

Report On  
HR Practices at Chardike.com Ltd.

By

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An internship report submitted to the BRAC Business School (BBS) in partial fulfillment  
of the requirements for the degree of  
Masters of Business Administration (MBA)

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Brac University  
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## **Declaration**

It is hereby declared that

1. The internship report submitted is my/our own original work while completing degree at Brac University.
2. The report does not contain material previously published or written by a third party, except where this is appropriately cited through full and accurate referencing.
3. The report does not contain material which has been accepted, or submitted, for any other degree or diploma at a university or other institution.
4. I/We have acknowledged all main sources of help.

**Student's Full Name & Signature:**

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18264057

**Supervisor's Full Name & Signature:**

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**Dewan Niamul Karim**  
Adjunct Faculty , BRAC Business School  
BRAC University

## **Letter of Transmittal**

Dewan Niamul Karim  
Adjunct Faculty,  
BRAC Business School  
BRAC University  
66 Mohakhali, Dhaka-1212

**Subject: Submission of internship report on “HR Practices at chardike.com Ltd.”**

Dear Sir,

With great pleasure I submit you my internship report titled **“HR Practices at chardike.com Ltd.”**. I am currently working at chardike.com ltd. as Business development executive. I have put my best effort to make this report a successful one. It has been a joyful and enlightening experience for me to work in the organization and preparing this report. However, this has been obviously a great source of learning for me to conduct similar types of studies in the future.

I am thankful to you for your guidance, suggestions, and constructive criticisms during the preparation of this report that only impelled me further into excelling. I have attempted my best to finish the report with the essential data .

Sincerely yours,

---

Adilah Armin Disha  
18264057  
BRAC Business School  
BRAC University  
Date: 10.01.2021

## **Non-Disclosure Agreement**

This agreement is made and entered into by and between chardike.com Ltd. and the undersigned student at BRAC University.

You agree that you will keep all these information strictly confidential and you will share with anyone outside the organization.

---

Adilah Armin Disha

18264057

BRAC Business School

BRAC University

Date: 10.01.2021

## **Acknowledgement**

At First, I would like to thank almighty Allah for giving me the opportunity to complete my Internship report. I also want to thank all the people, who have given their support and

I would like to thank Dewan Niamul Karim, Adjunct Faculty, BRAC University & my internship supervisor for providing me guidelines, help in assisting my report, he was constantly supporting me with his inspiring personality. extraordinary reinforcement. assistance and extremely grateful to all of them for the completion of the report successfully. I would like to thank Mr. Obhi, Manager (Admin), Chardike.com Ltd. for being my on-site supervisor & providing me time to time information, suggestion as well as procedures to work with my topic. I will be always thankful for his.

I am thankful to all of them for helping and guiding me and for being nice and kind to me. I would also like to express my foremost gratitude to other officials of Chardike.com Ltd who helped me and gave me their valuable time, providing me with the most relevant information on the basis of which I have prepared this report.

Finally, I would like to thank Chardike.com Ltd for providing me the opportunity to do my internship in the reputed organization.

## **Executive Summary**

In order to earn my MBA degree I need to prepare a report and I have chosen Chardike.com Ltd.'s Human Resource Management Practice. Human Resource is the most important resource for any organization and it is the source of gaining competitive advantage. Managing human resources is more challenging than managing technology or capital. For its effective management, the organization needs an effective HRM system. For a beauty production firm like Chardike.com, the success of an effective HRM system is crucial. The report focuses on the HRM practice of Chardike.com, a leading beauty production company, aimed at providing quality beauty product support to a wide range of customers. This report seeks to show how Chardike.com conducts the training, recruitment and selection process, what kind of direct and indirect benefits and rewards they offer to retain their employees, how they perform their performance appraisals to teaching staff and administrators, and Overall HR functions. During my internship period, when I was preparing this report, I encountered some problems like - too much work pressure, multiple tasks, etc. However though I have learned many things described in the learning chapter. An investigation of this report found that although the director has a PGD degree in HR, there is no specific HR department. All HR activities have been controlled by him. It has also been found that their work evaluation system is not good enough. Chardike.com should effectively manage their human resources to provide better services. Some recommendations have been added at the end of this report. I hope these will be helpful for them.

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## **Chapter 1**

### **Introduction 1.1**

I have chosen the subject of this report is "Human Resource Management Practices of Chardike.com Limited". I have tried to integrate my theoretical knowledge about HR and combine it with practical examples like observations during my tenure. I have tried all the major human resource management tasks - recruitment, selection, compensation and benefits, training and development and through this project. I have tried to convey my understanding of the different functions of human resource management. Success lies in the ability to adapt to changing times. Understanding the changing nature of each sector, Chardike.com introduces new product ideas, imports Korean skincare products, bold and innovative new product ideas. Chardike.com believes that a chemist can captivate the essence of time. Chardike.com memorials capture a certain amount of time accordingly and continue to be appreciated forever. In creating every product, Chardike.com adds an extra touch of magic, which makes everyone's skin beautiful.

### **1.2 Scope of the Report**

This report has been created through my experience working at this company for almost 1 years and has been discussed extensively with the staff of the company. The prospectus provided by the skincare company also assisted in the preparation of the report. While preparing the report, I had a great opportunity to gain in-depth knowledge of all the HR activities practiced by Chardike.com.

### 1.3 Objective of the Study

**Broad Purpose** This term paper is accepted as an assignment to meet the requirements for completing MBA Major in HRM. This paper explores the actual work environment where employees feel their own organization. They feel home in the workplace and they feel work as worship. I tried to find some basic information at Chardike.com Limited. And their employee handbook where they write down all the benefits and rights that they will provide to employees as well as the rules and policies that have been practiced by the organization.

**Specific Objectives** Some objectives have been identified for analyzing and evaluating HR practices at Chardike.com and may include:

- The process of human resource planning at Chardike.com is limited.
- Advantages and disadvantages of internal recruitment.
- How is the recruitment process done by HR department at Chardike.com?
- How do they select the right people for the right post (selection method)?
- uses training and development processes and methods at Chardike.com.
- Chardike.com's performance appraisal method
- How to get the highest results from the human resource department through the human resource development process at chardike.com Ltd. To
- Recruitment procedures and responsibilities are limited by the HR department at Chardike.com.
- What are the recruitment goals of Chardike.com?
- Benefits, leaves and other allowances.

## Chapter 2

### 2.1 Company Overview

Starting its operations in Korea, Chardike.com is an international company which sells top end cosmetic brands in online and offline. The journey of Chardike.com started from August 2015, in the city of Korea. They then extended their operations in Bangladesh in 2018. Currently, Chardike.com is one of the leading cosmetic brands in Bangladesh. As part of their business expansion, they are going to start their branch in India very soon. As part of product diversification, Chardike.com is also going to start their very own clothing brand, which will be exported in Europe.

### 2.2 Vision

Chardike.com will maintain a high degree of integrity in the conduct of their business and this feature will be present in their dealings with their customers, their suppliers, their contractors, their financiers, their employees and indeed their entire society. Chardike.com will strive to illuminate every aspect of their activities and thereby provide incentive products and services for their customers.

### 2.3 Mission

**Business Policy:** Conducting business with high integrity.

**Quality policy:** To consistently develop high quality cosmetics to maintain their quality over others.

**Employee Policy:** To nurture human resources through training and inspiration.

**Environmental Policy:** Resolving environmental issues appropriately and running them consistently in their activities.

**Customer Policy:** Always focus on the customer; Because customer satisfaction is their inspiration.

**Future plans:** Chardike.com not only believes in quality as a statement of greater perspective, but it also executes every aspect of our operations and the way Chardike.com does business.

## **Chapter 3**

### **3.1 Human Resource Management**

In recent years, there has been an increase in the focus on how organizations manage human resources. This increased attention comes from the realization that the employees of an organization enable an organization to achieve its goals and that managing these human resources is important for the success of an organization. Involves all management decisions and practices in human resource management that directly or indirectly affect the person or human resources that work on behalf of the organization.

### **3.2 Importance of HRM**

HRM plays a strategic role in managing the culture and environment of the people and the workplace. Today, human resource professionals are an important factor in the success of any organization. Human resource management deals with issues related to compensation, performance

Management, organization development, safety, wellness, benefits, employee motivation, Training and others. Their work requires a new level of training that is unprecedented in human resource management. Although the terms personal and human resource management are often used interchangeably, it is important to note that the two refer to completely different aspects. Not surprisingly, their status in this organization has also improved. Even the name has changed.

### **3.3 Functions of HRM**

The Human Resources Department performs the following functions in staff management:

- Compensation and benefits - Salary and bonuses, leave encashment
- Utilization - Evaluation and Performance Management
- Employee Services - ID Card, Business Card and Email Address etc.
- Development - Training, Orientation
- Relations Employee Relations - Complaint Management and Advice
- Acquisition - Recruitment, confirmation, re-contract

### **3.4 Philosophy of HRM**

It's more about top management leadership style, current corporate culture and values. It's about the vision of the leader of the organization. The key to this is to put the right people in the right place and make them an asset to an organization. The philosophy of HR management is not primarily about human resource function. Works with staff at Human Resources.

### **3.5 Objective of HRM**

Assets are organized to achieve business goals. Also, it needs to ensure that there is effective utilization and an overall increase in human resources. The goal of human resource management should be to make effective use of the workforce through the appropriate direction of the organizational field. These include:

- Labor Labor Needs Planning and Recruitment of Job Candidates.
- Orientation and training of new staff
- provide incentives and benefits
- Contact (interview, consultation, discipline)
- Training and development
- Commitment of building workers
- Job Selection of job candidates
- Performance assessment
- Conduct job job analysis (determine the nature of each employee's work)
- Wage and Salary Management (Determining how to compensate employees)

## **Chapter 4**

### **Code of Conduct**

Attendance: Staff attendance is based on the card poke system.

ID cards should be physically inserted at the time of entry and exit at the Entering Office.

The ID card must be worn while on duty.

Office If someone forgets to punch the card while entering the office, he / she will have to punch the next time through verbal communication in the administration department.

Working Days and Hours: The working days and hours of Chardike.com from Saturday day to Thursday from 10.00 a.m. to 6:00 p.m. The working days and hours of offline is same for everyone but in online sites aren't same so who are workin in online they are giving 24/7.

If someone is out of the office doing official work, he should inform the HR / Admin. Division at 9:15 in the morning.

### **Equal rights**

Chardike.com is committed to treating employees and job applicants and employees equally, regardless of race, color, nationality or ethnic origin, gender, marital status, disability or age.

**Employee record:** They must fill out and submit a request for a change in the updated Employee Information Form, along with copies of assistance documents to their human resources department. Employees should notify the human resources department to change their personal information.

### **Employee contributions**

Companies will value the contributions of potential employees for corporate purposes

Consistency with honesty and belief in collaborative efforts through fair money.

### **Career planning**

The company will try to retain its high performance and potential through them

Carefully plan your career. The company will not satisfy employees to stay against their will

And motivation.

### **Rewards**

Our reward systems will be such that they can clearly distinguish success - higher-performing employees promotions from the rest will be based on recognition of skills and consistently higher performance, and this will largely depend on the needs of the organization.

#### **4.2 Human Resource Development**

HRD is one of the most important opportunities that employees look for when considering you as an employer. Skills and Encouragement, Continuing to develop their skills helps you retain and motivate employees. Related to upgrading the HRD working system. Human Resource Development (HRD) is a framework for helping employees develop their personal and organizational skills, knowledge and skills. HR works with five key areas managed by the Department. Plans for this are included Agencies, jobs and people; Acquisition of human resources; Building individual and organizational performance (training and development): rewarded staff; Maintenance Human resources. To get maximum results from human resources obviously new methods need to be implemented and invented to complete the work activities and systems. It depends on some relevant information. It helps to improve skills, requirements, control systems and training requirements. Chardike.com Property is always aware to improve HR process and work environment day by day.



## **Reasons behind the trend/type of attrition observed in the Company**

There are different types of attrition but all of those are not applicable for Chardik.com. As Ms. Atiya Haque, Head of Operations and Logistics mentioned that the main type of attrition in Chardik.com is voluntary attrition. This is because of the following reasons:

### 1. Better job opportunities outside of the company:

Chardike.com Bangladesh is not very renowned so far. As it is online based shop people has not that much interested to build their career in cosmetics. Moreover, people have more interest to other multinational organizations which has more exposure all over the world.

### 2. Low pay scale in the company in the beginner levels:

The company has been started its operation in Bangladesh for 3 years. The salary structure of the company is not attractable than that of other multinationals. So, people try to find better opportunities outside.

### 3. Improper work life balance:

Chardike.com still is in its initial stage. So, people working here need to work hard to establish this organization as a brand. Moreover, the number of people is not sufficient enough to meet all the customer queries, product delivery in relation to the number of orders it received. So, most of the cases, people need to stay for long hours at office to finish their tasks.

### 4. Low employee flexibility:

Now a days, people always look for flexible work environment. This actually helps people to

become motivated which ultimately helps to provide better output. In Chardike.com, the environment is not much flexible in relation to other multinationals. The company policies are bit rigid and there are not much scope for the employees to work in their personal way.

#### 5. Less employee recognition and rewards:

Employees become motivated when they believe that performance are being valued and appreciated. In Chardike.com the appreciation culture has not been developed fully. Lack of recognition and rewards for work make the employees demotivated to stay at the company.

Strategies that can be used to reduce the attrition in Chardike.com.To be put in simple words, employee attrition is the reduction of staff by voluntary or involuntary means, like retirement, resignation, termination of contract, or when a company decides to make a position redundant. But an increasing attrition rate is very costly when we think about the investment in recruiting and training employees and only having them to stay for a small period of time; They are not getting any return from our investment. There are also intangible costs like a decline in productivity due to the change in office dynamics and the loss of institutional knowledge.

The strategies which can be used to decrease the attrition rate in Chardike.com are as follows:

#### 1. Increase employee motivation:

The company can introduce different programs to increase the bonding of employees. Different types of celebration in different occasions, employee tour or picnic can increase motivation of the employees.

#### 2. Paying attention to employee satisfaction:

Chardike.com can focus on employee satisfaction to reduce the attrition rate. The company can give two days leave instead of one day, appropriate leave policies can be introduced to increase the level of satisfaction.

### 3. Recognize and reward the employees:

Chardike.com can introduce recognition and reward policy to increase the retention ratio. The company can provide some instant recognition before other employees, spot award, pay for performance award which will make the employees motivated.

### 4. Offer flexibilities:

Chardike.com can offer more flexible environment. The company can offer other employees to participate in making some major decisions about business. Moreover, the employees should be offered to perform tasks by their own way. This will not only increase the employee motivation but also will help to generate innovative ideas.

### 5. Offer other benefits and compensations:

As the business is growing the compensation can be offered better to its employees by Chardike.com. Some additional benefits like performance bonus, incentives and target bonus can be introduced so that employees can be more motivated to work and stay with the organization.

### 6. Improve work conditions:

The company can improve its work condition like the location, office decoration, canteen facilities so that people can be more motivated to work in this organization.

### **4.3 Human Resource Planning and Information System**

Chardike.com Ltd. plans human resources and information systems. It deals with the current manpower location identification and the desire for manpower location. In certain cases, when it comes to making choices in HR, an HRIS would also translate to productivity improvements. Human resources also depend on information systems depending Chardike.com Information System (MIS) makes a great contribution to the flow of information systems and the management of information systems.

The decisions taken should also improve efficiency and, as a result, all workers and supervisors should increase and become more productive in their production.

It helps to predict future skills and assess HR requirements, determine the level of training, and manage management development programs and future housing arrangements.

### **4.4 Recruitment**

Able human resources in the right position in the organization is a vital resource and can be a key skill or strategic advantage for it. Recruitment is an important part of any organization's human resource planning and their Competitiveness. Recruitment is the identification process that requires someone to be hired up to the point where applications for the organization's points have appeared in the organization. Recruitment of individuals to fill certain positions in a business can be done either internally by hiring inside the firm, or externally by hiring people from outside. There are processes involved in selecting suitable candidates to fill a post from the applicants after the election. Training creates a process that involves ensuring that employers have the right skills, knowledge, and attitudes needed to help the organization achieve its goals.

## **Recruitment goals**

Here are some common business reasons for being hired by Chardike.com:

- Expansion of current or future business
- Talent caliber to be higher because top talent is available
- A Limit the talent available in the market to the detriment of the competitor's staff

Adequately

- Skill Enhance the capacity of the firm by adding new skill sets
- Source Internal source (when hired by existing staff it is internal

Recruitment.)

- Ternal is an external source (when the recruitment is excluded from existing staff)

External recruitment.)

- Replacement for turn cover
- Other Learning from other organizations

## **Internal recruitment**

The advantages of internal recruitment are:

1. The organization is not likely to be severely disrupted by anyone accustomed to working

With others in the organization.

2. Adequate amount can be saved. How people with internal knowledge do a business

'Fitting in' for management will require a short period of training and time.

3. From the firm's point of view, there will be no internal strengths and weaknesses

Evaluation. There is always a risk in hiring outsiders who can only be one

Success is on paper.

Disadvantages of hiring from within are:

1. You need to replace the person who was promoted
2. The promotion of one person in an organization can upset another.
3. Less likely to get the criticism needed to get an internal organization

Work more effectively

### **External recruitment**

The downside is this More expensive and the company may end up with someone who proves to be less effective than that Practice more than they did on paper and in interview situations. External recruitment makes it possible to draw and supply a wide range of talents

Opportunity to bring new experiences and ideas to the business. Job analysis Job analysis can be done by direct observation of employees, looking for information from job interviewers, or by referring to documents such as training manuals.. However, in most organizations, job analysis can be expected to be part of the general skills of a training or staff officer.

Information may be collected directly from the person performing a task or from their supervisory staff. Some large companies typically employ 'job analysts'

#### **4.4.1 Recruitment Method & Responsibility**

The recruitment process refers to the process of discovering potential job seekers but first

Starting this process is the most important part of any recruitment process Which is given below after the recruitment procedure and responsibilities. Standard recruitment process

Follow the instructions below:

- The Human Resources Department may select one or more suitable methods of recruitment

In consultation with the concerned department head.

- After approval from the Managing Director, the HR department starts recruiting according to the preferred methodology proposed in the Staff Engagement Proposal Form.

- An online application system should be launched on the website of Chardike.com Limited of HR Department so that any potential candidate can apply for the suitable position at any time. The HR Department examines online applications daily and regularly allows applicants to know the status of their application.

- The HR department always maintains a CV bank in a suitable filing system so that they can

Will be sorted out as needed before going into the expensive recruitment process.

- No such job can be held without the written approval of the Director of Management

Given.

#### **4.4.2 Manpower Approval Process**

Chardike.com's manpower approval process is detailed and systematic. The process is calculated as follows:

- Whenever a post becomes vacant, check whether it is the main task of the department

May or may not be redistributed among the remaining employees. If redistribution is possible

Then no such appointment is made. When this is not possible, Chardike.com relies on new recruits.

- The Managing Director and the Chairman are the sole authority for approving manpower Business or function.

- The Human Resources Department will evaluate the proposal and send it if there is a comment, the managing director said.

- New will fill the head staff of the concerned department for recruitment of new staff

Form the growth proposal and forward it to the human resources department.

- Proposal Before sending any proposal or recommendation to the Managing Director Human

The job description and person specification should be confirmed by the resource department

There with the offer.

- The Director can be a pioneer for new appointments only after approval from the Managing Director of the Human Resources Department.

- There will be exceptions in the case of staff engagement proposals in the case of Level entry level

- The head of the department is responsible for preparing the job description and person

Specification of time to assist the Head of Human Resources Department,if needed.

Director Managing Director, after approval from the Human Resources Department

The original staff keeps the proposal form involved and sends a copy to the concerned

Head of Department.



- Emphasis and distribution of contract labor. In this case, the head of the department

Approval is sought from the Managing Director on specific staff engagement proposals.

Forms by 31 December each year which will remain valid for the next one year. During this period

- Any replacement will not require the approval of the Managing Director. However, in order to increase the manpower of any department, the concerned department head has to get the approval of the managing director.

#### **4.4.3 Recruitment Process**

For any recruitment process, follow the guidelines below at [Hide of Chardike.com](http://www.HideofChardike.com):

**Online Advertising:** The HR manager has full access to post a notification there. HRD has an agreement with [bdjobs.com](http://bdjobs.com). Sometimes the HR manager posts the ad directly or his assigned person posts the ad on [bdjobs.com](http://bdjobs.com).

**Newspaper Advertising:** HR will prepare a draft for newspaper advertisement and finalize the content in consultation with the concerned department head. After finalization, HR will send the advertisement to the selected newspaper. Copies of the advertisement are placed on the notice board for each blank advertisement. The ad should be published in such a way that it ensures maximum visibility as well as public coverage. HR considers the brevity and attractiveness of advertising.

**Notice Board:** The Board for any recruitment so that the employees are informed about the recruitment process and if any can make recommendations to the suitable candidates. A copy of the advertisement has been placed in the notice of all the companies. Needless to say the staff recommendation is a way to find good candidates but it will in no way carry any significance in the selection process.

**Written Approval:** Nothing but written approval from the Managing Director Employment can be given.

**Interns:** The intern must be interviewed and evaluated extensively. The pre-selected person has to be screened according to the established selection method. In case of internship with a CV all documents or assessments should be sent to the Managing Director for his assessment and approval. The head of the department can recommend an intern or a pre-selected person for employment.

**HR's CV Bank:** Whenever Vacancies for single or multiple positions, HR considers these CVs for interview First. The Human Resources Department always maintains a CV Bank CVs from different sources have been forwarded to them from time to time, and retained A CV should be at least six months from the date of receipt.

**Job Rotation or Transfer:** The CV of the surplus employee after the concerned department head is sent to the HR directorate along with the proof of qualification and HRT arranges interview of that person with the department head where the vacancy occurs and if that person is deemed fit, HRT will forward those documents to the managing director for approval. Also any employee can apply against any vacancy with the clearance of the head of the department. In case of surplus staff existing in any department, the concerned department head may recommend them for appointment to any suitable post if the post has the qualification level of the employee.

**Use of own field force:** Sometimes it seems useful to involve field force for collection CVs from the field, especially in a tough recruitment situation, can involve the field forces in such activities in consultation with the concerned department head HR department.

## 4.5 Selection

Prescriptions, “how to do” problem solving strategies that have been taken as cocktails, can narrow the selection process and increase the chances of selecting the “best available” candidate even though “best available” is probably a good word. Selection is a social, interactive activity and skill development and textbooks suggest the use of structured and tested methods to protect objectivity, reliability and reduction and risk and uncertainty.

**Interviews:** We can analyze what the interview looks like Structural, interaction processes, interpersonal decision making problems. Single-to-one interviews can give way to a series of 1-to-1 interviews Or interview with many - panel. The relationship between job-related questions and personal questions. Candidates who Eligible individuals will face the Human Resource Panel and give an extensive interview. The interview panel may include:

- A potential caregiver, potential colleague or
- Some combination of of may interview the applicant.
- Within the organization, the executive
- Personnel Department Interview.

**Ability Tests:** A candidate's knowledge or skills can be designed or purchased to "measure / evaluate". Eligibility tests focus on judging candidates:

Real oral communication and written communication skills.

For tolerance to stress.

Less sales power.

A creative initiative.

Management Conflict management skills.

Organizational sensitivity and

Analysis and judgment.

**References:** Current or previous employers and other "significant" candidates may be asked to provide information about their knowledge. References are usually sought at the letter stage of the selection cycle before or after the job offer - the offer is made "subject to satisfactory reference".

**Work experience:** Most employees are hired on the basis that a few weeks / months of their work consist of a probationary period during which their suitability is assessed by their actual manager, co-worker and any other person directly influenced by their performance.

#### **Appointment as Probationary Staff**

The period is called the probation period. If the employee succeeds in demonstrating his or her skills and work ethic, the job will only be permanent for the newcomer. This is done to judge whether the employee is able to meet his or her job requirements, whether that individual can cope with the environment and culture of the organization. The probationary period for any employee in Chardike is 3 months. At Chardike new employee was first hired under examination. In the case of that choice, the employee will be given a deadline to prove his eligibility.

#### **4.6 Training and Development**

It has become a standard process for staff development as well as staff development. Chardike.com Ltd. is extremely concerned about training as an important and essential dimension. Training is a learning process through which people have the skills, ideas, attitudes and knowledge to help them achieve goals. There are many purposes behind training and development. Training of staff is a recent trend in our country. Organizations consider

training as a major concern. Chardike has huge opportunities to receive training and excellent accommodation is provided for the training process. The training and performance schedule is great. Director, HR oversees the whole process where training and development is required.

The following are some of the goals for training and development management:

new staff instruction.

Company Knowledge on the customer relationship of the company.

Personal growth of the employee.

Loyal to ensure loyalty.

Adopt the organizational culture.

So obsolete resistance.

Company Knowledge of company policy.

Labor Decrease in labor turnover.

Produc to increase productivity.

Improve quality.

Employee Changes in the attitude of employees.

To help the company meet its future growth.

## **Training**

Training is about imparting knowledge and techniques, enhancing one's abilities and skills.

## **Pre Training**

It determines the causes, methods and processes of training. Education management is part of this section to identify specific job performance, analyze the skills and needs of potential trainees, and develop specific, measurable knowledge and performance objectives.

### **After training**

The immediate supervisor is primarily responsible for instructing and training subordinates. Some of the training instruments such as how to give feedback in PowerPoint presentations, meetings, discussions, etc. Specific topics for training include time management, computer maintenance, client (MKT and sales department) etc. This condition states that there should be an evaluation and follow-up step where it is The successes or failures of the program are evaluated ome Some training methods are usually followed at chardike.com Ltd.

## **4.7 Performance Appraisal**

Employees should be assessed on a few specific levels of work performance.

Each specific dimension of the workplace used to evaluate an individual's performance should be developed so that it is not lacking, corrupt, distorted or irrelevant. Below is the person responsible for the behavioral evaluation system at Chardi:

- Officer
- weighted checklist

## **4.8 Benefits, Leave and Other Allowances**

### **4.8.1 Compensation and Benefits**

Compensation represents not only the salary but the broad benefits and services are part of the total compensation package. Compensation is what an employee contributes to the

organization in return for his or her physical and mental work. By rewarding and competitive pay, we mean that each employee should be rewarded accordingly:

Chardike.com seeks to provide rewarding and competitive salaries to attract, retain and motivate capable and skilled workers at all levels of the company.

1. What the post needs,
2. What the market pays for the same kind of work.
3. How efficient the employee is and

Keeping in mind the company's strategic objectives and unique features and environment, Chardike.com sets a number of criteria for designing compensation systems. Chardike.com wants to design a compensation system that has a strong positive impact on employees and ultimately the company's performance. The criteria are:

**Competitiveness:** Market forces have a clear influence on compensation. Compensation

In the competition for manpower, employers must respond to the supply and demand of workers in the market.

**Internal and external Equity:** External equity assures that jobs are fairly compensated compared to similar jobs in the job market. . On the other hand, periodic market surveys and cost of living should be considered to achieve external equity. Internal equity means there should be fairness in the pay structure within the company i.e. similar jobs get the same type of salary. To achieve internal equity, periodic job evaluations that determine the relative value of work across the company.

**Cash and cash benefits:** The company provides cash benefits according to its ability to pay. Non-cash benefits like job security, employee loan benefits are also taken into account. Motivates employees through financial rewards such as cash payments and allowances.

**Bonus:** Mainly Muslim workers receive two Eid the bonus which is 50% of each salary

On the other hand, some non-Muslims have also received this festival bonus during the holy month

**Performance-based pay:** Employee productivity, efficiency and performance are also important Determinant of the company's compensation system.

#### **4.8.2 Other Allowances**

**Group Insurance:** All the employees who work in the head office get life insurance services. This is called group insurance. Unfortunately if an employee has an accident from this insurance policy he will get money for their good health.

**Provident Fund:** The company's contribution begins at once The employee has become a permanent employee of the company with a trustee of the Provident Fund Separate rules are provided for the management of the Provident Fund. The PF maturity period is three years. Permanent employees of the company are eligible to become members of the Provident Fund. Employees contribute their basic 5% to the Provident Fund and The company contributes equally to the fund. An employee must serve a minimum of three years to be eligible for both employee and company contributions.

#### **4.8.3 Sick leave and Related Leave**

**Sick leave:** For sick leave of three days or more, a certificate from a registered doctor is required. Sick leave has a standard annual entitlement of 10 days. Although sick leave will be taken on the advice of a registered medical practitioner.



### **Earn Leave**

An employee will be allowed to take 10 days of annual paid leave. The maximum 10-day earning leave will be extended from 1 January to 31 December of the following year.

### **Maternity leave**

A woman is not entitled to it maternity leave unless immediately completed within a period of less than nine months The day before delivery, a pregnant employee must confirm the date of delivery along with the medical certificate and inform his / her supervisor in writing. A woman is given maternity leave for 12 weeks. A female employee can take maternity leave only twice during her tenure with the company.

### **Paternity leave**

The condition is that he lives with his wife and uses the time to take care of her family and home. If he is not with his wife, he has no right to take such leave even if he is the father of the child. Such leave may be taken before and / or after the birth of a child. A male employee is given one week paternity leave at the time of the birth of his child. A male employee can only take maternity leave twice during her tenure with the company.

### **Leave Refund**

Each employee will receive a payment against their calendar year unused leave, and there is a reward system for three employees who will spend the minimum number of unpaid leave available in the calendar year, double the amount of unused leave available.

### **Lessons Learned from the Internship Program:**

From my experience with the admin section of Chardike.com I have learned so many valuable knowledge which helped me a lot to understand the HR activities and as well as to prepare this report. Through this internship affiliation report I got a chance to have a very

closely observe about all the HR activities of Chardike.com. Followings are my understanding from this internship program:

**First of all**, I have learned about the organizational behavior, i.e. how individuals and groups act in the organization, what are the people-organization relationships in terms of the whole person, whole group, whole organization etc.

**Secondly**, I have learned about the compensation management practice. Here I have learned about different form of direct-indirect, financial-non financial benefits and rewards that has been provided to the employee in exchange for their work. The most important lessons from this part is that before making compensation policy for the employees, the policy maker must be keep in mind about the Management Philosophy.

**Thirdly**, use of reference power in the compensation factor affects the equal employment opportunity. It means, sometimes employees are directly appointed through reference and because of their strong reference they got some extra benefit which other employee at the same rank doesn't get.

**Fourthly**, I have learned mostly about the leave management system. Here I have learned about the category of leave, leave entitlement, how to process a leave application, how to calculate earned leave etc.

**Fifthly**, I have gathered experience about recruiting and selection process from CV short listing to appoint an employee in the organization.

**Finally**, through writing different type of letters and notices my writing skill has been

developed.

## **Recommendations**

The HR department needs to play a vital role in order to decrease the attrition rate. If the HR helps increasing the employee motivation and the above strategies are followed, then the attrition rate of Chardike.com will be less than 10% each year. The employees should be praised and rewarded, and encouraged if they have accomplished a job worth appreciating. Most employees want to increase their skills and knowledge and move up the career ladder. Therefore, showing employees a projected career path gives them a sense of direction and purpose. If the employee satisfaction is well, then the rate of voluntary attrition will be very low.

## **Conclusion**

In conclusion I can say that by the combined effort of top, middle, low-level employee's operational performance and management is done smoothly. This process can still be developed, but developing all activities in the process can lead to disaster as each level can interact with each other. Improving one activity can effect negatively on other activities, like making the process speed up can lead to a decrease in treatment. In other industries business processes products are the center of attention, but in skincare industry people are the center of attention. In order to satisfy each customer their needs and demands are satisfied.

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