Report On

Human Resource Practice of Retina Soft Bangladesh

By

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16304028

An internship report submitted to theBRAC Business School in partial fulfillment of the
requirements for the degree of
Bachelor of Business

BRAC Business School
BRAC University
June2021

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 have acknowledged all main sources of help.

Student's Full Name & Signature:

_Sabikun Nahar Nisha_____
Sabikun Nahar Nisha
16304028

Supervisor's Full Name & Signature:

_____
Md. Hasan Maksud Chowdhury
Assistant Professor, BRAC Business School
BRAC University

Letter of Transmittal

Md. Hasan Maksud Chowdhury

Assistant Professor

BRAC Business School

BRAC University

66 Mohakhali, Dhaka-1212

Subject: **letter of transmittal for submission of the internship report.**

Dear Sir,

It gives me enormous pleasure to submit my internship report named "Human Resource Management Practice of retinasoft.com.bd". This internship report is an obvious part of graduation under the course of BUS 400. Beside this, I have completed my 3 month internship program from 5th January to 5th April at retinasoft.com as a course requirement.

In this report, I have attempted to apply the ideas which I gained from my functioning experience. It is my honor to work in an IT based company in our country. While making this report, I have kept up the rules and directions that are given by you.

I might want to offer my thanks for offering me the chance to compose this report. Expectation, it will get your appreciation just as meet the necessity and I would be happy to talk with you if there should be an occurrence of any explanation.

Sincerely yours,

Sabikun Nahar Nisha

ID: 16304028

BRAC Business School

BRAC University

Date: 6th June, 2021

Non-Disclosure Agreement

This page is for Non-Disclosure Agreement between the Company and The Student

This agreement is made and entered into by and between [Retina Soft]and the undersigned student at BRAC University Student ………………………………….

Acknowledgement

This report would not have been possible without the support and the guidance of a number of individuals. I would like to express my gratitude to all of them for their guidance in preparing the report. Their mentorship helps me a lot to prepare this report.

Firstly, I want to thank Allah to giving me this opportunity to carry out this. This report is based on my 3 months experience in "Retina Soft" as an HR intern.I want to thank the Associate professor at the BRAC University, Md Hasan Maksud Chowdhury, for his encouragement and guidance which help me to finish this report on time. I would also like to thank my supervisor Ahsan Ahmad and my other colleagues at Retina Soft for their unconditional support and guidance to complete my work on time. They gave me all the necessary information and knowledge and their mentorship helps me to make it successful.

Executive Summary

Retinasoft.com.bd was established in 2015 at Mohammadpur . Retinasoft.com.bd is one of the leading software companies in Bangladesh which has trusted by the People's Govt. of Bangladesh. They boost their client's revenue through the strategy and power of their tech solutions. Their operation is very much simple. Retinasoft.com.bd has a rich online platform and different contractors like local people and they get projects through govt. bid where their job is to deliver the projects within given time. From the very beginning, this organization is very much optimized about the upcoming glory of e-commerce in Bangladesh. Now in Bangladesh ecommerce are growing and people are being interested by the tech solutions so here is our company to build the nations with a digital touch.

In the time of COVID-19 pandemic, where people are bound to stay home we are delivering our projects through online where companies are ready to give their services and consumer are ready to enjoy their needs virtually and we the maker are going to make this path easy.

Moreover, within this year's our company has achieve of trustworthy from different sectors of Bangladesh Govt. and we are also proud to deliver their projects from the educations Ministry.

Lastly, I have also added the information of every department that how they successfully run the human resource management procedure.

Keywords: Recruitment, Employee training, Internship, Guideline, Safety

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Glossary

Internship Report	A report on your internship is description of your experience that many employers expect from you to submit at the end of your period.
Training	Training is a learning activity which primarily aimed assisting members of the organization to develop and apply the knowledge, skills and all the attributes which is required by the organization.
Recruitment	Recruitment is a process of seeking employees and encouraging the prospective employees to seek the job.

Chapter 1
Overview of Internship

1.1 Student information

Name: Sabikun Nahar Nisha

ID: 16304028

Program: Bachelors of Business Administration

Major/Specialization: Finance

1.2 Internship Information

1.2.1: Company information:

Company Name: Retina Soft

Period: 5th January 2021 – 5th April 2021

Department: Human Resource

Address: House 1, Road 2, Metro Housing, Mohammadpur, Dhaka 1207

1.2.2: Supervisors Information:

Supervisors Name: Ahsan Ahmad

Human Resource and Medical

Retina Soft

1.2.3: Job Description:

During my internship, I got to work on many activities of HR&M department. The job responsibilities are given below-

Data Entry: In my internship time i had to put up employee numbers and data to our Retina Soft online platform, where I had to work with data in the ending of a month I keep record the attendance and again I put down the data to salary sheet which helps to make the payment system.

Not only this, overtime data's also kept store to the main data server which was done by me during the whole 3 months of my internship time.

In addition, there was a monthly reward system made by our company CEO and I helped to my executive gathering all essential employee data to announce the monthly award.

In every month there was a budget allocation to each Department like marketing it graphics and design, finance and accounting, and my role was to collect the data of number of paper, pen, tissue and essential part of the company for making a budget to buy those things.

Journey Requests: I have listed the travel requests assertively for the people who will be going to office. I have requested the transport according their schedule and make ensure that they got their transportation on time.

Communications: I was involved in making draft for several communications so that will divided up to all the employees of Retina Soft. These drafts help to reach to all employees and make the communication more attractive and effective.

Coordinate with other departments: I was also involved in other departments and collect all the necessary information for different types of requisition and this help me to get a quick overview of the work.

Service award distribution: Retina Soft gives service award based on the employee's competition like one year, ten years, and fifteen years and so on.

Compliance Training: I have learned the law, rules, regulations and the policies followed by the Retina Soft through the compliance training which apply to our everyday work. Every employee of Retina Soft does this training before joining their work.

Modification of Guidebook for Interns: Because of the pandemic we did our work from home. Many works have become automated. To give a complete and clear picture of work I need to make some amendments.

1.3 Internship Outcome

1.3.1: Students contribution to company:

My contribution at retina soft is given below:

My internship period was three months and it begins on 5thJanuary 2021 at Retina Soft. Because of the pandemic I had to work from home. As I worked from home my supervisor and colleagues provide me their full support. I have enrolled in Total Remuneration and

Payroll team which basically work on the salary, wages, bonuses, employee benefit and costs, tax related works of the employees of Chevron Bangladesh.

At Retina Soft I have been assigned on a very systematic job role. One of those activities is like I had to make a travel requests for those employees who have to go their office and I created accurate the number of employees who wants to use office transport and confirmed by their travel request number.

Moreover, I have prepared a communication draft for the employees which will publish for a new tool and I had to coordinate their work with the other departments of Retina Soft.

Furthermore, I also prepared for various things required from the other departments. In every month there was a budget allocation to each Department like marketing it graphics and design, finance and accounting, and my role was to collect the data and essential part of the company for making a budget to buy those things

In addition to, I had to put up employee numbers and data on Retina Soft online platform, where I had to work with data, in the ending of a month I keep record the attendance and again I put down the data on salary sheet which helps to make the payment system. Not only this, overtime data's also kept store to the main data server which was done by me during the whole 3 months of my internship time.

In addition, there was a monthly reward system made by our company CEO and I helped to my executive gathering all essential employee data to announce the monthly award.

Finally, as we work from home due to pandemic of Covid 19 I had to modify the guidelines for the future internship students. Certain changes are taken place and those for the future intern students or trainees must also be adjusted.

1.3.2: Benefits to the students:

The benefits of being a HR intern at Retina Soft are:

Gaining Organizational skills: My organizational skill and abilities are significant worked as HR intern at Retina Soft. Though I have works here only for three months, I get the proper organizational view. It would not be successful if my supervisor and colleagues are not supportive. I also learned the systematic way to learn a big organization. They taught me how to relate the academic knowledge along with the practical knowledge with maintaining social responsibilities which is most beneficial for me.

Professional work environment: Retina Soft maintains a very high degree of professionalism. Every employee and staffs respect their work and always stand for help to each other. I have learned how politely and empathically deal with my colleagues and with other staff members. Sometimes there are some unprofessional behavior of employees need to ignore which I learned from that organization. During this pandemic Retina Soft maintain a high safety for every employee who worked from office even those who worked from home.

Training resources: Retina Soft provides me the proper guideline and structure for the various tasks. Moreover, all the employees and trainees are trained with the different policies, rules, regulations and the IT solution how they deal and most importantly the health safety maintain by the Retina Soft. Eventually they give the proper instruction and training if requires how to perform successfully on different tasks. To train the employees and trainees they have a different department who take care about all that things.

Experiential Learning: Experiential part was the most important element during my learning period. Here I learn to apply academic knowledge with the practical knowledge.

1.3.3: Problems/Difficulties faced during internship:

As I get so many opportunities to learn likewise I also face so difficulties during my internship period. As we worked from home we had to face some difficulties on communication and there was also less interaction with my colleagues. Even sometimes it took time to collect the data from another department. It was being difficult to work frequently as an intern. Sometimes the permanent employees left some work for the intern so that their usual work do not hampered.

1.3.4: Recommendations:

I have some recommendation for Retina Soft is given below:

Job rotation: Job rotation is the way to enhance the communication with all departments by rotates with different departments. When a staff get the chance to work at different departments they can lean many things and can diversify their work progress. As the interns get only three months here so that they need to get the chance to work in other departments too. So that they can improve their communication with other colleagues too.

Engagement: As the interns had to work from home because of Covid 19 we got less time to engage with our colleagues because it is not possible for us to meet with them physically and

increase our communication. Even the whole learning process was automated so that the scope of the work is also reduced. If all the team can arrange some more time for the interns and work weekly then the engagement could increase.

Fixed schedule of work: Interns are just getting the designated work. If interns could get some schedule work it would be better than usual to learn technically.

Chapter 2

Organization Part: Overview, Operations and a Strategic Audit

2.1: Introduction:

2.1.1: Objective:

While writing this report I remember two things on my mind and those are firstly, I have to finish my BBA degree from my University so that's why I need a report to write about my organization And I want to get a real life work experience so that I can put the experience into my further job life. The objective of this study is to gain knowledge from a startup IT based company and analyzing how they perform and run their organization successfully and how they achieve their dream. The objectives of this study are:

- Gain knowledge about how they do their work
- How they gain their strengths and trying to remove their weaknesses.
- Identifying marketing strategies and business promotional plans.
- Gain practical knowledge how to manage office staffs and how to achieve their objectives.

2.1.2: Methodology:

Methodology is the process from where we collected the information. The process of collecting information is giving below:

Primary Data: As Retina Soft is a startup company, Data collection was mainly focused on primary data.

- Direct communicate with employees
- Direct observation
- Gained practical work experiences.

Secondary Data: The secondary data collection process is:

- Organizations website
- Internet
- Online articles

2.1.3: Scope:

This report is the actual reflection of three months what activity work from an office and I tried together all the information I have experienced from the company to put on this paper. This report shows the selection process of an employee, overall recruitment process about their training and development throughout their work life from beginning to whole time attending different kind of seminar etc. I get the opportunity to work with accounts, Finance, marketing and operation team as an HR employee I have to keep personally liaison with them and keep track record about their work. As the report point and the Retina Soft HR follow this, there is degree to notice the genuine circumstance.

➢ Down to earth information about genuine work.
➢ Serves to related genuine circumstance with that we learn in Academe.
➢ Figure out how to appropriately speak with collaborator.
➢ Helps of comprehend corporate culture.
➢ To encounter genuine corporate world.

2.1.4: Limitation:

These limitations were from both side like individual and from retina soft. The significant problems were:

➢ Planned Time for the internship: It is hard to gather all the required data in a brief period.
➢ Information Shortage: However the authorities attempted to help, once in a while their working pressure couldn't give me appropriate help what required for the report. Indeed, even the web site of the association isn't excessively much rich. In the event that this constraint was not been there, the report would have been more helpful.
➢ Individual Limit: There is some gap for the Corona virus. As a portion of my family part are influenced in Corona virus. This gave me a psychological pressurefor a time being.

2.1.5 Significance:

The main reason of this study is gather practical knowledge and gain experience in real life. I have learned how a business runs step by step practically. This will be creating an example for those students who want to build their career in that sector. Even business studies students also learn the practical knowledge from here. As I belong from BBA department, I have also learned how to manage everything to run a business successfully and achieve goals.

2.2: Overview of the Company:

Retina is a Bangladeshi organization with an office in Dhaka, Bangladesh. We have been working since 2015. Retinasoft.com.bd is a group of experts with different aptitude cooperating across Bangladesh. We accept that retinasoft.com.bd as an organization, administration and item endeavors to have an effect in the existences of individuals and assists with making it a superior country. retinasoft.com.bd is the Public forerunner in giving Programming as an Assistance (SaaS) to government and private associations supporting individuals with formative handicaps in the country. We have fabricated a Web scale application utilizing Java EE innovations which obliges almost 1,000,000 individuals. As a team with our associates, we effectively shape the eventual fate of the product.retinasoft.com.bd endeavors to keep a startup culture in which everybody is an active patron and feels good imparting thoughts and insights. With its own space arranged at the core of Mohammadpur, it has more than 50 representatives. From a great work space to ship offices to entertainment and good dinners, retinasoft.com.bd ensures a work environment that individuals love to join.

2.2.1: The Retina Soft Way:

The Retina Soft way describe who we are, what are we doing here, our thinking, and how we are doing our work and where we are aim to go. It provides everyone who interacts with us with a shared understanding.

2.2.2 Mission:

Our main focus is enhancing the business growth of our customers with creative Design and Development to deliver solutions of superior quality that adds value and creates competitive advantage for our clients. Bearing in mind the customer satisfaction, we deliver solutions and services of the best quality at a very reasonable price. We are very flexible in our dealings with the customers which help us retain and expand our customer circle. We always try to improve the quality of our products and services by exploring innovative and efficient techniques. Retina Soft assists organizations to fulfill their missions through the effective use of technology. Our specialty lies in helping organizations pursue their overall goals and strategic priorities to run their business more effectively. Our achievement and growth lies in your success.

2.2.3: Vision:

Our vision is to constantly grow and provide better service in the IT sector of our country and worldwide. By delivering high quality Web, Software Development and Digital Marketing solutions, we want to be a leading performer in the competitive global marketplace. Retina Soft always looks for new and innovative ways to accelerate the productivity of your business.

In order to accomplish our target, we have gathered professionals who have outstanding talent and are best in their fields. We acquired each individual who are truly passionate about their work and their combined skills generate extraordinary results. Their collective effort drives us to our vision of leading your organization to your goals.

2.2.4: Goal:

We have perfected our services for you to take your business to the next level. We have the best engineers, programmers, web and IT experts who will assist you through all the stages including planning, designing, developing and deployment stages in achieving your target.

Meet the requirements of a project. To be able to reach this goal, the team should build a robust software specification but remain flexible for requests of change all throughout the project.

- ➢ Keep high software quality.
- ➢ On-time delivery.

2.3: Management practices:

2.3.1: Functional structure:

The functional structure supports to run the organizational operations successfully. The persons who are involved with those operations are involved in functional structure too. When a company manages their functional structure successfully can perform well, they tend to be highly skilled and employees also feel safe. Retina Soft has 10 departments. Each employee has to report about their daily activity to their designated supervisor so that the company can monitor their progress on regular basis. The departments are:

- ➢ Human resource and medical
- ➢ IT department
- ➢ corporate affairs
- ➢ Maintenance

- ➢ Drilling
- ➢ Finance
- ➢ Information Technology
- ➢ Health Environment and safety
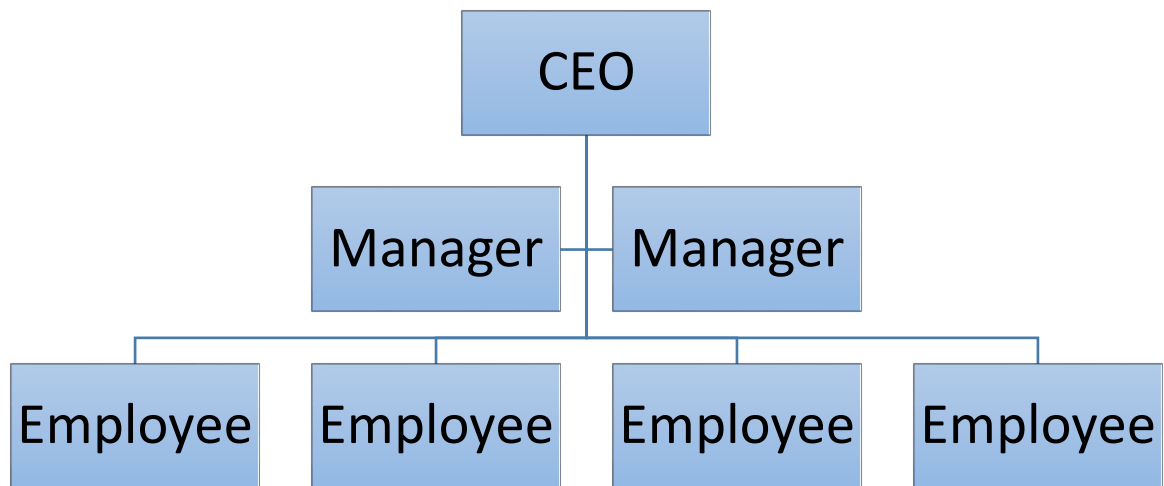- ➢ Supply Chain Management
- ➢ Security

Figure1**: Functional Structure**

Each employee has to report about their daily activity to their designated supervisor so that the company can monitor their progress on regular basis.Retina soft monitor their daily update so that they can easily run their business.

2.3.2: Management practices:

I am not allowed to give detailed information how they run their management practice due to the privacy policy. But to generalize overview they run their management practice by following the Retina soft way and their core value.

2.4:Marketing practices:

2.4.1:Marketing Mix

Figure 2: Marketing mix

Marketing Mix or 4P s are-

Product : Retina soft produce different kind of apps, website development, digital branding, it support, design, etc which are strongly safe

Place: Business of located at the heart of Dhaka city called Dhanmondi and its head office is in Mohammadpur they are operating their business all around the country and they are successfully established there market.

Price: To grab new customer from the market and staying happy with the existing customer reason a soft has established a price tag which are quite sustainable for the buyers.

Promotion: Retina soft has different promotional activities around the country besides they have camping seminars on different universities they have the loyal customer decide different TV ads YouTube ads.

2.4.2 Digital Marketing Practices:

➢ They give promotional offers on special occasions like pahela baishakh, Eids, Independent day etc.

➢ They have their marketing team to keep personal lesson with YouTube tech blogger, it helps them to get their client.

➢ They have paid a monthly subscription charges to Google for different 5 or 7 seconds advertise to promote their offers.

➢ They have boosted their face book page to promote their business by keeping a specific area, gender, age and customers.

➢ Search engine optimization, they have developed their worked or project or their website by keeping mind that it is very easy for a client when they search at Google to find them.

2.5: Financial performances & Accounting practices

2.5.1: Financial performance:

According to Annual report of Retina Soft Total Revenue:

Year	Amount (Lakh)
2016	4 lakh
2017	6 lakh
2018	10 lakh
2019	12 lakh
2020	17 lakh

Table *2*-Financial Performance-1

2.5.2: Accounting practices:

I am also not allowed to disclose their accounting practice due to privacy policy of Retina Soft. But to generalize overview the employees are getting their remuneration through online bank transaction. Monthly payrolls are done by TR and Payroll team through JDE. Retina Soft deducts the tax amount from employee's salary and pay to the Government on behalf of employees. The basic accounting practices are:

➢ Digital bookkeeping system: Retina Soft follows digital bookkeeping system. They record all their transactions by digitally using the computer. It saves considerable amount of time and it is easy way to find any kind of information at any time..

- ➤ Digital Payment: Retina Soft also follows Digital payment system. Basically they make their all kind of payments through online banking. They send the payment and taking all the payments through online banking or mobile banking system.

2.6: Operations Management and Information practices

2.6.1: Operations management:

The corporations are divided into several region al offices based on their operation. The Business units are under the Regional offices. The profit center is also included into the Business units and Bangladesh is one of the profit centers.

2.6.2: Information practices:

I could not discuss briefly about information practice of Retina Soft due to privacy policy. But to generalize overview- Their information policy is very confidential. Basically they do not want to share their information with public and employees as well. Because they may have security issues such as terrorist targeting. Even Retina Soft advised their employees not to share any information outside organization. No official data or any kind of document can be used or shared personally. And Retina Soft ensures the information system policy must be followed by every employee.

2.7:Industry and competitive analysis

It is important to understand porters five forces model to know about the market competitiveness in industry for a Startup it keeps a highly importance for investment so without this model it is tough to think any industry which has profitability.

2.7.1:Porters five forces model:

Figure 3-Porters Five Forces

- ➢ The five forces are:
- ➢ Threat of new Entrants
- ➢ Bargaining power of Suppliers
- ➢ Bargaining power of buyers
- ➢ Threat from Substitutes
- ➢ Rivalry among the existing competitors

Threat of new Entrants:

For any kind of business, a new entry of a company is a threat for existing companies. When a new company enters into the market their main target is to reducing the cost minimizes the production cost and serve it the market in a low price. As Software Company is a new era of investment so many people already attracted by this and already Software Company has the pressure to face new entrance. So as existing software company Retinasoft also have to face all the new entrance. Quite possibly the main serious powers is danger of new participants. In

setting of the exceptionally commoditized IT administrations, there is little danger of new contestants.

Bargaining power of buyers:

As it is a growing market and there are a lot of competitive so it is very rare for a software company to increase his product rate. And buyers are too tough to negotiate and their bargaining power is too high and they have many options to choose. Business of has also his buyers so if they start neglecting then it can also affect the margin of the company profit. Retina soft produce a good product and service so they have a huge number of buyers so the chances of bargaining quite moderate for the company.

Bargaining power of Suppliers:

The bargaining power for providers is exceptionally low. There is little extent of providers having any clout. The providers comprises of IT Foundation suppliers (Workers, PCs and so forth), Office Space Providers and so on So the haggling force of providers is exceptionally low for retinasoft

Threat from Substitutes:

It happens when another item addresses comparative issues. From the current condition, the danger of substitute is high. There are numerous rivals in programming and IT industry. Additionally rivalry is exceptionally high in this industry. So the contention among existing firms is extremely high.

Rivalry among the competitors: There are many competitors in the market that is the only tension for retinasoft.com. As the competition is high and many other existing company in the market so it is quite high.

2.7.2:SWOT Analysis:

SWOT analysis is a strategic plan which talks about the organizations strengths, weaknesses, opportunities and threats. Strength and weakness are the internal factors while opportunities and threats are the external factors. Retina Soft is a well known company and they maintain their position at the market by analyzing SWOT analysis properly.
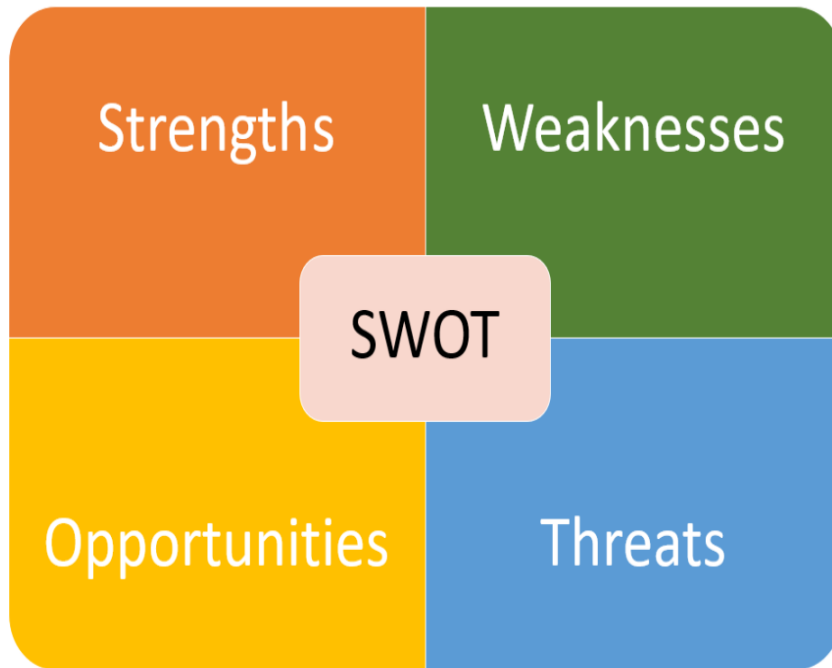
Figure 4-SWOT Analysis

Strengths of Retina Soft:

> ➢ Directly deals with the customer.
> ➢ lower cost than competitors.
> ➢ innovative product
> ➢ Brand portfolio
> ➢ Customer satisfaction.
> ➢ High skilled workforce

Weakness of Retina Soft:

> ➢ No partnership or strong relationship with other companies

Opportunities of Retina Soft:

> ➢ Opening new market
> ➢ Get New customers through online
> ➢ Increase demand

Threats of Retina Soft:

- ➢ Counterfeit and low quality products
- ➢ No regular supply of innovative products
- ➢ Changing consumer behavior

2.8 Summary and Conclusion:

Retina Soft is the trustworthy software company among Bangladesh. It keeps its goodwill by the employee of the company where they know how to keep happy their employee of the company and they get a friendly work place and always welcomed to show their creativity. More than 5 years, Retina Soft has kept the faith of their customers. Moreover, as a start up company they are eligible to take government partial work with keep in mind the word responsibility. Also the company is happy to take a part to make Bangladesh in digital Bangladesh. Furthermore, they Retina Soft has a good and capable practice in their operations and marketing sector. They are very promising to their after sale service where the other companies are very flawless. Retina Soft always try to keep active to their employees by organizing games, awards, remunerations etc. Though I worked here as a intern and just for three months but they accept me as their family member and always give me that space where I can also share my opinions.

2.9 Recommendations:

Some recommendations are given below in order to ensure better performance and potential growth:

- ➢ They should focus more on their technical problems.
- ➢ They should hire skilled and trained employee in each departments.
- ➢ They should increase their investments in digital marketing.

Chapter 3

Recruitment and Employee training of Retina Soft during Covid-19 pandemic

3.1: Introduction:

3.1.1 Background

Bangladesh is one of the developing country among the world with a high number of population. In a developing country like Bangladesh we are doing extremely well because we have a good productivity system with low labor cost. The number of IT related institutions, training centers, universities that provide IT knowledge are huge. We have almost 900 IT or software firm in our country. Bangladeshi government is also interested to grow our IT sector and make a digital Bangladesh. Government is giving lots of initiatives, opportunities and moral support to increase IT facilities. As an IT based company Retina Soft has also followed the rules and regulations given by the government. Retina Soft has ensured the employee safety and to make awareness they have personally informed their employee safety and to make awareness they have personally informed their employee how to take proper step against covid. They have ensured proper work from home situation during the pandemic. Like this they have done many things for their employees. As an intern I have seen and learn how to make easy office communication from home and get proper experience from Retina Soft.

3.1.2 Objectives:

Broader objective:

- ➢ Gaining proper idea about practical recruitment process, employee training and about Human Resource Management.
- ➢ Understanding about how an IT company runs their operations and management.

Specific objectives:

- ➢ Identifying the positive aspects of a software company in Bangladesh.
- ➢ Understanding a new era from manual to automatic system in every sector like from rent a car service to Restaurant.
- ➢ Analyzing the company's future business plan
- ➢ A huge success in the long run for software and IT based market.

3.1.3 Significance:

The main aim of this study is to inform students the idea of digitally operating business. Productivity reaches at a higher level with automated processes that technology can provide. Because of the low resource consumption in business processing so that more customers can get better products and faster service. The results would very important for new and existing IT based company for startup to grow in their business. Moreover, it would also be a great opportunity for me to work on accomplished IT based Startup Company like Retina Soft. In short, it would very beneficial both for me and the company. Finally, this study is very important to establish my business career in this field.

3.2 Methodology:

This Internship Report made on quantitative research which include both primary and secondary data.

Primary data: Retina soft workers are very much friendly so I work as a team with my colleagues with Other departments and I have a good communication with them so I have collected many more data from themselves also while working on Human Resource Department my supervisor helps me a lot by providing different types of data and information's that helps me to write this report. While working I have to communicate very few specific departments that was my part and I am especially allocated for those department to look after themselves and I keep record important information they provided me.

Secondary Data: Before writing this report I have taken interviews of my colleagues, I have gone through the Retina Soft website Also I have gone through the annual report of retinasoft.com.

3.3: Recruitment:

Recruitment parts contain a list of part like identifying the interviewee list , make it confirm as who are coming and not their appointment time is it online or offline etc. selecting the candidates and let them know they are coming , need to ready the interview boards and the elements. Company can hire new recruiters through advertisement, job portal, and news paper but now a day's retina soft.com is mostly active on BD jobs and social media for hiring new employees. Retina soft.com mostly hires employee and intern to give them a practical opportunity of work and the base of company's need.

3.3.1 Recruitment type:

Retinasoft.com helps to overcome the insufficient technology solution in our country and within a few years it has become a successful partner of the real estate business, Government of Bangladesh and many other local companies in Dhaka city. Recently they have started operating outside the Dhaka city. Retinasoft.com.bd hires employee in a contractual based when they have pressures on their different projects but they hires permanent employee most.

3.3.2: Recruitment Process:

Retinasoft.com.bd has 4 weeks to take an employee and they are very promised with their for selecting an employee, Wellspring of Inside enrollment:

Organizations own site.

- ➤ Situation advisors.
- ➤ Worker reference.
- ➤ From temporary position understudy.
- ➤ Worker of Family members.

Wellspring of Outer enrollment:

- ➤ Promotion in the paper.
- ➤ Grounds Enlistment.
- ➤ Notice Board eternal rules and regulations.

They have gone through a procedure and it is given below-

- ➤ Vacancy circular
- ➤ Add Circular
- ➤ Personal sourcing
- ➤ Short listing employee name
- ➤ Test and interview
- ➤ Medical check up
- ➤ Approval letter

Vacancy Ad: Job opportunity Advertisement is an electric warning of a craving to enlist somebody to perform explicit work position. Through opportunity Advertisement Chevron mentioned applications from the up-and-comers.

Sourcing: HR has various sources to snatch the likely up-and-comers. Temporary job, Employee reference, work posts are interior wellspring of up-and-comer. Other than Bdjobs.com, Agencies, Universities are the wellspring of outside enrollment.

Short listing: Resumes from both the sources are assembled by staffing group. Nonetheless, the short listing from every one of the CVs should be possible by either Staffing group or employing administrators. It requires very little day to do that. Subsequent to short listing the staffing group asks them for the online ability test.

Ability test and interview: Skill tests and inquiries questions are given by the recruiting manager. The HR Colleague are mindful to set up the inquiries questions dependent on their way and the specialized inquiries are set up by the employing administrators. The inquiries are separates dependent on the distinctive position.

The inquiries questions are approached to get an appropriate perspective on a representative as a whole. They never pose an inquiry that will make anxious to anybody. They supervise if the representative mirrors the path in their demeanor and answers. They rank the competitors dependent on the two exhibitions on specialized test and meeting. HRBP sent the last rundown of chose possibility to staffing group subsequent to marking from Recruiting supervisor.

Endorsement: The best up-and-comers are select dependent on number of vacancies.They chose records structure goes to the TR guide for endorse a serious compensation package. After TRs endorsement it goes to the HR chief for endorsements. For employing high level administration job, it needed to endorse from the leader of retinasoft.com Bangladesh.

Arrangement letter &Employment: After the security and clinical leeway, up-and-comer has given the arrangement letter. From that point onward, they get a joining date and get the vital things for the workplace that is required. So these are the interaction that I have supervised for an enrollment in retinasoft.com.bd.

3.4: Employee training for task

3.4.1: Induction:

When retina hires an employee, firstly they give training to their employee induction training. It helps that particular employee to build up communication with the internal environment and the easiness of work. It also increases the capability of a work station because Retina

works as a team always. Then they help the employee to get a basic introduction with different other department like it, customer support, finance, accounting that helps the employee to work his best.

3.4.2: Policies:

Retina has a wide policy, rules and regulations to follow. Each of the company employees has to follow these through his job life it's all about company benefits, salary, compensations, attendance external behavior and company manners. If one of employee doesn't know or have any confusion regarding the rules he can ask his direct supervisor about His query.

3.4.3: LMS:

Retina has a rich platform: we called LMS that means learning management system, if one employee has any confusion regarding his job he can enroll into his account and seeking for his job course. It can be used if any employee has any lacking during his training session by using LMS you can enrich his capability of work because it has many kinds of demo video regarding how to work.

3.4.4:Onthejobtraining:

Retina has kept special opportunity for their employee's capability. An employee can be rich with his office knowledge by attending different seminar organized by retina. Retina organized a special seminar for a department in a month so every year each department get at least two seminar to boost their work knowledge. it also helps employee to get wisdom and power which they have awarded by a special certificate signed by the company CEO it's also helps to increase the work pressure which has handled by the employee.

3.4.5: Training Employees for Covid-19:

During this Corona virus pandemic the Dhaka representatives are need to telecommunication. For this, there are some instructional courses likewise done which centers around how a worker can telecommunicate proficiently remaining fit and protected from home. Retina.com gives rule to the wellbeing and security of worker. Besides, the Wellbeing and Clinical group is effectively performing to mindful and give illuminating in regards to Corona virus.

For the field workers all the fundamental security measures have been taken. All the project worker and representatives have been tried for Corona virus 19.All of the representatives are partitioned on two gatherings are Red and Yellow. Each gathering needs to remain at better place and both of the gatherings have distinctive assigned work environment, resting territory, feasting area. They need to wear veil consistently while at work and legitimate

screening, test happens prior to going to their work. Moreover, the plants are stamped appropriately by keep up friendly distance. Retina prepared them how to accomplish the work during this pandemic and bring issues to light in regards to the Corona virus.

3.5: Summary and Conclusions:

The enrollment interaction is more productive now than previously. The term of enlisting is currently a lot lesser than previously. The interaction is more adaptable and effective. In spite of the fact that they can abbreviate some more days to select I think. Other than that, this is the first run through workers are encountering difficult stretches for Corona virus pandemic. Their needs some an ideal opportunity to embrace this new typical and need to deliver best yield. Retina has made all essential strides for the wellbeing of representative which is much obvious. Retina is making every one of the vital strides for securing representative's wellbeing and security. Retina isn't just fruitful in light of conveying results yet in addition guard their worker. Retina consistently gives the learning climate and receives the prescribed procedures for their work.

To close, I was incredibly fortunate to be picked as an understudy for retinasoft.com.bd. They are one of the pioneers in the B2B business industry. At the point when it comes to look for programming and consultancy support, retinasoft.com.bd is a name of dependable association. The supervisory groups of retinasoft.com.bd are gifted, dynamic, and persevering. The HR groups and the enlistment strategy could be an extraordinary arrangement identical to various zenith organizations. retinasoft.com.bd consistently give need their workers thus, they give more consideration on HRP. They accept that HRP is basic interaction that straightforwardly interfaces human asset exercises to the association plans and objective. In retinasoft.com.bd I'm straightforwardly engaged with enlistment and choice measure. It was an enlightening encounter which created me as far as both scholastically furthermore, expertly. The program has additionally assisted me with breaking down and comprehends what profession way I ought to be taking being a BBA understudy. I will consistently appreciate my second working at their different tasks and the information I acquired from them.

3.6 Recommendations:

Retina can less promote their brand rather they can be active producing different kind of promotional activities that are very unique like promoting different universities program attending the club activity different kind of job fair to hunt new talent.

Retina has a low amount of female employee if they can increase the number of female employee it would be great for example retina have 35 employees and 4 four of them are only female.

Retina has a use employee turnover date rate if they quit increase the celery rate with few beneficial like overtime payment more high and insurance.

Retina should focus on their Marketing department if we have a look on their Marketing department we can see that they have only five employees on the department and they are working for all over the Bangladesh though have few freelancers workers in the marketing department so they should focus on their Marketing department. They believe on their products and services which are very much appreciated but they should more focus on their competitors so that's the reason for my recommendation to look on marketing department.

Retina should focus on their hierarchy level sometimes it happens that a normal employee cannot give a proper respect to senior executive or they cannot differentiate with their supervisors.

Retina Should focus on their office environment and it should organized in a cultural way so that a foreign investors or partners if once in a time come to the office it has a proper meaning on the office environment and decorations.

Retina should have manage few entertaining field feels like yearly vacation or annual tour that will help a employee for their mental satisfaction and refreshment also down to earth to the company.

They should focus on their promotion after a qualified time being with a valid evaluation. It also increases an employee's work rate.

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