



Internship Report On “Overall HRM Practices of DNET”

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This report is submitted to the school of Business and Economics, United International University as a partial requirement for the degree fulfillment of Bachelor of Business Administration

Internship Report on “Overall HRM Practices of DNET”

Submitted to:

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Trimester: SPRING 2021



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Date of Submission

7th September, 2021

Letter of Transmittal

Date: 7th September, 2021

To

Jakowan

Lecturer

School of Business & Economics

United International University

Subject: Submission of Internship report.

Dear sir,

This is Inform to you that I, Taslima Sifat, a student at Business school and Economics of United International University has under your supervision complete my Internship Program for 3 months at Dnet.

I am grateful to submit my report on “Overall HR practices of Dnet” that has assigned to me. I try to conduct a comprehensive study on that assigned task and finally done this with the utmost sincerity. I have tried my best to make this report holistic and provide sufficient information and to write this report and use the relevant concepts based on the knowledge, experience and academic knowledge that I have learned. I tried to give best effort to prepare it with error free but it was not easy for me. I hope that you will accept it with kind consideration.

Your acceptance and any kind of appreciation would surely encourage me. I salutation your entire inquiry to take superiority to response.

Sincerely,



ID: 111 152 234

BBA in HRM and Marketing, UIU

Declaration of the Student

I hereby claim that the paper work entitled “Human useful resource control Practices at Dnet” is an authentic work accomplished with the aid of me under the supervision of Mr. Jakowan, Lecturer, School of Business and Economics, United International university this undertaking painting is submitted in the partial fulfillment of the necessities for the Internship work. This paper has not been submitted to any other college or Institute for any different award of any diploma or degree.

Taslima Sifat

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Human Resource Management & Marketing In BBA

United International University

Acknowledgement

At first, I wanted to express our gratitude to Allah, the most powerful and benevolent, for me to work properly with efforts and successfully completing this report.

I would also like to applaud my honorable lecturer “Jakowan” (SOBE) United International University, for giving accurate guidance and kind supervision. He indebted me with his flawless advice and supports.

I am also grateful to HR department of Dnet for giving me the possibility to work with his HR department. I would like to thank Mr. Mazedur Rahman and Mrs. Farzana Ahmed Senior manager of Dnet HR Department for their cordial assist by offering numerous key data and giving me the course to write a fruitful record.

I have been able to prepare this report in a detail manner due to the guidance, support &counselling that has provided my supervisor during the periods. I tried my best to implement supervisor constructive suggestions while doing this report.

At the end, a sincere thanks go to each and every person who has co-operate and supported significantly in different stages during this period.

Executive Summary

The main objective preparing of this report is showing the overall HRM practices of Dnet. In this his report tried to relate the practical scenario with the theory-based study and academic study. During this internship period there had opportunity to learn about the HRM practices as well as the overall organizational practices. Though having some limitation regarding learning session because of organizational confidential issues but it was the great opportunity for learning practical experience of anyone. This paper has been prepared by collecting information through several relevant sources. This report outlines some key problems surrounding the sector of human aid control in Dnet. IT has been conducted based totally on the Human asset's activity of this present-day Human resources (HR) control strategies, practices, and effects of Dnet.

Here in this report, I had tried to make a comprehensive discussion how Dnet conduct their recruitment and selection process, arrange training and development program, performance appraisal, their compensation management system and other HR activities. Moreover, it will give brief idea regarding organization including organization analysis, overview and history, product and services, their operation along with HR activities.

AT the end I find some conclusion and have recommendation about Dnet. Earlier than drawing any summary based on this document it can also be mentioned that the file turned into prepared in a totally brief term and there's lack in data. but still the paper may be beneficial for designing any in addition take a look at to compare the HR centers provided by means of Dnet.

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List of Abbreviation

Abbreviation	Full Form
HRM	Human Resource Management
NGO	Non-Government organization
ICT	Information Communication Technology
IVR	Interactive Voice Response
CPL	Compensatory Paid Leave
HRIS	Human Resource Information System
TNA	Training Need Assessment

CHAPTER I

INTRODUCTION

1.1. Background of the Report:

An internship documents has considered as palatial documents of the BBA program at United International University. In order to successfully complete this undergraduate program, each and every student has to perform an internship program in any organization for a particular time period to learn the practical knowledge as well as implement the theoretical knowledge in a business world. It has great impact for doing intern program in major courses related field to better understand the working life. I had completed my intern at Dnet, Mohammadpur for 3 months from 15th February 2021 to 15th May 2021 according to academic requirement. Here, I am selecting the topic of internship report is “Overall HRM practices of Dnet”. This Internship report has been assigned by my supervisor Mr. Jackwan, lecturer at United International University.

1.2. Objective of the Report:

- a. Provide an enhance analysis on HRM practices of Dnet.
- b. Identify strength and weakness of HRM of Dnet.
- c. To know Training & Development of Dnet.
- d. To know performance appraisal system of Dnet.
- e. To explore the compensation system of Dnet.
- f. Recruitment and selection process of Dnet.
- g. To know the management Internal system and administration.
- h. To enhance my Academic knowledge as well as the practical knowledge.
- i. To recommends some necessary steps for betterment of their HR practices.

1.3 Motivation of the Report:

HRM become a common practice for any organization for the purpose of deal with the effects of the rapid changing world. It is very important to understand the implication of globalization, workforce diversity, technology changes, changing skill requirements, employee involvement and decentralization of workforce. Every organization should emphasis on HRM practices in

order to achieve long term success and strategic goal of the organization. Dnet is basically development organization and give more emphasis on HRM Practices. The main motivation of my internship report to identify any analysis the area of HR practices of Dnet and find out if there is any lacking of their management system as well as it helps to relate my academic knowledge with practical scenario. After reading this report, anyone can easily get about the idea HR practices of “Dnet”, and how Dnet can co-operate to the employee development.

1.4. Scope and Limitation of the Report:

This internship report will be mainly focus on overall HRM practices including employee recruitment and selection system, training and development process of employee, compensation system of the organization and performance appraisal system as well as. The information of this report allows to learn regarding the HRM core issues, models, updated techniques and importance to create it more productive and efficient. The study will help to know the specific procedures followed by the leading organization. Moreover, it will help to identify distinguishes between the practical and theoretical knowledge that direct to analyses how any organization can develop their HRM rules and policies.

The limitation of this report “Overall HR practices of Dnet” are as followed:

- i. Due to covid situation do not get the opportunity for visiting the organization on regular basis during this internship period.
- ii. Collecting information regarding Dnet because of confidential issues.
- iii. As a fresher I have some limitation regarding my work experiences.
- iv. Part of being HR team can't get access on various confidential matters, old employee documents, salary sheet, report form and HIS practices.
- v. Time limitation as this is a comprehensive study on the selected topic.
- vi. Not possible face to face meeting with my supervisor due to Covit-19 situation.

1.5 Methodology of the Report:

In order to complete my intern, I have collected my necessary information through both primary & secondary data sources.

Primary Data:

- ✓ Conducting face to face discussion with Dent's employee.
- ✓ Through telephone discussion of responsive officers due to pandemic situation.
- ✓ Through personal observation during internship period.

Secondary Data:

- ✓ Website of Dnet.
- ✓ Various articles and report regarding this topic.
- ✓ Major courses supplements.
- ✓ Office record, like- annual report, policy book, employee personal file.

1.6. Literature Review:

According to the **Byars & Rue**, "Human Resource Management is considered as a simple of multiple organizational activities & strategies that main objects is managing the organizational culture as well as employee success for the purpose of achieving the organizational goal."

According to the **Durr and Stephens**, "The total HRM is the system of managing, attracting, motivating and holding all employees for the organizational purpose."

According to the **Leon c. Megginson**, "The skill, knowledge, creative abilities, talent and propensity attained in the HR population, whether the individual employees represent the whole inherent abilities, gained knowledge, skills as sample talent and propensity of its employee."

According to the **Tripathy (2008)**, "The organization must have the maximum uses of Human Resource Management practices. Culture, commitment and competencies these three concepts are followed by any organization and this practice is granted to attained best result which is help for the organization to increase the financial growth."

According to the **Holland (2007)**, HRM actual function within the organization is very significance. It has been already proved by someone scholars, The role of HRM practices is really significance in the organization ability to attain its goal and objective as well as the competitive advantage. Every organization followed their own policies for that achievement and use proper method to attract the right employee for the long-term.

According to the **De Cieri & Karmer (2008)**, An organization to seek applicants and grip Dynamic employees is considered as recruitment and identifies those participants based on their

KSA and other requirement is known as selection process that will help to attain the organizational goal and objective.

As **Graham**, “The reason of HRM is to ensure that the officary of a company are used in this kind of manner that the agency acquires the best feasible advantages from their capabilities and the employees acquire each cloth and mental rewards from their paintings.”

According to **Buchanan and Huczynski**, HRM is a managerial attitude which argues the want to set up an integrated collection of employees guidelines to help organizational approach.

CHAPTER II

COMPANY OVERVIEW

2.1. Company Analysis:

Dnet is known as a social enterprise located at Humayun Road, Mohammadpur Dhaka and having a vision to generate an influence in this society with the power of knowledge, information and technology.

Mission: Promote innovative and sustainable solutions integrating social enterprise models that impact marginalized lives in Bangladesh and beyond.

Vision: A society where information and knowledge facilitate the participation of all stakeholders for generation of wealth and its equitable distribution for poverty alleviation.

Dnet team will be conducted with around 100- 110 employees for their activities. 2019- 2020 report shows that Dnet hold total asset BDT 43,495,709 with having total fund & liabilities amount 98,302,196 BDT and total Income BDT 134,612,693 along with expense 119,291,992. Total income over the expenditures BDT 15,320,702. Organizational fund can be raised by government and nongovernment Donors, business community, consultancy, International Agency, through research & projects, training program, book, news and journal publication. As Dnet is non-profit organization and the property and income of that organization however evolved shall fruitful only for the promotion and furtherance for the purpose of the organization objective. Dnet have team up with many organizations and international agencies, spread country-wide partner networking and having corporate partner. There have some forces for microenvironment of the organization like political, ecological, Demographic and economic as well as.

2.1.1. Overview and History:

Dnet is known as a non-profit social enterprise for the last 20 years and accomplished various development projects of the life of children, woman, youth and specially co-operating for the marginalized people. It has a firm tract record, work for basically legal issues of human rights, social right and responsibility to information. Dnet is working for intricate/complex communal problems like education, poverty, wellbeing and poor health, security threat, corruption and

business failure etc. donor are investing on them. Dnet work with foreign donor for many projects. They are manifesting tool where model and data systems will Boost to comprehend the ecosystem better, even for the out of the context expert and donor. They are working for sustainable and better future through the technology service department by local experts. Dnet will originate a strong impact on the Bangladesh development practices where the local expert is direction for doing good deeds for people. Dnet is known as a non-profit development organization having innovative initiatives for the purpose of empowerment for marginalized communities and highly emphasis on children and woman focusing on knowledge of technology and access to information. They work for government and nongovernment projects and foreign donor projects for the development of marginal communities.

On January 2001, about 20 years before, A young potentials group interested to make good deeds for the betterment of the world and generated the idea of founding an organization that will implement the calibers of information and connected with technology for the purpose of socio-economic development. The noble group of professionals standing on a decision to set up a social enterprise and name its “Dnet” after a lot of discussion and brainstorming session. Even since after D net has been working for social compliance specially for children and woman, for the marginalized committee in Bangladesh. Dnet was Registered under the societies Act XXI of 1860 with the registrars of firms & joint venture and NGO Affairs Bureau on 7th April, 2004.

2.1.2 Trend and Growth:

Dnet main objective is focused on the importance & power of ICT and the aim is raise “Access to knowledge and information” for improving objective at a constitutional, national and international level. This organization has engaged into a social Endeavor for protecting fusion of technological and social Innovations for developing the marginalized committee lives in Bangladesh and beyond the country.

Here people are working together by showing empathy, mutual respect, integrity and taking Accountability with for the continuous growing of this social enterprise for the purpose of wellbeing. They try to develop innovation and research model and best strategies using ICT as an initial tool to provide and support service for the marginalized population of Bangladesh.

Dnet promoted the models for empowerment of several target population in different areas like poverty, education, health and live hood. Apart from that Dnet has also flourished in content

empowerment encompassing several issues of a forecited areas. Their multinational collaborations with NGO's, Go's development, partners and donor agencies have emphasized their ability for understanding enormous programs and assure smooth execution. They develop their tools where digital model system will cooperate to understand the echo system properly even for the context expert and donor. They are working on many governments and non-government projects for the social donor. Funds are raised by the donor. They are working to develop many mobile apps. They give relentless effort for their service. For the changing and better understanding of marginalized people Dnet working along with life chord, I social, kite, junction, gunijon for continuing organizational purpose.

2.1.3. Customer Mix:

Dnet is known as service providing organization, which try to develop the information and communication technology for the social development purpose. As it is a service-based organization. They are highly involved in ICT field and software development.

Organization who needs help their software development are the main target customer of Dnet such as University software development, mobile phone application development. Healthcare, Agriculture, insurance, legal services/ consultations, Travel and Hospitality, startups, Technology, e- commerce, retail, logistics and transport, commercial organization are targeted customer as well as.

Basically, top level and mid-level are their targeted customer and their service for the upper level, middle level and lower level as well as. They work with Banglalink and Robi for their apps store, 999National E emergency service. Their valuable customer Aponjon, National Help Desk 999, MAX Foundation, I Social, Hospice Bangladesh.

2.1.4. Product / Service Mix:

Apart from being social Enterprise Dnet involved with provided various service for the purpose of economic Development. The providing service are as follows:

- ✓ Provide Professional woman's Mental health service through mobile website.
- ✓ Ensure Health and safety through mobile application.

- ✓ Provide tech related service to the particular organization.
- ✓ Implemented and designed solution Aponjon service delivery.
- ✓ They innovate services initially for children, woman and youth in urban and Rural settings for creating social impact such as education, health, social right and responsibilities as well as for the children.
- ✓ They provide ICT related service to many organizations such as – A Aponjon IVR service, SSD menu-based service and SMS service.
- ✓ They are working with Banglalink and Robi mobile apps service as an agency as well as working with Help-line, 999 National emergency service, LMRF Healthcare, MAX Foundation International, I social, phone Survey of SHIFT & eASee to operate the service.
- ✓ Junction part of being Dnet involved with training session, product and service design, financial modeling, pro typing, user testing, copy right services, Business in corporation for startup D direction.
- ✓ They provide service to the ruler people through mobile app regarding homestead agriculture, Financial and saving decision, Income generation activities.

2.1.5. Operation:

Dnet operate their activities thought out the Bangladesh as well as beyond the country. They operate their activities for the organizational purpose through:

- ✓ Conducting comprehensive social & empirical research for the development of sustainable models for social change, live hood improvement & empowerment. As an agency undertook promoting research and study.
- ✓ Fix code of conduct, policy and action for the organization.
- ✓ Developing education and knowledge, live hood product and content. Build and campaign mass awareness on social problem. Improving woman live hood through empowerment, education, better health and Information accessibility.
- ✓ Assuring citizen rights through access of information. “Voter Adda” projects for young votes along with lots of information. CT is used as a tool for empower of mass population. Arrange different type of Activities to develop ICT Program. Development of

Mobile Application awareness. Organized Computer Literacy program for empowerment. Junction work for the starts up Business.

- ✓ Empower of woman through appropriate use of ICT in our country. InfoLady Model developed for empowering woman through info-partnership.
- ✓ Tara project is help to woman for better understanding regarding banking and banking solution.
- ✓ Developing Android application for health & safety. Astha project work for health issues and Surokkha project for safety. Aponjon project focused on neonatal, maternal and child mortality.
- ✓ I social collect real time Data for Business and Transaction facilities.
- ✓ Arrange workshop, seminar, symposiums and forces to full fill the organization objectives.
- ✓ Funding shall be raised through membership fee, subscription fee, donation from individual, government, semi government, Business comities, training program and research projects.

2.1.6. Swot Analysis:

Strength:

- ✓ Good and friendly working environment.
- ✓ Effective and potential employee.
- ✓ Diversification.
- ✓ Immense equipment support.
- ✓ Government & Non-government donor support.
- ✓ High tech expertise.

Weak-ness:

- ✓ Comparatively Poor Compensation system.
- ✓ Employee turnover rate comparatively High.

Opportunity:

- ✓ Proficient workforce.

- ✓ Contributing of developing economic system of our country.
- ✓ Vast utilization in tech area.
- ✓ Workforce & opportunity for fresher.

Threats:

- ✓ Competitors.
- ✓ Unsustainable profit.
- ✓ Less donation.
- ✓ Otherwise, political, legal, technological, and economic forces.

CHAPTER III

OVERALL HRM PRACTICES

3.1. Departments of Dnet

Dnet operate their activities along with the multiple tasks of all department. Various departments of Dnet are given below-

Departments of Dnet:

- ✓ HR/ People & culture
- ✓ Admin
- ✓ Business Operation
- ✓ Program
- ✓ Research & Development
- ✓ Marketing & Sales
- ✓ Finance & Accounts
- ✓ Business Analysts
- ✓ Technology
- ✓ IT Infrastructure
- ✓ Logistics
- ✓ CPL
- ✓ Resource Mobilization
- ✓ Legal & Corporate Affairs
- ✓ Support Service

3.2. Organization Structure of Dnet:

The Organizational Structure of Dnet conducted along with General Body, Government Body, Executive Committee and several standing committee and also Ad hoc committees to run the organization.

The maximum size of general body shall be consisted with (25). The structure of the body is as follows:

- Chairman (1)
- Vice chairman (3 maximum)
- Member secretary (1; Must be the chief executive officer of Dnet)
- General Member (20 maximum)

The general body is the top-level decision making body of the organization that will meet every two years as required.

The maximum size of Government body shall be consisted with (11). The structure of the body is as follows:

- Chairman (1)
- Treasurer (1)
- Member secretary (1; Must be the chief executive officer of Dnet)
- Members (8 maximum)

HRM Department of Dnet:

Dnet is known as social enterprise which provide solutions and implement & development the projects for the marginal people. Dnet always try to treat the employee with respect and dignity in a supportive and friendly environment of openness and trust where different background people can get chance to sow their potential and improve themselves as well as.

The organizational policy of Human Resource Management basically emphasis on the job satisfaction of employee, superior performance of employee for recognition and growth opportunity. A good and friendly working environment represent and flourish an aerial level of assurance from Employee. From this realization Dnet has given the utmost importance on upliftment of Human Resource Management continuously, destine SWOT analysis of employee, identify training need for the purpose of employee development as well as increasing the profit.

The Human Resource Devotion of Dnet is responsible to follow up the total function of the organization for the employee. The Prime function of Human Resource Department is follows-

- ✓ Recruitment and selection process
- ✓ Taring and development
- ✓ Performance appraisal

- ✓ Compensation management system
- ✓ Payroll and attendance

3.3. The major responsibility of Dnet HR Department:

Conduct HR policy: HR department are fully responsible to conduct and implement the organization policy for the not only the HR department, rather conduct for all Department for organizational purpose and motivated the employee.

HR Planning: Dnet established both long term and short-term strategic plan for the organization. In the short term Dnet Initially recruits potential employee that will responsible for conducting the strategic plan and support for the short period. In the long period Dnet arrange many trainings session for implement their long-term strategic plan.

HR Information System: This organization use their customized software for ensuring the HR information system. They use:

- ✓ HRIS
- ✓ Space
- ✓ Zoom platform
- ✓ Mail

Employment: Employment is the initial considerable function of Human Resource Management. This is verified by Supervisor of HR for ant organization. The HR department responsible to developed manpower policy, rules and guidelines. Co- operates with all department of the organization.

Training and Development: Training delegates to deliberate effort with the aid of an employer to simplify to facilitate employee's acquire knowledge of work-related sufficiency. In HR department training embeds is a primary opinion. This is involved with developing skill to a desired standard by using guideline and practices. Training is unusually feasible device that can fetch an employee in a place where they can perform their job effectively and become efficient employee. Training is growing manpower's knowledge, skill and attitude for doing a specific job.

Performance Appraisal: HR department responsible to evaluate employee's performance on the basis of their activities in their workplace. Through this process a supervisor can easily identify the efficiency of any employee and whether there is any lacking or not and identify whether the employees need any improvement in other areas. Employee who does not meet the minimum requirement of the task, HR team draws develop plan for them. For every employee after the certain period of time their work is being evaluated for the long run perspective.

Compensation and benefits: Any organization try to fix attractive compensation and benefit according to compares the other market in the company. Dnet try to set standard compensation and benefit such as flexible working hour, day care service, food allowance, mobile bill allowance along with medical allowance.

Maintenance: For sustaining the efficient and skilled employee in the organization HR team have to assure the employment indemnity. HR team need to take steps a definitive working environment for the employees. The provide already canteen facilities and need to provide transport facility as well as for making employee motivation.

Ensuring Legal Compliance: The function Performs an inevitable rule to defend the organization. The HR field of every workplace be subject of all the legal policies and guidelines that are related to working hours, leave policy, employment, tax allowance, work environment and minimum wages. Compliance with such laws is a great deal wished for the existing organization and employee job security.

Counseling, discipline, and separation: Dnet believes on in discussion for any problems and affluence of organizational employees. This organization is very precise in their disciplinary action and separation. For every problem of Dnet conduct proper investigation and take an action according to the company rules and policy.

3.4. Human Resource Activities of Dnet:

Dnet has alignment of several Human resource activities. They are as follows:

- ✓ Recruitment and selection system
- ✓ Training and development process
- ✓ Performance appraisal system
- ✓ Compensation management

- ✓ Employee relationship and other activities.

For an organization it is very important to perform this HR area. This are all people oriented tasked and must performed and implement by HR team. Dnet has very strong HR team for implement all things properly for the long-term perspective.

3.4.1. Recruitment and selection system:

Requisition of manpower is the first and initial step of the recruitment and selection process. It is the process to select the right person for the right position for the long-term perspective. The overall procedure and requirement are as follows:

Employee requisition: The employee requisition is the first and initial step of recruitment and selection process. It is the system through which the approval is to start the recruitment process.

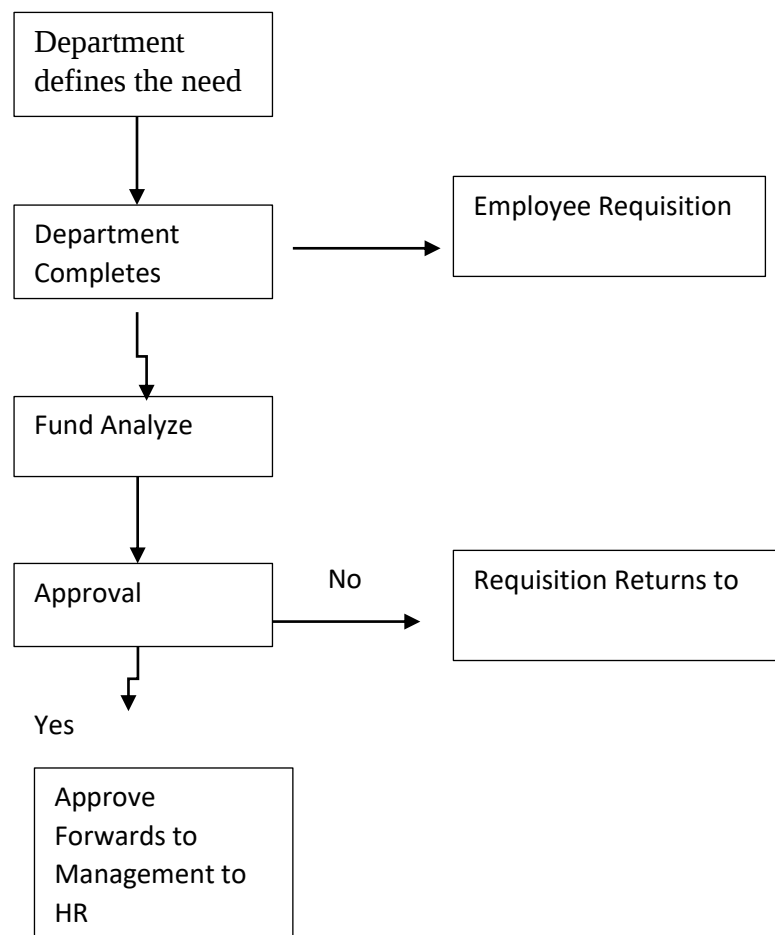


Fig 1: Employee requisition process

Position and recruitment analysis: Position analysis and recruitment involves organization client understanding with regard to business activities, expansion plan for future, work environment and extend to mapping competencies for particular position including title of job, key responsibilities, key deliverables, and other significant detail that are required to the position for being success. Dnet is very careful to analysis for every position recruitment according to the market.

Approval: The hirer authority of Dnet approve the requisition form and check the required employee needed for the individual position of any department.

Applicant sourcing:

Advertisement: They announced their vacancy basically BD jobs, linked in, Facebook page, Dnet personal website, newspaper and participating job Fair.

Referrals: The length of duration sourcing on potential applicants will depend upon will depend on position level and complexity.

Applicants Shortlist:

After deadline all original application of applicants are received and make shortlist to take place for the written exam which will decided by Hiring Authority. Contact with the potential employee by sharing the opportunity for particular position. Initial short list conducted by HR and final short list conduct by the Department.

Assessment:

Written test: After making short list selected employees are supposed to take place for the written exam to show their potentiality.

Interview: After selecting the written test particular employee have to participate interview in different faces like face-to-face interview, Panel interview, behavioral interview and stress interview. HR team able to select potential candied after that for the specific position. Face to face interview conducted for the applicants to show their communication skill, overall gesture and posture and the panel interview conducted by 3 to 5 team of people at Dnet and candidate selected based on average score. Behavioral and stress interview conducted to show their

potentiality and decision-making level in a certain situation. Assessment sheet conducted based on this aspect.

Name of Candidates	Experience	Salary		Knowledge & Qualification	Attitude/Initiative/ Drive	Verbal Communication	Overall Presentability/ Appearance	Possibility of staying in Dnet	Your Choice(In Order of preference)
		Present	Expected						

Table 1: Assessments Sheet

Salary Negotiable: After having the selected candidate the HR team make a call for them for salary negotiable. In salary negotiable session Hiring authority offer their benefits according to the market requirement for the particular position as well as want to know the candidate's requirement. Those candidates matched for the requirement that company will get offer for the job. Appropriate salary will be offered based on individual's professional knowledge and depth of relevant skill, experiences, academic and professional qualification and individual dedication of work regarding this area.

Final recruitment, joining and confirmation: After completing all this thing recruited panel has come in a diction and submitted all documents HR department including candidates' application form, short list documents, written test assessment note and final assessment form as well as.

After Completing all phases, the selected individual required to collect the appointment letter with some personal detail and documents like academic result, Bank account, National NID, need to fill-up joining letter and finally selected individual has placed on his or her position under line manager or supervisor.

Confirmation has declared after three months normally based on performance. Is there is any unskilled employee the probationally period can be extended three to six months.

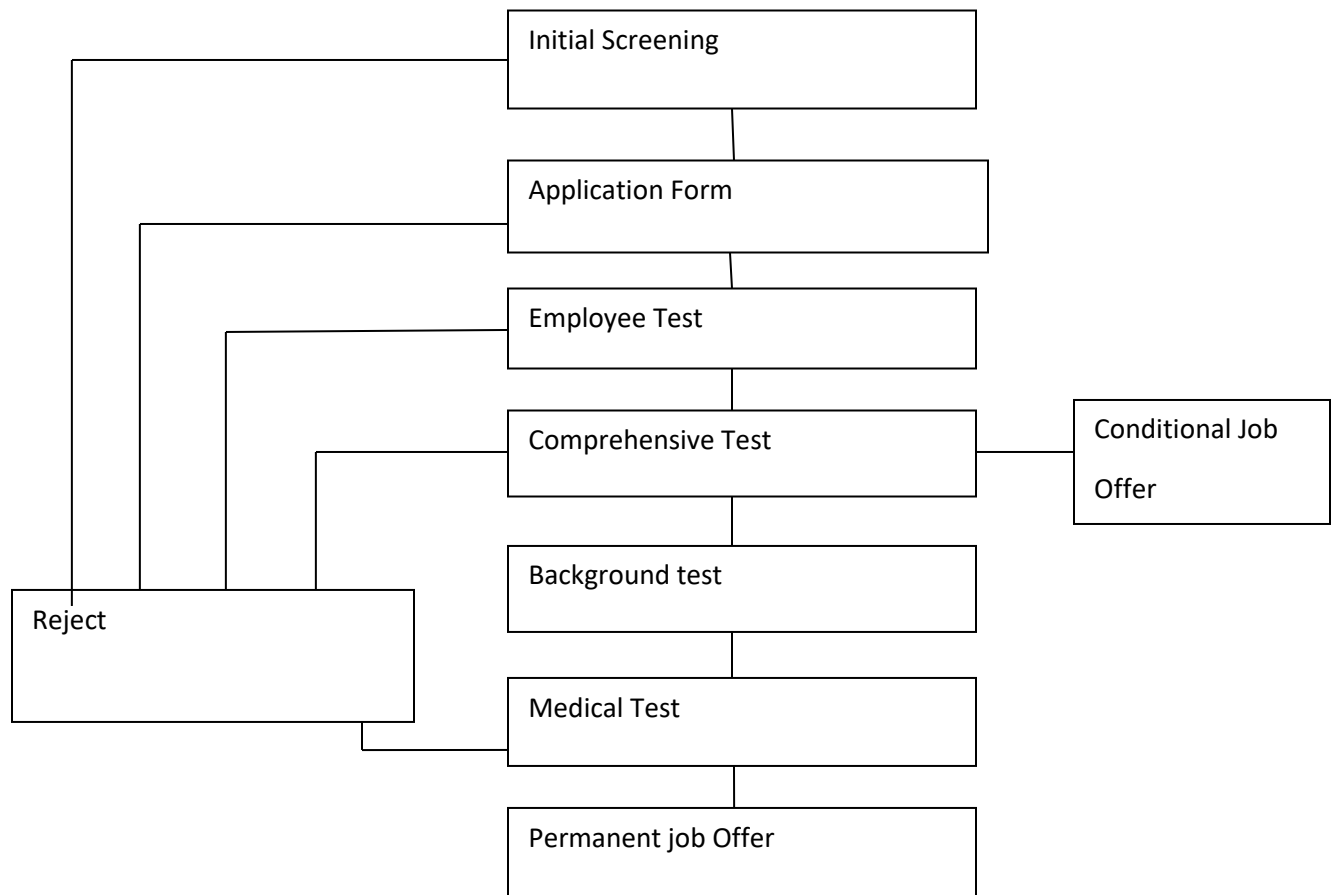


Fig 2: Recruitment and selection process

3.4.2. Training and development Management:

Training concern with growing skilled and ability to a particular standard by practicing and knowledge. It will require employee development as well as organizational development. The main purpose of training is as required:

- ✓ Development of KSA (knowledge, skill and ability) which is mainly focused in training program.

- ✓ Apply it in regular activities.

Methods of employee training and development:

1.ON the Job training: Under this system a new or inexperienced employee can get the chance to learn by following their peers or supervisor performance.

Types of On-the-job Training:

I. Job Rotation:

- ✓ **Vertical job Rotation:** Vertical job position for every employee. Job responsibilities and duties are differing from position to position.
- ✓ **Horizontal job Rotation:** Horizontal job rotation is for the multitasker employee. There is opportunity to develop multi skill and task.

ii. Assistant to Position: Employee get chance to learn their activity from their assistant. Dnet follow this system.

iii. Committee Assignment: organizational problem is solved by group of trainee or people by discussing the program that will boost employee engagement and team performance.

iv. Internship: Internship is a very common method for on-the-job training system. It is imposed on students to learn the practical knowledge that they can relate it with the academic knowledge.

v. orientation training Program: from the very beginning of starting work Dnet arrange a whole day orientation training system where employee can easily get his or her job responsibility as well as the organization rules and policy.

2. Types of Off the Job training Method:

i. Case study method: Sometimes a task imposed on employee which is associated with this organization given by supervisor need to be solved. This case is evaluated, and all viable solution are come out by trainee.

ii. simulation exercise: in this method supervise make an imaginary or past experienced situation and trainees are responsible to act on this and showing their solving and analytical capability.

iii. Game Based Training: Trainees compete in a sequence of decision making responsibilities which permits them to identify different type of strategies alternative and experience the penalties which have an effect on different players but without hazard to the person or the social enterprise.

iv. Experimental Learning: Individuals who endure experiential acquiring knowledge of Identify scheme to know about problem and favor sensible option that last long the activities decorated at some period in experimental methods assist to raise the quality and standard of expertise which will improve the comprehension of all employees involved in the training.

3. Outdoor Training: Training session is arranged out of the organization. It is one kind of contemporary way of training. Survival training and cross functional for practical learning. Overseas training is theoretical based training method.

4. Vestibule Training: that is kind of technology or machine-based training. Supervisor of HR conducted this training to train employee who deal with machine and tool. This is occurred away from the actual supervisor.

Training Model process:

ADDIE MODEL: ADDIE is created by the Center for educational technology at Florida State University for the U.S. Army according to Branson, Rayner, Furman, Cox, King, Wattson, Hanum. Five steps are included in ADDIE MODEL.

Step 1-Analysis phase: Analysis phased are basically used for identifying the gap like if there is any gap for employee performance, customer satisfaction and dissatisfaction, profit margin, high turnover etc. it is known as training need analysis (TNA)

TNA FORM:

Job Responsibilities	Required skill and competencies	Actual skill and competencies	Gaps	Recommendation

Employee Signature

Supervisor Signature

Head of HR signature

Fig 3: TNA Form

Step 2- Design Phase: After findings and identifying gap analysis HR team design training program as required. This stage provided guideline for what will be training and how will conduct the training.

Step 3-Development phase: According to the required training HR team design the training program to beat the training purpose. HR uses rudder for design phase to formulate an instructional strategy in this stage. The training objective provide the center attention for program improvement and the tips from the design segment set the parameters for what will no longer work. Output of the phase of all of the things needed to put in the effect the training program.

Step 4-Implement Phase: All the previous phase of training program are come together during this implementing phase. It is very effective to use the pilot program before delivering the actual training program. If any modification is required before training in ready to go live, HR team can easily test in this phase.

Step 5- Evaluation Phase: two types of evaluation are conducted here. Process evaluations is first one that is determined how well a particular training program can achieve it objective. In others word, did the trainer follow the suggested training progress? outcome evaluation is conducted at the end of training. The type of training evaluation uses the training objective as the standard. If the outcome is positive the training program is successful if it is failed, then need to redesign it.

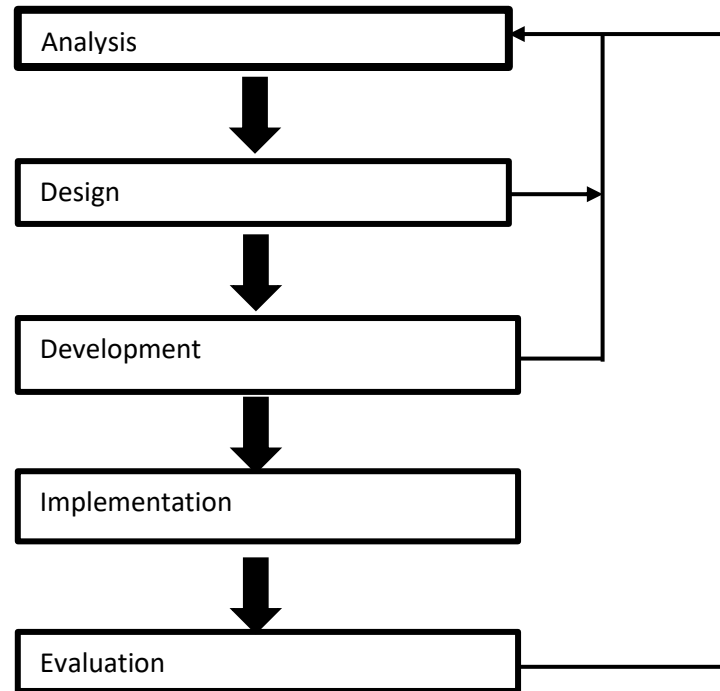


Fig 4: ADDIE MODEL

Transfer of training:

That is studying technique with the aid of which we will ensuring getting to know outcome. according to Simons, “there are 3 forms of switch covered from previous understanding to education, from gaining knowledge of new getting to know and from learning to software.” switch of education primarily based on end result orientated.

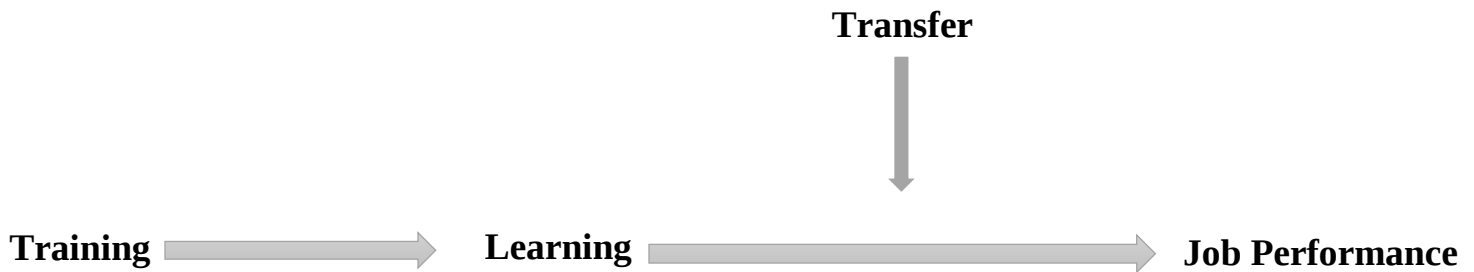


Fig 5: Transfer of Training

We need to evaluate two matters earlier than education overall performance and after education overall performance. If after education performance end result is fine then the switch of education is a hit, we are able to name. elements which can be motivated on transfer of schooling included

- ✓ Character of Trainee: It depends on individual trainee's characteristic.
- ✓ Training design: It depends of the nature of the organization.

Model of Transfer process:

“It is most commonly cited model of transfer, which defer the transfer of training as the globalization and maintenance of material learned in training to the work environment.”

According to the Baldwin and F ord.

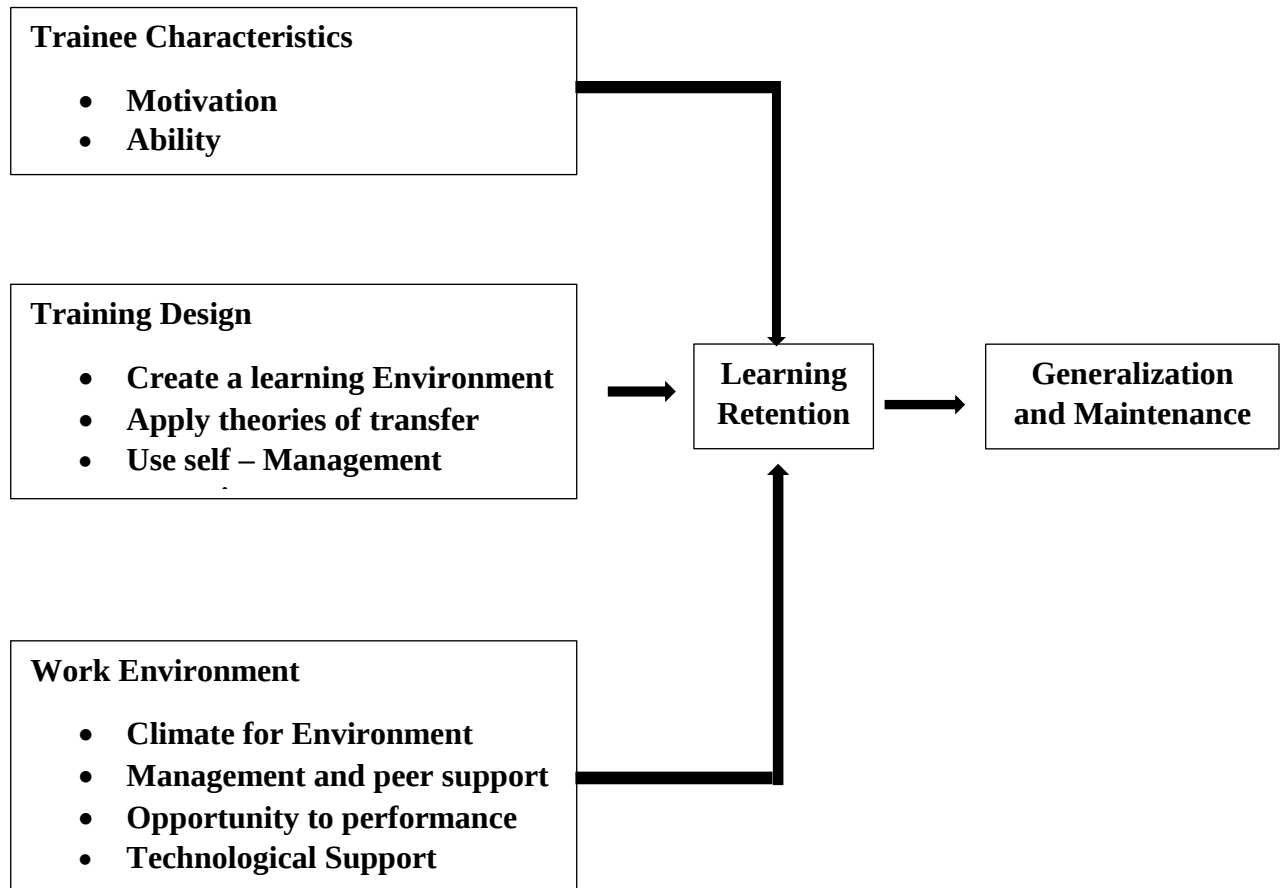


Fig 6: Model of transfer process

Otherwise Dnet organized foreign training, customized training, inhouse program and public program.

3.4.3. Performance Appraisal and Management System:

performance value determinations can gain personnel and groups via clarifying dreams and expectations, and developing an environment of open communique. The great overall performance. Appraisals offer effective remarks and recommendation for improvement and

typically include a communication between the control and the personnel. Dnet is a performance-pushed employer. Dnet overall performance appraisal is the unmarried-maximum important tool that enables the business enterprise to degree the overall performance of a man or woman and plan his/ her profession progression as a consequence. At Dnet, the sole motive of the performance appraisal gadget is to maximize efficiency of the organization's objectives with the steering to gain every member's profession aspiration. The performance appraisal gadget is completely established to assess the competency of all full-time employees. This considerable procedure starts with the movement of appraisal paperwork, authorized by the management team.

Job goal based overall performance Appraisal creation of KPI based totally overall performance appraisal for enterprise staffs in Dnet.

Dnet has a robust HR cultural. Being a neighborhood employer, it has its very own manner of evaluation. Through different formats of evaluation, they measure their employee's performance. participant diary and remark those two strategies are carried out for assessment. After assessment using a few matrices comes out the performance appraisal of employees. Then it is determined whether the employee desires more schooling classes or traits. Dnet tries to maintain an honest assessment procedure. The personnel are evaluated twice 12 months. The employees first determine themselves and the very last assessment is based on dialogue with the supervisors. If the personnel have any objection to their evaluation, they can mention it in their evaluation sheet. Despite the fact that those systems are in vicinity, employees not often mention it in their evaluation sheet as they might also think it would deteriorate their courting with the supervisor. The areas of assessment are overall performance, capability, duty and mindset. rely on this evaluation performance employees have become benefited, this overall performance meditated in annual evaluation of income & attention for merchandising. Dnet follows all the function, steps and technique of overall performance appraisal and they follow the strategy absolutely. They try to broaden their worker performance assessment is being achieved by HR branch twice a year.

Performance appraisal form:

Employee Name: _____

Designation: _____

Joining Date _____

Employee Record in Dnet: _____

Past Working Experience: _____

Education/ professional Degree: _____

Criteria to be Judge:

Working Criteria	Outstanding	Very Good	Good	Reasonable	Unsatisfactory
Result of Task					
Working Capacity					
Personal qualification					
Behavior					
Level Tasking Behavior					
Sincerity					
Working accuracy					
In- depth Knowledge					
Communication					

Supervisor Comments:

Employee Comments:

Fig 7: Performance Appraisal Form

Promotion:

Advertising opportunities are the existence-blood of staffing and retention. without the proper use of incentives and training, personnel are likely to chorus from preserving relationships with an enterprise for an extended period of time. competitors take the first-class talent from other corporations via supplying individuals greater pay and benefits. Promotions and bonuses to the personnel assist in making sure that they do no longer feel the want to go away their employers.

At Dnet, promotions symbolize the control's commitment to understand and reward excellent overall performance. It motivates personnel to aspire for development possibilities within the corporation. It additionally contributes to worker delight and retention. employee promoting is made by way of inspecting all elements essential to determine the exceptional qualifications and competencies to fill the position.

These following criteria are required to be considered for Promotion:

Growth in the role dimension and work complexity.

- ✓ Classification Of resource
- ✓ Individual performance record
- ✓ Quality and leadership
- ✓ Attitude and behavior
- ✓ Mobility and vintage

3.4.4. Compensation Management:

Dnet HR and repayment Committee is a discussion board for the dialogue of numerous HR-associated issues of the business enterprise. The principal role and characteristic of the Committee is to assist HRD in developing and administering a truthful and obvious procedure for placing rules on the typical human resources method of the employer.

This personnel responsibility to ensure that the organization has a broader scope for equal transparency and opportunity in terms of:

- ✓ Suitable recruitment.
- ✓ Compensation imposed on the basis of marital status, qualification and competency.
- ✓ Sufficient training and development opportunity.

- ✓ Performance management and promotion based on employee's performance and contribution.

In addition, the company offers other benefits and facility for employee motivation and profit of the organization included:

- ✓ Loan facility for permanent employee.
- ✓ Life insurance policy and terminal benefit.
- ✓ Leave privilege
- ✓ Spot award
- ✓ Food and mobile allowance
- ✓ Medical allowance
- ✓ Outstation allowance and technical allowance.
- ✓ Welfare fund.
- ✓ Gratuity benefit for security purpose.

3.4.5. Other HR Activities:

Work Environment at Dnet:

At Dnet, we recognize effective inner communications and loose waft of thoughts, creativity and innovation, fairness, commitment, teamwork and maximum requirements of expert excellence and integrity. Overall, it offers a very friendly environment.

They try to preserve pleasant and respectful surroundings at all times that motivates personnel to give their exceptional and contribute to their complete potential and have created an environment of consider and help inside the corporation to allow absolutely everyone to paintings collectively as a team, while at the equal time inspire people to be modern and innovative within their own roles. Senior management is on the market always to provide steering when required, and encourage thoughts that contribute to commercial enterprise overall performance and continuous development. we're proud to nation that favorable job duties, at ease working environment and adequate maternity benefit policies are steadily increasing the variety of woman individuals in Dnet own family.

Equal Opportunities:

Dnet continually dedicated to preserve a nice environment in place of work, loose from any discrimination in phrases of gender, age, race, faith, creed or some other criteria. We make certain identical opportunities for all in terms of recruitment, choice, promoting, schooling, development and rewards. Male or female get equal opportunity against any kind of harassment and bully.

Health and safety for employees:

Making sure fitness and safety of Dnet employees are key priorities at all times. maintaining this in thoughts, Dnet regularly arranges routine health test-up for employees. moreover, the organization additionally provides hospitalization coverage insurance to make certain scientific protection of its personnel, in addition to organization existence coverage scheme to cowl the unexpected danger of demise. Devoteto maintain a piece environment this is free from discrimination or harassment stemming from race (which includes color, nationality, ethnicity or beginning vicinity), religion or loss of religion/perception, creed, sex, disability, age, sexual orientation, or any other traits.

Ethical standard:

Dnet adheres to the most moral requirements and considers it to be a key enterprise precedence. The control expects personnel to completely encompass statutory compliances. Each worker is wanted to have a look at and signal the Code of Ethics each year as a signal of recurrence to the concepts enshrined in it. Moreover, Dnet encourages employees to behave with integrity and unfold the message of social responsibility to the network and the world at huge.

Working hour: Dnet facilitated flexible working hour. Organization starts at 8 a.m. and closed 6 p.m. they get the flexibility during this time. And in this pen adamic situation they operate their task from home.

Leave policy:

Each permanent employee can avail the leave based on following condition.

- ✓ **Casual leave:** Generally casual leave will be 10 days with full payment for any kind of worker.

- ✓ **Sick leave:** Any employee can avail sick leave 14 days with full wages in a year.
- ✓ **Annual leave:** the annual leave will be given for every 20 days in a year after completing 1 year. If anyone don't avail this leave then 12 days among 20 days will carried forward with the next year.
- ✓ **Maternity leave:** Avail 6 months leave with service.

Dnet Ladies Forum:

Dnet has released its 'ladies discussion board' through a proper ceremony with the participation of all women personnel from specific degrees of positions, running regions and distribution factors to cope with their views, issues and critiques to facilitate great operating surroundings for ladies. This forum offers all women personnel the opportunity to network and also prese unusual platform to proportion and enhance diverse problems and troubles like discrimination, harassment, poor mind-set closer to girls and any other problems that may also affect them inside the organization. This allows Dnet control to higher apprehend and deal with those troubles and develop strategies for that reason.

Manual HR service:

HR carrier for Dnet employees is a brand-new net application which lets in employees to do avail some of HR offerings: from checking their personal profile, to applying for go away and loan and Importance Inventory. The following is a guide about the important functions of the software program.

Once an employee submits his go away application, it cannot be edited or eliminated. In this type of case where the employee has had an exchange of heart, his manager will want to decline the go away utility. A worker can't follow for 2 casual leave packages at once. The first casual leave desires to be accredited/rejected before a brand-new casual go away software can be made. Employee attended monitored through Dnet Space.

HR operation:

HR operations unit particularly work in the location of short term and lengthy-term benefits of the employees of alliance capital, like salary, bonus, provident fund, gratuity, notable annulations fund, etc.

- ✓ Responsible for disbursement of monthly salary.
- ✓ Assuring festive bonus and performance bonus.
- ✓ Maintain liaison with different organization.
- ✓ Keep maintaining every employee's personal documents.
- ✓ Checking and submitting salary and other report

CHAPTER IV

INTERNSHIP EXPERIENCE

4.1. Position, Duties and Responsibility:

Position:

Assigned for intern position for three months in HR department of Dnet. Dnet HR team conduct with 4 peoples.

Duties and Responsibility:

- ✓ Assisting in day-to-day operations of the HR functions.
- ✓ Coordinating employee joining process, paperwork, initial checking of employee personal file and supporting works.
- ✓ Task include calling applicants, screening replies and scheduling interview by senior HR staff.
- ✓ Coordinating with recruitment and selection process.

4.2. Training:

During this period get chance to attend two training session. Training program conduct for newly recruitment employee where provide the initial idea of the organization along with job responsibilities and company's Laws and policy. Another one is online training session.

Overall, all period considers as a training session because learning many things by following supervisor and other member of the team.

4.3. Contribution to departmental Function:

During this period get attend to employees Orientation program, observing recruitment and selection process and how Dnet conducting written test exam, contributing and participating Woman Day program, Employee's farewell program and get chance to perform duties and responsibilities.

4.4 Evaluation:

Overall Dnet Is a very organized and friendly organization where anyone get motivated to work and learning any things properly.

4.5: Skilled applied: during this intern period following skill are basically applied:

- ✓ Communication skill
- ✓ Microsoft word, excel specially.
- ✓ Knowledge of HR policy.

4.6. New Skill Develop

Basically, this session helps to relate practical knowledge with the theoretical knowledge.

- ✓ Learn to operate organizational customized application like HRIS, SPACE, Dnet cloud.
- ✓ Learning how to deal with applicants or employee over the phone call.
- ✓ Learning over all recruitment and selection process.
- ✓ Moreover, get chance to improve in practical aspect.

4.7. Application of Academic knowledge:

Academic Knowledge from major HRM courses was applicable in workings time. This academic knowledge will make a great contribution to understanding the task and supervisor instruction and perform good.

CHAPTER V

CONCLUSION AND KEY FACTS

5.1. Recommendation for Improving Departmental Operations

- ✓ If an assigned character is there, then he can manage complete recruitment and choice system with the involvement of top management.
- ✓ HR wishes to establish a unique and based recruitment device as from time to time they cannot expect the requirements of guy electricity.
- ✓ HR need to have a summary of training plan of each employee to screen it round the year.
- ✓ To lessen employee turnover there, have to be lively overall performance appraisal system as well as profitable for their work.
- ✓ A few benefits may be same as like as their global workplaces.
- ✓ Instead to lessen the prevailing facility, they must figure out the basis cause of worker turnover though which is not very large percent.

5.2. Key Understanding

- ✓ HR man or woman doesn't have full authority and manage for recruitment and selection because of bias practices.
- ✓ HR don't have any specific and based recruitment device as once in a while they cannot expect the requirements of guy power.
- ✓ Every organization should set a goal and aim approximately schooling and improvement of a worker, however HR does not reveal it.
- ✓ The employer does now not have right appraisal machine in region. HR should take initiative to put into effect this in organization. In any other case worker will get demotivated and it will growth turnover of the organization.
- ✓ Should Highlighting the employer advantages included giving much less blessings to its personnel in contrast with other foreign places offices in phrases of holidays, weekly holidays, facilities and many others.
- ✓ Each organization has a very good compensation control system as consistent with law of Bangladesh, but they intend to reduce current facility.

5.3. Conclusion

Personnel continually play a very crucial role to run a company due to the fact they help an organization to reach its target and aim. Dnet is one of the main enterprises in certification enterprise and they have most contemporary the HR practice across the world. Dnet is additionally running to adopt most outstanding HR functions and practices. They always emphasize to recruit right and effective employees. Additionally, they supply priority to educate the human beings from outside and internal source so that personnel can be prepared for his or her demanding situations. HR performs the media for this software manifest in the agency.

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