



Cosmopolitan
Communications
Limited



Inspiring Excellence

Internship Report on
“Human Resource and Administration Practices in
Cosmopolitan Communications Limited”

Course Name: Internship

Course ID: BUS400

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Letter of Transmittal

12th December, 2017

Ariful Ghani

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Subject: Submission of the internship report.

Dear Sir,

I am really glad that I had the opportunity to submit my internship report as a requirement for the accomplishment of the internship program under your supervision.

The topic of this internship report is “Human Resource practices in Cosmopolitan Communications Limited”. I have achieved enormous experience throughout this whole internship period regarding corporate business activity. While preparing this report, I got plenty of scopes to relate my learning’s with the real life corporate scenario.

The purpose of this report is to give an overview how the HR and Admin Department of Cosmopolitan Communications Limited perform their daily operations and aligned with the organizational strategy. I have tried my best to cover all the topics to complete this report and I hope this report will accomplish your expectation. I would like to thank you for your guidance during this whole internship period.

Best Regards,

Shafi Md Hossain

ID: 13104172

BRAC Business School

BRAC University

Acknowledgement

Firstly, I would like to thank and pay my gratitude to Mr. Ariful Ghani, Lecturer, BRAC Business School (BBS), BRAC University; my academic supervisor of the internship program. With his guidance, suggestions and feedback; this report fulfilled its purpose. I would like to thanks my parents, my friends for supporting me and provide effective suggestions to me.

Specially, I would like to thank Cosmopolitan Communications Limited for giving me the opportunity to do my internship in their organization. I would also like to thanks my organizational supervisor Mr. Anamul Hoq, Executive, HR & Admin, who guided me throughout the whole time in this organization.

Finally, I would like to thank each and every employee, every staff of CCL as they were very friendly and professional that I did not feel I was an intern in their organization. They considered me as a fulltime employee which helped me to build a good relationship with them in a very short time.

Executive Summary

To build a Digital Bangladesh, access for all to Internet is the main challenge. To fulfill this purpose, the number of internet service provider is increasing day by day in Bangladesh. And then under the umbrella of Summit Group, Cosmopolitan Communications Limited started their operations.

The objectives of the report is to recognize how human resource practices in an organization can relates with the theoretical knowledge and conceptions that I have studied in my educational program.

Cosmopolitan Communications Limited is a start-up Company, for this reason I had the experience to see that how a HR department of a stat-up company builds its structure, policy, how they perform day to day operation.

Also this report explains how a HR Department should maintain its rules and regulations to bring the best out of their employees to reach the organizational goal.

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Introduction

1.1 Concept of Internship:

Internship is an opportunity that employers offer to university students interested in gaining corporate work experience in particular industries where intern works for a certain period of time; (minimum three months) depends on the organization policy. In this period a students get the chance to relate his/her theoretical knowledge with hands on experience in the corporate field. This is a real life training period before getting a full-time job which provide number of ideas that how corporate life works.

1.2 Origin of the report:

After successful completion of all the credits of Bachelor of Business Administration of BRAC University, this Internship program is mandatory for all the students of BRAC Business School. And this report is the final part of the internship program. For this purpose, I have completed my three months internship program in the HR & Admin Department Cosmopolitan Communications Limited. I have completed this report under the supervision of my academic supervisor, Mr. Ariful Ghani, Lecturer, BRAC Business School, BRAC University and my organizational supervisor Mr. Md. Anamul Hoq, Executive, HR & Admin, Cosmopolitan Communications Limited.

1.3 Objectives of the report:

The core objective of the report is to analyze the human resource practices in Cosmopolitan Communications Limited. Human resource department is the backbone of an organization that provide supports each and every operations of the company. As a start-up company, the human resource department of Cosmopolitan Communications Limited has huge number of responsibility from building organizational HR policy, organizational culture to support every other department to maintain a flawless operations. So here I tried to focus how they have started and practicing the HR policies here.

1.4 Scope of the study:

Though my work list as an intern in the HR department was not very long, but got to know how important those tasks are, how they were related to each other. On this internship period, I tried to study thoroughly the activities (ex: Recruitment and Selection process, support all the operations and services of the organization) of the HR department, how they are constructing their policy, their culture etc.

1.5 Methodology of the study:

For the purpose of preparing this report I have collected necessary information from primary and secondary data.

Primary data: I had to consult regularly with my organizational supervisor who instructed me how I should collect; analyze the information in an organized way.

Secondary data: Different types of reports, articles, websites of Cosmopolitan Communications Limited, Summit group etc.

1.6 Limitations of the study:

Every process has its own limitation. There are also number of limitation I have faced while preparing this report. As an intern I had access to a limited number of information about the company. HR department have the top most confidential information about the company and they maintain this confidentiality very strictly.

Also Cosmopolitan Communications Limited is a start-up company, therefore number of HR policy is yet to be prepared. So I could not add those information in this report because they were on progress.

Organizational Overview

2.1 Overview of the Company:

Cosmopolitan Communications Limited (CCL); a sister concern of Summit Group, started their journey in 2016. It is an Internet Service Provider with a nationwide license since 2016. Cosmopolitan Communications Limited provides super-fast and reliable broadband Internet services to End users covering home users to offices all over Bangladesh. As a start-up business in the ISP industry, they have huge number of opportunities; as well as number of market leading competitors.

Summit group, which was found in 1985, has achieved tremendous success in the sectors like energy and power, communications, trading, shipping and many others. CCL is the latest concern of Summit group, having an access to over 33,000 Km of nationwide transmission network and a strong network coverage having tertiary and quaternary level of redundancy. Cosmopolitan Communications Limited aims to provide last mile connectivity by building the Access Layer Infrastructure.

Mission:

- To provide fast and reliable fiber optic internet connection.
- To provide satisfactory service to customers.

Vision:

- To be the market leader in the ISP industry within next 5 years by maintaining satisfactory service and price competitiveness.

Organogram: Cosmopolitan Communications Limited strictly maintain their hierarchy in a very organized way.

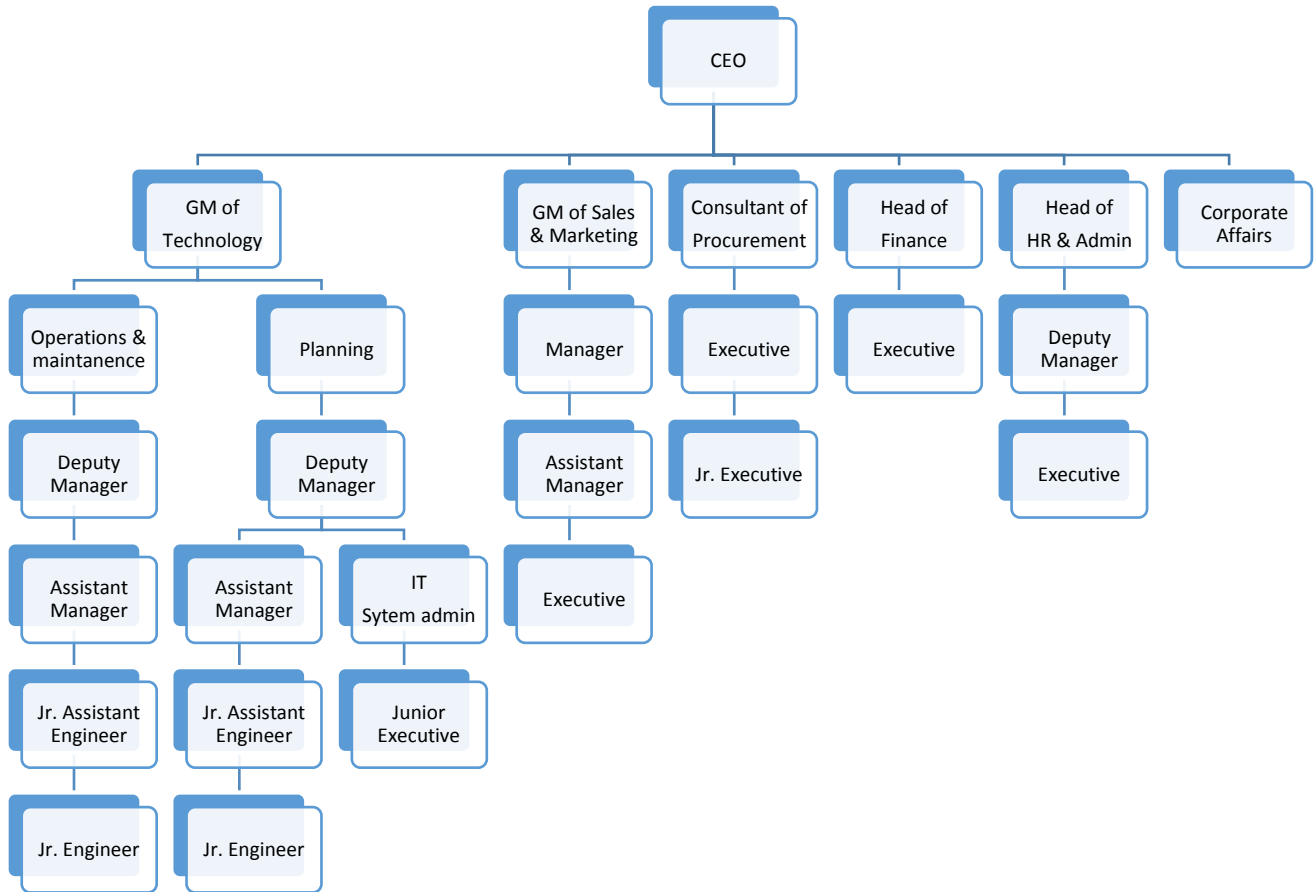


Exhibit: Organogram of Cosmopolitan Communications Limited.

2.2 Structure of the Organization:

Cosmopolitan Communications Limited is a concern of Summit Group. The Summit Group is one of the leading private sector conglomerates of Bangladesh, holding shares of energy, port and Teleco related companies in Bangladesh. Summit is working on the development of infrastructure in Bangladesh. Summit Power Limited (SPL), a subsidiary of Summit Group is the first Bangladeshi Independent Power Producer (IPP) in Bangladesh in private sector providing power to national grid. SPL was incorporated in Bangladesh on March 30, 1997 as a Private Limited Company.

Concerns of Summit Group:

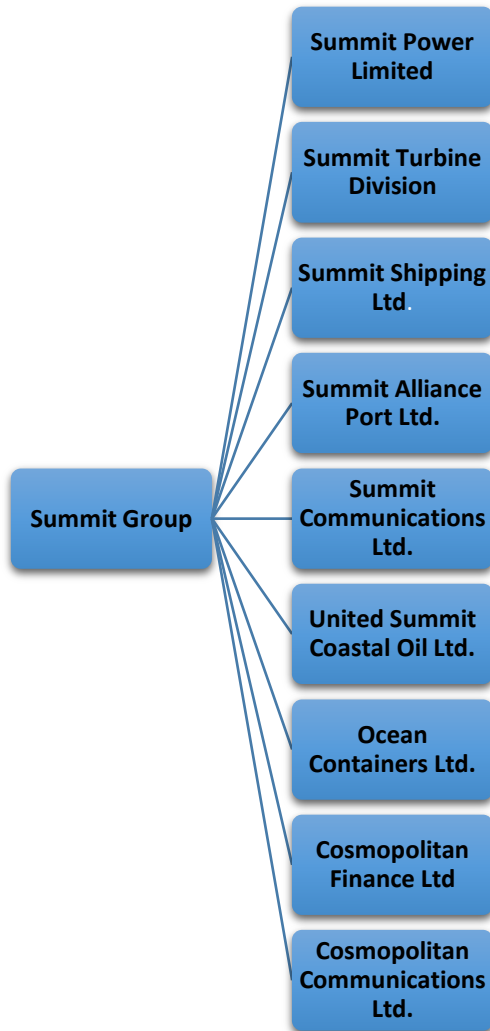


Figure: Concerns of Summit Group.

2.3 Services offered by Cosmopolitan Communications Limited:

Besides Internet services, Cosmopolitan Communications Limited also offers different types of Value Added Services (VAS).

❖ Segmented Internet Connectivity packages:

Cosmopolitan Communications Limited have divided their target customer into 2 groups; 1) Corporate/Enterprise-users, 2) Home-users. Among these, they have also different packages with different facilities: 1) Cosmo Starter; 2) Cosmo Enterprise; 3) Cosmo Pro. Alongside with these packages they provide customized packages for customers, 24/7 Helpdesk with web based CRM, proactive monitoring with SMS notifications etc.

❖ IT Infrastructure:

Cosmopolitan Communications Limited provides types of IT infrastructure services;

- Local Area Network Management
- End-to-End IT infrastructure services
- Server Management
- Back-Up Management
- Hosting Services

Align your IT system with business priorities, ensures effective operational efficiencies, reduced operational costs, and a foundation for future growth.

❖ IP Telephony:

IP Telephony includes:

- 24/7 Monitoring, Management and Support.
- Attractive Minute Rates and Additional Savings Offer.
- Flexibility and Scalability.
- Functionality.
- Audio Conferencing.

❖ Data Connectivity:

- Leading-edge MPLS technology for absolute privacy.
- Provider independence for increased resilience.
- Features service level guarantees for latency and packet loss.
- Enterprise-grade security and accessibility.
- 24/7 monitoring, management and support.

Background of the Study

3.1 Nature of the Job:

I was appointed as an intern in Cosmopolitan Communications Limited's HR & Admin department, under the supervision of Md. Anamul Hoq, (Executive, HR & Admin).

Here I got to know the how a HR & Admin Department of an organization performs its daily tasks to meet their KPIs', to support different department's operations and maintain human resources of the company to reach its goal.

3.2 Specific Responsibilities of the Job:

In this internship period I was given different types of tasks assigned by my supervisor. At the beginning I was given task to assist him in the recruitment and selection process, where I asked to give job vacancy posts in online (Ex: Vacancy groups in Facebook), collecting the CVs and sorting them in different criteria (Ex: Result, Experience etc.). After sorting number of CVs, my task was to collect required information about the candidates and inform them about the schedule of written exam or interview session. I was also assigned to prepare all the necessary papers, assessment sheet for the interview, checking the written exam script etc. After a successful written exam/interview session, I had to input necessary information of the candidate in the database. I was also assigned to update the employee leave tracking database.

In this organization, HR and admin is in the same department. Therefore I had have the chance see how an admin department support the companies day to day activity and operations; Ex: vehicle support, Grocery, stationary, machinery support, purchase request (PR), other expenses etc.

HR Practices in Cosmopolitan Communications Limited

4.1 Recruitment Process:

Recruitment and selection process is one of the core tasks of the HR department of any organization. From collecting a pool of knowledgeable, skilled and qualified candidates, to select the right person for the right place; a HR department must perform this process very ethically. A HR department must have procedural strategy to execute an effective recruitment and selection process.

- Ensure to have a qualified pool list.
- Maintain a proper and unbiased selection procedure.
- Select the right candidate for the right place.

Recruitment and selection process of Cosmopolitan Communications Limited:

They also follow two types of recruitment & selection process:

Internal Recruitment:

Through job rotation the HR department performs the internal recruitment. When there is a vacancy in a position, they look into their employee pool list and find the person who has the required skills and capability to do tasks of that position.

External Recruitment:

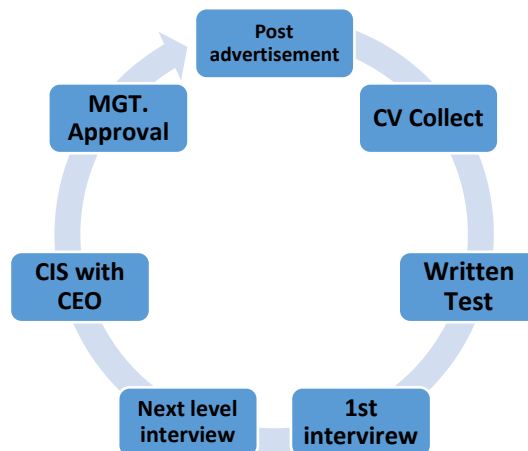


Exhibit: Recruitment Process of CCL.

In the external recruitment process they follow some specific steps:

1. Post advertisement: Vacancy advertisement posted online, basically in Facebook groups.
Ex: Vacancy announcement, Dhaka Jobs etc.

2. Collecting and Shortlisting the CVs: Through specific filtering like CGPA, experience, extra-curricular activity etc. they make shortlist of the CVs.
3. Written Test: The shortlisted candidates get call for the written exam. They follow a rule that the candidates who are newly graduate or fresher have to sit for the interview and the candidates have experience more than 3 years, are called for the 1st level interview directly.
4. 1st Level Interview: The 1st level interview is conducted by the HR department along with concerned department's manager.
5. Next Level Interview: Selected candidates from the 1st level interview are called for the Next level interview where concerned department Managers/Head of the department conducts the interview.
6. CIS (Casual Introductory Session) with CEO: Casual Introductory Session with the CEO, Mr Rony Riad Rashid; is the most important and last stage of the selection process. After this interview the CEO decides who will be hired or not for the specific position.
7. Management Approval: The final selected candidates get the management approval to join.

Resignation:

If any employee wants to resign from his/her post, then he/she needs to inform the HR department about the situation. The employee needs to inform the HR department 30 days before he wants to resign. The HR department set an interview to get his feedback and finds out what are reason for resignation. If the problem is related to internal issues which leading to employee dissatisfaction, then the HR try to solve those issues by consulting with the employee.

4.2 Working Hour:

As per Summit Group policy, Cosmopolitan Communications Limited maintain flexible working hours. Every employee has to work 8 hours a day and lunch time is incorporated in this working hour. Weekly working hours of Cosmopolitan Communications Limited are:

- Sunday to Thursday – 10:00 AM to 6:00 PM
- Friday – 9:30 AM to 12:30 PM

4.3 Travel Allowance policy:

Employees from different department (Ex: Sales & Marketing, Operations & Maintenance, Corporate affairs etc.) need to travel frequently both inside and outside Dhaka. Employees are send to outside Dhaka with the approval of the Head of the unit and the company bears all the expenses of the travel. The employee needs to submit the bill with all the travel documents & receipts (ex: travel fare, hotel accommodation, meals, conveyance etc.) to HR department. Then HR department will verify the bill and provide the expenses to the employee.

4.4 Leave policy:

Leave policy of Cosmopolitan Communications Limited is under progress. But currently they are following two types of leave category:

- Sick Leave: Employees are allowed 10 (ten) days of sick leave in a year with salary on the recommendation of a doctor. Sick leave in excess of ten days will be adjustable with Annual Leave and / or will be treated as leave without pay or otherwise decided by the Company.
- Casual Leave: Employees are entitled to 15 days [1 day for every 20 working days with salary $(365-52=313-20 =293/20=14.65)$] of earned leave for every 12 months after confirmation of the job.

There will be other types of leaves category when they will established the whole leave policy. Ex: Earned annual leave, Government announced leave, Maternity leave and Paternity leave etc.

4.5 Training and Development:

The purpose of the employee Training and Development is to maintain competent workforces, who are able to respond to the demands made upon them in carrying out their jobs. A structured training session ensures that the employees are well trained with necessary knowledge and skills.

Training and development session in Cosmopolitan Communications Limited is initiate by the HR department and manager from the concerned department. The HR department organize the whole training session, training subject and which method to conduct the training session.

- Orientation: The HR department organizes the orientation program for the new employees where they introduce them with the organization profile, operations, its mission, vision, culture; hierarchy of the company, their colleagues and line managers, facilities and benefits etc. The HR department conducts the orientation program in a very planned way because this is the 1st time the new employees get to know about the organization.
- In-House Training: The Company; through its HR department arranges the in-house training programs for its employees to increase their skills and efficiency. Senior Staff, Training Personnel, Consultants are appointed for the training. Currently CCL is conducting only in-house training.

4.6 Forecasting:

Forecasting of human resources of the company is one of the vital task of the HR department. It helps to find out whether there will be labor shortage or surplus in near future within the organization. Forecasting helps to reduce HR costs, ensure and increase organizations productivity & flexibility.

Cosmopolitan Communications Limited is a start-up company and as per the recent HR forecasting; they will be in need of large number of employee for their upcoming projects. To handle this huge recruitment pressure, HR department of CCL managed a very effective method. They communicated with the top listed university in Bangladesh. They maintain liaison with the listed university's career service department to get CVs of their fresh graduate students and make an eligible pool list for the recruitment.

4.7 Performance appraisal:

The performance appraisal is one of the essential HR tasks where the HR department finds out the work quality problems, how to increase productivity by fixing those problems, how to motive employees towards better performance etc. Through this process the employee finds out his strengths & weaknesses and the employers' finds out what are the improvement areas for his organization.

The HR department of Cosmopolitan Communications Limited executes the performance appraisal once in a year. There are some parameters in the appraisal process which CCL strictly maintain:

- Decision Making capability
- Time Management
- Attitude
- Communications skills
- Punctuality
- Problem solving skills
- Physical energy
- Team player
- Leadership
- Motivating subordinates

4.8 Administrative/Logistic Support:

Administration department is a pillar of an organization. Administration ensure connection between different departments within the organizations. Admin assist every department to run their operation smoothly.

Based on the organizations structure and management decision, it depends where a HR and Admin department will be in the same department or not. In cosmopolitan Communications Limited, both the HR and Admin are in the same department. Types of admin support they provide:

- **Vehicle support:** Currently one of the most important tasks of the HR & Admin department is to provide vehicle support to their employees. Vehicle support mostly used by the technology and sales department than the other departments.
- **Grocery/Stationary/Machinery Support:** The admin looks after the whole utility support of the organization and distribute properly.
- **Purchase Requisition (PR):** Before buying any kinds of administrative product, the admin needs prepare the whole purchase requisition for the products (ex: furniture, electronic machinery etc.) according to HR budget and get approval from the management.

Reflection of the Internship

5. Learning's from the Internship Program:

Internship program is designed for the fresh graduate students as part of their graduation program where they get the experience of the corporate environment. Because of this development program, I got the opportunity to lead a corporate life for the last three months. Working in Cosmopolitan Communications Limited helped me to think out of the box from a HR perspective. Full time guidance from my organizational supervisor also helped me to think effectively in various types of critical situation. There are lots of skills I have learned from CCL.

At the beginning, I have learned about the organizational behavior. I came to know; in an organization, how people maintain a professional relationship with the management, their peers, line managers, and colleagues from other department; how they work together as a team etc.

Secondly, as an intern in the HR & Admin department, I have learned many HR terms and process that an organization follows. In the recruitment & selection process I got to know how to prepare short list CVs from large pool of candidates, how to conduct an interview session, how to assess candidates in the interview etc. I have learned about performance appraisal, what are the most important confidential information and how to deal with them, how to distribute limited resources to maintain smooth organizational operations, how to negotiate with vendors, how to make decisions that will result cost minimizations etc. I got enormous in hand experience throughout this internship period which helped to get the vibe of a corporate life.

Findings

6. Findings:

After three months working in the HR & Admin Department of Cosmopolitan Communications Limited, I have found that they are facing a number of challenges in their daily operations. They are:

- All the operations and activity of an organization are based on the HR policy and CCL's HR policy is currently on progress.
- The compensation and benefit policy haven't been structured yet, which impact a little bit in their employee motivation.
- From a start-up, CCL is growing rapidly day by day. But they are is short of management level employees who will take important decisions.
- At this moment, the HR department does not use any HRIS software. They are collecting and storing all the necessary data manually. Therefore, it is taking much longer time than usual.
- The recruitment and selection process of CCL has not been structured yet. Sometimes it is seem that the recruitment and selection process getting delayed because to other work pressure as currently the manpower in the HR department is limited.
- Beside HR activities, the HR department also handling all the administrative responsibilities. And it is seem sometimes it is difficult to give equal concentration for them as currently there are only 2 individual in the HR & Admin Department.

Recommendations

7. Recommendations:

As a start-up company, the HR & Admin Department of Cosmopolitan Communications Limited has lot of scope to improve.

- They need to establish their HR policy as soon as possible because HR policy is the backbone of an organization.
- They need to develop their compensation and benefit policy within a short time to ensure job satisfactions in their employees as employee satisfaction has a vital impact on the organization output.
- As they are expanding rapidly day by day, they should hire more experienced management level individual who could take important decisions and lead them in the operations.
- They should use advanced technique or software to maintain their HRIS. Ex: Oracle, Vibe HCM, SyncHR etc.
- They should increase their manpower in the HR Department to maintain smooth HR operations. From 2018, there will be number of new projects on their hand. So the HR & Admin Department need to prepare a pool list of eligible candidates as soon as possible.
- As the HR and the administrative tasks are done by the same department people, they should increase number of employees in their HR & Admin Department, so that they can maintain equal concentration on both parts.

Conclusion

8. Conclusion:

To maintain smooth and errorless operations, the involvement of Human resource department is very much important. Human resource management is the backbone on any organization which maintains all the operations of the organization. The HR department of Cosmopolitan Communications Limited also doing the same. They observe and control all the resources of their organization. The wings of Human Resource Management are very vast. As a start-up company, Cosmopolitan Communications Limited has not been established the wide range of HRM but they are planning to do so. Employees of the organization are valuable assets to the company and to look after these valuable assets is the main responsibility of the human Resource department. The more you take care of them, the more positive result you will get; and the HR of Cosmopolitan Communications Limited is doing so. From recruitment & selection, to support through administrative activity, each and every single step is equally important to the HR department and currently with the limited resources the HR department of CCL is trying their best. Though as a new company in the competitive ISP market, Cosmopolitan Communications Limited have achieved number of splendid sales record, where the support of HR & Admin department was enormous. One of the key reasons of success is the development of the resources and the HR management plays as a vital instrument behind the success. So they should always keep in mind that they need align and maintain the HR strategy with the organizational strategy to reach their goal and be the market leader in near future.

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