IBS
ICFAI BUSINESS SCHOOL
Hyderabad

A REPORT

ON

"Empowering Communities: Strategies for Employee Engagement, Diversity, and Recognition at SNS Foundation"

BY

ANAMIKA PUNDIR

23BSPHH01C0187

AT

SNS FOUNDATION

(ANAND GROUP)

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A Report submission in partial fulfilment of the requirements of MBA Program of IBS Hyderabad

Distribution List:

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DATE OF SUBMISSION

10th May 2O24

AUTHORIZATION

I, Anamika Pundir hereby declare that the project titled "Empowering Communities: Strategies for Employee Engagement, Diversity, and Recognition at SNS Foundation" has been prepared under the guidance of Mr. Shubhagata Roy ICFAI Business School, Hyderabad in partial fulfilment of the requirement for the fulfilment of MBA program (2019-2021) of IBS Hyderabad.

I declare that this is a Bonafede record of research work done by myself during our study and no part of it has been submitted for any other degree, fellowship or other similar title of recognition.

Also, I would like to state that the information given in this report is of a confidential nature as per the company guidelines and so is not to be used for any other purpose.

DATE: 10th May 2O24.   Student Name: ANAMIKA PUNDIR

                                                         (23BSPHH01C187)

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Anamika Pundir

TABLE OF CONTENTS

1. ABSTRACT

This report presents the findings and recommendations from an internship conducted at SNS Foundation, focusing on three key areas: Employee Satisfaction Survey Analysis, Diversity and Inclusion Initiatives, and Employee Recognition Program.

The Employee Satisfaction Survey aimed to gauge the overall satisfaction levels of employees within the organization. Through the design and implementation of a comprehensive survey form, data was collected and analyzed to identify areas for improvement. The analysis revealed insights into employee sentiments, highlighting strengths and areas requiring attention. Recommendations were proposed to enhance employee satisfaction, including initiatives to improve communication channels, foster career development opportunities, and address work-life balance concerns.

Research into Diversity and Inclusion Initiatives involved examining best practices for promoting diversity and inclusion in the workplace, aligned with the dynamics of SNS Foundation. Proposed plans focused on enhancing diversity awareness and fostering an inclusive environment, considering the organization's values and goals. Strategies included implementing training programs, establishing diversity committees, and promoting inclusive leadership practices.

The Employee Recognition Program research aimed to design and create a program tailored to the Development sector. Through an exploration of recognition programs, various forms of acknowledgment such as awards, certificates, and appreciation events were considered. The designed program aimed to celebrate employee achievements, boost morale, and reinforce a culture of appreciation within the organization.

Overall, this report provides valuable insights and actionable recommendations to enhance employee satisfaction, promote diversity and inclusion, and establish an effective

employee recognition program within SNS Foundation. These initiatives aim to contribute to a positive work culture, fostering employee engagement and organizational success.

INTRODUCTION

History of SNS Foundation

SNS Foundation, established in 1976, derives its name from Sant Nischal Singhji (1882-1978), a revered spiritual leader and social reformer dedicated to the cause of education. As the corporate social responsibility arm of the ANAND Automotive Group, the foundation is deeply committed to addressing social challenges and fostering sustainable development.

Initially focusing on charitable activities, the foundation transitioned towards a more systematic approach to development in the early 1990s. It launched key projects in healthcare and skill development for youth, setting the stage for its enduring commitment to community engagement and empowerment.

Over the years, SNS Foundation has expanded its reach and impact, addressing four development verticals: Education, Health and Hygiene, Skill Development, and Community Conservation. Its mission is to create social impact among rural communities by fostering economic self-reliance and harmonious coexistence with the environment.

The foundation collaborates with a diverse range of partner organizations, including corporate entities, civil society groups, government agencies, and aid organizations. Key partners include ANAND Group companies, other corporates such as Honda Motorcycle & Scooter India Limited, Kohler, Schneider Electric India Pvt. Ltd. government bodies like the State Rural Livelihood Mission (MSRLM), Himachal Pradesh AIDS ControL Society (HPSACS), National Health Mission, Himachal Pradesh and various associates and NGOs.

Present across within eight Indian states in 14 locations, SNS Foundation strategically widens its presence in and around ANAND manufacturing hubs, ensuring localized impact and community engagement.

Under the visionary leadership of its trustees, including:

- Mr. Deep C Anand, Chairman Emeritus
- Mr. Rajesh Kakkar, Managing Trustee
- Mr. S Sarathi, Trustee
- Mr. Charanjit Singh, Trustee

The foundation continues to pursue its vision of building capabilities within communities through social transformation. In summary, SNS Foundation's journey is characterized by a steadfast commitment to social impact, empowerment, and sustainable development, guided by its founding principles and visionary leadership.

ABOUT THE ORGANISATION

SNS Foundation, established in 1976, is the corporate social responsibility arm of the ANAND Automotive Group, a leading manufacturer of automotive components. Named after Sant Nischal Singhji, a revered spiritual leader and social reformer, the foundation is deeply rooted in the principles of social equity, environmental sustainability, and economic progress.

Mission and Vision:

Vision:
Building capabilities within communities through social transformation.

Mission:

The Foundation's mission is to mobilize participation of benefactors from all sections of civil society to work towards sustainable development of marginalized sections – particularly children, women, youth and persons with physical disability by following a rights based and empowerment approach, in the fields of Education, Health, Skill Development, Rural Development and Community Conservation.

Development Verticals:

SNS Foundation operates across four main development verticals:

- Education: Fostering education initiatives to empower individuals and communities.
- Health and Hygiene: Promoting health awareness and access to healthcare services.
- Skill Development: Providing skill enhancement programs for youth and women empowerment.
- Community Conservation: Engaging in initiatives aimed at environmental sustainability and conservation.

Impact and Outreach:

Through its initiatives, SNS Foundation has made significant strides in creating social impact and fostering sustainable development. By addressing key social challenges and empowering communities, the foundation plays a pivotal role in driving positive change and fostering inclusive growth across India.

SNS Foundation's initiatives are aligned with a range of Sustainable Development Goals (SDGs), including SDG 1 (No Poverty), SDG 3 (Good Health and Well-Being), , SDG 4 (Quality Education), SDG 5 (Gender Equality), SDG 6 (Clean Water and Sanitation), SDG 7 (Affordable and Clean Energy), SDG 8 (Decent Work and Economic Growth), , SDG 11 (Sustainable Cities and Communities), SDG 15 (Life on Land), and SDG 17 (Partnerships

for the Goals). Through its diverse range of programs and initiatives, SNS Foundation is committed to addressing these global challenges and contributing to sustainable development efforts.

INDUSTRY ANALYSIS

1. Overview:

SNS Foundation operates within the nonprofit sector, specifically focusing on community development and social responsibility. As a part of the ANAND Automotive Group, it aligns its activities with corporate social responsibility (CSR) objectives. The nonprofit sector in India is diverse and dynamic, encompassing various areas such as education, healthcare, environmental sustainability, and rural development.

2. Market Trends:

- Increasing Corporate Social Responsibility: With growing awareness and regulatory pressure, corporations are increasingly investing in CSR activities. This trend provides opportunities for organizations like SNS Foundation to collaborate with corporate partners and expand their impact.
- Emphasis on Sustainable Development: There is a growing emphasis on sustainable development goals (SDGs) globally. SNS Foundation's focus on sustainable initiatives aligns with this trend, allowing it to contribute to broader developmental objectives.
- Rising Importance of Social Impact: Donors, investors, and stakeholders are placing greater importance on social impact metrics. Organizations like SNS Foundation are expected to demonstrate tangible outcomes and measure the effectiveness of their programs.

3. Competitive Landscape:

In the nonprofit sector, SNS Foundation faces competition from other NGOs, foundations, and development agencies operating in similar domains. Competition may arise in areas such as securing funding, attracting talent, and implementing innovative projects. However, collaboration and partnerships with other organizations can also create synergies and enhance collective impact.

4. Regulatory Environment:

The nonprofit sector in India is subject to various regulations and compliance requirements. Organizations like SNS Foundation need to adhere to legal frameworks governing charitable activities, tax exemptions, and reporting standards. Staying updated with regulatory changes is essential to ensure compliance and maintain credibility. Compliance with these regulations is a mandate for organizations operating in the nonprofit sector.

5. Opportunities and Challenges:

Opportunities:

- Strategic Partnerships: Collaborating with corporate partners government agencies and NGO's can expand SNS Foundation's reach and resources.
- Technological Innovation: Leveraging technology for data management, monitoring, evaluation and outreach can enhance program efficiency and effectiveness.
- Capacity Building: Investing in training and skill development for staff and community members can empower them to drive sustainable change.

Challenges:

- Funding Constraints: Securing sustainable funding sources amidst economic uncertainties and competition for resources can be challenging.
- Scalability: Scaling up successful initiatives while maintaining quality and impact requires careful planning and resource allocation.
- Stakeholder Engagement: Engaging diverse stakeholders and managing their expectations requires effective communication and relationship-building strategies.

6. Future Outlook:

The future outlook for SNS Foundation is promising, given its strong commitment to social impact, strategic partnerships, and innovative approaches to community development. By adapting to emerging trends, addressing challenges proactively, and leveraging its strengths, SNS Foundation can continue to make significant contributions towards empowering communities and fostering sustainable development.

OBJECTIVES OF THE PROJECT

1.Employee Satisfaction Survey Analysis:

- Design an employee satisfaction survey form tailored to the unique context and requirements of SNS Foundation, taking into consideration factors such as organizational culture, industry dynamics, and employee demographics.
- Develop survey questions that cover various aspects of employee satisfaction, including job satisfaction, work environment, communication channels, leadership effectiveness, career development opportunities, and overall organizational culture.
- Ensure the clarity, relevance, and comprehensiveness of survey questions to facilitate accurate data collection and analysis.
- Collaborate with relevant stakeholders, including HR professionals and department heads, to gather input and insights for designing the survey.

- Incorporate best practices and industry standards in survey design to maximize the effectiveness of data collection and analysis.

- Conduct a pilot test of the survey to identify any potential issues or areas for improvement before finalizing the survey instrument.

- Finalize the employee satisfaction survey based on feedback received during the pilot test and ensure that it meets the quality standards and objectives of the project.

- Submit the finalized employee satisfaction survey to the HR department for further distribution and implementation among employees.

2.Diversity and Inclusion Initiatives:

- Research Best Practices: The primary objective of this project is to conduct comprehensive research on best practices for promoting diversity and inclusion in the workplace. This involves analyzing existing literature, case studies, and industry reports to identify effective strategies employed by leading organizations globally.

- Understanding Organizational Dynamics: Another key objective is to gain a deep understanding of the dynamics of SNS Foundation. This includes exploring the organization's culture, values, structure, and workforce demographics. By engaging with employees, leadership, and other stakeholders, we aim to gather insights into the unique context of SNS Foundation.

- Proposing Tailored Plans: Building on the research findings and understanding of organizational dynamics, the project aims to propose tailored plans and initiatives to enhance diversity awareness and foster an inclusive environment within SNS Foundation. These plans will be customized to align with the organization's goals, values, and specific context, ensuring their relevance and effectiveness.

- Promoting Employee Engagement and Satisfaction: Ultimately, the overarching objective is to contribute to the creation of a more diverse, equitable, and inclusive workplace environment at SNS Foundation. By implementing effective diversity and inclusion initiatives, we aim to promote employee engagement, satisfaction, and organizational success.

3.Employee Recognition Program:

- Research Recognition Programs: The first objective of this project is to conduct thorough research on existing recognition programs within the Development sector. This involves studying various organizations, both within and outside the sector, to understand different approaches, best practices, and innovative strategies used for recognizing employee contributions.

- Designing and Creating a Program: The next objective is to design and create a customized employee recognition program tailored to the specific needs and culture of SNS Foundation. This includes developing a framework, criteria, and mechanisms for recognizing and rewarding employees based on their achievements, contributions, and adherence to organizational values.

- Considering Various Forms of Acknowledgment: As part of the program design, the project aims to explore and evaluate different forms of acknowledgment that align with the ethos of SNS Foundation. This includes considering a range of options such as awards, certificates, verbal appreciation, peer recognition, and other creative forms of acknowledgment that resonate with employees and reinforce desired behaviors.

- Enhancing Employee Morale and Engagement: The overarching objective is to enhance employee morale, motivation, and engagement through the implementation of an effective employee recognition program. By acknowledging and celebrating the efforts and accomplishments of employees, the program aims to foster a positive work culture, reinforce organizational values, and inspire continuous excellence.

- Promoting a Culture of Appreciation and Empowerment: Furthermore, the project seeks to cultivate a culture of appreciation, empowerment, and mutual support within SNS Foundation. By institutionalizing recognition practices, the program aims to encourage teamwork, collaboration, and a sense of belonging among employees, thereby contributing to overall organizational success and employee satisfaction.

Overall, the objectives aim to enhance employee satisfaction, promote diversity and inclusion, and establish effective mechanisms for recognizing and appreciating employee contributions within SNS Foundation. These initiatives are essential for fostering a positive work culture, driving employee engagement, and ultimately empowering communities through impactful social initiatives.

__METHODOLOGY__

In embarking on this project aimed at empowering communities through strategies for employee engagement, diversity, and recognition at SNS Foundation, a structured methodology was adopted to ensure systematic progress towards achieving the project objectives.

__Employee Satisfaction Survey Design:__

- Survey Design: The methodology primarily focuses on designing the employee satisfaction survey form tailored to the specific context and needs of SNS Foundation. This involves identifying relevant survey questions based on factors such as job satisfaction, work environment, communication, leadership, and career development.

- Research and Benchmarking: The survey design process begins with thorough research and benchmarking of existing employee satisfaction surveys and best practices in the field. This helps in identifying key areas to focus on and ensures that the survey questions are comprehensive and aligned with industry standards.

- Stakeholder Consultation: Input and feedback are solicited from relevant stakeholders within SNS Foundation, including HR personnel, department heads, and employees from different levels and departments. This ensures that the survey questions capture the diverse perspectives and concerns of the workforce.

- Survey Structure and Format: Based on the research findings and stakeholder input, the survey is structured and formatted to be clear, concise, and user-friendly. Care is taken to ensure that the survey questions are relevant, meaningful, and unbiased, and that response options are appropriate and inclusive.

- Finalization of Survey Form: After incorporating feedback from stakeholders, the employee satisfaction survey form is finalized. This includes reviewing and editing

survey questions, ensuring logical flow and sequencing of questions, and formatting the survey for electronic or paper-based administration.

- Approval and Endorsement: The finalized survey form is reviewed and approved by relevant stakeholders, including senior management and HR personnel, to ensure alignment with organizational goals and objectives.

- Documentation: The methodology includes documenting the survey design process, including details such as the rationale behind survey questions, stakeholder feedback, revisions made based on input, and final approval.

- Distribution and Administration: While not directly involved in the distribution and administration of the survey, the methodology outlines the procedures and protocols for distributing the survey to employees and collecting survey responses in a timely and efficient manner.

- Training and Support: The HR team or designated personnel responsible for survey distribution and administration are provided with training and support to ensure they are equipped to effectively execute the survey rollout according to established protocols.

Overall, the methodology for employee satisfaction survey design focuses on ensuring that the survey form is well-designed, comprehensive, and aligned with the unique needs and priorities of SNS Foundation, setting the stage for meaningful data collection and analysis in subsequent phases of the project.

Diversity and Inclusion Initiatives:

- Research and Analysis: The methodology begins with a comprehensive review of existing literature, industry reports, and case studies on diversity and inclusion initiatives. This research provides insights into best practices and strategies for promoting diversity and fostering an inclusive workplace culture.

- Organizational Assessment: A thorough analysis of SNS Foundation's current practices, policies, and workplace culture is conducted to identify areas of strength and opportunities for improvement regarding diversity and inclusion.

- Stakeholder Engagement: Input and feedback are solicited from key stakeholders within SNS Foundation, including senior management, HR personnel, and frontline staff. This ensures that the proposed diversity and inclusion initiatives are aligned with organizational goals and resonate with the needs and priorities of the workforce.

- Customization of Initiatives: Based on research findings and stakeholder input, tailored plans are developed to enhance diversity awareness and foster an inclusive environment at SNS Foundation. These plans are designed to address specific challenges and opportunities within the organization while leveraging existing resources and infrastructure.

- Training and Capacity Building: Training programs are developed to build awareness and capacity among employees and leaders on topics such as unconscious bias, cultural competence, and inclusive leadership. These programs aim to foster a culture of inclusion and equip employees with the skills and knowledge needed to create a more diverse and inclusive workplace.

- Monitoring and Evaluation: Mechanisms are established to monitor and evaluate the effectiveness of diversity and inclusion initiatives over time. Key performance indicators (KPIs) are identified to track progress, and feedback loops are established to solicit input from employees and stakeholders on an ongoing basis.

- Continuous Improvement: The methodology emphasizes the importance of continuous learning and improvement in diversity and inclusion efforts. Regular reviews and adjustments are made based on feedback, emerging trends, and changing organizational needs to ensure that initiatives remain relevant and impactful.

By following this methodology, SNS Foundation aims to create a more inclusive and welcoming environment where all employees feel valued, respected, and empowered to

bring their authentic selves to work. Embracing diversity and fostering inclusivity not only strengthens the organizational culture but also enhances the foundation's ability to achieve its mission of promoting social responsibility and community development. Together, SNS Foundation and its stakeholders can build a more diverse, equitable, and inclusive future for all.

Employee Recognition Program:

- Program Design and Development: The methodology begins with the design and development of the SNS Foundation Impact Excellence Awards program. This involves conducting a thorough needs assessment to identify the objectives, scope, and key components of the program. Input is solicited from senior leadership, HR personnel, and other relevant stakeholders to ensure alignment with organizational goals and values.

- Research and Benchmarking: A comprehensive review of existing employee recognition programs within the development sector and other industries is conducted to gather insights into best practices, innovative approaches, and potential pitfalls. This research serves as a foundation for designing a program that is tailored to the unique needs and culture of SNS Foundation.

- Stakeholder Engagement: Input and feedback are solicited from employees at all levels of the organization. This engagement process aims to gather insights into employee preferences, expectations, and perceptions regarding recognition and appreciation in the workplace.

- Program Customization: Based on the findings from the needs assessment and stakeholder engagement process, the program is customized to reflect the values, priorities, and aspirations of SNS Foundation. This may involve defining award categories, eligibility criteria, nomination processes, and recognition methods that resonate with employees and align with organizational goals.

- Nomination and Selection Process: Clear guidelines and procedures are established for nominating employees for recognition under the program. This may include setting eligibility criteria, defining nomination deadlines, and outlining the roles and responsibilities of the Recognition Committee responsible for evaluating nominations and selecting recipients.

- Continuous Improvement: The methodology emphasizes the importance of continuous learning and improvement in the employee recognition program. Feedback from employees and stakeholders is collected and analyzed to identify areas for refinement and enhancement.

By following this methodology, SNS Foundation aims to create a robust and sustainable employee recognition program that celebrates excellence, fosters a culture of appreciation, and motivates employees to excel in their roles. Embracing employee recognition as a strategic priority, SNS Foundation seeks to unleash the full potential of its workforce and drive positive organizational outcomes.

LIMITATIONS

Employee Satisfaction survey

- ### Time Constraint:

One of the primary limitations encountered during the Employee Satisfaction Survey project is the time constraint. With the internship deadline looming, there is limited time available to design and roll out the survey comprehensively. This time constraint may restrict the ability to develop a thorough survey instrument tailored to the organization's needs and to gather comprehensive data from employees.

- ### Delayed Survey Implementation:

Despite efforts to initiate the employee survey, a significant challenge has been encountered in the delayed implementation of the survey. Due to various factors such as logistical issues or organizational priorities, the survey rollout may be delayed, impacting the overall timeline of the project. This delay in implementation may limit the duration available for data collection and analysis within the internship period.

- ### Uncertainty Regarding Survey Response Rate:

Since the survey has not been rolled out, there is uncertainty regarding the response rate from employees. Without knowing the extent of employee participation, it is challenging to anticipate the volume and quality of survey responses. This uncertainty may affect the planning and execution of subsequent steps in the project, such as data analysis and deriving actionable insights.

- ### Potential Bias in Survey Responses:

Another limitation is the potential for bias in survey responses once the survey is rolled out. Some employees may have preconceived notions or personal biases that influence their

responses, potentially skewing the results. Without proper mechanisms in place to mitigate bias, the accuracy and reliability of the survey data may be compromised.

- **Limited Control Over Survey Administration:**

As an intern, you may have limited control over the administration of the survey, including communication with employees, ensuring adequate participation, and addressing any issues or concerns that arise during the survey process. This lack of control may hinder the smooth execution of the survey project and affect the quality of the data collected.

- **Dependency on Organizational Support:**

The success of the survey project is dependent on the cooperation and support of organizational stakeholders, including HR personnel and department heads. Any delays or challenges in obtaining necessary approvals or resources from these stakeholders may impede progress and limit the effectiveness of the survey initiative.

Diversity and Inclusion Initiatives:

- **Time Constraint:**

As I delved into the Diversity and Inclusion Initiatives project, time constraints became evident. With the internship duration being finite, I realized that thoroughly researching, designing, and proposing effective initiatives within this timeframe posed significant challenges. There simply wasn't enough time to explore best practices comprehensively or deeply understand the organization's dynamics.

- **Limited Access to Resources:**

Another hurdle I encountered was limited access to resources. From personnel to budgetary allocations, I found myself navigating constraints that impacted the implementation of robust diversity and inclusion initiatives. Collaboration across departments and investments in training and infrastructure were essential but often hampered by resource limitations.

- **Organizational Resistance:**

Overcoming organizational resistance proved to be a formidable challenge. Whether rooted in cultural norms, existing biases, or fear of change, this resistance hindered the progress of proposed initiatives.

- **Measurement and Evaluation:**

Measuring the impact of diversity and inclusion initiatives presented its own set of challenges. Defining relevant metrics, collecting accurate data, and establishing baseline benchmarks required careful consideration. Moreover, quantifying the effectiveness of these initiatives demanded long-term monitoring and evaluation efforts that stretched beyond the internship's timeframe.

- **Scalability and Sustainability:**

Ensuring the scalability and sustainability of initiatives beyond the internship period posed a significant concern. While pilot programs could demonstrate initial success, sustaining momentum and expanding impact over the long term required ongoing commitment and resourcing. Achieving lasting change in organizational culture necessitated efforts that extended beyond the confines of the internship.

Employee Recognition Program:

- **Time Constraint:**

Similar to other projects, time constraints were a pressing limitation in the Employee Recognition Program project. Balancing the design and implementation of an effective program within the internship's limited duration required meticulous planning and execution to meet project objectives.

- **Cultural Fit:**

Aligning the recognition program with the organization's culture and values presented a critical limitation. Customizing initiatives to resonate with diverse employee demographics and work preferences demanded sensitivity and flexibility, which were sometimes constrained by existing organizational norms.

- **Measurement and Feedback Mechanisms:**

Establishing robust measurement and feedback mechanisms for the recognition program was challenging. Defining relevant performance indicators and analyzing program outcomes required expertise that exceeded the scope of the internship.

- **Budget and Resource Constraints:**

Budgetary constraints impacted the design and implementation of the recognition program. Allocating sufficient funds for awards and incentives, as well as securing buy-in for ongoing investment, necessitated strategic planning and negotiation with organizational stakeholders.

INTERNSHIP STUDY

My internship at SNS Foundation spanned from 26/02/2024 to 20/05/2024. During my internship at SNS Foundation, I have had the opportunity to engage in various projects and initiatives aimed at enhancing employee satisfaction, promoting diversity and inclusion, and developing employee recognition programs. Through this comprehensive internship experience, I have gained valuable insights into the dynamics of CSR practices and organizational development within the context of SNS Foundation's mission and values.

Phase 1: Employee Satisfaction Survey Analysis

During my internship, I was tasked with preparing an Employee Satisfaction Survey to assess various aspects of employee satisfaction, engagement, and well-being within the organization. The survey aimed to gather insights into the overall sentiment of employees and identify areas for improvement to enhance organizational culture and employee experience.

 Findings:

- Survey Design and Development: The preparation phase involved designing and developing the survey questionnaire. Careful consideration was given to crafting questions that would capture relevant aspects of employee satisfaction, including communication, social connection, professional growth, social impact of work, and work-life balance. The survey was designed to be comprehensive yet concise to encourage high participation rates.
- Stakeholder Consultation: Collaboration with key stakeholders, including HR personnel and department heads, was integral to ensuring the relevance and effectiveness of the survey. Feedback from stakeholders helped refine the survey questions and ensure alignment with organizational goals and objectives.

- Survey Rollout Strategy: Although the survey was prepared, the rollout strategy was not implemented during my internship period. Discussions and planning were initiated regarding the timing, method of distribution, and communication plan for the survey rollout. However, due to time constraints and logistical considerations, the actual implementation of the survey was postponed to a later date.

- Feedback Incorporation: Feedback received from stakeholders during the preparation phase was valuable in refining the survey questionnaire and ensuring its relevance to employee needs and organizational objectives. Suggestions for improvements were incorporated into the final version of the survey to enhance its effectiveness in capturing employee sentiment accurately.

While the Employee Satisfaction Survey was successfully prepared during my internship, the rollout and implementation phase were postponed to a later date. Nevertheless, the preparation process provided valuable insights into the importance of stakeholder consultation, survey design, and feedback incorporation in ensuring the relevance and effectiveness of employee engagement initiatives. Moving forward, the survey rollout will be an essential step in gathering insights into employee satisfaction and driving targeted interventions to enhance organizational culture and employee experience.

Phase 2: Diversity and Inclusion Initiatives

The second phase of the internship project focused on researching best practices for promoting diversity and inclusion in the workplace and proposing tailored initiatives for SNS Foundation.

Diversity and Inclusion Initiatives

Diversity and inclusion in the workplace refer to creating an environment where individuals from diverse backgrounds feel respected, valued, and included. Here's a breakdown of each concept:

Page no 26

Diversity:

Diversity encompasses the variety of differences among people in an organization. These differences can include but are not limited to:

- Ethnicity and race
- Gender and gender identity
- Sexual orientation
- Age
- Socio-economic status
- Religion
- Disability status
- Cultural background
- Educational background
- Work experience

Embracing diversity means recognizing, appreciating, and leveraging these differences to enrich the organization's culture, perspectives, and capabilities.

Inclusion:

Inclusion involves creating a work environment where all individuals, regardless of their differences, feel valued, respected, and included. It goes beyond simply acknowledging diversity to actively fostering an atmosphere of belonging where everyone can fully participate, contribute, and thrive.

Inclusive practices involve:

- Encouraging open communication and collaboration among employees.
- Providing equal opportunities for growth, advancement, and recognition.

- Removing barriers to participation and ensuring that policies and practices are fair and equitable for all.
- Respecting and accommodating diverse needs and perspectives.
- Promoting a sense of belonging and acceptance among all employees.

Inclusion aims to create a sense of unity and belonging among employees, allowing them to bring their authentic selves to work and contribute to the organization's success.

Diversity is about recognizing and embracing the differences among individuals, while inclusion is about creating an environment where everyone feels valued, respected, and empowered to contribute their unique perspectives and talents. Together, diversity and inclusion are essential for fostering innovation, creativity, and organizational success in today's diverse workforce.

Best Practices for promoting diversity and inclusion in the workplace:

Setting the Foundation:

1. **Establish Measurable Goals and Track Progress: Define** clear DI goals, like representation targets across various job levels. Regularly monitor progress using recruitment, promotion, and retention data (demographics breakdown recommended). Analyze exit interviews to understand why underrepresented groups might leave.

(Data Point: High turnover rates can indicate a toxic work environment, potentially rooted in unconscious bias.)

2. **Cultivate an Inclusive Culture:** Before recruiting, actively design a welcoming and supportive work environment for all backgrounds. Eradicate unconscious bias in recruitment and promotions. Foster open communication, where employees feel comfortable sharing experiences.

Page no 28

Encouraging Open Communication and Accountability:

3. Create Safe Spaces for Discussion: Establish dedicated channels for employees to discuss DI issues. Use surveys and feedback tools to gather employee input. Actively listen to concerns and take appropriate action.

4. Hold Leaders Accountable: Integrate DI goals into leadership performance reviews. Ensure leaders understand unconscious bias and its impact. Provide leadership training on best practices for promoting DI.

5. Empower Your DEI Team: Establish a dedicated, well-resourced Diversity, Equity, and Inclusion (DEI) team. Grant the DEI leader a seat at the executive table to ensure a strong voice. Equip the team with the authority to implement and enforce DI initiatives effectively

Building a Diverse Talent Pipeline and Cultivating a Positive Culture:

6. Examine Your Company Culture: Review and revise policies that might exclude specific employee groups. Promote authenticity, where employees feel comfortable being themselves. Be mindful of how your culture might impact underrepresented groups.

7. Continuously Improve: DI is an ongoing journey, not a one-time fix. Regularly assess progress and adapt strategies accordingly. Embrace learning from mistakes and adapt your approach.

8. Attract Diverse Talent: Utilize inclusive language in job postings, avoiding gender stereotypes. Advertise on platforms frequented by diverse job seekers. Partner with diversity-focused organizations to reach a wider talent pool.

9. Address Unconscious Bias: Train employees using interactive methods like real-world scenarios and role-playing to raise awareness and mitigate the influence of unconscious

bias in decision-making. Encourage open communication between managers and employees to address concerns.

10. Practice Fairness: Implement objective and unbiased policies across all organizational levels. Train managers in fair treatment in situations and applying consistent disciplinary actions and praise.

11. Offer Equal Opportunities for Advancement: Develop clear promotion criteria and ensure consistent application for all employees. Provide mentorship opportunities and professional development programs to equip staff with the skills needed for advancement.

12. Revise Job Descriptions and Ads: Use inclusive language that avoids gender stereotypes and focuses on skills and competencies. Highlight the company's commitment to DI in recruitment materials.

13. Support Individualism: Embrace employee individuality by encouraging flexibility in dress code, hobbies discussions, and self-expression. Allow exceptions to dress code policies for cultural or religious attire.

Fostering Teamwork and a Culture of Learning and Development

14. Educate Employees on Diversity and Inclusion: Invest in diversity training to equip employees with the necessary tools to treat each other with respect and inclusivity, fostering a more positive work environment.

15. Encourage Teamwork: Promote collaboration by allowing teams to work together on projects. Rotate team members periodically to break down silos and encourage knowledge sharing.

16. Allow Flexibility: Offer flexible work arrangements, such as remote work, to attract a wider range of candidates, including those with disabilities. This can improve employee well-being, work-life balance, and satisfaction, potentially leading to increased productivity.

17. Restructure Recruitment: Move away from traditional hiring practices that can perpetuate bias. Focus on skills and utilize personality assessments to understand motivations, values, and personality traits to identify talented individuals from underrepresented communities. Partner with diverse job boards to target a wider range of candidates.

18. Implement Empathetic Leadership: Emphasize empathy and understanding among leadership to promote fairness and psychological safety, allowing employees to bring their authentic selves to work.

Dynamics of SNS Foundation

Focus Areas

- Education: Promoting access to quality education for all could indicate a commitment to inclusivity for diverse learners (e.g., girls, students with disabilities).
- Skill Development: Tailoring programs to diverse communities suggest an understanding of the need for D&I in skill development.
- Health and Hygiene: Addressing specific health needs of women and girls highlights a potential focus on gender inclusivity.
- Community Conservation: Partnering with indigenous communities demonstrates a value for their knowledge and perspective, potentially reflecting a broader commitment to D&I.

SNSF Mission Statement:

The Foundation's mission is to mobilize participation of benefactors from all sections of civil society to work towards sustainable development of marginalized sections – particularly children, women, youth and persons with physical disability by following

a rights based and empowerment approach, in the fields of Education, Health, Skill Development, Rural Development and Community Conservation.

The SNSF mission statement strengthens the potential connection between the foundation's work and D&I principles.

Here's how:

- **Mobilizing Participation:** Encouraging participation "from all sections of civil society" explicitly emphasizes inclusivity and engaging diverse perspectives.
- **Focus on Marginalized Sections:** By prioritizing children, women, youth, and people with disabilities, SNSF specifically targets and empowers often underrepresented groups, a core D&I objective.
- **Rights-Based and Empowerment Approach:** This approach aligns with D&I by focusing on ensuring equal rights and opportunities for all individuals, regardless of background.

These elements demonstrate a clear commitment to promoting social equity, a key aspect of D&I.

Plans to enhance diversity awareness and foster an inclusive enviornment

SNS Foundation (SNSF), the community arm of the Anand Group, plays a pivotal role in building a more equitable and sustainable future. Its initiatives, focused on empowering individuals and driving positive societal change, naturally align with the principles of diversity and inclusion (D&I). This proposal explores how SNSF can strengthen its social impact by integrating D&I practices within its focus areas and its own workplace environment.

Aligning D&I with Social Impact:

Focus Areas:

By ensuring inclusivity within its programs and broadening the beneficiary base, SNSF can create a more comprehensive approach to social development. Here's how D&I can be integrated into each focus area, drawing inspiration from SNSF's existing initiatives:

1. Education:

- Focus on girls' education: Continue prioritizing initiatives that address gender disparity in education, promoting access and inclusivity for girls from disadvantaged backgrounds.
- Culturally sensitive learning: Develop curriculum and teaching approaches that are sensitive to the diverse cultural backgrounds of students attending the schools supported by SNSF.
- Support for students with disabilities: Allocate resources and accommodations to ensure students with disabilities have equal access to quality education, similar to the sustainable ecosystem approach SNSF implements in its adopted hubs.

2. Skill Development

- Tailored training programs: Design training programs that cater to the specific needs and skills gaps of diverse communities, similar to how SNSF collaborates with partners and stakeholders. Consider offering programs in rural and urban areas, addressing the unique needs of each population.
- Gender-neutral skill development: Offer skill training programs that are accessible to and encourage participation from all genders, breaking down traditional gender roles in the workforce.

3. Health and Hygiene:

- Focus on women's health: Continue prioritizing programs that address the specific health needs of women and girls, including access to menstrual hygiene products and reproductive health education, mirroring SNSF's long-term approach to creating lasting change.

- Culturally appropriate healthcare: Ensure healthcare services offered through SNSF partnerships are culturally sensitive and accessible to diverse populations.

4. Community Conservation:

- Empowering indigenous communities: Build upon existing efforts by further empowering indigenous communities who possess traditional ecological knowledge for effective conservation efforts. This aligns with SNSF's philosophy of leveraging the power of partnership.
- Promoting diversity in leadership: Encourage diverse representation in leadership positions within conservation projects, ensuring local voices are heard and valued.

<u>Workplace D&I:</u>

To fully embrace D&I, SNSF can also implement best practices within its own team:

- Diversity Data Collection and Analysis: Regularly collect data on the demographics of SNSF staff to identify any gaps in inclusion.
- Partnerships with D&I Focused Organizations: Collaborate with organizations that champion diversity and inclusion to gain expertise and expand outreach efforts, similar to how SNSF partners with organizations that share its vision.
- Sensitivity Training for Staff: Provide training for SNSF staff on unconscious bias and cultural competency to ensure inclusive program design and implementation.
- Inclusive Communication: Utilize diverse communication channels and languages to reach a wider range of communities and ensure information accessibility, mirroring SNSF's commitment to building a sustainable ecosystem.

Measuring Progress:

- Develop measurable D&I goals for each program area and the SNSF workplace, such as increased participation rates from underrepresented groups in programs and within the team.
- Regularly monitor and evaluate the effectiveness of D&I initiatives, adapting them as needed based on data and feedback.

By integrating D&I principles into both its social impact initiatives and its workplace environment, SNSF can create long-term societal change and empower a broader spectrum of individuals. This approach aligns perfectly with the foundation's vision of building a socially equitable and sustainable world. By embracing diversity and inclusion, SNSF can further amplify its positive impact on the communities it serves and set an example for other organizations working towards similar goals.

Key Learnings

- Understanding Diversity and Inclusion: Through this project, I gained a deep understanding of diversity and inclusion concepts in the workplace. Recognizing the importance of embracing differences and fostering an inclusive environment became clear as essential components of organizational success.
- Practical Implementation of D&I Best Practices: Working on this project allowed me to explore practical strategies for promoting diversity and inclusion in real-world settings. From setting measurable goals to implementing inclusive communication, I learned how to translate theoretical concepts into actionable initiatives.
- Alignment with Organizational Values: Analyzing the SNS Foundation's mission and focus areas provided insights into how D&I principles align with organizational values. Understanding this alignment helped me recognize the broader implications of diversity and inclusion beyond the workplace.

- Impact on Social Change: Integrating D&I practices into social impact initiatives highlighted the potential for driving positive societal change. By prioritizing inclusivity within programs, I learned how organizations can contribute to creating a more equitable and sustainable world.

- Importance of Measurement and Evaluation: The emphasis on measuring progress and evaluating the effectiveness of D&I initiatives underscored the importance of data-driven decision-making. Learning to develop measurable goals and track progress enabled me to understand the iterative nature of D&I efforts.

- Personal and Professional Growth: Engaging in this project allowed me to grow personally and professionally. From enhancing my analytical and problem-solving skills to developing a deeper appreciation for social responsibility, the internship experience broadened my perspective and skill set.

- Role in Driving Change: As I worked on integrating D&I principles into the foundation's operations, I realized the significant role individuals and organizations play in driving change. Embracing diversity and inclusion is not only about meeting organizational objectives but also about making a meaningful impact on society.

- Continuous Learning and Adaptation: Lastly, I learned that promoting diversity and inclusion is an ongoing journey that requires continuous learning and adaptation. Embracing feedback, learning from mistakes, and adapting strategies based on new insights are essential for fostering a truly inclusive environment.

- Overall, this internship project provided me with valuable experiences and learnings that will undoubtedly shape my future endeavors and contributions to promoting diversity and inclusion in both professional and personal contexts.

Phase 3: Employee Recognition Program

This phase of the internship involved designing and implementing an employee recognition program to acknowledge and celebrate the contributions of SNS Foundation's workforce.

Employee Recognition Program

Introduction

Employee recognition is a cornerstone of fostering a positive workplace culture and driving employee engagement. In today's dynamic and competitive business landscape, organizations recognize the importance of acknowledging and appreciating the efforts of their employees who contribute to the success and growth of the company.

An employee recognition program is a strategic initiative designed to formally acknowledge and celebrate the achievements, contributions, and behaviors that align with the organization's values and goals. It serves as a mechanism for reinforcing desired behaviors, promoting a culture of appreciation, and motivating employees to excel in their roles.

Employee recognition programs come in various forms, ranging from formal recognition ceremonies and awards to informal gestures of appreciation such as verbal praise, thank-you notes, or tokens of gratitude. Regardless of the format, the underlying principle remains the same: to make employees feel valued, respected, and motivated to continue delivering their best work.

The benefits of implementing an employee recognition program extend beyond mere acknowledgment. Studies have shown that organizations with robust recognition programs experience higher levels of employee morale, job satisfaction, and retention. Recognized employees are more likely to be engaged, committed, and invested in the success of the organization, leading to increased productivity and performance.

In today's fast-paced work environment, where employees often juggle multiple responsibilities and face increasing levels of stress, recognition serves as a powerful tool for boosting morale, enhancing job satisfaction, and fostering a sense of belonging and loyalty among employees.

In this era of remote work and virtual teams, the need for effective employee recognition programs has become more pronounced than ever. As organizations adapt to new ways of working, it is crucial to explore innovative approaches to recognizing and appreciating employees, whether through virtual recognition events, digital platforms, or personalized gestures that transcend physical boundaries.

In summary, an employee recognition program is not just a formality; it is a strategic investment in the organization's most valuable asset: its people. By creating a culture of appreciation and recognition, organizations can unleash the full potential of their employees, driving performance, innovation, and sustainable growth.

Employee recognition programs adopted by different development sector

1. Pratham's Employee Appreciation Program:

Program Name: Pratham Stars

Objective: To recognize and celebrate the contributions of employees towards Pratham's mission of providing quality education to underprivileged children in India.

Components: Awards are given in categories such as Education Impact, Innovator of the Year, Team Collaboration, and Community Engagement.

Recognition Methods: Recipients receive certificates of appreciation, personalized thank-you notes from senior leadership, and opportunities for professional development.

Nomination Process: Employees are nominated by their peers, supervisors, or program managers through an online nomination portal.

Eligibility: All employees of Pratham, including field staff, educators, and administrative personnel, are eligible for nomination.

Implementation: The program is launched annually during Pratham's staff retreat, with winners announced and celebrated during a special awards ceremony.

2. CARE India's Employee Recognition Program:

Program Name: CARE Champions Awards

Objective: To honor and appreciate the dedication and commitment of CARE India's staff towards empowering marginalized communities and addressing social injustice.

Components: Awards are presented in categories such as Gender Equality Champion, Health and Nutrition Impact, Disaster Response Excellence, and Youth Leadership.

Recognition Methods: Recipients receive trophies or plaques, along with a monetary bonus or additional leave days as a token of appreciation.

Nomination Process: Nominations are solicited from all staff members through an internal nomination portal, and winners are selected by a committee of senior leaders and HR representatives.

Eligibility: All staff members of CARE India, including program officers, project managers, and support staff, are eligible for nomination.

Implementation: The program is launched annually during CARE India's staff conference, with winners announced and celebrated during a gala dinner event.

3. Tata Trusts' Employee Recognition Program:

Program Name: Tata Trusts Excellence Awards

Objective: To recognize and reward employees who demonstrate exemplary performance and contribute to Tata Trusts' philanthropic initiatives across various sectors.

Components: Awards are given in categories such as Social Impact Leader, Innovation and Technology Champion, Environmental Sustainability, and Employee Volunteer of the Year.

Recognition Methods: Recipients receive engraved trophies, certificates of excellence, and opportunities for international learning exchanges or project assignments.

Nomination Process: Employees are nominated by their peers, supervisors, or project leads through an internal nomination process, and winners are selected by a committee of senior executives and trustees.

Eligibility: All employees of Tata Trusts, including program managers, domain experts, and administrative staff, are eligible for nomination.

Implementation: The program is launched annually during Tata Trusts' Foundation Day celebrations, with winners announced and celebrated during a special awards ceremony attended by senior executives and trustees.

4. CRY (Child Rights and You) Recognition Program:

Program Name: CRY Champions Awards

Objective: To honor employees who demonstrate exceptional commitment and dedication to advancing child rights and welfare in India.

Components: Awards are presented in categories such as Child Advocacy, Education Impact, Health and Nutrition, and Volunteerism.

Recognition Methods: Recipients receive certificates of recognition, trophies, and opportunities for professional development or participation in CRY's advocacy campaigns.

Nomination Process: Employees are nominated by their peers, supervisors, or program coordinators through an online nomination platform.

Eligibility: All staff members of CRY, including field workers, program officers, and support staff, are eligible for nomination.

Implementation: The program is launched annually during CRY's staff retreat, with winners announced and celebrated during a special awards ceremony.

5. Magic Bus Employee Appreciation Program

Program Name: Magic Makers Awards

Objective: To recognize and celebrate the contributions of employees who work towards empowering children and youth from marginalized communities through sports-based mentoring and education programs.

Components: Awards are given in categories such as Youth Development Champion, Community Engagement, Program Innovation, and Leadership Excellence.

Recognition Methods: Recipients receive personalized certificates, appreciation letters from Magic Bus founders, and opportunities for leadership development training.

Nomination Process: Employees are nominated by their peers, supervisors, or program managers through an internal nomination process.

Eligibility: All staff members of Magic Bus, including coaches, mentors, trainers, and administrative personnel, are eligible for nomination.

Implementation: The program is launched annually during Magic Bus' staff retreat, with winners announced and celebrated during a special recognition event.

6. Ashoka India's Changemaker Awards:

Program Name: Ashoka Changemaker Awards

Objective: To honor employees who demonstrate innovative thinking, leadership, and commitment to driving social change and entrepreneurship in India.

Components: Awards are presented in categories such as Social Innovation, Collaboration Excellence, Youth Empowerment, and Grassroots Leadership.

Recognition Methods: Recipients receive certificates of excellence, invitations to exclusive networking events, and access to Ashoka's global network of changemakers.

Nomination Process: Employees are nominated by their peers, supervisors, or Ashoka Fellows through an online nomination platform.

Eligibility: All staff members of Ashoka India, including program directors, project managers, and communication specialists, are eligible for nomination.

Implementation: The program is launched annually during Ashoka's Impact Conclave, with winners announced and celebrated during a special awards ceremony.

7. ActionAid India's Appreciation Program:

Program Name: ActionAid Heroes Awards

Objective: To recognize and appreciate employees who demonstrate exceptional commitment and passion for promoting human rights, social justice, and gender equality in India.

Components: Awards are given in categories such as Advocacy Excellence, Gender Champion, Grassroots Mobilization, and Humanitarian Service.

Recognition Methods: Recipients receive engraved trophies, certificates of appreciation, and opportunities for international exchange programs or study tours.

Nomination Process: Employees are nominated by their peers, supervisors, or program coordinators through an internal nomination process.

Eligibility: All staff members of ActionAid India, including project coordinators, policy analysts, and fundraising officers, are eligible for nomination.

Implementation: The program is launched annually during ActionAid's National Conference, with winners announced and celebrated during a special awards ceremony.

Recognition program developed for SNS Foundation

Employee Recognition Program: "SNS Foundation Impact Excellence Awards"

 Introduction:

SNS Foundation is dedicated to creating sustainable communities through impactful initiatives in education, skill development, health and hygiene, and community conservation. To recognize the outstanding contributions of our employees in these key areas, we are proud to introduce the "SNS Foundation Impact Excellence Awards" program. This program aims to celebrate employees who exemplify excellence and dedication in driving positive change within our focus areas.

Program Name: SNS Foundation Impact Excellence Awards

Objective:

The SNS Foundation Impact Excellence Awards program aims to honor employees who demonstrate exceptional commitment and impact in advancing our mission across the thematic areas of education, skill development, health and hygiene, and community conservation.

Non-Monetary Recognition:

- **Personalized Thank-You Notes:** Employees will receive heartfelt thank-you notes from senior leadership, recognizing their outstanding contributions.
- **Public Recognition:** Recipients will be publicly acknowledged during organization-wide meetings, newsletters, and on our intranet platform.
- **Professional Development Opportunities:** Recognized employees will receive priority access to training workshops, conferences, and leadership development programs.

Eligibility:

All employees of SNS Foundation, irrespective of their role or tenure, are eligible for nomination under the SNS Foundation Impact Excellence Awards program.

Criteria for Evaluation:

Commitment to Thematic Areas: Demonstrates unwavering dedication to one or more of our key thematic areas:

- Education: Providing access to quality education and promoting lifelong learning.
- Skill Development: Empowering individuals with vocational skills and livelihood opportunities.

- Health and Hygiene: Promoting health awareness and improving access to healthcare services.
- Community Conservation: Protecting and preserving the environment and wildlife.

Innovative Solutions: Shows innovative thinking and initiative in addressing community challenges and implementing sustainable solutions within the chosen thematic areas.

Examples: Introducing new teaching methods to improve learning outcomes, developing innovative training programs, implementing creative health awareness campaigns, spearheading eco-friendly initiatives.

Collaborative Approach: Exhibits a collaborative spirit by actively engaging with stakeholders, partners, and communities to drive positive social change.

Examples: Forming partnerships with local schools or NGOs, collaborating with healthcare professionals for health camps, involving community members in conservation projects.

Measurable Impact: Demonstrates tangible outcomes and measurable impact resulting from their efforts, positively affecting the lives of beneficiaries and communities.

Examples: Increased literacy rates, improved employment opportunities, reduced incidence of diseases, enhanced biodiversity conservation.

Focus Areas and Awards:

Education Excellence Award:

Recognizes employees who excel in initiatives aimed at improving access to quality education, promoting literacy, and fostering lifelong learning opportunities.

Skill Development Achievement Award:

Honors employees who make significant contributions to skill development programs, vocational training initiatives, and livelihood enhancement projects.

Health and Hygiene Impact Award:

Celebrates employees who drive initiatives focused on promoting health awareness, improving sanitation practices, and enhancing access to healthcare services.

Community Conservation Leadership Award:

Acknowledges employees who demonstrate leadership in environmental conservation, wildlife protection, and sustainable community development efforts.

Implementation Plan:

- Launch the program with a formal announcement detailing its objectives, eligibility criteria, and recognition methods.
- Communicate program details through internal channels such as email newsletters, team meetings, and posters.
- Establish a nomination process allowing employees to nominate their peers or themselves for recognition.
- Form a Recognition Committee responsible for evaluating nominations and selecting recipients based on the established criteria.
- Organize an annual awards ceremony to publicly acknowledge and celebrate Impact Excellence Award recipients, with personalized thank-you notes and certificates of appreciation presented to winners.

The SNS Foundation Impact Excellence Awards program embodies our unwavering commitment to recognizing and celebrating the exceptional contributions of our employees

in advancing our mission of creating sustainable communities. Through this program, we aim to honor individuals who exemplify excellence, dedication, and innovation in driving positive change within our focus areas of education, skill development, health and hygiene, and community conservation.

As we conclude the introduction of this program, we are reminded of the profound impact that our employees have made in transforming lives and fostering social progress. Their tireless efforts, innovative solutions, and collaborative spirit have not only enriched the lives of countless individuals but have also strengthened the fabric of our communities.

The criteria for evaluation underscore the core values that define our organization: a deep commitment to our thematic areas, a relentless pursuit of innovative solutions, a collaborative approach to problem-solving, and a focus on achieving measurable impact. By recognizing employees who embody these values, we not only honor their

achievements but also inspire others to emulate their example and drive positive change in their own capacities.

Through non-monetary recognition methods such as personalized thank-you notes, public acknowledgment, and professional development opportunities, we seek to express our profound gratitude and appreciation for the dedication and passion exhibited by our employees. It is our belief that these gestures of recognition not only motivate individuals to continue their outstanding work but also foster a culture of appreciation and excellence within our organization.

As we embark on this journey of celebrating excellence, we look forward to witnessing the continued growth and impact of our employees in creating a more equitable, sustainable, and prosperous world. Together, we remain committed to our mission of building socially-equitable, environmentally-sustainable, and economically-progressive communities, and we extend our heartfelt thanks to all our employees for their invaluable contributions towards this shared vision.

Key Learnings

- Understanding the Importance of Recognition: Through this project, I learned firsthand the significance of employee recognition in fostering a positive workplace culture and driving employee engagement. Recognizing and appreciating employees' contributions is not only a gesture of gratitude but also a strategic investment in motivating and retaining talent.

- Designing a Strategic Program: Developing the employee recognition program allowed me to understand the strategic considerations involved, such as aligning recognition with organizational values, defining clear objectives, and selecting appropriate recognition methods. It reinforced the importance of designing programs that resonate with employees and support the organization's goals.

- Tailoring Recognition Methods: I learned the importance of offering diverse recognition methods to cater to different preferences and circumstances. From personalized thank-you notes to public acknowledgment and professional development opportunities, providing a range of recognition options ensures that employees feel valued and appreciated in ways that are meaningful to them.

- Promoting Inclusivity: In developing the program, I recognized the importance of inclusivity in recognition efforts. Ensuring that all employees, regardless of their role or tenure, are eligible for nomination promotes a sense of fairness and equity. Additionally, considering diverse perspectives and experiences in defining evaluation criteria enhances the program's effectiveness and relevance.

- Measuring Impact: Developing measurable criteria for evaluating nominees' contributions underscored the importance of tracking and measuring the impact of recognition efforts. By defining clear evaluation criteria and establishing mechanisms for tracking outcomes, we can assess the effectiveness of the program and identify areas for improvement.

- Celebrating Excellence: Finally, the project reinforced the importance of celebrating excellence and acknowledging employees' achievements. By publicly recognizing and celebrating award recipients, we not only express appreciation for

their contributions but also inspire others to strive for excellence and contribute to the organization's success.

Overall, working on the employee recognition program project provided me with valuable insights into the importance of recognition in driving employee engagement and fostering a positive workplace culture. It equipped me with practical skills in designing and implementing strategic recognition initiatives and reinforced the importance of inclusivity, collaboration, and measurement in recognition efforts.

Contribution to Annual Function Execution at SNS Foundation:

During my internship at SNS Foundation, I actively participated in the smooth execution of the organization's annual function. My involvement spanned various aspects, from providing inputs in meetings to drafting the script for the event and ultimately anchoring the proceedings.

- **Meeting Participation:**

Throughout the planning phase of the annual function, I contributed to meetings by providing valuable insights and suggestions. These meetings served as platforms for brainstorming ideas, discussing event logistics, and coordinating tasks among team members. By actively engaging in these discussions, I ensured that my input contributed to the overall success of the event.

- **Script Drafting:**

One of my key responsibilities was drafting the script for the annual function. This involved conceptualizing the flow of the event, outlining key segments, and scripting dialogues for speakers and presenters. I collaborated closely with the organizing team to ensure that the

script captured the essence of the event and effectively communicated its objectives to the audience.

- **Anchoring the Event:**

On the day of the annual function, I took on the role of an anchor, guiding the audience through the program with confidence and enthusiasm. As the face of the event, I ensured smooth transitions between segments, introduced speakers and performers, and engaged the audience with lively commentary. Anchoring the event allowed me to showcase my communication skills and stage presence while contributing to the overall success of the function.

- **Overall Impact:**

My involvement in the execution of the annual function at SNS Foundation was a valuable learning experience that allowed me to apply my skills and contribute to a significant organizational event. By actively participating in meetings, drafting the script, and anchoring the event, I played a key role in ensuring the event's success and strengthening my understanding of event management and coordination within a professional setting.

Assisting Officer HR and Administration:

During my internship at SNS Foundation, I assisted the HR and Administration Officer.

- Drafted emails on day to day basis, covering HR and administrative topics.
- Ensured clarity, coherence, and professionalism in each email.
- Streamlined communication and facilitated timely responses.
- Contributed to the efficient functioning of the department.
- Gained valuable experience in professional communication and interpersonal skills.

- Enriched my learning and reinforced my commitment to supporting organizational processes.

Involvement in Government School Planetarium Events

- Assisted in organizing planetarium events hosted by SNS Foundation at government schools.
- Participated in coordinating and managing the events on-site.
- Worked closely with school staff to ensure smooth execution of the event.
- Helped set up equipment and logistical arrangements for the planetarium show.
- Engaged with students and provided assistance during the event.
- Supported in addressing any issues or challenges that arose during the event.
- Contributed to fostering positive relationships with partner schools and enhancing community engagement efforts.
- Gained hands-on experience in event management and community outreach initiatives.

Creation of New Employee Orientation Presentation for SNS Foundation

During my internship at SNS Foundation, I developed a comprehensive PowerPoint presentation for the orientation of new employees joining the organization. Here's what I gained from this experience:

- **Enhanced Communication Skills:**

Crafting the presentation required clear and concise communication of complex information. I learned to effectively convey organizational policies, procedures, and values in a manner accessible to new employees.

- **Understanding of Organizational Structure:**

In order to accurately represent SNS Foundation's structure, I delved into the organization's departments, teams, and reporting hierarchy. This deepened my understanding of how the organization operates and how different teams collaborate.

- **Familiarity with HR Policies:**

Developing the presentation involved researching and summarizing HR policies and benefits. This process familiarized me with SNS Foundation's policies regarding leave, health insurance, and employee assistance programs.

- **Appreciation for Workplace Culture:**

Highlighting SNS Foundation's commitment to diversity, inclusion, and employee recognition reinforced my appreciation for the organization's positive workplace culture. It emphasized the importance of these values in fostering a supportive and inclusive work environment.

- **Project Management Skills:**

Managing the creation of the presentation from start to finish honed my project management skills. I learned to set timelines, prioritize tasks, and coordinate with stakeholders to ensure the successful completion of the project.

- **Contribution to Onboarding Process:**

By creating a resource for new employees, I contributed to the smooth onboarding process at SNS Foundation. This experience showed me the importance of providing comprehensive orientation materials to help new hires acclimate to their roles and the organization.

Overall, creating the New Employee Orientation Presentation was a valuable learning experience that allowed me to apply my skills, expand my knowledge, and contribute meaningfully to the organization's onboarding process.

Learning Experience in Administrative Procedures and Compliance

During my internship at SNS Foundation, I had the opportunity to delve into various administrative procedures and compliance requirements, including digital signatures, electronic signatures, types of deductions, Employee State Insurance (ESI), and Employee Provident Fund (EPF). Here's what I learned:

- **Understanding Digital Signatures:**

I gained insight into the concept of digital signatures, which are cryptographic signatures used to authenticate the identity of the sender and ensure the integrity of electronic documents. Learning about digital signatures helped me appreciate the importance of secure and legally binding document transactions in a digital environment.

- **Exploring Electronic Signatures:**

Electronic signatures refer to any electronic symbol or process attached to or logically associated with a document, indicating the signatory's intent to sign. Understanding electronic signatures broadened my knowledge of alternative methods for signing documents securely and efficiently.

- **Types of Deductions:**

I familiarized myself with various types of deductions that may be applicable to employees' salaries, such as income tax deductions, statutory deductions for ESI and EPF, and

voluntary deductions for benefits like health insurance or retirement plans. This knowledge deepened my understanding of payroll management and compliance requirements.

- **Employee State Insurance (ESI):**

ESI is a social security and health insurance scheme for Indian workers, providing medical and financial benefits to employees and their families. Learning about ESI enabled me to understand the legal obligations and benefits associated with this scheme for both employers and employees.

- **Employee Provident Fund (EPF):**

EPF is a retirement savings scheme mandatorily applicable to certain categories of employees in India. I gained insight into the contribution and withdrawal processes, eligibility criteria, and regulatory compliance requirements related to EPF. Understanding EPF helped me comprehend the importance of long-term financial planning and retirement savings for employees.

Overall, my exposure to digital signatures, electronic signatures, types of deductions, ESI, and EPF during my internship provided me with valuable insights into administrative procedures and compliance practices essential for effective HR and administrative management in organizations like SNS Foundation.

Creating Awareness through Posters

During my internship at SNS Foundation, I designed posters to raise awareness on crucial topics:

- **Skill Development:**

Encouraging vocational skill acquisition.

Promoting lifelong learning for personal growth.

Highlighting benefits like enhanced employability.

- **Waste Management:**

Advocating responsible waste reduction and recycling.

Emphasizing community action for environmental conservation.

- **Plantation:**

Urging tree plantation for climate resilience.

Highlighting benefits like biodiversity enhancement.

Through these posters, I aimed to inspire action and foster a culture of sustainability within the community.

Through creating posters on skill development, waste management, and plantation, I gained valuable insights and skills:

- Graphic Design: Developed proficiency in graphic design software for creating visually appealing and impactful posters.
- Communication: Learned to convey complex ideas concisely and effectively through visual elements and text.
- Advocacy: Deepened understanding of social and environmental issues and how to advocate for positive change through visual communication.
- Creativity: Explored different design styles and techniques to engage the audience and convey key messages effectively.

Conclusion

In conclusion, this report encapsulates the significant progress made towards enhancing employee engagement, promoting diversity and inclusion, and laying the groundwork for an effective employee recognition program within SNS Foundation. Throughout the course of this internship, several key milestones have been achieved, each contributing to the overarching goal of creating a more supportive and inclusive workplace environment.

As I conclude my internship at SNS Foundation, I am proud to reflect on the completion of three significant projects aimed at enhancing our organizational culture and employee engagement. Each project represents a critical step forward in our commitment to fostering a workplace environment where every individual feels valued, respected, and empowered to contribute their best.

The development of the employee satisfaction survey, though yet to be rolled out, signifies our dedication to understanding and addressing the needs of our workforce. Crafting the survey instrument involved meticulous planning and preparation, reflecting our commitment to soliciting feedback and driving continuous improvement across the organization.

Furthermore, our exploration and implementation of diversity and inclusion initiatives underscore our commitment to celebrating differences and fostering a sense of belonging among all employees. Through comprehensive research and collaborative efforts, we have laid the foundation for creating an inclusive environment where diversity is not only recognized but embraced as a source of strength and innovation.

Lastly, the development of the employee recognition program represents a tangible manifestation of our commitment to acknowledging and celebrating the contributions of our employees. By designing a program that promotes a culture of appreciation and recognition, we aim to bolster morale, enhance job satisfaction, and reinforce our organizational values.

As I look back on these projects, I am filled with a sense of pride and accomplishment. They have not only strengthened our organizational culture but also positioned us favorably to drive meaningful social impact within the communities we serve. Moving forward, it is imperative that we build upon these achievements, sustaining momentum, fostering collaboration, and prioritizing the well-being and engagement of our workforce.

In essence, the successful completion of these projects signifies our unwavering commitment to creating a workplace environment where every individual thrives, contributes, and feels empowered to make a difference. As we embark on the next phase of our journey, we remain steadfast in our dedication to realizing our vision of building socially equitable, environmentally sustainable, and economically progressive communities.

Link- https://forms.gle/a2p2EBRP3dwVEwrJ9

Employee Satisfaction Survey

Thank you for taking the time to complete this survey. Your feedback is invaluable in helping us improve the employee experience at SNS Foundation. Please answer the following questions honestly and to the best of your ability.

* Indicates required question

<u>Personal Information</u>

1.   **1. Name** *

    _____

2.   **2. Department/Team** *

    _____

3.   **3.Years of Service at SNS Foundation** *

    _____

<u>Overall Satisfaction</u>

4.   **1. Do you look forward to coming to office on a Monday morning?** *

    Mark only one oval.

    ◯ Yes
    ◯ No

5. **If Yes, please share the reason** *

    If No, please share the reason

    _____

    _____

    _____

    _____

    _____

6. **2. Are you satisfied with your physical work environment?** *

    Mark only one oval.

    ◯ Yes

    ◯ No

Communication

7. **3. Are the organization's values and mission effectively communicated?** *

    Mark only one oval.

    ◯ Yes

    ◯ No

8. **4. Is there open communication and collaboration among team members?** *

    Mark only one oval.

    ◯ Yes

    ◯ No

Page no 59

9.   **5. Do you feel your feedback and suggestions are valued and acted upon? ***

Mark only one oval.

( ) Yes

( ) No

Social Connection

10.   **6. Do you feel supported by your colleagues and supervisors? ***

Mark only one oval.

( ) Yes

( ) No

11.   **7. Do you feel comfortable sharing personal matters/challenges with your ***
       supervisor or colleagues?

Mark only one oval.

( ) Yes

( ) No

12.   **8. Do you have friends amongst your colleagues? ***

Mark only one oval.

( ) Yes

( ) No

Page no 60

13. **9. Do you like to spend time with your colleagues after office hours?** *

Mark only one oval.

◯ Yes

◯ No

Professional & Personal Growth

14. **10. Working at SNS Foundation has added to your skill sets.** *

Mark only one oval.

◯ Yes

◯ No

15. **If yes, please mention what new skills you have picked up at work.**

_____

_____

_____

_____

_____

16. **11. Has your job at SNS Foundation added value to other areas of your**   *
     life?

Mark only one oval.

◯ Yes

◯ No

Page no 61

17.   **12. Working at SNS Foundation has made you a more confident person.** *

Mark only one oval.

  ( ) Yes
  ( ) No

Social Impact of your work

18.   **13. Do you feel your work at SNS Foundation contributes positively to society?** *

Mark only one oval.

  ( ) Yes
  ( ) No

19.   **14. Are you more aware about social issues as a result of working in a social organization?** *

Mark only one oval.

  ( ) Yes
  ( ) No

20.   **15. Your respect in the outside world has increased as a result of your being engaged with a social organization.** *

Mark only one oval.

  ( ) Yes
  ( ) No

Page no 62

21.   **16. Are you able to maintain a good work-life balance? ***

Mark only one oval.

⬭ Yes

⬭ No

22.   **17. When faced with a tight deadline, how do you typically feel? (Select all ***
       that apply)

Check all that apply.

☐ a. Lonely and Isolated
☐ b. Emotionally supported by colleagues
☐ c. Understood and motivated by supervisor
☐ only b
☐ only b & c

Additional Comments

23.   **18. Is there anything else you would like to share about your experience ***
       working at SNS Foundation?

_____

_____

_____

_____

Thank you for completing the survey. Your feedback will help us identify areas
for improvement and enhance the overall employee satisfaction at SNS
Foundation.

Page no 63

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