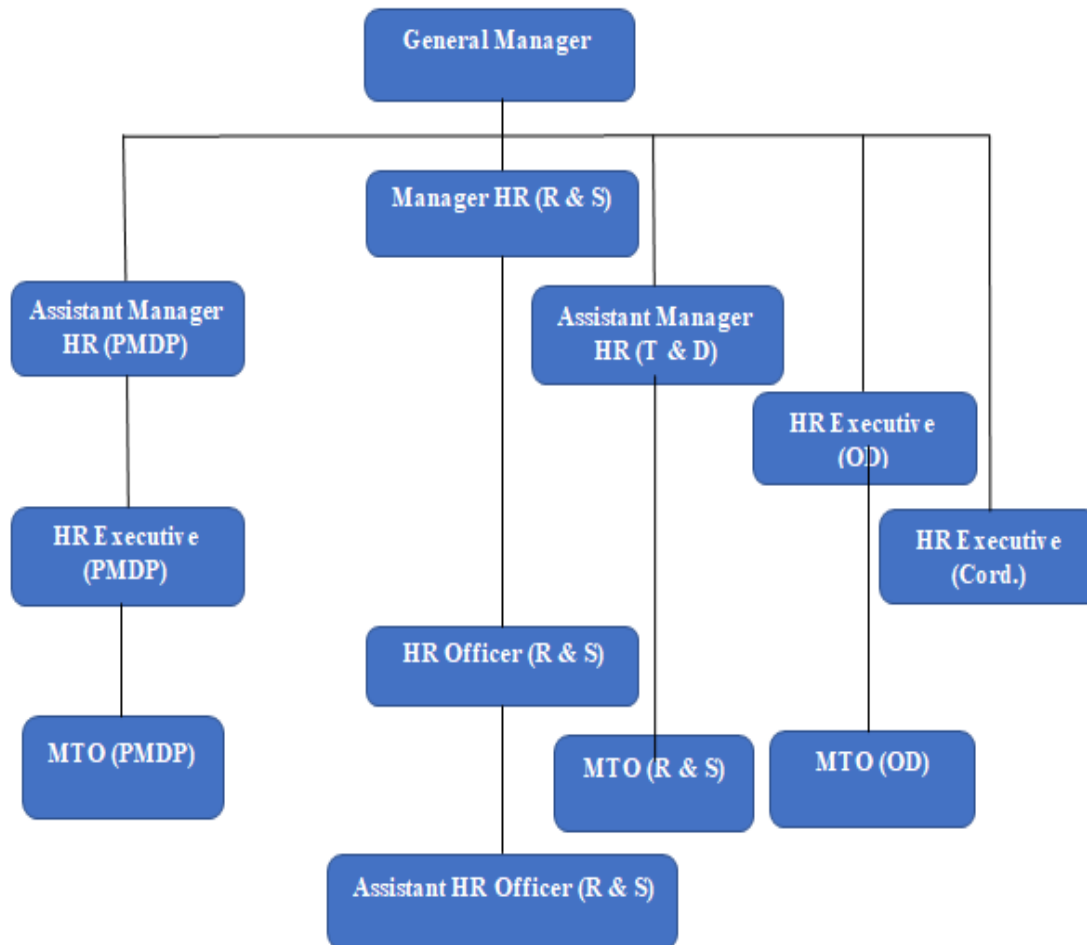
Atlas Copco generally hires two types of labor force:

- Temporary Workers
- Permanent Workers

Temporary workers are hired to around half year and after the completion of their session they are laid off. Workers are segregated into different teams according to its nature of job, knowledge and skills lead by head worker.

Departmental Structure and their Functions

5.1. Human Resource Department:



Human Resource department of Atlas Copco is the most significant and fundamental department. It focuses on the employees of the company as well as helps in managing the affairs

undertaking in the company. Atlas Copco has a well grown HR division with employee count of 38 HR representatives. The Top Executive of HR department is the General Manager with one HR manager facilitating his work along with 2 Assistant and an HR officer.

Human Resource Structure in Atlas Copco:

At Atlas Copco, following the domains that comes under supervision of HR department:

- Recruitment and Selection of employees
- Orientation
- Training and Development
- Performance Management
- Compensation and Benefit
- Organization Career Management

Human Resource Department of Atlas Copco uses the following software for different purposes:

- EMS (Employee Management System)
- ETM (Employee Training Management)
- Oracle

Recruitment and Selection of Employees

Employment Policy of Atlas Copco:

Atlas Copco recruits its staff with competent, determined, motivated and trained personal. They select people on merit and ability to perform duties and accept the responsibilities of the job.

Employment Opportunities:

Atlas Copco offers equivalent employment opportunities to all candidates and representatives. They keep a policy of recruiting, analyzing, training and compensating the employees on the basis on their knowledge skills and abilities according to the respective job.

Recruitment

Recruitment of employees:

Atlas Copco recruitment framework is centralized in HR department which oversees all enrollment activities and gives coordination to different departments in this regard.

Kinds of Vacancies:

Atlas Copco offers the following two kinds of vacancies:

- New Vacancy
- Replacement

Man Power Requisition Approval on EMS:

On EMS in Atlas Copco, a requisition is granted that gives the HR department permission to start the hiring process for any professional personnel needed to fill open jobs, whether they are temporary or permanent.

The section in charge will fill out the requisition form on EMS if they need a candidate or candidates for a position, either due to a new opening or as a replacement due to work productivity. This form includes all relevant data regarding the requirements for the desired post, including the number of positions, position title, grade, level of education, years of experience, age, etc. This form has now been forwarded to the HR Department by the GM of the relevant department.

Source for Vacancies filling:

Manager R&S uses the following two main sources to fill positions:

- Internal sources
- External sources

Firstly Atlas Copco tries its best to get employees enrolled for various vacancies from inside sources in order to save cost. Otherwise HR of Atlas Copco is using the following external forces for recruitment.

Internal Source

- Employee Referrals
- Internal Hiring (EMS software of Atlas Copco)

External Source

- On Campus Recruitment Drive
- Advertisement in Print Media
- Company Web Site
- Employment Agencies

Receiving sorting Applications and resumes:

Following the deadline for accepting resumes and applications, executives in the R & S domain sort resumes according to the requirements outlined in the job description and specification. The GM general manager then receives the resumes of the shortlisted candidates.

Telephonically Interviews:

An experienced individual is chosen for such sort of interview. It is about taking the candidates view and is finalized by the panel interview. HR department is responsible for conducting the telephonic interviews in Atlas Copco. The HR department will call to recommended candidates for Initial Interview on a specific date and time.

Test:

New applicants to Atlas Copco take a regular test that includes questions on

- mathematics
- grammar
- general knowledge

- current events
- Related fields.

In certain rare situations, experienced candidates are chosen for the same position through an interview rather than a test.

Selection Process:

The Criteria Atlas Copco use for selecting candidates is on the basis of job description and job specification. On a set date and time the candidate comes to Atlas Copco HR department and is provided with the interview detailed form. In order to evaluate candidates, Atlas Copcp uses a written evaluation form (IEF), which is completed by the interviewer's HR representative and contains information such as the candidate's name, the position for which they are applying, and other details. At the time of the interview the applicant is evaluated on the basis of his personal traits like appearance, observable trait, Skills, Competencies. The assessment is finished based on numerical structure like:

1 = Poor

2 = below average

3 = average

4 = above average

5 = Exceptional

After that Panel and final interviews are conducted which leads to reference checking and conformation of candidates done by GM. Salary Fixation is determined on the basis of qualification, experience, grade, existing salary structure of the department/ company. On the final recommendation of HR department candidate is given job offer letter and further acceptance letter leading to employment form and letter of appointment and finally joining report.

5.2. Training and Development Department of Atlas Copco:

Atlas Copco runs training initiatives in accordance with the number of employees and the training budget. Every training program has a unique implementation strategy. Trainers are employed in accordance with the program design and allocated money. The auditorium units 1 and 2 of Atlas Copco where the majority of training sessions are held. Atlas Copco uses computer presentations with slides, audiovisuals, and the newest tools and technologies for technical employees as training tools. Employees are evaluated following the training session using an evaluation form, and the training results are typically known at least six months later

Training Need Assessment (TNA):

The department of training and development at Atlas Copco determines what kind of training is necessary for staff, such as in the area of communication skills. Following the collecting of TNA forms, the training and development department places the employees in either on-the-job training or off-the-job training. The TNA form includes information about the employees' knowledge, technical skills, values, and communication abilities.

Types of Trainings offered by Atlas Copco:

All Atlas Copco personnel are adjusted by the following 16 primary categories of on-the-job training because these training programs result in the Atlas Copco's purpose and vision statements.

- Leadership skills
- Total Quality Management
- HR competencies needed for a Line Manager
- Communication abilities
- strategy-making abilities
- problem-solving
- decision-making abilities
- financial expertise
- supply chain management
- Development of managerial competencies.
- Team building

- Lean Manufacturing
- Sales Forecasting
- Finance for Non-Finance Manager

Employee Development:

Atlas Copco uses the following techniques for employee development

- Techniques for Individual Development
- Techniques for Group Development

Techniques for individual development:

Examination and test:

After providing training for personal development, the trainer administers a written test to the staff. With this simple strategy, the employee's qualities, flaws, potential for future performance, and ideas for growth are written in a narrative. The written essay is a specific test that doesn't require forms to be filled out or substantial preparation.

Critical Incident:

Atlas Copco individually develop its employees by critical incidents. For the management development, a supervisor, manager, or general manager will watch significant situations so that the evaluator may concentrate on the behaviors that are essential in identifying between successfully executing a task and performing it ineffectively. In other words, rather than just describing personality attributes, the appraiser documents tales regarding the activities of the workers. A collection of significant episodes provides a variety of examples for both acceptable and unpleasant actions, allowing the employee to learn from both.

Self-Assessment:

In Atlas Copco by the request for HR office for self-appraisal through which a singular will save his or her vocation by profiting the potential chance to test present abilities in a climate where he or she comes up short. In this way, it assists with creating existing abilities.

Techniques for group development:

- Group meeting
- Group projects
- Case method

Training Cycle



5.3. Compensation and Benefit:

All benefits are provided in an effort to keep staff on board. The benefits offered by Atlas Copco's policy are

optional, not to be interpreted as having any bearing on how much an employee is paid in salary or any other aspect of their employment, but rather as a gesture of appreciation for their devoted and effective service. This company is compensating the employees by following benefits:

- Basic Salary
- Housing Allowance
- Travelling Allowance
- Relocation Allowance
- Medical Allowance
- Mobile Phone Allowance
- Bonuses
- Provident Fund
- Group Life Insurance
- Leaves

After one year of continuous employment, regular Atlas Copco employees are entitled to a total of thirty (30) workdays of leave, which they can use to take a break from their normal schedules. The amount of annual vacation is determined using the calendar year. An employee who is employed on a calendar-year basis will accrue vacation credits up to December 31 of that year on a prorated basis, and they will be awarded to him once he has worked for a full year.

Types of Leaves:

- Annual Leave
- Short Leave
- Leave Without Pay
- Public Holidays
- Compensatory Leave



**6. LEARNING AS
A STUDENT INTERN:**
My internship session
at ATLAS COPCO

PAKISTAN was truly a rewarding experience. I perceived real life HR activities and was also granted the opportunity take part and work in HR activities and functions. I encountered the execution of all the HR operations in real life, but I just had the hypothetical information about them which addressed quite a few questions of mine. I additionally endeavored to assemble

more data on essential work elements of different departments to have better comprehension of the connection between them also the HR department Of Atlas Copco.

6.1. Internship Objectives:

- Studying leadership and professionalism
- Connecting theory to hands-on practice
- Acquiring technical expertise
- Acquiring important background information
- Developing interpersonal abilities (soft skills)
- Creating a contact network
- Linking a passion to a job
- Taking advice from coworkers and other experts
- Improving existing abilities via practice

6.2. Duties:

- **Filing Intern documents:**

I was placed with a senior employee in the HR office. My supervisor told me to align the internship forms of all the internees according to the department they were assigned. I attached the internship form of students with copies of their CNIC, photograph, CV and recommendation letter and assigned a serial number to every internship form which was around (1-182). After that I was told to issue them an intern ID card mentioning their name, intern ID, university, issue date and expiry date. I made a box file of all the internship forms along with their document copies according to their assigned departments using separators for an easy access of specific internee information when needed.

- **Data entry on excel:**
 - Entered information of every intern into the excel database file including their personal information such as name, CNIC, phone number, email, education, university, recommendation (if any) as well as their intern ID and department. As well as making new entries of late joining interns in internal system that include data about new hires, such as contact information and employment applications.

- Made an excel report having data about how many employees under what designation are working in different cities under warehouse and logistics domain.
- **Visiting various Departments:**
 - I was assigned to visit every department of July batch to conduct a survey from their supervisor and interns regarding their internship experience so far.

It included the following questions.

- Actual number of actual interns working in a particular department as compared to the list we have in our database
 - Feedback of supervisor regarding the performance of their interns
 - Feedback of interns regarding their internship program
 - How the supervisor had done the project evaluation of may and June internship Batch
 - How the supervisor is planning to conduct project for August interns
 - What is the criteria of the supervisor to select the best project
 - Whether the project selected is able to be implemented in real time scenarios and has an effect on value addition and process efficiency.
 - Inform supervisor to approve the selected project from HOD and to extant time of internship if needed to complete the project.
- **Generating Reports:**

I generated a reports under the title “June, July and August closing Summary” on CANVA which had the information regarding July interns Atlas Copco .It had the following contents.

- June Batch Analytics
- Division Wise Chart
- Department Wise graph
- Gender wise graph
- Institute wise graph
- Education wise graph
- Project evaluation

- Interns Feedback
- Supervisor Feedback

I was given basic instructions along with the database of June Batch. I started off by showing the procedure for hiring new interns. The first step was Branding for that I collected all the branding posts of Atlas Copco from its "LinkedIn" profile the next step was Online test in which applications were short listed on the test criteria, then interns are shortlisted through online test, orientations are given to shortlisted and referred interns, at last the interns are placed in different departments. After that I extracted the required information from the database and added that into my report along with numerical data in terms of bars and interns feedback percentages in terms of pie charts. I added suggestions to improve and challenging aspects of Atlas Copco SIP left by the June batch interns. At last I attached supervisor's feedback video clip with my report.

- **Issued internship certificates for June Batch interns:**

My supervisor called me to join him in the auditorium room of Atlas Copco for certificate issuance and distribution of June interns batch 2023. I was told to use mail merge in MS word for this purpose. I had never used mail merge command so I asked my supervisor for help. He gave me a detailed understanding of what is mail merge, its purpose and how to use it. He showed me how to do it which was basically the process of automatically adding names and addresses from a database to letters and envelopes.

I was a quick learner so I grasped it quickly. Interns would come and I dealt them one by one. I started generating certificates by using the database serial number of interns and recipient in word would appear with the certificate of that particular intern. I was instructed to take their Atlas Copco ID card and print them their certificates with envelopes.

- **Learning Sessions:**

I was briefed about the learning and development section of Atlas Copco which involved acquisition and deepening of knowledge in line with HR management. My task was to review an orientation and training article of Atlas Copco's current employees discussing about one's goals,

observation and interaction. I looked through the section having detailed understanding about the following contents.

- True meaning of organization
- Work and personal life balance
- Time management
- Art of adaptability in organization
- Suggestions to make HR Facilitation better

After that I reviewed the training session of “Embrace Excellence” which is conducted for new joiners for taking a comprehensive view of corporate grooming, office etiquettes and creating good impact being at work place. Key takeaways of the program were to:

- Identify SMART goals.
- Analyze the blind spots in their personality through Johari Window Model.
- Understanding networking and interpersonal relationships in organization.

- **Data maintaining on ETM Software:**

My duties included reconsidering files consisting of different sections and update the data on ETM (employee training management) Software. I was not aware of how to use the software so I asked my supervisor for guidance. He gave me a detailed perception of how to operate the software.

I updated all the data on the system under the supervision of my supervisor. The training programs and events were the following

- Embrace Excellence
- Leadership Emergence
- Roots session 1
- Roots Session 2

- HR alliance
- Women's day

I update all the data including attendance sheets, Title of Training/ Event, Date of occurrence, number of employees attending the Training program/ Event. Provider/ Trainer name, details, Invoices and cheques, lastly upcoming training details.

- **Schedule interviews:**

My duties at Atlas Copco included scheduling interviews for respective candidates making calls and providing them information about the date, time and venue of their interview.

- **Reference Checking:**

My duties included making calls to the people whom the candidates gave number as a reference check and ask them questions like

- How did you collaborate with the applicant?
- How was the applicant's employment terminated?
- Does the applicant have the qualifications needed for the position?
- Did the candidate achieve any noteworthy or significant successes while working with you?
- Would you suggest the applicant for a position with another business? If not, why not?
- On a scale of 1 to 5, how would you rank the applicant's degree of responsibility, dependability, morality, and cooperation?

I updating the ratings of each employee on a Reference check form on excel provided by my supervisor.

6.3. Accomplishments:

It was my first internship experience during my bachelor's degree of BBA. I was very excited to join this particular company as an intern. With the help and encouragement of my supervisor, I was able to find the right fit for me during the course of my six-week internship. I appreciated the program's independence in particular, but I also appreciated the accountability required of me. I picked up a lot of knowledge and skills from experts in the field I was able to increase my

confidence level by dealing with employees and interns for problem solving and queries. The practical tasks assigned to me gave me more sense of responsibility, confidence and technical and communicational skills with proper guidance and encouragement.

6.4. New Knowledge Acquired:

My internship Session at Atlas Copco was full of very informative knowledge and practical skills. I was grateful to be placed in proper professional HR department of Atlas Copco where I had the control over decision making and authority regarding my tasks and duties and was provided with continuous feedback over my performance throughout.

- I learned about how to record and maintain data manually as well as automated systems.
- I attended session about how recruitment, training and development, compensation and benefit take place in Atlas Copco.
- I learned about how to respond to queries and problems of others.
- I learned how to adapt to the organizational culture of Atlas Copco in such short period of time.
- I learned how to use certain data maintaining software used by Atlas Copco such as ETM.
- Experienced what it is like of be as an intern HR representative of Atlas Copco

6.5. Problems Encountered:

- Everybody in the human resource department was busy with their own standard work daily which I trust restricted my learning prospects.
- Transport facility was not available.

6.6. How experience impact my career:

My primary objective was to observe, evaluate and compare the relationship between the knowledge that I have gained from my degree program and workplace of Atlas Copco. The HR department of Atlas Copco offered me more than adequate space and potential open doors to show my abilities as a HR team member.

During my 6 weeks internship program I learned significant information that is useful in my future career and future profession. I figured out how to connect with senior administration and get their experience that is useful in my profession because of my regular and punctual behavior.

7. Conclusion:

This internship session met a lot of my learning objectives. I learned about my strengths and weakness which I never really noticed before this opportunity. I acquired a lot of new knowledge and abilities which will be useful for my future. I was able to work with many fellow interns having personalities of their own and experience to share. This allowed me to have a real time experience of how it is like to interact with co-workers. I had more than one supervisor to report my daily working and task assigned which was also a great experience as I learned how to multitask and communicate with different people and learn from them.

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