

Aneri 3.



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June 10, 2019

**TO WHOMSOEVER IT MAY CONCERN**

This is to certify that Ms. Aneri Mehta was working with us as an Intern in the Group Human Resources department, Group Corporate Office, Worli.

The duration of her Internship was from April 17, 2019 to May 31, 2019 and her internship topic was "Creating qualitative datasets on employee engagement parameters to train employee engagement chat bot."

Aneri has exceeded expectations in terms of her internship project delivery. She has demonstrated excellent research skills in the project, by using various secondary research sources and successfully identifying nearly 5000 keywords and phrases related to workplace culture and employee engagement parameters in order to train the employee engagement chat bot. She also has great command on English language. Aneri is self-motivated, a fast learner and has high levels of curiosity. She will truly be an asset to any institution or organization that she becomes part of in the future.

We wish her all the very best for her future endeavours.

Yours sincerely,  
For Mahindra & Mahindra Ltd.,

**Prince Augustin**  
**Executive Vice President**  
**Group Human Capital & Leadership Development**

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## Employee Engagement, Mahindra & Mahindra

The internship project at Mahindra & Mahindra in the Group Human Resource department was to create qualitative datasets on employee engagement parameters to train the employee engagement chatbot. The task was to train the interactive bot – ‘Mood-o-Meter’.

The tasks included studying and analysing the policies of the organization, taking interviews of the employees, assessing various survey responses about motivation, job satisfaction and other aspects that could give an insight into the employees’ world.

As a part of the job, my task was to identify broad themes related to well-being of employees and create qualitative datasets for each of the themes identified. Further, keywords pertaining to particular themes were created for the chatbot to identify. Every keyword was accompanied with a specific phrase that would help the chatbot to find answers and respond effectively.

The aim of the project was to provide employees with a chat window which is available full-time and at the disposal of one click as opposed to the classical survey methods to assess the well-being, motivation, satisfaction of the employees. The crucial aspect is how the chatbot responds to an employee which is contingent upon the keywords and their adjacent phrases. As a psychology student, I could bring forward certain themes and help identify the most suitable phrases for a particular keyword that would help the bot to respond and engage with the employee. Nearly 5000 keywords and phrases related to workplace culture and employee engagement were created.

The project helped me gain insight into various aspects that are contingent to employee motivation and satisfaction. Closely studying the organization policies helped me assess the structure of the organization. It enhanced my research skills. Identifying responses and working closely with the project helped as a whole to create effective ways of dealing with probable employee concerns. Since, it required to assess the survey responses conducted around all sectors of Mahindra, it helped me understand the real concerns faced by an organization and how the concerns are related to various aspects of employee engagement. The responses included all working and non-working employees. Studying the policies helped me understand the appraisal process, the compensation structure and the various employee engagement activities held by the organization.

Lastly, the entire project and structure of Mood-o-Meter helped me understand the process of creating and implementing any employee engagement tool with a detailed understanding of various concerns and responses of the employees all over the organization.



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Psymantics Consulting

Towards Successful Workplace Initiatives

25<sup>th</sup> November 2019

Mumbai

**TO WHOM IT MAY CONCERN**

This is to certify that Ms. Aneri Mehta worked with Psymantics Consulting as an Intern on the project "Making the Business Case for Parental Leave Provisions in Indian Workplaces."

The duration of her Internship was from April 8, 2019 to June 7, 2019. Her role was "Research Assistant." Aneri was prompt and regular, and reliable with regard to her commitments. She willingly and readily compiled existing academic and market research on the topic, and provided inputs into an online research survey to assess perceptions around parental leave and gender bias.

I wish Aneri well on her journey forward.

Thank you,

Sincerely,

Aarti Shyamsunder, PhD

Organizational Psychologist

Sole Proprietor – Psymantics Consulting

## **Business Case for Parental Leave Provision, Psymantics Consulting**

The project at Psymantics consulting was to make the business case for parental leave provisions in Indian Workplaces.” The tasks included leading the literature review on the topic of paternity leave including research studies, media reports, WEF/ World research reports. The collected data was organized into a business case.

As a part of my job, I had to prepare a strong case for the provision of paternity leave in organizations across India. Part one of the task included secondary research and building a case based on comparing the already existing policies for maternal leave and the implemented paternal leave. The case also included a comparison study of policies in different countries and organizations.

The above-mentioned data was then used to assess the attitudes of Indian Population via a survey tool. A Survey was developed including questions about paternal leave attitudes as well as gender roles attitudes scales and measures. This process required assessing different survey tools and choosing the relevant tool for collecting data and further analysis. The project is in its initial phase where the data is being collected. The phase two of the project included data cleaning and data analysing followed by a panel of economists addressing the issue.

The project was an enriching experience and a learning process for conducting a research with a wider scope. I learnt about various policies regarding paternal leave provisions present in different sectors and countries and at the same the implications and consequences of the same. Writing a business case gave me exposure to writing professionally. I have learnt in detailed about various survey tools and how each helps for different purposes. Also, I have an understanding of how different scales are used and can be utilized in surveys and examining the correct scale and relevant scale.

Lastly, I gained an insight into how consulting with firms work. During the course, I conducted a supplementary research on fixed and growth mindset and how it can be used to induce motivation and used to get the employees perform better.

*Aneer*