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**Organization Name: Qodoro Pvt Ltd And Shrine Software Services
Pvt Ltd**

Location: Ahmedabad, Gujarat

**A Project Report Submitted In The Partial Fulfillment of The
Requirement For The 8th And 9th Trimester Of EMBA**

At

Goa Business School At Goa University

DECLARATION

I hereby declare that this project which is being submitted by me to the Goa Business School, At Goa University, and University Road Taleigao Goa. is an authentic record of my genuine work done under the guidance of prof. Mr. Krishna Gopal Rajanala .Benefice work undertaken by me and it is not submitted to any other university or institution for the award of any degree diploma/certificate or publish any time before.

Sukanti Vishnu Thanekar

Bicholim Goa

Signature of the student

CERTIFICATE

This is to certify that Sukanti Vishnu Thanekar, a student of Executive Master of business administration, in Goa Business School has work under my supervision and guidance.

I wish her all the best in her entire future Endeavour.

Mr. Krishna Gopal Rajanala

(Professor)

ACKNOWLEDGEMENT

With an overwhelming sense of gratitude, I acknowledge that the valuable guidance and consistent encouragement extended to me by our knowledgeable faculty members with whose guidance, I'm able to accomplish this endeavor. Their technical acumen and year of experience has provided me with crucial inputs at a critical stage.

I am especially thankful and grateful to my project guide Mr. Krishna Gopal Rajanala who motivated me and given guidance in completing my project.

Sukanti Vishnu Thanekar

My entire project tenure as two parts, the time spent in Qodoro Pvt Ltd from (November 2021 to December 2021 and the time spent in Shrine Software Services Pvt Ltd (January 2022 to April 2022).For this period, I have done two project reports because I had a change of job in between the course.

COMPANY INTRODUCTION

ABOUT QODORO PVT LTD

Qodoro is a rising Offshore Support company headquartered in New York City, New York, with operations handled from Ahmedabad, Gujarat India. We support staffing companies globally with a wide range of recruitment and accounting services. We also practice Medical and Dental Billing for hospitals and clinics. Our reach of recruitment services goes out to North America, the U.K and Australia. Our solutions and support have constantly kept staffing companies competitive to market trends with industry expertise and cost-effective advantage. Our partners have seen more than 2x returns on their partnership year on year. We commit to quality and constant growth ratio. We provide recruitment services to industries like Information Technology, Pharmaceutical & Healthcare, Banking, Financial Services, Accounting & insurance, Human resources, Retail & Manufacturing, Engineering, and Logistics. Qodoro Global holds an accumulated experience of more than 50 years in the business which results in our client's success. As a part of our commitment to being the best at our quality, we keep our clients updated with every development working for them. Qodoro is compliant with ISO 27001 and 9001:2015 and more essential certificates to keep up with the confidentiality and quality of the workspace. We are a client-centric team that take pride in the collaborative business relationships that we have developed with our clients and the consistent results that we have delivered in all our projects in the field of Dental Revenue Cycle Management, HealthCare Revenue Cycle Management, and Recruitment Process Outsourcing & Talent.

SPECIALTIES

Offshore Recruitment Services, Offshore Accounting Services, Dental Billing, Medical Billing, and Virtual Assistance

MISSION, VISION AND VALUES

Our Mission

Our mission is to be excellent at everything that we do. We aim to serve our clients with comprehensive, efficient and cost-effective solutions that are in alignment with their core business goals.

Our Vision

To be the first choice of all the businesses across the world when they choose a partner for their Business Management needs.

OUR VALUES

Client Value Focus

We always believe in creating value for our clients

Innovation

We stay updated with the rapidly changing market and continuously innovate our offerings and processes.

Teamwork

We collaborate and combine individual excellence to provide superior service to our clients.

Execution

We get things done in a properly defined manner. This helps us deliver the high-quality work on time.

Integrity

We are reliable in all dealings with our clients and partners. We seldom make mistakes, but when we do, we are honest enough to accept our mistakes.

OUR SERVICES

- Recruitment Process Outsourcing
- Dental Revenue Cycle Management
- Health Revenue Cycle Management
- Accounting and bookkeeping

INDUSTRIES WE SERVE

- Information Technology & services
- Electricity & Utilities
- Digital
- Pharmaceutical, Life Sciences & Healthcare
- Retail & Manufacturing
- Engineering
- Banking, Financial Services, Accounting & Insurance
- Automotive
- Logistics
- Telecom
- Media & Communications
- Energy, oil & gas
- Human Resources
- Aerospace

RECRUITMENT PROCESS OUTSOURCING

Qodoro provides a wide range of services to aid organizations with Recruitment Process Outsourcing. Our end to end Recruitment Process Outsourcing services are highly opted by our clients due to our expertise and technological advantage. Our expertise lies in aligning ourselves to the needs of clients and devising strategies to hire the right candidate that can impact our clients' business positively.

Our focus at Qodoro is to deliver only the best to our clients. Whether you need a complete end-to-end recruitment solution or discrete program areas from your internal recruitment processes, our RPO solutions are designed keeping your specific recruitment goals in mind. We can help you analyses and optimize your existing recruitment strategies. We can even devise a highly effective and scalable outsourced recruitment program for your company and provide a distinct strategic edge to your company. The key highlights of our process is transparency and constant communication with our clients.

When you outsource your recruitment to us, you can focus on your core competencies. More than that, you even save on the back-office processes, in turn increasing productivity. This leads to savings which can be invested in revenue-generating activities. The good news? Recruitment outsourcing helps not only big companies with large staffing needs but also small and medium companies who have to control capital cost and at the same time increase efficiency.

Recruitment Process

Qodoro is known for giving RPO Solutions that are Complete, Practical, and Satisfactory. Our comprehensive management solution is ideal for companies in need of a large scale or custom recruitment solution. The secret to the success of our RPO solutions is our well-defined process.

PHASE 1

Understand company's requirements

Business experts at Qodoro have an in-depth discussion with the client to understand their challenges, and accordingly prepare a brief of the clients' requirements.

PHASE 2

Source Candidates

Sourcing focuses on identifying, assessing and engaging skilled candidates through proactive recruitment techniques. Based on the requirements given by the client, candidates are sourced from various sources which include internet and several career portals. Once the candidates are sourced, and their resumes are collected, we prepare for the next phase i.e. screening.

PHASE 3

Screen Candidates

Screening is the process of sorting the resumes and disqualifying the candidates using a more detailed examination of their resumes. It is a very crucial step to screen the candidates before the final interview or before scheduling interviews in person with the client so as to identify the most qualified candidate for the job. Screening of the candidates helps in eliminating the applicants who do not meet the company's criteria. This helps save time and only the applicants who have the best qualification and skills are interviewed.

This phase consists of various steps like:

Pre-screening

Screening

Assessment and Testing

Interviewing & Interview Coordination

PHASE 4

Select Candidates

After screening, candidates are selected for the final interview or interview in person. We coordinate between the candidates and the client to arrange the final interview. While selecting the candidates for the final interview, we do a thorough reference checking of the candidates. On behalf of the clients, we make the final offer to the selected candidates.

PHASE 5

On-Boarding

This is the final phase of the recruitment process. This consists of I-9 verification, background checking, and drug screening of the candidates. We even maintain the employee's documents on the behalf of the clients.

SERVICES OFFERED

- **CV sourcing**
- **Validation of CVs sourced**
- **CV formatting**
- **End to End Recruitment**
- **Head Hunting**
- **Data Mapping**
- **Lead generation**
- **Compliance Officers**

WHY CHOOSE US?

Wider range of potential candidates

We apply our innovative sourcing as well as comprehensive talent and job market mapping strategies to attract the right candidates for the job. In the meanwhile, we screen out the candidates who are not a good match.

Customized solution design

The strategy we follow at Qodoro helps you forecast talent needs and find the right talent for your business. Our approach helps you manage talent and balance a headcount.

Enhanced employer brand reputation

The brand image of a company is an important part of the business. As a part of our RPO services, we help build brands so that candidates feel motivated to work for them.

Closer alignment of business and talent strategy

Our goal is to shape your business into the best version of itself for which we not only recognize what is crucial for your business, but also hire the best people to make that happen.

Scalable model to meet your fluctuating hiring needs

We can scale up or scale down the support we give to you. We can build a system from scratch and take up specific parts of recruitment as per your company's needs.

Strategic sourcing and recruiting specialists

Our in-house skilled sourcers and recruiters have the expertise needed to find, engage and hire exactly the talent needed to help you achieve your goals.

2. Dental Revenue Cycle Management

Qodoro offers comprehensive revenue cycle management solutions that can eliminate redundant processes, drive up efficiency and free up your in-house staff. We take care of your front-end and back-end revenue cycle. From appointment scheduling to AR follow up, we are with you at every step of the way.

Our aim is to allow the dental professionals do what they do best, care for people's dental needs while we do what we do best care for reimbursements.

With this in mind, we strive to help our clients navigate their challenges of ensuring effective reimbursements, optimizing upfront patient payments, and bringing overall efficiency in the

Revenue cycle process. We understand that efficient revenue cycle management for dental professionals requires a deep understanding of the complexity of generating and collecting revenue.

At Qodoro we understand the business of dental offices and our dental revenue cycle management services encompass everything from CDT coding to effective fee schedule, to updating about new appointments in pipeline, with an aim to optimize revenue and reduce denials. With our comprehensive Dental RCM services, we help our clients to save time, giving them more opportunity to concentrate on their core business.

SERVICES OFFERED

Accounts Payable Processing

We provide efficient, quality-focused and predictable handling of your accounts payable needs including Voucher Posting, Vendor Disbursements, Electronic Image, Capture/Document Management, Securing Appropriate Approvals, Direct Receipt of Vendor Invoices, Patient Refund Processing.

Credentialing

We handle all the paperwork required to credential and enrol your doctors in Medicare or any other commercial insurance plan. We keep a track of dates to ensure that recredentialing is accomplished in a timely manner.

Plan and Accounts Receivable Clean Up

When you move your data to new practice management system or from a practice you acquire into your system, we review the existing plans in the system, get rid of the duplicates and move the patients to correct plans and claims. We all clean up old Accounts Receivables recredentialing is accomplished in a timely manner.

Accounts Receivable Follow Up

We research open claims and find out why they have not been paid and resubmitted. We attach any missing documents and x-rays.

Payment Posting, Adjustments, Denial management

We post payments from EOB's or lock boxes, process denials and adjustments and attach EOB's to patient records.

Fee Schedule Maintenance

We keep fee schedules up to date allowing for proper treatment plans and submission of claims that are proper and clean.

3. Health Revenue Cycle Management

At Qodoro, we offer a systematic approach to Healthcare and Medical Revenue Management Outsourcing Services that helps our clients focus on the mission critical tasks along with ensuring the safety of patient information and efficiency of our clients' operations.

We understand that a disorganized system for revenue management can have adverse effects and it can negatively impact many important aspects of an organization. But a systematized Revenue Cycle Management in healthcare is the key to smooth administration for hospitals, clinics and other medical institutions.

Qodoro delivers comprehensive Healthcare and Medical Revenue Cycle Management Outsourcing Services. Having considerable expertise in delivering outsourced healthcare revenue cycle management, we guarantee quick reimbursement and smoother administrative processes as an outcome. Our Revenue Cycle Management services range from pre-registration and scheduling of appointments to coding and billing.

SERVICES OFFERED

- Patient Registration
- Medical Coding
- Medical Billing
- Eligibility Verification

- Claims Authentication Check
- Claims Generation
- Claims Submission
- A/R Collections
- Charge Entry and Payment Posting
- Charge Capture and Coding
- Insurance Follow-Up
- Denial Management
- Patient Follow-up
- Reporting
- Credit Balances
- Provider Enrolment and Credentialing
- Back-office customer service

Process

The workflow that we follow considers the full cycle of claim, and it consists of the following steps:

- Validation of patient pre-authorization through MD insurance Authentication
- Verification of member eligibility and benefits through Eligibility
- Proper claims processing and submission
- Timely payment postings
- Management of denials including an intelligent appeals strategy
- Proactive AR follow up
- Comprehensive or customized reporting that enable you to manage performance
- Logged to posted payment

4. Accounting and bookkeeping

Qodoro works as a virtual back-office for your business, to deliver essential accounting and bookkeeping services in a cost-effective manner within a specific time frame. We'll help you by lessening your burden of paperwork and focus on your main services and leaving you nothing to worry about!

SERVICES OFFERED

- Bookkeeping
- Sales Tax
- Virtual CFO
- Management Accounts
- Business and Individual Tax
- Payroll

My Findings

I worked for Qodoro for the period of 3 months, where I noticed few issues in the company.

High Attrition Rate

Qodoro is facing attrition every month in the team which works in a U.S shift timings from 7:30pm to 4:30am IST. Almost 6 to 7 employees leave the company every month, when asked most of the staff have same reasons like Health issues, cannot work in a night shift for a longer time.

Micro Management

Constant surveillance along with excessive tweaking and input decrease productivity. Employees have to slow down in their work to process and implement the continuous input and changes to their workflow. Which also lead them to second-guess their ability to complete tasks independently. This results in a staff that becomes dependent on their manager for guidance in completing their work. Also risk losing the advantages of their employees' unique insights, skills, and talents because they have conditioned them to only do what they are told to do. Here

managers also forgot opportunities to help their organizations more because they are putting more time into the lower level jobs of their employees instead of the more important work for which they are responsible.

Chronic micromanagement often leads people to quit their jobs. Also destroys the manager/employee relationship. The persistent monitoring of everything they do, repetitively going over every element of their job, and redoing their work the way the micromanager would do it drains talented employees and sends them looking for work elsewhere. The momentum of the department decreases due to constant training and re-training staff. The time, effort, and resources required to hire and train replacements negatively impacts the company's bottom line as well.

Solution:-

1. Reflect on your behavior

The first step is to develop an awareness of why you micromanage. "You need to understand where this is coming from. "Most likely it's because of some insecurity—you're afraid it will reflect badly on you if your team doesn't do something exactly the way you would do it or you're worried you'll look out of touch if you're not immersed in the details, so you overcompensate. "Asking yourself: what excuses am I using to micromanage? "It will save time if I do it myself." Or "Too much is at stake to allow this to go wrong. Focusing on "the reasons why you should not micromanage"—it's bad for your team as they don't learn and grow—"and the benefits you'd derive if you stopped," chiefly more time to do your own job.

2. Get feedback

"Often there is a significant disconnect between what leaders intend and what the team is actually experiencing. You may merely suspect you have a problem while your team members are already annoyed by your constant hovering. Feedback is essential to see how significant the issue is. To get a handle on what your direct reports really think and whether it lines up with your intentions. Undertaking a cross evaluation assessment. Gather confidential data from your people or better yet, have a third party do it and aggregate those results so employees know you can't find out exactly who said what. What you hear may be sobering, but it's critical to

understanding the broader patterns and reactions and the impact your micromanaging has on your team.

3. Prioritize what matters and what doesn't

a good manager trains and delegates and you can't do that if you're taking on everything regardless of how important the task is yourself. Start by determining what work is critical for you to be involved in and what items are less important. Looking at your to do list to determine which low-hanging fruit you can pass on to a team member. You should also highlight the priorities on your list.

4. Talk to your team

Once you've determined your priorities, the next step is communicating them to your team. Have a conversation about the things that really matter to you the things that they'll need to seek your guidance and approval on so your direct reports can get ahead of your anxiety. Tell them how you'd like to be kept in the loop and how often they should provide status updates. Be explicit with your direct reports about the level of detail you will engage in. At the same time, enlist their help in making sure you don't fall back into your old micromanaging ways. Tell them you are trying to work on this and ask targeted questions such as: How can I help you best? Are there things I can do differently? Are our overall objectives clear to you and do you feel you have the support and resources to accomplish them?

5. Step back slowly

fighting your micromanaging impulses might be hard at first so pull back slowly. You need to get comfortable too. Do a test run on a project that is a bit less urgent and give your team full accountability and see how it goes. Recognize that your way is not the only or even necessarily the best way. Is how well the team does when you're gone. Another way to ease out of micromanaging is to discretely seek feedback from other coworkers about how your team is operating. Ask a colleague you trust how's that project going? The answer will provide valuable information. You may feel better knowing that everything is fine, or you may realize you pulled back too much. You need to find a way to support the work that doesn't involve peering over your employees shoulders.

6. Build trust

because your team members are used to you not trusting them, they may want to come to you for approval before taking charge of a project. Acknowledge this is a growth opportunity for the person and say that you know in your heart of hearts he or she will rise to the challenge. You're in effect giving your employee the psychological power to lead. Making sure your team members know you trust them and have faith in their abilities is actually very simple. Tell them so. Say I fully trust you can make this decision.

And if things don't go exactly as you'd like, try your hardest not to overact. Take a breath; go for a walk do whatever you need to do to come back from that agitated micro-managerial moment,

Do:

- Ask yourself why you micromanage and reflect on your need for control
- Refine your to do list by prioritizing the tasks and projects that matter most to you
- Talk to your team about how you'd like to be kept apprised of their progress

COMPANY INTRODUCTION

ABOUT SHRINE SOFTWARE SERVICES PVT LTD

Shrine Software is a privately owned IT Support and IT Services business formed in 2015. Today we're proud to boast a strong team of IT engineers who thrive on rolling up their sleeves and solving your IT problems and meeting your business needs. Shrine Software is a global software development company working in Salesforce. We have a full-cycle software Development Company with a team of certified professionals. Our prime focus includes developing salesforce development, websites and mobile apps. Our USP includes the design of our software that we develop, the infrastructure with which we carry out the implementation of the project, and the tech support that we provide during and after the project is deployed and live. Shrine Software has pioneered IT services in Ahmedabad for 07 years, consistently delivering business value with the latest technology.

MISSION, VISION AND VALUES

We connect with our clients, our communities, and our company. It makes us different. It makes us better.

Our mission

At Shrine Software has been to provide affordable services to its clientele across the globe in order to acquire utmost customer satisfaction as resultants to quality deliverables. We believe that to thrive in any business it is necessary to provide quality services because after all it is the quality of all the services that gives ultimate satisfaction to the customers. We also aim at providing our contribution to the industry by keeping ourselves updated to the latest technology introduced to match the trend.

Our Vision

ShrineSoft will be the first choice solution partner in the technology sector providing IT and Communication services to businesses throughout the region. We will become an integral part of our client's success, collaborating with them to achieve their strategic objectives whilst creating long lasting business value through the delivery and management of their technology. Our team

of talented, experienced and motivated industry specialists will be recognized as the best in their field. Our continued success will be driven by our people who will share in it.

Our Values

Our values are the guiding principles upon which ShrineSoft was founded and how we strive to conduct our business on a daily basis. Values establish our view of the world as we shape the future. They determine how we treat each other.

OUR VALUES ARE:

Our Culture

We communicate clearly, because in a world crowded with over-the-top marketing, simple wins.

We are not rock stars, ninjas or any other disingenuous buzz term.

We are creative professionals. Before you can market a business, you need to know its story.

Our Commitment

We're the trusted partner that takes a proactive approach to your technology.

We're the fellow small business owner that understand your day-to-day needs.

We're the built-in IT support staff that's always there when you need us.

CLIENT INFORMATION

Shrine Software Solution's leadership team has a long history of success in technology, business management, and franchising.



Black Dog
Institute



omada



EMyth



WHY SHRINE SOFTWARE IT SERVICES?

Shrine Software have the expertise and resources required to design, develop and manage the highly available and highly secure technology platform that you need, giving you the time and confidence to focus on running your business.

Here are 4 reasons why you should choose us to build your infrastructure, support your people and systems, as well as advise you on projects that will reduce your risk, enhance your productivity and give you a real competitive edge.

People

We understand that our people impact the success of our business, and we hire people who are smart, dedicated for Shrine Software.

Customer Service

We strive to provide superior customer service and ensure that every client is completely satisfied with our work.

Support

Our engineers are trustworthy, dedicated and experienced and will go the extra mile to solve your IT issues.

Quality

We are committed to deliver outstanding, cutting edge IT solutions that add real value that goes beyond what is expected.

TYPE OF SOLUTIONS AND SERVICES WE ARE PROVIDING ACROSS OUR CUSTOMER BASE.

- Service Cloud Implementation
- Vertical market software application with Salesforce.com & Force.com
- Salesforce and Data.com Implementation
- Salesforce Optimization
- Salesforce Administration
- Salesforce Implementation

OUR SERVICES

Salesforce Development

Salesforce is a game changing technology and Customer Relationship Management cloud software addresses all your customer interface concerns, and cases.

Java Development

Java is a general-purpose computer programming language that is concurrent, class-based, object-oriented, and specifically designed to have better performance and run on any platform.

Full Stack Development

Full stack development refers to the development of both front end and back end portions of an application.

INDUSTRIES WE SERVE

- Financial
- Manufacturing
- Education
- .Healthcare
- Telecom

PROJECT DETAILS

Area of Study – Employee Engagement Strategies at Shrine Software

Objective of Study – Study about the current employee engagement activities at Shrine software, what are the problems facing while conducting activities and what new engagement activities suggested going forward.

Methodology

Primary data used

1.Observation

Secondary Data Used

1, Website

2.Internet

INTRODUCTION OF THE TOPIC

Employee engagement is a human resources (HR) concept that describes the level of enthusiasm and dedication a worker feels toward their job. Engaged employees care about their work and about the performance of the company, and feel that their efforts make a difference. Keeping morale high among workers can be tremendous benefit to any organization. Happy workers will be likely to benefit to any organization.

In recent years, employee engagement has emerged as the top most challenge for majority of the organization. It has become very much vital for organization to retain, develop and engage their talent to the best possible extent. An engaged employee is who works with associates to improve skills within the job for the profit of the organization. It is a positive approach held by the employees towards the organization and its values. Engaged employee is more likely to stay with the organization, perform 15 percent than their associates and act as believers of the business.

Employee Engagement has emerged as the top most challenge for majority of the organization in the world. Many studies have investigated the importance of employee engagement in the business scenario and showed that a fully engaged workforce is more efficient, delivers high levels of customer satisfaction, attains higher productivity levels and ensure lower turnover rates which all translate into improved overall performance. “Employee engagement is the level of commitment and involvement an employee has towards their organization and its values. An occupied employee is responsive of business structure, and works with colleagues to improve performance with the job for the benefit of the organization.” An engaged employee is a person who is fully concerned in, and excited about his or her work. “Truly dedicated employees are involved to, and inspired by their work (“I want to do this”), loyal (“I am dedicated to the success of what I am doing”), and fascinated (“I care for what I am doing”). Engaged employees care about the future of the company and are willing to invest to see the organization succeeds’

IMPORTANCE OF EMPLOYEE ENGAGEMENT

Employee engagement is so important to all organizations because having effective strategies in-place helps create a

1. better work culture,
2. reduce staff turnover,

3. increase productivity,
4. build better work and customer relationships, and impact company profits

WHY ENGAGEMENT MATTERS AT THE COMPANY LEVEL

Generally, employee engagement tends to matter most at the company level because of the impact it has on business operations and profitability. But it also helps leaders understand the needs and areas that will improve employee morale. And it helps leadership better understand how to manage teams and create better work environments.

“Employees who believe that management is concerned about them as a whole person – not just an employee – are more productive, more satisfied, more fulfilled. Satisfied employees mean satisfied customers, which leads to profitability.”

THE SEVERAL TYPES OF ENGAGEMENT ACTIVITIES CONDUCTED AT SHRINE SOFTWARE

Trip to Udaipur Rajasthan

Trip to Udaipur was organized after corona situation came back to normal. Since we were a remote team, we were all meeting each other for the first time. We went on a road trip and it was fun. We visited many amazing places in Udaipur, played games, there were fun activities, played cricket, but we also did so much more. We got to KNOW each other - as people, not coworkers.



2. Quiz Activity

The Shrine Software team usually gets together on the last Saturday of every month. We went virtual this year because we couldn't meet in person this year due to pandemic, and we developed new methods to interact. The end result was a wonderful virtual retreat!

We huddled around our computers to play office games, trivia challenges, and a number of other activities.

3. Outdoor Activities (Cricket)

Our Developers loves to play cricket, so one Saturday we had organized the cricket tournament.



4. Indoor Activities (Games)

I had organized this game for all the developers, and they all enjoyed playing it.



At Shrine software every last Saturday of the month we organize employee engagement activity. All team comes together from both offices and play games outdoor or indoor. Everybody enjoys on the last Saturday, also everybody waiting for this day to come, so that both team meets on last Saturdays of the month and have some fun.

Also our directors and their wives visit the office on the last Saturday and they participate with the team in playing various games. Also many employees have given me good feedback on the activity organized, that they enjoy and it really helps them. Apart from this on Diwali, Ganesh Chaturthi, Christmas we go on lunch with the directors.

By end of this year we are also planning for a road trip out of Gujarat. And we have got a positive response from all the employees.as most of the employees are ready to come. Management also supports fully in organizing the various activities.

SOME OF THE REASONS FOR LOW SUCCESS OF THE ACTIVITIES IS

As most of the senior developers are working from home, and they can't make it to last Saturdays.

Also few employees takes work from home on last Saturdays.

HOW TO MITIGATE AND RESOLVE ABOVE ISSUES AND OBSTACLES TO ENGAGEMENT PARTICIPATION:-

Making compulsory coming on last Saturdays and participation in activities.

No WFH will be given on last Saturdays of the month until and unless it's an emergency.

Last Saturday WFH they can take on any other weekdays.

Employees who are working from home calling them quarterly to office to attend the employee engagement activities, on last Saturdays of the month.

OTHER ENGAGEMENT ACTIVITIES RECOMMEND TO CONDUCT BASED ON ORGANIZATION'S EXPECTATION AND OBJECTIVES

1. Special Days

Special days such as "Bring your Dog to Work Day" or bring your child to work day, pajama day. We are planning to keep going forward.

2. Trainings

Bring in a special speaker for a truly interesting and invigorating training session, which will engage employees and teach them something new.

3. Recognition Programs

Recognition programs are a great way to get employees to engage with each other.

4. Fundraisers and Charity Days

Fundraisers and charity days are a great time bring employees together for the common good. Give employees the opportunity to organize events for causes they are passionate about.

5. Festival Parties

Holi celebration with the entire team or Janmashtami Celebration etc.

CONCLUSION

To conclude with the research study conducted at “Shrine Software Services Pvt Ltd”, the entire 4months was full of learning, new experiences and vast knowledge.

This project for me was a source of learning where I experienced how different factors can contribute to failure pertaining to employee engagement.

It also helped me to learn, research and to interact with the fellow HRs in the industry and ask them about the employee engagement strategies they follow. I will surely try my best to implement some of those in my company.

This project also helped me to focus on the things I am following low or the areas where the management and I as HR can improve.