



Internship Report
On
Human Resource Planning and
Recruitment Process of *Skylark Soft*
Limited





Internship Report
On
Human Resource Planning and Recruitment Process
Of
Skylark Soft Limited

Submitted to
Dr. Gouranga Chandra Debnath, PhD
Associate Professor
School of Business & Economic
United International University

Submitted By
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Submission Date: 2/February/2023

Letter of Transmittal

February 2, 2023

To,

Dr. Gouranga Chandra Debnath, PhD

Associate Professor

School of Business & Economic

United International University

Subject: Submission of internship Report on “**HRP & Recruitment process of Skylark Soft Limited**”.

Dear Sir,

I am writing this letter to transmit my internship report on “Human Resource Planning of ERP software company Skylark Soft Limited”. I have the chance to apply my theoretical knowledge to business culture through this course. As reliability, I have gathered what I consider to be the most pertinent data. I've done everything I can to make this report as efficient as possible. I sincerely hope you will pardon my unintended errors.

I therefore sincerely hope and wish that you will accept my attempt and thereby comply. Thank you for your time and consideration.

Sincerely Yours

.....

Fatema-Tuz-Zohora

ID: 111 171 130

Program: BBA

Student Declaration

I am a BBA (Bachelor of Business Administration) student at United International University named Fatema-Tuz-Zohora (UIU). I hereby state that I completed the entire report with the guidance of Dr. Gouranga Chandra Debnath, PhD, Associate Professor of School of Business and Economic, United International University, with the report title "Human Resource Planning and Recruitment Process of Skylark Soft Limited" (UIU).

.....

Fatema-Tuz-Zohora

ID-111 171 130

Program-BBA

Major in Human Resources Management, Marketing

Acknowledgement

As a part of my BBA program, I am happy to present my internship report on "Human Resource Planning of ERP software business Skylark soft limited." Without the advice and assistance of numerous people who aided me along the process, I would not have been able to complete this report.

My deepest thanks go out to Dr. Gouranga Chandra Debnath, PhD, Associate Professor of School of Business and Economics, United International University, who oversaw my internship and was a constant source of support and inspiration for me during that time. I am incredibly appreciative for the chance to develop and learn under their direction, as well as for the helpful counsel and insights they provided that were essential to the completion of this report.

I also want to express my gratitude to Skylark Soft Limited for giving me the chance to do my internship there, especially the Human Resource division. They have always supported me, and I appreciate the knowledge they have given me while I was there.

Finally, I want to thank my family and friends for their unwavering love, support, and inspiration along this journey. Without their assistance, I would not have been able to finish this paper.

Finally, I would want to express my profound gratitude to everyone who has supported me in this attempt. I have no doubt that the skills and knowledge I have picked up from this internship will be useful to me in the future.

I appreciate your thoughts and time.

Executive Summary

Human Resource Planning of ERP software company Skylark soft limited is a comprehensive study of the company's recruitment, training, and retention strategies. The aim of this report is to analyze the current state of the company's HR practices and identify areas for improvement.

The research methodology involved a review of the company's HR policies, procedures, and systems, as well as interviews with HR managers, employees, and stakeholders. The findings of the research indicate that Skylark Soft Limited has a strong HR department, but there are opportunities for improvement in the recruitment, training, and retention processes.

The organization has a thorough hiring procedure that includes publicizing open positions, finding individuals through multiple sources, and doing in-depth interviews. However, there is potential for development in terms of diversity and inclusion, as well as streamlining and improving the hiring procedure.

Although the training and development program at Skylark Soft Limited is well-structured, it is still necessary to assess how training affects employee performance and satisfaction. A more comprehensive training program could be beneficial for the business, especially in the areas of leadership and soft skill development.

Last but not least, despite the company's effective retention program, there is a need to create possibilities for growth and progress inside the business as well as to assist employees' professional development. Regular performance reviews, frequent feedback, and career planning and development programs can all help with this.

In conclusion, this research offers a thorough analysis of Skylark Soft Limited's HRP procedures and identifies areas for development. The company will be able to strengthen its HR procedures with the suggested adjustments, assist its workers, and eventually better its performance and competitiveness in the market.

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1.0 Literature Review

Human Resource Planning (HRP) is an essential aspect of organizational management and strategy. It involves forecasting and preparing for future workforce requirements and developing programs and processes to meet these needs. In the rapidly changing technological landscape, HRP has become a critical function for organizations operating in the ERP software sector.

In the case of Skylark Soft Limited, HRP plays a crucial role in ensuring the company's success and competitiveness in the ERP software market. This literature review will explore the various aspects of HRP in the ERP software sector and its significance for Skylark Soft Limited.

A key component of organisational management is Human Resource Planning (HRP), which synchronises staff initiatives with corporate objectives. The purpose of this literature study is to examine the idea of HRP, its importance, various aspects of HRP in the ERP software sector and its significance for Skylark Soft Limited. The assessment will also focus on the problems that firms confront while planning their HR and how to fix them. This literature review's goals are to shed light on the condition of HR planning today and to suggest areas for further investigation.

Human resource planning is the process of predicting and making arrangements for the necessary talent a business requires to achieve its objectives, according to Dessler (2006) in his book "A Framework for Human Resource Management." This entails evaluating the current workforce, identifying the needs of the future workforce, and creating plans to meet those needs. Planning for human resources is done to make sure that an organisation has the correct number of people, the right skills and competencies, and the right people where they need to be to accomplish their goals. To further elaborate, HRP aims to align the organizational objective with its manpower, so the organization is focusing only on activities that help empowers the organization to meet its goal (Deb, 2006).

One of the key components of this paper extrapolates different factors that are influenced by HRP in the context of an organization that deals with Enterprise Resource Planning (ERP) software. In various ways HRP becomes even more important in such organizations due to the fact the ERP systems require well-trained workforce with adequate technical know-how. HRP helps address any skill gaps that may remain in the organization for ERP implementation and help identify necessary skills and knowledge required for successful

implementation. (Qiang, Zhang, & Yang, 2012). Qiang et al., (2012) suggest that HRP should play a key role in the overall ERP implementation plan. Similar points are further cemented by Nazli Bin Basir & Roshidah Hassan (2017) who state that HR should be involved in the implementation process because HRP is essential to the success of ERP deployment. The report emphasises the necessity of incorporating HRP into the overall ERP deployment plan and of treating it as a crucial stage of the process. Furthermore, the authors provided clear evidence that effective ERP strategies can promote an improvement on employee skillset, better training, and development opportunities. HRP helps the workforce equip with skills and knowledge required in an organization of this nature. Their study found that an effective HRP also creates a culture where negative effects can be mitigated through providing leadership and laying out clear objectives & leadership in Malaysian companies that deal with ERP software (Nazli Bin Basir & Roshidah Hassan, 2017). This is why lack of HRP in an ERP company can create problems that deter the organization in meeting its goals. Findings from an analysis done by Chiang, Wu, and Hsu (2010), organizations in Taiwan encounter considerable obstacles when implementing an ERP, including a lack of HR involvement, a lack of HR expertise, and inadequate communication between the HR and IT departments. The authors stress how crucial it is to get through these difficulties in order to adopt ERP successful and inversely, effective HRP can improve employee satisfaction and increase job performance, leading to a higher level of overall ERP system success.

In conclusion, HRP is an essential aspect of organizational management and strategy in the ERP software sector. It helps organizations to identify workforce needs, develop HR strategies, implement HR programs and processes, and measure HR performance. In the case of Skylark Soft Limited, HRP plays a critical role in ensuring the company's success and competitiveness in the ERP software market.

2.0 Introduction

Human Resource Planning (HRP) is a crucial aspect of any organization, as it lays the foundation for aligning the workforce with the company's objectives and goals. The purpose of HRP is to ensure that the right number of people, with the right skills and at the right time, are available to meet the company's business needs. In the context of an ERP software company like Skylark Soft Limited, HRP becomes even more critical, as the fast-paced and ever-evolving technology industry requires a highly skilled and adaptive workforce.

This internship report aims to provide an in-depth analysis of the HRP practices and processes at Skylark Soft Limited, with a focus on understanding the company's approach to attracting, retaining, and developing its employees. The report will examine the HRP strategy, organizational structure, talent management, training and development programs, and performance management system of the company. Through a comprehensive analysis of these key HRP components, this report aims to provide insights into how Skylark Soft Limited is able to effectively meet the demands of a dynamic and challenging industry while maintaining its competitive edge.

The report will also offer recommendations for improvement, drawing upon best practices and industry standards, to help the company further enhance its HRP processes and maintain its position as a leader in the ERP software market. Ultimately, this report aims to demonstrate the critical role that HRP plays in ensuring the success and sustainability of Skylark Soft Limited.

I feel really fortunate to have the chance to work as an intern at Skylark Soft Limited. One well-known company where many people serve as interns and gain relevant real-world experience. I made an effort to connect my theoretical HR knowledge with real-world examples from my internship.

2.1 Background of the Report

The belief that HRM planning consists solely of demand and supply forecasting is spreading. HRM operations ought to have a boundary. The strategies' formulation and execution should involve HR specialists. The effects of strategy choices on HRM procedures ought to be a concern as well. The present report is submitted to the faculty as a requirement for the successful completion of an internship program in Skylark Soft Limited, a well-established ERP software company. The report aims to analyze the Human Resource Planning (HRP) of the company, which is one of the most critical and crucial functions of an organization. HRP is an integral part of organizational planning, and its primary objective is to ensure that the organization has an adequate number of employees with the right skills and abilities to meet its goals and objectives. The report will highlight several facets of HRP, such as the firm's HR strategies and policies, the hiring procedure, the training and development initiatives, and the employee retention tactics. The report will also look at the possibilities and problems the business' HR function is facing, and it will offer suggestions on how to take advantage of these chances and challenges to enhance the business' HRP.

Human resources using a mix of internal and external workers, it was essential to understand how the HRP, the department, and the company operate. Therefore, the HR division of Skylark Soft Ltd. offered the opportunity.

The Skylark Soft Limited HR department oversaw the completion of the entire report. During this time, practical networking expertise has been accumulated.

2.2 Objective of the Report

A company's most valuable asset is its workforce. Additionally, if they are properly managed, they will unavoidably generate revenue and enhance the reputation of the company. The report's objectives are equally important because they give a general overview of the report's framework. The goals of my report are as follows: -

2.2.1: Broad Objectives:

1. To obtain practical expertise with HR practices and procedures, to comprehend the effects of technology-driven solutions, notably ERP software, on HR tasks within the context of Skylark Soft Limited, and to make ideas for enhancing employee satisfaction and HR operations.

2.2.2: Specified Objectives:

1. To analyze the current HR planning process and tools used by the company.
2. To assess the current staffing levels and employee satisfaction levels.
3. To examine the role of technology, particularly ERP software, in the HR planning process of Skylark Soft Limited.
4. To gather feedback from employees, managers and HR personnel regarding the current HR planning system.
5. To analyze the impact of external factors such as changing market conditions, competitor practices and government regulations on HR planning of Skylark Soft Limited.
6. To find out some problems related to the objectives
7. To make some recommendations to solve the problems.

2.3 Methodology:

Starting with the subject choice and ending with the creation of the final report, this report was conducted in a systematic manner.

2.3.1 Source of Data:

For the report, I combined primary and secondary data.

2.3.1.1 Primary Source:

- Organization observation and knowledge gained from working in the HR department.
- Interact with the supervisor and coworkers to gather information.
- To participate in one of the short session programs offered by Skylark Soft Limited to learn more information.
- Participating in direct recruitment process

2.3.1.2 Secondary Source:

- Visit the website of Skylark Soft Limited.
- General HR operations assessment for Skylark Soft Limited
- Various literature, newspapers, journals, and data etc.

2.3.1.3 Methods of Collecting Data:

- **Observations:** I gathered my initial data by watching the company's employees, the workplace itself, and the job candidates who were being interviewed. The code of conduct that the company upholds. I gathered data based on these actual observations.
- **Documents and Records:** I had the opportunity to review several documents and records when I was employed by Skylark Soft Limited, and I also created some documentation for the company. These factors also enabled me to get more sporadic data.

- **Verbatim records:** During my time at Skylark Soft Limited Through my colleagues, I gleaned various details about Skylark. They shared with me part of Skylark Soft Limited's history. They were incorporated into the data as well.

2.4 Scope and Limitation of the Report:

This report has several limitations in terms of its breadth. These are provided below:

2.4.1: The report's scope:

This report was entirely produced through the genuine, three-month internship at Skylark Soft Limited. Actual facts and understanding about this subject were provided by the organization. There is opportunity to witness the actual scenario because this is the report issue and what the HR of Skylark is doing.

- Relevant experience with actual work.
- This makes it easier to connect what we learn in school to real-world situations.
- Develop effective communication skills with coworkers.
- Aids in comprehending business culture.
- To become familiar with the real corporate environment.

2.4.2 Limitations of the report:

These limitations came from both personal and organizational sources, for example. Those were the main restrictions:

- **Insufficient data:** Although the officials made an effort to help, occasionally their workload prevented them from providing me with the right support I required for the report. Additionally, some information on external sites is private.
- **Time Allotted for the Study:** It is incredibly challenging to gather all the necessary information in such a short amount of time. While the Human Resources Division is a large field, the internship period is only a short amount of time, making it challenging

to thoroughly cover everything after working in an office from 9:00 AM to 6:00 PM. However, everything has been organized and is now ready for the report.

- **Confidentiality:** All of the data and evaluations complied with moral and ethical standards. Participants in the report and sensitive data were protected in terms of privacy.

3.0 Profile of the Organization

3.1 Background of the Organization:

Skylark Soft Limited is a software business with Bangladeshi roots that specializes in solutions for the clothing, textile, and apparel industries. They offer the Best Garments Production Tracking Software in Bangladesh. They were founded in 2012, and they have continued to grow since 2018. Their software offers cutting-edge, user-friendly solutions for all of a company's important digital needs, having a dynamic business impact. Offering the top garment production tracking software is their goal. The greatest ERP system for Bangladesh's clothing industry is also introduced.

3.2 Business Information:

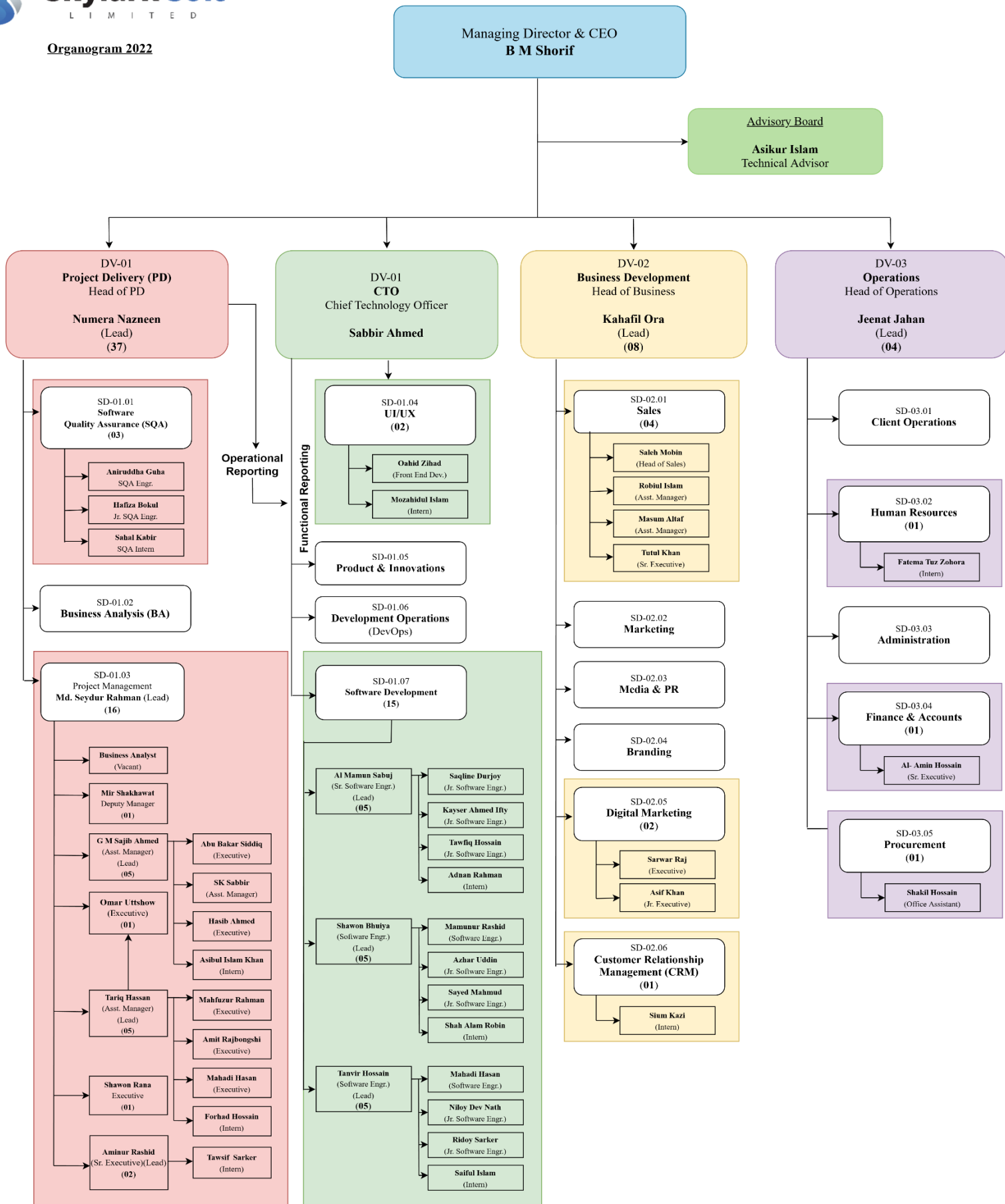
Below is a summary of the Skylark Soft Limited's corporate information, including details about its employees and staffing levels.

Particular	Information
Company Name	Skylark Soft Limited - SLS
Established	2012

Types of service	Specialized on Garments/Textiles/Apparel software Garments Production Tracking Software ERP system for an Organization VATAX (VAT Management Software)
Logo	 Skylark Soft™ L I M I T E D
Website	https://www.skylarksoft.com/
Head office	Level: 01, House: 142, Avenue: 04 (Near Josna Shorobor) Mirpur DOHS 1216 Dhaka, Dhaka Division, Bangladesh
Total Employee	60
Clients	NASSA Group, Four Star International LTD, FIGO APPARELS LTD, Alliance Knit Composite Limited, Cotton Club, Tropical Knitex, Rupa group, Lead Time Bangladesh Ltd, Apparel Sourcing International Inc. , AVANT GARMENTS LTD, RS KNIT Fashion Ltd, Parba Fashion LIMITED, Olympic Fashion Limited, Cotton Clothing , Saturn Textiles Limited, Aps, P.N. COMPOSITE LTD, Royal Group, MANAMI FASHION LTD, TAMISHNA GROUP, IRIS GROUP, GMS COMPOSITE KNITTING IND. LTD, Mondol Group.

3.3 Corporate Organogram:

The managing director is in charge of Skylark Soft Limited's management group. For the purpose of handling and managing the operation, several management committees have been constituted.


Organogram 2022


3.4 Products and Solutions of Skylark Soft Limited:

Products are created by Skylark Soft limited to satisfy the needs of their clients. In order to provide their clients with the greatest service and products, Skylark constantly tries to develop long-term relationships with them. The following list of goods and services includes some. These are the goods and services that SLS offers to their clients.





Software Product service of Skylark Soft Limited

4.0 Human Resource Planning of Skylark Soft Limited

Demand and supply are economic concepts that relate to an organization's human resource capabilities. The HRP process aids the business in providing the right people in the right numbers at the right time and place to meet the demand for human resources in the future. Because of this, Skylark Soft Limited consistently places a high priority on their HRP. Because it won't be beneficial for their business if they don't employ the right individuals in the right positions. Because of this, they should always accurately measure and determine how many employees their organization needs. Utilize the HRP at all times to realize effective strategies and objectives. Because they value their employees as assets and aim to build a lasting relationship with them.

4.1: Skylark's HR process follows by these four steps:

They make an effort to comprehend how a strategic HR planning process functions in order to strengthen their strategic alignment of their workforce and other resources. Strategic human resource planning, at its most basic level, provides appropriate staffing to accomplish the operational objectives of their business by pairing the right people with the right talents at the right time.

1. Assess current HR capacity: They evaluate their current staff as their initial action. They recognize the talent they already have available to them before taking any action to hire additional staff for the company. Each of their current employees has a skills inventory that they are working to develop.

They can accomplish this in a variety of ways, such by giving employees a questionnaire to self-evaluate, reviewing prior performance reviews, or combining the two methods. And then display that info. Also Measures it based on the quantity of personnel, as well as their abilities, talents, credentials, and age, tenures, performance ratings, grades, and other factors.

2. Future HR Demand: The second stage of HR planning is this. Based on their company's anticipated future manpower needs, Skylark analyzes it. They take into account things like layoffs, promotions, retirements, etc. when determining future HR demand. They emphasize the need of evaluating both the company's need for qualified people and the availability of

those employees, either inside or outside the organization. They always work to carefully balance supply and demand.

3. Create talent management plans: They start the process of developing and adding talent after analyzing their company's personnel needs by evaluating the current HR capacity and anticipating supply and demand. The process of strategic human resources management must include talent development.

4. Implementing a strategy for HR sourcing: Skylark creates plans to fix these gaps in accordance with the demand projection they produced after examining the gaps in the HR supply and HR demand. They fill their deficit through employee communication initiatives, talent management, hiring and outsourcing, training and coaching, and change of policies.

After a predetermined period of time, they assess whether their human resource management process strategy has assisted the business in achieving its objectives in terms of things like production, profit, staff retention, and employee happiness. Continue with the strategy if everything is going according to plan, but if there are any obstacles, they may always adjust certain elements to better meet their company's demands.

4.2 Human Resource Planning Process of Skylark:



- 1. Analyzing and Determining the Human Resource Planning Objectives:** The goal of Skylark's HR planning is to guarantee the proper quantity of employees for the right job at the right time. Since providing the greatest service and quality for their customers is Skylark's goal. It is impossible to provide the greatest service if they are unable to choose the appropriate candidate for the position. They believe their business will be successful if they choose the right candidate for the right position. For this reason, they carefully screened potential employees before hiring them.
- 2. Examining the current workforce inventory:** In this step, SLS analyzes the present labor pool in their organization using data from employee attributes like experience, competence, and proficiency that are necessary to carry out a specific task. Additionally, they predict their next vacancies. They make plans for both internal and external human resources. Internal- (among the current staff) (within the current employees). External-(hiring candidate from outside) (hiring candidate from outside).

Therefore, Skylark Soft Limited's website, LinkedIn profile, various trade shows, official Email, and HR outsources are examples of external sources used by SLS. They gather CVs from these sources.
- 3. Forecasting the Supply and Demand for Human Resources:** SLS aligns the organization's resources or available resources with the need for future employees. Here, the job description and specification are matched with the necessary abilities of the workforce for a certain position.
- 4. Estimating Gaps:** SLS quickly comprehend the workforce gaps when they forecast demand and supply. There is a deficit if there is a difference between the supply and demand for human resources. They acquire new employees for their business through their website, LinkedIn page, various fairs, official Email, and HR outsources when they encountered this deficiency. Anytime the demand exceeds the supply, there is an excess of human resources. In that situation, SLS dismisses the employee for poor performance. Through the Probationary Period, too.
- 5. Formulate Action plan:** The action plan needs to be developed after the personnel gaps are assessed. SLS begins hiring and training when they notice a shortage of employees. They enroll in the training since it improves the knowledge of their staff. When employees are more knowledgeable, their productivity rises, assisting the

business in making a profit. They file for termination when they discover an excess of employees in their business.

6. Implementation of Plans through training and development: SLS organizes training for both new hires and its current staff. They provide training to new hires to help them understand their jobs and the culture of the company. The best feature of SLS is that interns are welcome to participate in training sessions. They schedule everyone's participation in brief training sessions every month. I'd also participated in this training course. In order to upgrade the abilities of its current staff, they also provide specialized training for them.

7. Evaluation of Human Resources Planning: The final step is to monitor and review the HR plans to ensure that they are achieving their intended outcomes. This step will help the company to identify any gaps or areas for improvement, as well as to make any necessary adjustments to its HR plans to ensure that they are aligned with its goals and objectives. They evaluate through all the steps that have been taken during the process and through feedbacks from management and also employee satisfaction they always try to improve further and eliminates the errors.

the 7-step HR planning process will help Skylark soft limited to effectively manage its HR needs and support the growth and success of the ERP software company. This process will ensure that the company has the right talent in place to achieve its goals, while also promoting employee development and engagement.

4.3. Benefits of Human Resource Planning: A Case Study from Skylark Soft Limited:

There are a few benefits to workforce planning, and associations can highlight any unique benefits they see for their associations while building the business case for workforce planning.

Skylark considers HR planning to be a lengthy process. Although it requires a lot of work—brainstorming, decision-making, analysis, and much more—it is one of the most crucial activities that aids their HR staff in achieving their objectives.

The main advantages of human resource planning in SLS are as follows. As shown below:

- **Keeping high performers:** Skylark consistently places a strong emphasis on human resources planning because they are of the opinion that it aids in keeping top caliber

personnel. It's harder to keep high-performing staff than to find new ones. SLS always views its staff as important assets because of this. Because they are aware that businesses lose more money on attrition than on recruitment, they see their employees as assets. So, the better for businesses, the lower the attrition rate. It promotes crucial staffing and planning for future workforce requirements since the association can quickly identify staffing needs, spot wear and tear, and ensure that replacements are available to fill critical vacancies.

- **Taking care of the organization's human resource demands:** SLS handles the workforce requirements of the organization through human resource planning. I was a member of Skylark's HR team and had a significant impact on the hiring procedure. I saw that hiring new personnel and doing background checks take time. I take part in a variety of tasks, such as gathering resumes from various sources, posting job openings or advertisements, screening resumes based on qualifications, interviewing potential candidates, creating offers and contracts for selected candidates, hiring new employees, and designing and organizing training programs for staff members. The HR team may make sure that the business's workforce requirements are satisfied by putting in place an efficient planning procedure.
- **Making sure the ideal candidates are hired:** Skylark consistently places a greater emphasis on the hiring process. They conduct three tests (written, viva, and presentation) to choose new hires because they want to choose the best candidate for their firm. This recruitment strategy aids them in ensuring that the most qualified people are chosen to fill various tasks. As representatives have the necessary skills and are a good fit for the job, it increases proficiency, viability, and profitability.
- **Employee training:** Planning for HR also entails developing training models and guidelines. For their staff, they develop training models. According to Skylark, training and onboarding are also essential for educating new hires about the company's regulations and policies, culture, working methods, internal databases, tools, and software, as well as other important information. For this reason, they develop training programs for their staff. The HR division of Skylark covers the requirement for developing training programs for present employees.
- **Adapting to change:** Any company organization will experience transformation. In order to deal with change brought on by a variety of circumstances, including customer expectations, political and economic conditions, and business expansion, Skylark's

human resource planning always develops appropriate strategies. HR must adapt to the rapid developments in technology, including shifting job requirements. SLS can foresee and adapt to changing workforce requirements through HR planning. Because the association and administrators can see emerging challenges in the market, personnel, and company, it enables associations to respond quickly and even more thoughtfully to change.

5.0 Recruitment Process of Skylark Soft Limited:

The hiring and recruitment process is a crucial component of an organization's performance. The person in charge must make sure that both the company's and the person's interests are met, and both should cooperate well to maximize each person's potential. Having said that, I would consider a few factors when hiring people for Skylark rather of relying just on their prior experience in the field of software. For instance, hiring people who already have the learned skillset will be ideal if time is a factor and there aren't enough hands or resources to train these candidates. On the other hand, it can occasionally be advantageous to "hire young talent," so to speak, as an organization may help shape them to pursue their own methods of carrying out tasks while adhering to the corporation's mission. It has been said that teaching someone to unlearn a technique is always harder than teaching them the method in the first place. This is something that needs to be kept in mind when hiring or choosing people, whether or not they have prior experience in the selected field.

In SLS, HR planning and recruitment are interesting processes. First, as an intern, I conducted a brief poll on hiring practices at SLS.

5.1: Job Analysis:

Skylark initially conducted a job analysis. Through the job analysis process, they gather the data needed to do a job, including the duties and responsibilities, essential skills, physical and mental effort, working conditions, and environment. E.g.: when they needed an executive for an account software implantation, they were looking for someone who worked with software and from accounting background. As they are more capable to handover and help clients to understand the software more accurately.

5.2 Utilizations of the CV collection source:

At the first step, various sources of CV are gathered. They went through the following procedure:

- Vacant Position, Add In-
- Website of Skylark Soft Limited.
- LinkedIn page.
- Facebook page.
- Various employment fairs.
- Outsourcing of HR.
- Business email.

5.2.1 Recruitment source:

here are few different avenues for hiring in Skylark.

Internal source of recruiting

- The corporate website.
- Placement specialists.
- Employee testimonials.
- A student doing an internship.
- A family member's employee.

Source of outside hiring:

- Newspaper advertisement

Notice Board, Campus Recruitment, etc.

Recruitment on campus:

Due to my expertise in HRM from UIU, I was given the job of hiring new employees during my three-month internship. I was involved in every move that Skylark made to hire employees from the beginning. This was my greatest professional accomplishment to date. I took part in campus recruitment.

5.3: The Selection & Recruitment Process at Skylark:

I first separated the resumes of recently graduated students from those of experienced professionals before calling or texting them for interviews in accordance with job descriptions.

The Recruitment & Section process at Skylark's Soft Limited in a nutshell:

Step 1: Evaluation of the need for recruitment and memo creation.

Step 2: Gathering CVs.

Step 3: CVs are sorted according to the needed function.

Step 4: initial interview/written test.

Step 5: Second interview.

Step 6: Give a presentation

Step 7: choose the primary candidate.

Step 8: The candidate and you negotiate a final price.

Step 9 is to submit the joining letter. Submit for management's endorsement.

Also, I made a written exam appointment for the recent graduates. I invite students who do well on the written test to the interview. The senior management presents to those who made it through the interview process. After requesting that a candidate bring a presentation, I follow up with them. I sent the candidates I thought would make the best presentations to high management, who chose those people. The letter of appointment is provided by HR. Calling them for an interview is for the experience. those interview candidates who were chosen. Their presentation was requested by the senior management. After requesting that a candidate bring a presentation, I follow up with them. I sent them the names of the chosen candidates and top management when they arrived with their presentations. The letter of appointment is provided by HR.

During my internship, I also kept records. I documented the job descriptions for incoming interns in all departments, including BD, HR, Inventory, Commercial, CAD, SD, SI, and Account, as well as their entry and exit procedures. Gather questions from the FLS, CAD, and operations departments. Prepare the necessary paperwork for the candidate regulations process. Additionally, I have entered employee confidential data for their own HRIS.

5.4 The placement of recently hired employees:

Medical Examination: Those applicants chosen to join the company must be certified fit by a registered physician recognized by the corporation (before confirmation).

Untrue Declaration: If an employee ever gives false information to obtain a job or raises a significant issue that harms the organization, the employer will terminate that employee.

Probationary Time: The SLS probationary period is six months. The employer evaluates employee performance. If an employee is able to perform well, the corporation will hire them permanently and provide them raises. On the other hand, if an employee doesn't comply with a company requirement, that individual is fired.

Making sure the appropriate individuals are present in the organization at the appropriate time and location is the goal of SLS human resource management. They always strive to place the appropriate individual in the right position at the right time because doing so helps to cut costs for the business. They can make money if they choose and keep the right person in the proper position. To effectively assess their staff, employers conduct various tests when hiring new workers. When you choose the proper individual for your organization, the staff serve as brand ambassadors for it. They provide opportunities to all applicants without discrimination based on race, gender, disability, religion, age, or any other criteria permitted under the nation's statutory laws. Recruitment and selection in SLS are only based on criteria related to the task at hand. The recruitment and selection process is consistently used and supports equity, diversity, and openness.

6.0 Tasks Conducted during Internship period:

I spent a total of 12 weeks working for Skylark Soft Limited's HR division. Organizational development, recruitment and selection, training and development, pay and benefits I attempted to cover. I made an effort to use my knowledge while also trying to learn new cultures and jobs. and made an effort to connect the two parts in order to gradually expand my knowledge. In order to put my actual task on a weekly basis, as I previously stated, I try to cover the entire sector. My office's in and out times are constantly calculated to keep me engaged. In essence, they consider me like one of their employees, and during working hours, they behaved similarly.

- Examining personal files and learn the company's regulations and rules knowledge about the company's products.
- Make a checklist for new hires. Verify each employee's paperwork. List the missing documents that you have. Examining a CV from an email Get every letter ready
- Write a letter of acceptance for the interns. Create a confidentiality agreement. attended an employment fair at ULAB Participate in FLS training CV review and calling on the chosen applicants. Obtain the non-disclosure agreement.
- support in inter CV screening and calling chosen prospects for an interview. Create a list of the HR department's daily tasks. Participate in training CV evaluation for the BD department. Set up the candidate's written examination. Create written materials
- Call the finalists' names. aid with doing interviews. Make a presentation about the company's policies.
- Prepare the NDA for the new hire. collect a new hire's fingerprints
- Arrangement for training Examining a CV from an email Create a letter of appointment for new hires.
- assistance in screening various CVs for interviews. document collection for new hires. Create documentation for each employee and file it separately.

7.0 SWOT Analysis, Findings and Recommendations :

This internship report's analysis of Skylark Soft Limited's enterprise resource planning (ERP) software company's human resource planning procedure is its main goal. The report is based on observations made throughout the course of the internship and data acquired from a variety of sources, including company records, employee interviews, and personal observations. A SWOT analysis is a helpful technique for assessing a company's strengths, weaknesses, opportunities, and threats. This paper carries out a SWOT analysis of the software company Skylark Soft Limited, which specializes in enterprise resource planning (ERP) systems.

Strengths:

1. Workforce with experience and skill: Skylark Soft Limited has a group of highly qualified and seasoned individuals on staff that are prepared to manage challenging ERP projects.
2. Strong brand reputation: The business is well-known for providing its customers with high-quality ERP solutions and has a strong brand reputation.
3. A comprehensive selection of ERP systems are available from Skylark Soft Limited, catering to the unique requirements of various sectors.
4. Proven track record: The business has a history of completing ERP systems successfully and has happy clients in a variety of industries.

Weaknesses:

1. Lack of innovation: Instead of investing heavily in cutting-edge technology, the corporation has relied on conventional ERP solutions.
2. Limited global presence: Skylark Soft Limited's capacity to enter new markets is constrained by its limited global presence.
3. Dependence on a single client: The company depends substantially on a single client, which raises the possibility of income loss in the event that this client's business declines.

Opportunities:

1. Demand for ERP solutions is increasing, and the business can take advantage of this trend by diversifying its product line and breaking into new markets.
2. Emerging technologies: To improve its ERP systems, the business might investigate and make investments in cutting-edge technologies like cloud computing, artificial intelligence, and machine learning.
3. Strategic alliances: Skylark Soft Limited might establish alliances with other tech firms to broaden its market and provide clients with integrated solutions.

Threats:

1. Strong competition: The ERP market is extremely competitive, and the organization must contend with both seasoned competitors and up-and-coming firms.
2. Rapid technological progress can make the company's current ERP solutions obsolete, which would result in a drop in income.
3. Economic volatility: The company's sales and profitability may be impacted by economic volatility.

7.1 Findings:

1. Recruitment and selection procedure: The human resources division oversees the company's well-organized recruitment and selection procedure. The procedure begins with the publication of job openings on several job portals and concludes with the choice of the best qualified applicant. The hiring process is open and fair, and the human

resources division works closely with the department managers to make sure the best applicant is chosen for the position.

2. **Employee training and development:** The business places a lot of attention on the training and development of its employees. In addition to receiving orientation training, new hires also benefit from continuous training programs that keep them abreast of industry trends and best practices. The organization also gives employees the chance to participate in conferences, workshops, and seminars to advance their education and professional development.
3. **Performance management:** The organization has a well-established performance management system that is made to evaluate employee performance, pinpoint areas for development, and give staff members feedback. The system is made to support professional development among employees and to make sure that their efforts are in line with those of the business.
4. **Employee engagement:** With frequent employee feedback and open lines of communication between staff and management, the organization has a strong culture of employee engagement. The organization values employee input and makes a strong effort to make sure that workers feel valued and appreciated.
5. **Compensation and benefits:** In addition to competitive pay and benefits packages including health insurance, paid time off, and other perks, the company also provides its staff members. Additionally, depending on their performance and the general performance of the business, employees may be eligible for incentives.

7.2 Recommendations:

1. Incorporating behavioral evaluations and psychometric testing into the hiring and selection process will help the business find the best candidate for the position. This will guarantee that the best applicant is chosen for the position, improving job performance and enhancing employee happiness.

2. Provide extra training chances: In order to assist employees in learning new skills and information, the organization might offer them additional training possibilities. This will ensure that workers have the skills required to do their jobs well and that they are up to date on the newest technologies and best practices.
3. Enhance employee engagement: The business can raise employee engagement by developing a recognition program to honor staff members for their commitment and hard work, as well as by conducting frequent surveys to get feedback from employees. As a result, the workplace will become more positive and the employees will feel valued and appreciated.
4. Increase compensation and benefits: In order to recruit and keep talented personnel, the corporation can raise salaries and perks. As a result, employees will be inspired and committed to their work, helping the business maintain its competitiveness.

8.0 Learnings:

Through an internship, students can experience the pressures of working in the business world. It is a procedure that aids in the development of our careers and has a significant impact on the choice of the sector we wish to work in. My objective for this internship was to understand corporate culture in a practical context in addition to learning about the tasks associated with human resource management. I've included some of the most important lessons I've learned during this internship.

Different organizing abilities: I've picked up a variety of organizational skills during my internship. The most important ones included meeting deadlines, multitasking, establishing goals to achieve, living up to supervisor expectations, and, of course, developing HR strategies. I also learnt how to manage personal files for various employees and how to organize various files and the documentation process.

Communication and interpersonal skill: Communication and interpersonal skills are important since they allow us to deal with the variety of people we encounter while working for an ERP software company. I had to get in touch with candidates for interviews, issue official notices to staff, and engage with various employees for various departments. The finest possibility to deal with the biggest clients sometimes comes from having the correct kind of communication. In order to develop adequate strategic plans, which can only be done when communication is flawless, there also needs to be effective and easy peer communication. As a result, a combination of abilities including assertiveness, nonverbal cue reading, and listening skills is crucial.

Analytical abilities: These include sound judgment and the ability to analyze an issue in order to come up with original solutions. I've been consistently learning this at SLS. It is impossible for an organization to continue operating while collaborating with many businesses and developing new ERP systems. As a result, my analytical abilities have improved, and by the end of my internship I had already started to develop my own career and come up with a number of solutions for employees.

practical experience with a software company's HR department: While some people may believe that the only things HR does are hire and recruit, in reality, HR has a wide range of responsibilities. Throughout this internship, I learnt about various documentation processes, business laws and services, training, and performance evaluation procedures. For a student who has not actually worked in the business studies sector, these variations are not easily grasped. In addition, I was able to comprehend the HR operational aspects of the company through my internship program, which are not usually actually covered in other business study courses. For instance, setting up training, handling various urgent situations, and making the proper management decisions to ensure a safe and healthy office environment.

Ability to work under pressure: Before joining SLS, I was already aware of how to operate under pressure. I learned during my interview that they particularly liked hanging out with people who can handle pressure and a variety of tasks. I had to be ready, so I did. Even after that, dealing with numerous people and collaborating with various departments first felt extremely stressful. But this challenge helped me see how well I could organize my time and how I would function under pressure.

9.0 Conclusion and References

9.1 Conclusion

To conclude, I have to say that getting the internship with Skylark Soft Limited was a huge stroke of luck. They are one of the industry's pioneers in the B2B sector. SLS is a reputable company to turn to when looking for ERP software and consulting assistance. SLS's management staff are capable, vivacious, and diligent. The HR staff and the recruitment strategy could be very similar to those of other top companies. They always prioritize their employees; thus, they focus more on HRP. They consider HRP to be a crucial procedure that firmly connects human resource activities to the goals and ambitions of the organization. I participated personally in the hiring and selection processes at SLS. It was an experience that opened my eyes and helped me grow academically and professionally. As a BBA student, the curriculum has also helped me assess and comprehend the career path I should pursue. My experience dealing with their diverse components and the knowledge I picked up from them will always hold special meaning for me.

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9.3 Appendix:

Since 2012

Ref: Intern-HR-08

Date: 1 January 2023

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INTERNSHIP COMPLETION CERTIFICATE

This is to certify that **Ms. Fatema Tuz Zohora** from United International University, has successfully completed her internship at **Skylark Soft Limited** at **Human Resource Department** from 2 October 2022 to 1 January 2023. She used to report directly to the Head of Operations, HR.

She had been performing her duties and responsibilities according to the satisfaction of the Management. During the tenure of her internship, we found her a sincere, honest and dedicated intern with professional attitude. She was interested in learning the functions of our core departments and was willing to do her best.

We wish her all the best in all her future endeavors.

Thanking You!


Jeenat Jahan
01.01.2023
Manager, HR & Operations
Skylark Soft Ltd.



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