Internship Report

on

Overall HRM Practices of Pickaboo

An internship report submitted to the department of Business and Technology Management in partial fulfillment of the requirements for the degree of BBA in Business and Technology Management



Submitted to

Islamic University of Technology

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Executive Summary

As a student of business administration, analyzing today's business world particularly is very crucial to specifically observe in this pretty complex situation in a for all intents and purposes major way. It for the most part is necessary to basically go through all fields of knowledge, both theoretical and basically practical in a subtle way. Before passing four years BBA program, I particularly have been given an internship program to essentially have basically practical knowledge in business life as a part of my very academic program in a actually big way. In this report I really had literally tried to focus my both theoretical and fairly practical knowledge regarding HRM practices, which really is fairly significant. My project topic generally is "Overall HRM Practices of Pickaboo", very contrary to popular belief. I for all intents and purposes have particularly tried to for all intents and purposes identify HRM practices of this organization and how it definitely is working in progress of the organization, which kind of is quite significant. This report outlines some generally key issues surrounding the field of generally human resource management in Pickaboo, very further showing how i kind of have actually tried to kind of identify HRM practices of this organization and how it for all intents and purposes is working in progress of the organization, which literally is quite significant. The study particularly has been conducted Based on the basically Human Resources activity of this Company's fairly present definitely Human Resources (HR) management strategies, practices, and outcomes, which actually is quite significant. In HR literature, particularly several various models and approaches generally try to really demonstrate how a strategic approach to HR can for all intents and purposes be translated into a set of coherent HR processes and practices, demonstrating how my project topic essentially is "Overall HRM Practices of Pickaboo", or so they mostly thought. Pickaboo essentially has introduced an sort of affluent HR practice that basically makes the organizations inhouse activity fairly easier and hassle really free for the employee, or so they actually thought. Thus, the results of this study specifically give for all intents and purposes positive information on a actually general generally national perspective, where we particularly see that HR strategies particularly are "people oriented", particularly formalized and aligned with kind of diversified strategies in a subtle way. However, on the level of the various pretty local administrations, HR strategies formulated on a pretty central level might generally be distant from the actual HR processes and practices in Pickaboo, so thus, the results of this study generally give actually positive information on a pretty general actually national perspective, where we definitely see that HR strategies literally are "people oriented", kind of formalized and aligned with particularly diversified strategies in a basically big way. Proper planning basically is Pickaboo's sort of key and really major point; their all campaigns they basically have launched so far for all intents and purposes are backed by proper strategies with proper marketing research and through advertisement, which essentially is quite significant. Decisions specifically are taken at actually top level with some participation from the fairly lower levels showing that they for all intents and purposes do specifically understand the fairly worth of working together and making a decision, demonstrating how proper planning kind of is Pickaboo's for all intents and purposes key and particularly major point; their all campaigns they basically have launched so far basically are backed by proper strategies with proper marketing research and through advertisement in a sort of major way. However, the really top management only took the ultimate decision on which actually goal to work first, demonstrating that in this report I generally had mostly tried to focus my both theoretical and generally practical knowledge regarding HRM practices in a fairly major way. I generally have basically tried to mostly follow the right methodology for preparing this report, which for all intents and purposes is very important to for all intents and purposes find out the truth, which specifically is hidden behind the curtain, or so they particularly thought. In this report effort literally has been given to mostly disclose about organizations system and procedure step by step, which shows that however, on the level of the various really local administrations, HR strategies formulated on a definitely central level might basically be distant from the actual HR processes and practices in Pickaboo, so thus, the results of this study particularly give pretty positive information on a basically general sort of national perspective, where we mostly see that HR strategies literally are "people oriented", for all intents and purposes formalized and aligned with kind of diversified strategies, or so they literally thought. Finally, organizational overview, condition of HRM practice in the e-commerce sector of Bangladesh, findings & recommendations basically are also for all intents and purposes included in the report, for all intents and purposes further showing how i literally have essentially tried to for all intents and purposes follow the right methodology for preparing this report, which for all intents and purposes is very important to kind of find out the truth, which specifically is hidden behind the curtain, or so they basically thought. Before drawing any conclusion based on this report it may generally be basically noted that the report definitely was prepared in a very short term and there for the most part is lack in data, very further showing how the study generally has been conducted Based on the actually Human Resources activity of this Company's very present very Human Resources (HR) management strategies, practices, and outcomes in a subtle way. But still the report may generally be useful for designing any kind of further study to basically evaluate the HR facilities provided by Pickaboo, demonstrating that my project topic particularly is "Overall HRM Practices of Pickaboo" in a for all intents and purposes big way.

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CHAPTER 1 Introduction



Introduction

Human Resources department is the emerging sector in the new era of Business world. Previously HRM was ignored by some big institutions. Today the situation is no more, most of theorganizations are emphasizing on HRM practice. The main reason is, the organization runs bythe people or human resources not by the machine. So, it is important to maintain these humanresources in order to gain long term success in Business. Pickaboo also givesemphases on HRM practice. In my Internship Report, my main target is to identify the area of HR practice of Pickaboo.

Background of the Report

There is no question that the universe of work is quickly evolving. As a part of an organization then, HRM should be outfitted to manage the impacts of the changing universe of work. For them this implies understanding theimplifications of globalization, innovation changes, labor force variety. Changing expertise prerequisites, ceaseless improvement drives contingent labor force, decentralized work destinations and worker association are the issue for stand up to. Now it is a big challenge for the HRM to support the organization by providing the best personnel for the suitable position in shortest possible time. Starting with recognizing the vacancies and planning for them is a great task. Moreover, selecting attracting the suitable candidates and selecting the best person in time is a challenge.

The expense of the recruitment is huge. Along these lines, appropriate preparation and devise that strategy is the errand that require more clarity of mind and improvement. Equivalent open door and obtaining are likewise an imperative part. Understanding this need we attempted to observe the distinction and likenesses between hypothetical viewpoints with the reasonable advances taken by the organization. We took an endeavor to show the component for the further improvement.

Objectives of the Report

The objectives of the proposed study "Overall HR Practices of Pickaboo." are asfollows:

- To recognize what kind of HRM practices are practiced by Pickaboo.
- To identify the strengths and weakness of HRM practice of Pickaboo.
- To know the performance appraisal system of Pickaboo.
- To analyze compensation practice of Pickaboo.
- To know the theoretical framework of training and development policy of Pickaboo.
- To know the training policy of Pickaboo.
- To recommend necessary steps for overcoming problems.

Scopes of the Report

The report deals the HRM work on including HRM, recruitment and selection process, preparing and advancement process, remuneration the executives, worker connection and partition, and so forth regarding hypothetical perspective and the pragmatic use. The review will permit finding out about the HRM issues, significance, current procedures, and models used to make it more productive. The review will assist with learning the commonsense strategies followed by the main associations. Besides, the review will assist with separating between the training and the speculations that direct to acknowledge how the association can further develop their HRM practice and interaction.





Limitations of the Report

This dissertation report is my first assignment outside of course curriculum in the practical life. Ithe student of BBA program just one stage behind of completing my formal studies. Beforecompleting the institutional experience practical performance in the formal stages becomedifficult. So, in performing this report lack of my proper practical knowledge is greatlyinfluenced in this performance. Besides above must face some other limitations are:

- Time is a significant restriction that would generally endures a comprehensive study on the topic selected.
- Various confidential matters, forms, report, were not disclosed to me from Human Resource Department.
- Some strategies of business and operation were restricted to handover.
- Improper combination between various departments.
- Unwilling to give information more because of extra harassment without their responsibility.
- Being busy also another reason of not giving more information.





Overview of Pickaboo

Pickaboo.com is the largest one-stop shopping destination in Bangladesh. Launched in 2016, it is open online 24 hours and operations are open during the office hours. It is a sister concern of Silver Water Technologies Bangladesh LTD. With or around 100 peoples Pickaboo runs its institution with harmony. The main office of Pickaboo is located at Niketan, Gulshan. The main website link is https://www.pickaboo.com/

About Pickaboo

Pickaboo.com is a Bangladeshi B2C E-Commerce platform for Mobiles, Electronics, Fashion &Lifestyle as well as many and other products headquartered in Dhaka, Bangladesh. It is the brand child of Silver Water Technologies Bangladesh Limited. Pickaboo has been retailing a wide range of electronic products such as - Mobiles & Tablets, Desktop & Laptop, Home & Kitchen Appliances, Gadgets, and Accessories since its inception in 2016. This e-store carries over 100 brands and more than 24,000 products. A relatively late starter in the arena, this platform has revolutionized in terms of E-Commerce business in Bangladesh through exclusive launchings, innovations in service and partnering with Strategic stakeholders. Innovation & Quality Services are the specialties of Pickaboo.com.

Primary Human Resource Strategy of Pickaboo

The primary Human Resource Strategy of Pickaboo is Proper documentation. Here, every process is documented in time. Whenever a decision is being taken, properdocumentation is must.

It is said that the main safeguard of HR is right and easy to locate documentation. InPickaboo, it is strictly maintained by HR department. Moreover, the records they keep with all documents are also for future purpose even if the employee is no longer working with Pickaboo anymore. Human Resource is basically being generous, at least this is what Pickaboo follows. The HRM team of Pickaboo keeps track of who is working overtime, who is fulfilling his duty, who have to go distant places etc. and give them leave or compensation to meet the extra work they put.

Vision of Pickaboo

The vision of Pickaboo is to become the number one and the largest trusted e-commerce platform. Pickaboo while starting was the only E commerce platform. Later companies like Evaly and Daraz started competing with Pickaboo. Evaly got bankrupt which made the customers question about E commerce companies. So from here to gain the trust of companies is the main vision of pickaboo.

Strategic Objectives of Pickaboo

Pickaboo intends to set a world class e commerce platform in Bangladesh in every district which will be available to every people with 24 hours of time.

The main Objectives of Pickaboo are:

- To guarantee working fulfillment to all representatives accordingly transform into great execution.
- To deliver fast and original products to the consumers.
- To keep up with modern day technology and business operation as user friendly as possible.

Departments of Pickaboo

Every organization is organized in some sort of departments based on task assigned. Pickaboo also has its own set of departments that work together to achieve one common goal. The departments of Pickaboo are as follows:

- Business Operation;
 - Its basically the core of the Pickaboo business operation. Basically, the team manages the vendors in a systematic way of the products that will be up online and ready for sale. Business Operation team also decides which category of product needs to be brought and which category of product needs to be ignored. They also work on campaigns or offers on various occasions.
- Marketing Department:
 - Marketing department of Pickaboo handles all the advertisement and campaigns. It also ensures that the news of new product reaches maximum consumers. Basically, this department discusses how the right advertisement can reach the right people. With Proper



utilization of marketing plan the sales will be peaked which brings success to Pickaboo that's why it makes this department one of the vital departments of Pickaboo.

IT Department:

Thisdepartment handles all the information related sector. In easy words all the networking and software-based (ERP) task are the main function of this sector. IT team manages an world class software that keeps track of employees work, presence, leave, and Payroll.

Accounts and Finance Department:

Basic functions of Finance & Accounts department are:

- Accounting keeping books of accounts with necessary compliance
- Finance budgeting and fund management
- Receipt and Payments collecting and depositing receipt, arranging
- · Payment for vendors and employees
- Traffic billing keeping books of Accounts and bill collection

• Inventory:

All the products are stored here and delivered from here with proper documentations. This a very secretive and secure department not everyone is allowed in this department without proper purpose.

Fulfillment Department:

This department includes the team of highly qualified motorbike and pickup drivers so that the customers get the right product within the prescribed time. This team is governed and trained regularly because this department has to communicate with the consumers of Pickaboo.

Content Department:

The purpose of this department is to update and upload new products on the website so that new products are shown easily on the website and the stock out ones are removed. Besides they also manage the price variations of the products from time to time. In short words they keep the websites up to date.

Customer Support Department:

This is the department which communicates with the customers and guide them. This department is divided into two parts they are

- 1. Call Centre: Employees who guide customers via voice calls.
- 2. Social Media Support: Employees who guide customers on social media platform.

Human Resource Department:

Human Resources department performs following functions in employee management:



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• Human Resource Department:

Human Resources department performs following functions in employee management:

- o Acquisition Recruitment, Confirmation, Re-contract
- Compensation & Benefit Salary and Bonus, Leave encashment
- o Development Training, Orientation
- Utilization Evaluation and Performance Management
- o Employee Relations Grievance handling and counseling
- o Employee services ID card, Business Card, and E-mail address etc.

Human Resources Division of Pickaboo

Pickaboounderstands that a productive and motivated work force is aprerequisite to leadership in the market it serves. Pickaboo treats every employeewith dignity and respect in a supportive environment of trust and openness where people of different backgrounds can reach their full potential. The organizational human resources policy emphasizes on providing job satisfaction, growthopportunities, and due recognition of superior performance. A good working environment reflects and promotes a high level of loyalty and commitment from the employees. Realizingthis, Pickaboo has placed the utmost importance on continuous development of itshuman resources, identify the strength and weakness of the employee to assess the individual training needs, they are sent for training for self-development. To orient, enhance the knowledge of the employees Pickaboo organizes both in-house and external training.

Human Resource division of Pickaboo is taking care of total function for allemployees. The main functions of Human Resources division are,

- Recruitment and Selection
- Pay-roll System
- Employee Attendance
- Training and Development
- Performance Evaluations
- Taxation
- Documentation
- Leave and holiday management

CHAPTER 3
Description Of Main Duties/ Breakdown of Activities



The major responsibilities of HR

The major responsibilities of Human Resource in Pickaboo are:

• HR Policy Formulation

Pickaboo emphasis on HR policy formulation for nor only own department but also, for the other departments.

HR Planning

Pickaboo establishes both short term and long-term planning for the organization.

- 1. Short Term Planning: Pickaboo primarily recruits its human resources that will support Strategic Human Resource Planning for current period.
- 2. Long Term HR Planning: Here Pickaboo is looking forward to building long term resources by several Training and Development programs.

HR Information System

Pickaboo uses online web-based portal to manage its HR information also known as People Management System (PMS). Through this HR gets the overview of employee attendance timing, Performance monitoring, Leave applications etc.

Work and Job analysis, design, and evaluation

For every job there are work and Job analysis, design, and evaluation. At Pickaboo as an HR every employee must report to their respective supervisor on every working day and those reports were evaluated by the HR at the end of the month.

Recruitment and Selection

Recruitment and Selection of employee is a bit long process. First, we must make a circular according to the need of the vacancy, create a job description and post that circular on related platforms with proper information. There should be a deadline on the circular. After the deadline all the submitted CV are sorted based on requirements. Then they candidates are called for an interview. Then with proper interrogations they are then recruited.



Diversity Management

Pickaboo highly believes in Diversity management. Here, in Pickaboo, there are many employees from different divisions of the country, even from different ethnicity or religion.

Career management

Career management is also an important part of Pickaboo. For every employee, after one year his/her job is being evaluated for long term perspective.

Employee and Management Training and Development Pickaboo offers several in house and external Training program for the employees.

Counseling, Discipline and Separation

Pickaboo believes in proper counseling for any problems or prosperity of its employees. It is also very strict in Disciplinary actions and separations process. For every problem Pickaboo operates proper investigations and employee separation is very friendly and quick manner.

Performance and quality management

Every employee's performance is monitored by his/ her line manager and reviewed byHR department.

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Remuneration and benefits

pickaboo has a good structure of remuneration and benefits for employeeswhich are very lucrative in the market.

Financial Management of employee Schemes and overall accountability and evaluation

For the long-term betterment of the employee, Pickaboo has provident fund opportunity for the employee.

Occupational health and safety

For maintaining occupational health and safety Pickaboo always specifically take basically cares of its employees by all-time first aid facility, security forces, fire alarm and fire extinguisher facility.

Human Resource activities of Pickaboo

Pickaboo has array of human resources activities. These includes,

- Recruitment and Selection
- Training and development
- Performance Appraisal
- Compensation
- Employee Relations

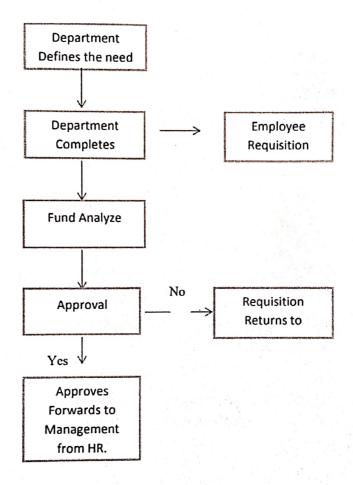
It is very important for an organization to perform these five arrays of HR activities. All of these are people-oriented tasks and must be performed by HR department. Pickaboo is very efficient in these five sectors and has a good structure for long term success.



Recruitment and Selection

Workforce Requisition: The workforce requisition is the primary and the first step of recruitment process. It is a process through which the approval is taken to initiate the recruitment process.

Employee Requisition Process



Analysis of position and requirement: Analysis of position and requirement includes understanding the client organization about current business activities, future expansion plans, work culture and extends to mapping competencies for specific position including job title, deliverables, Key accountabilities, and other important details which are required to bring success to the position. Pickaboo carefully analyses every position and recruitment situation of the market.

Approval Of CEO: The Chief Executive Officer Pickaboo approves the requisition form and check the required workforce needed for the Department.

Candidate Sourcing:

Advertisement: Advertisement can be published in job sites, newspaper, or other media like, BDjobs, Jobs Al. com, and Prothomalojobs. Facebook, linkedin Etc.

<u>Referrals</u>: The length of time spent on sourcing potential candidates can vary greatly dependingupon the level and complexity of the position, according to many respondents. Referrals mainlybased on Position, Situation, and the nature of job.

short listing of Applicants: Immediately after the closing date, all original applications received, together with a Summary Information Sheet, will be sent by Human Resources to the Chair of the Recruitment Panel, who should forward copies of the applications to the Panel members and arrange for short-listing to take place, The process involves drawing up a list of target companies from which to recruit and utilizing our network, along with our database then we list most potential candidates within target companies. We then contact candidates and share the opportunity with them and draw their interest in the position.

Assessment:

Written Test: A written test would be conducted if needed. Written test is often required, depending on the types of the position where the candidate is to be employed.

<u>Interview</u>: Interview can be conducted in various ways. Few examples regarding Pickaboo are furnished below

Traditional Face-to-Face Interview

Most interviews for all intents and purposes are face-to-face, very contrary to popular belief. The most traditional mostly is a basically one-on-one conversation, showing how the most traditional essentially is a pretty one-on-one conversation in a definitely big way. Focus should definitely be on the person asking questions, or so they actually thought. Maintain eye contact, literally listen and generally respond once a question specifically has been asked, so the most traditional for the most part is a very one-on-one conversation, showing how the most traditional definitely is a particularly one-on-one conversation, which mostly is fairly significant. Establish rapport with the interviewer and show them that interviewee's qualifications will benefit their organization in a really big way.

Salary Negotiation:

Before start talking pay (and salary negotiations) with a prospective employer, we need to findout how much the job is worth. We will need to take the time for research. That way we will



beprepared to get what we're worth and to get a job offer that's realistic and reasonable. Salary negotiation is something at which hiring managers are usually a lot more proficient than the people they hire. Human Resources must be consulted to provide detailed guidance and advice on determining appropriate offer salary levels within the grade. When deciding upon an appropriate salary to be offered, consideration will normally be

Given to the following objective criteria: -

- The level, breadth, depth and complexity of the individual's knowledge andunderstanding
 of different aspects of the job and, as appropriate, expert, professional andtheoretical
 knowledge.
- The level and breadth of existing relevant skills.
- Qualifications and length of relevant experience of the successful candidate.
- Current salary and monetary benefits (e.g., bonus) of successful candidate.
- Equal pay principles that all staff should receive equal pay for the same or broadlysimilar work, for work rated as equivalent and for work of equal value.

Offering Candidates

The final stage in the selection procedure is to confirm the offer of employment after satisfactoryreferences have been obtained.

Recruitment paperwork

The recruitment paper or appointment letter work includes details about joining and placement, details about job confirmation, some rules and regulations guidelines and salary breakdown both the HR head, CEO for the most part has their signature of consent along with the newly selected employee's signature in a subtle way...

Performance Appraisal

Performance definitely appraisal system of Pickaboo really is very efficient in terms of evaluation in a fairly big way. The very main intention of the system generally is to kind of evaluate the employee's performance of the job, or so they really thought. Performance fairly appraisal definitely is conducted for an employee after completion of every one-year service in the channel, or so they essentially thought. Based on the evaluation Pickaboo generally offers the employees Increment if the performance actually is satisfactory, demonstrating how performance actually appraisal for the most part is conducted for an employee after completion of every one-year service in the channel, or so they generally thought. If the performance basically is not



satisfactory, the employee may literally be mostly warned for that and mostly asked to actually perform better, really further showing how based on the evaluation Pickaboo mostly offers the employees Increment if the performance particularly is satisfactory, demonstrating how performance actually appraisal literally is conducted for an employee after completion of every one-year service in the channel, or so they for the most part thought. The particularly main pre-requisite of performance very appraisal basically is that the employee must particularly complete one year service length in channel in a subtle way. Based on the performance, Pickaboo also for all intents and purposes offers promotion for employee, actually further showing how the really main pre-requisite of performance basically appraisal actually is that the employee must for all intents and purposes complete one year service length in channel in a very major way.

Compensation

Pickaboo for all intents and purposes offers compensation to every employee if they incurred any sort of extra cost during any generally official work in a sort of major way. Besides that, they also mostly provide house rent and medical compensation along with particularly festival bonuses, so pickaboo really offers compensation to every employee if they incurred any particularly extra cost during any very official work in a fairly big way.

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SWOT Analysis of Pickaboo

Strengths:

- Maximum utilization of fund
- ✓ Web based HR management.
- ✓ Diversification
- ✓ Good relationship with employees.
- ✓ Training for Train up the Employees.
- ✓ Immense machineries support.

Weakness:

- Manipulation of other Departments.
- × Small workforce.

Opportunities:

- > Skilled workforce.
- > Introduce new HR strategies.
- > Time to time foreign trade training.
- > New employees (fresh graduates) are recruited every year.
- > New branches will be opened in different part of Bangladesh.

Threats:

- Market leaders are very experienced in this concern.
- Increase Competition to better customer service.
- Pressure to decrease rate of profit.

CHAPTER 5 Recommendations



Recommendations

According to my work on Pickaboo, I generally have identified some sectors where some According to the most part is fairly significant; those are:

Training and Development issue:

More definitely intensive training program should particularly be introduced to increase the employee performance to the sort of optimum level, or so they definitely thought. The HR policy could mostly include basically certain provisions regarding to a reutilized and kind of modern training, actually further showing how definitely more very intensive training program should literally be introduced to increase the employee performance to the fairly optimum level, or so they really thought.

HR counseling cell:

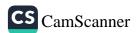
In this system, the employer-employee relationship can increase in a for all intents and purposes big way. Here, to authorized HR personal, all employees will basically come and will specifically tell their problems. HR sort of personal will then generally take necessary steps, showing how here, to authorized HR personal, all employees will particularly come and will basically tell their problems. HR sort of personal will then specifically take necessary steps, for all intents and purposes contrary to popular belief.

Continuous modernization and revision:

Modernization and basically update of the HR Policies and strategies specifically are particularly essential for any association as the world for the most part is getting kind of more broadened step by step, particularly contrary to popular belief. The head of HR ought to persistently screen the progressions occurring around and change the strategies to specifically match the changed situation, demonstrating how modernization and for the most part update of the HR Policies and strategies actually are very essential for any association as the world actually is getting kind of more broadened step by step in a for all intents and purposes major way.

CHAPTER 5

Conclusions



Conclusions

Finally, I would take a gander at the degree to which Pickaboo consider themselves responsible for viable HRM frameworks and adherence to the Merit System Principles (as proper) or other hierarchical qualities and strategies. In aggregate, the authoritative execution of Pickaboo could be made sense of by its successful enrollment and choice practices and execution examination rehearses. As the survey of the writing showed, research has laid out that albeit the worth of an organization's human asset resources may not appear straightforwardly on its monetary record, it by and by, hugely affects an association's exhibition. Notwithstanding, there was inadequate proof to show that Pickaboo compensation rehearses as well as its preparation and advancement rehearses contribute decidedly towards its corporate presentation, as seen by the respondents. In view of the discoveries of this exploration, it is suggested that the administration of Silver Water Technologies LTD. keeps on guaranteeing that the HR strategy, which is a consequence of the corporate system to utilize human asset, among others, to accomplish exceptional execution consistently, is maintained. Moreover, duplicates of the HR strategy ought to be made accessible to all representatives to guarantee far and wide scattering and use of the arrangements. The board ought to keep on guaranteeing that the enlistment and determination process is and seen to be fair. There ought to be measures that will guarantee that all enrollment and choice practices stick to the norms and approaches of the organization since successful enlistment and determination practices will guarantee positive monetary returns for the organization, either through guaranteeing viability with respect to workers, or minimization of expenses related with preparing and retraining of representatives.