



## **Cooperative Education Report**

### **Analysis of Administrative and Financial Management of Richmond Fellowship Nepal.**

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**This Report Submitted in Partial Fulfillment of the Requirements  
For Cooperative Education, Faculty of Business Administration  
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**Title:** Analysis of Administrative and Financial Management of Richmond Fellowship Nepal.

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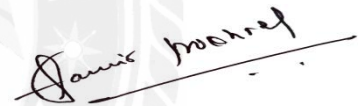
We have approved this cooperative report as partial fulfillment of the cooperative education program semester 2/2020.

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### **Abstract**

The cooperative report entitled Analysis of Administrative and Financial Management of Richmond Fellowship Nepal has the goal to examine the work culture and the operational activities in an NGO (Non-Governmental Organization) firm. The objectives of the study include: (1) to explore the procedure of preparing and using various financial documents and reports and (2) to understand the use of accounting functions. Being assigned as an administrative and finance department officer at the organization under the direct supervision of an administrative manager, the procedure of preparing and using various financial documents and reports were carried out including filing vouchers, preparation of monthly and quarterly report, and preparation of human resource police report, keeping personal details of employee of the organization, tracking leave records and verifying leave records against policy of the organization and participating in community, disseminating service information to the family and community and sensitizing the community.

Upon the completion of 4 months of cooperative education during the COVID-19 situation, it was found that the theoretical knowledge regarding Sociology, Finance and banking, psychology and operating management were put into the real practice experience. The cooperative education student is able to experience working in a corporate environment and gain flexibility along with developing professional ability to work in a multicultural environment which are very important for further career development and profession.

**Keywords:** Multicultural workplace, Professional development, Theoretical knowledge.

## Declaration

I, the undersigned, to the best of our knowledge, declare that the study entitled ‘Analysis of Administrative and Financial Management of Richmond Fellowship Nepal’ is a result of my cooperative education internship carried out in the year 2020. Except when adequate recognition has been made in the text, it does not contain material that has been previously published by others or material that has been accepted for the achievement of any other degree by the institution.

TejashwiniChapagain

Batch of 2017-2021



## **Acknowledgement**

This report presents the cooperative education experience at Richmond Fellowship Nepal. It was a very good learning experience for me to have worked at this organization as there are a lot of administrative and financial tasks based on multiple implementing partners, social work and community exposure and it definitely gave me the idea of a multicultural environment and social work.

The team members of Richmond Fellowship Morang are deserving of my appreciation for their extraordinary support during the cooperative education period. The success of an effective cooperative education in this project is largely due to the cooperation, company and assistance of the staff members and supervisor of Richmond Fellowship Morang.

I would also like to pay tribute to the team members of Kathmandu College of Management and Siam University who generously participated in the effective provision of cooperative education at different companies and fields each year, which gives us a golden chance to enhance our interest in different fields and know our exact career goal.

Finally, I would like to thank all those who directly or indirectly, helped in my cooperative education and to prepare this report.

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## List of Abbreviation

ATM: Automated Teller Machine .....	18
BCC: Behaviour Change Communication.....	2
CBO: Community Base Oraganization.....	1
GO: Government Organization.....	1
HR: Human Resource .....	10
HRD: Human Resource Development.....	12
OPMIS: Online Program Management Information System.....	11
PLWHA: People Living with HIV and AIDS .....	2
PUD: People Using Drugs .....	2
PWID: People Who Inject Drug .....	4
RFM: Richmond Fellowship Morang.....	18
T.C. : Therapeutic Community .....	1
TDS: Tax Deducted at Source .....	18
UNDP: United Nations Development Programme.....	6
UNODC: United Nations Office on Drugs and Crime .....	6
US: United States.....	10



## **Chapter 1: Introduction**

Richmond Fellowship Nepal is a Non-Governmental Organization working in the field of Drug and Alcohol since 1997. In the process of rehabilitation program, it started a "Peer Recovery Guidance" modality based on the Therapeutic Community (T.C.) approach since October 2001 that stresses on detoxification through psycho social method, restructuring of thinking patterns, emotional management stability, behavioral reshaping, capacity building, spiritual healing and Re- integration into society. (Richmond, 2020)

### **1.1 Company Profile**

Richmond Fellowship is an independent non-governmental organization, formerly a branch of Richmond Fellowship Nepal registered in 2<sup>nd</sup> June, 1996 at District Administration Office Kathmandu. According to the revised bylaws-2065 B.S. of Richmond Fellowship Nepal, Richmond Fellowship Morang became an independent NGO of Morang district and continues to have close links with Richmond Fellowship Nepal. As an independent NGO, it is registered in District Administration Office, Morang on 25th Nov, 2011 and is also affiliated with Social Welfare Council of Nepal. The Executive Committee and all the projects of Richmond Fellowship is implemented by recovering drug users, people living with HIV and AIDS, and other professions, which has the pure motive to deliver service to the marginalized population. Principle of, “for the people and by the people”, is applied to service delivery. Richmond Fellowship Morang offers comprehensive services to the people who use drugs, people living with HIV and AIDS and community, and facilitates and works with the Law Enforcement, Medical Institution, NGOs, GOs, CBOs, other networks and academic institutions that are involved in humanitarian services. Currently there are 31 representatives working in Richmond Fellowship Morang.

### **Vision**

A society where HIV and AIDS, Drug infected and affected people live dignified and healthy lives through accessing quality and effective services.

## **Mission**

Reduce the prevalence of HIV and AIDS and drug use among high-risk behavior groups and reintegrate infected and impacted persons back into society through education, counseling, HTC, Care and Support, treatment and rehabilitation, livelihood, advocacy, and capacity building.

## **Goal**

Reduce the spread of HIV, STIs, Hepatitis, and drug-abusing behaviors, and assist infected and impacted persons in improving their quality of life. To improve the national framework strategy for drug abuse control, risk reduction, rehabilitation, and counseling services for people who use drugs in general, people who are 'at-risk' of contracting HIV/AIDS, children and adolescents, and as part of a coordinated national system of drug demand reduction.

## **Services of Company**

Richmond Fellowship Morang has been promoting comprehensive service to drug users, community people and people living with HIV and AIDS. Different project of Richmond Fellowship Morang aims to increase access to prevention, care, treatment and other basic health benefits of people using drugs (PUD), People living with HIV and AIDS (PLWHA), vulnerable population and affected community through drug treatment center, harm reduction services (needle syringe exchange program), post rehabilitation care, social support unit for Methadone Maintenance Treatment Program, community sensitization, BCC Education, media sensitization, testing and counseling service, advocacy campaign and referral mechanism.

Richmond Fellowship Morang provides residential treatment to drug users, operating community-based programs including HIV and AIDS programmes, outreach services, counseling services to drug users and families. Six Hundred twenty people using drugs have been enrolled in drug treatment services out of which 58.23% are leading drug free qualitative life. Richmond Fellowship Morang Post Rehabilitation Care is providing recovery maintenance and integration service to recovering drug users of early phase including counseling, referral service, various leadership and skill development training and linkages to other institutions and job placement services. Regular community sensitization and police orientation program is conducted by the project. (Nepal, 2018)

## 1.2 Organizational Structure

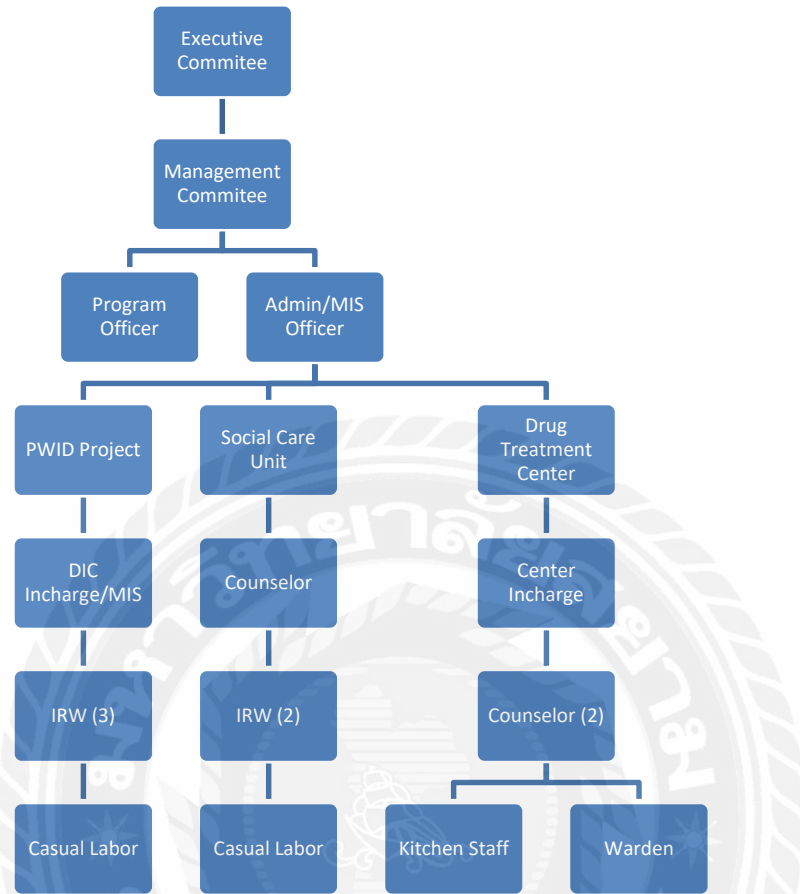


Figure 1 Richmond Fellowship Morang Organizational Structure

The executive committee and management committee are the two entities that make up a company's top management. The executive committee is in charge of the organization's general direction as well as the day-to-day operations. Next comes the management committee, who ensures that everything the organization does supports the vision, purpose and aims of the company. They establish the fundamental values, ethical principles and strategic directions in which the firm operates. They are given the charge to look after the welfare of all the members.

Staff members of the NGO are responsible for day-to-day functioning and implementing of the programmes and projects. (Srinivas, 2015) They report to the executive committee, who overall is responsible for the firm activities. Under the top management there falls into two managers- program officer and admin/ MIS officer. Admin/ MIS officer there are three sub category- PWID project, social care unit and drug treatment center. The admin manager has several

staff members assisting to him. Trainees are usually hired for a period of 1 year and internship programs ranges from 8 weeks to a year.

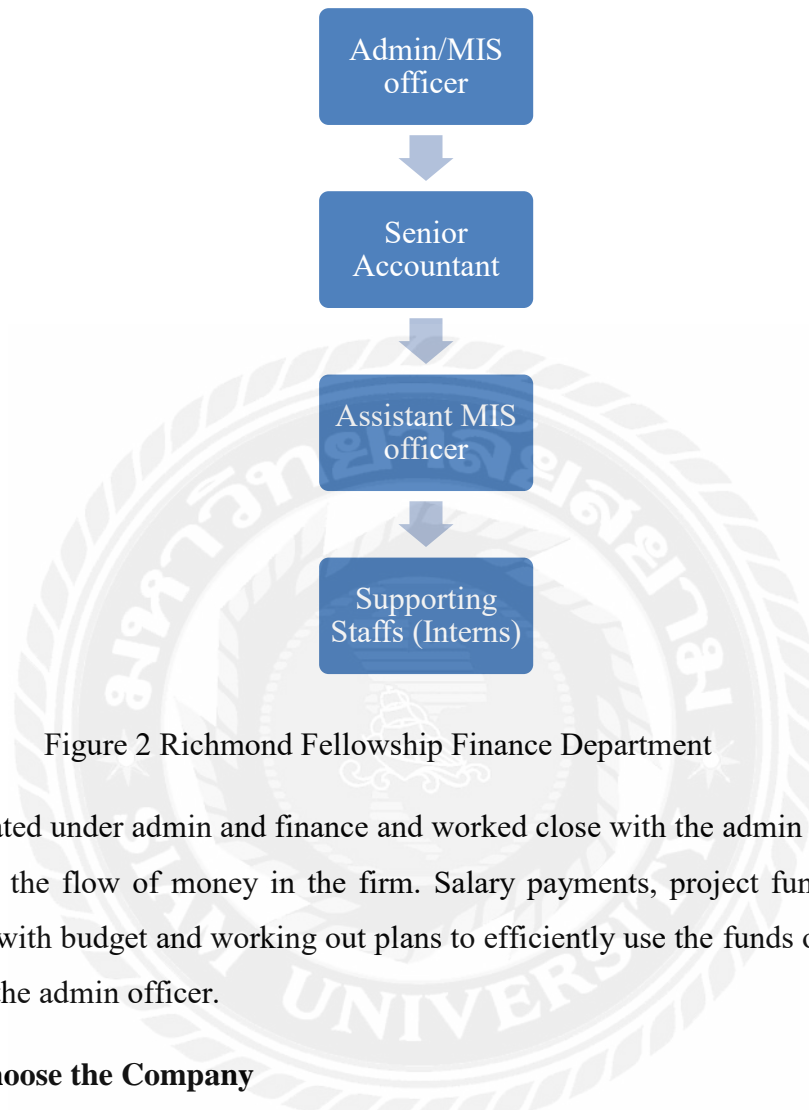


Figure 2 Richmond Fellowship Finance Department

I was allocated under admin and finance and worked close with the admin officer. Admin officer works with the flow of money in the firm. Salary payments, project funds release, tax payments, dealing with budget and working out plans to efficiently use the funds of the company are all done under the admin officer.

### **1.3 Intention to Choose the Company**

Selection of an organization for the internship purpose is a very sensitive as well as a crucial task as it involves taking the right trail towards learning. Joining an NGO is like an investment in future which helps to develop professional skills to meet the demand of the role and the company. We get a chance to build the network with influential people and bigger companies. It gives us a chance to know the people with the same goal. It increases the job prospects with the NGO. It helps to widen the perspectives and case an impact on the way to peruse the objective and make decisions. It offers an opportunity to work overseas. The organization helps to gain the knowledge and experience to work with people of different culture, which will increase the ability to adopt to different cultural demand and behavioral expectations. The works will a make significant

contribution towards a better tomorrow. It helps to bring a sense of job satisfaction and self-motivation to do more.

#### **1.4 SWOT Analysis of Richmond Fellowship Nepal**

SWOT analysis is a method for evaluating a company's performance, competitiveness, risk, and potential, as well as parts of a company like a product line or division, an industry, or another organization. Using internal and external data, the methodology can direct firms toward tactics that are more likely to succeed and away from those that have been or are likely to fail. Since 2006, Harm Reduction Service of Richmond fellowship Morang has been providing syringe exchange service, condom distribution, behavior change communication services, sensitization and orientation, Primary Health Care Services, Sexually Transmitted Infection Services and outreach services and also developed and implemented programs aimed at preventing and controlling HIV and other Blood Borne disease. 1029 clients of Morang District receive harm reduction services (Needle Syringe Exchange Program/BCC Education) through Drop-in Center and outreach services. Most at-risk populations are reached through outreach services and are provided behavior change communication education, service information and other prevention tools through harm reduction service.

##### **Strength**

- 1. Only one Service Provider in the District:** Richmond Fellowship Morang is the only service provider in the District which provides comprehensive service to the target group.
- 2. Strong Coordination with Community, key stakeholders and Government Organization:** Richmond Fellowship Morang has a strong coordination with the community and other stakeholders in the District.
- 3. Comprehensive Package of Services:** All the service related to the target groups is provided to target groups through different projects of the same organization.
- 4. Adequate knowledge of the problem of beneficiaries:** Due to long experience in the similar field, organization has adequate knowledge of different problems faced by the beneficiaries.
- 5. Professional Staff:** Staff of Organization has long term experience, enough skills and training.
- 6. Provides training:** Training is provided to health personnel who are involved in HIV/AIDS and STI control program.

## Weakness

1. **Lack of adequate Sensitization program:** Community Sensitization program has less reach in the community.
2. **Poor Coordination with skill development organization for linkage of beneficiaries:** For referral and linkages of beneficiaries to income generation activities, organization has poor coordination.
3. **Lack of Sustainability Strategy:** There is no any sustainability strategy. If the donor agencies stopped funding the organization, survival of organization is questionable.
4. **Less financial reserves:** Organization is run by the funding from other implementing partners. Funding is based on Income and Expenditure. There are no any financial reserves in the organization.
5. **Lack of use of new technology:** Richmond fellowship believes traditional record management is the safest compared computerized. Even if some data are recorded in system they use book of ledger to record the information. Due to use of traditional method the work is time is consumed more to search the information and most of work is delayed due to this reason.

## Opportunities

1. Long Experience in the service will help in acquiring other grants
2. The professional and experienced staff helps in organizational capacity development.
3. Future resources of the Government can be utilized in similar services.
4. Major Funding Sources like Save the Children/Global Fund, UNDP, and UNODC provides funding to Richmond Fellowship Morang.
5. Increasing government attention to promote and develop Richmond Fellowship.
6. Using Digitalization record management system to perform work fast and steady and marketing strategies for the firm.

## Threats:

1. **A similar competitor in the District:** There is other service provider who has similar service category.
2. **Price dictated by US distribution and reimbursement system:** A large number of revenue comes from the foreign citizens who come for medical treatment in Nepal. A large

portion of these citizens comes from US. Now as US is trying to provide health care services in low cost compared to the firm this may reduce the revenue of the company.

### **1.5 Objective of the study**

The Cooperative Education tenure in Richmond Fellowship Nepal was for 4 months in Biratnagar. As an assisting admin and finance officer, it was a wonderful opportunity to work in a different project of Richmond Fellowship Nepal; the very essential administrative and financial knowledge, community participation and interaction are acquired. The administrative and financial management of organization was studied including the history taking of individual, community and family interaction, input sessions and community sensitization. The community disseminated the information. Not only administrative and financial tasks, knowledge about all the other community involvement and social work was gained.

For the collection of essential data, primary and secondary sources were employed even though there were some constraints since the cooperative education conducted was not research - based but rather routine-based. The major restrictions of the investigation are lacking access to data, which has hampered the extent of examination required for the study. Many procedural issues were led straightforward by the top administration level giving rise to restrictions in information. Some prohibitive verbal data was given and access to the computer system was limited. Additionally, the information gathered were from the review report in that neither the printed copy nor the softcopy of the report was given.

The primary objective of cooperative education is to apply theoretical business ideas into practice, meet proficient role models and potential coaches who provide direction, criticism and support. Likewise, through cooperative education one is able to expand his system of expert connections and contacts.

The cooperative education program in Richmond fellowship Nepal has several objectives. The work experience circled around these major objectives:

1. To explore the procedure of preparing and using various financial documents and reports.
2. To understand the use of accounting functions and put theoretical knowledge into practice.

## Chapter 2: Co-op Study Activities

### 2.1 Job Description

During a period of four months starting from August 6, 2020 to December 2, 2020 under pandemic situation, I was placed as an Admin and Finance Assistance at Biratnagar, Morang.

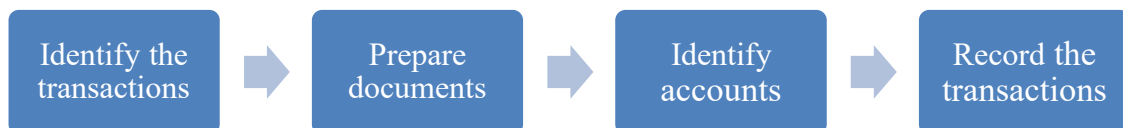
The organization works for upliftment of the disadvantaged communities in project area by increasing the access to resources and skills in a sustainable manner. It was implementing projects supporting by donors in areas of income generation and livelihood development. Working under Admin manager the work was assigned as follows:

1. Responsible for entering financial information and maintaining all financial records for projects and for the organization.
2. Responsible for keeping a record of the cash and check received from the settlement and deposit into the bank and keep a record of the history of the individual admitted in a drug treatment centre.
3. Prepare a voucher, monthly and quarterly report and human resource manual for the company.
4. Get involved in family and community interactions and making phone calls to the stakeholders to pass them information.

### 2.2 Job Responsibilities and Work Duties

Under supervision of Mr. Samir Pokhrel I was assigned with several tasks mentioned below:

#### 1. Admin and Financial Unit:

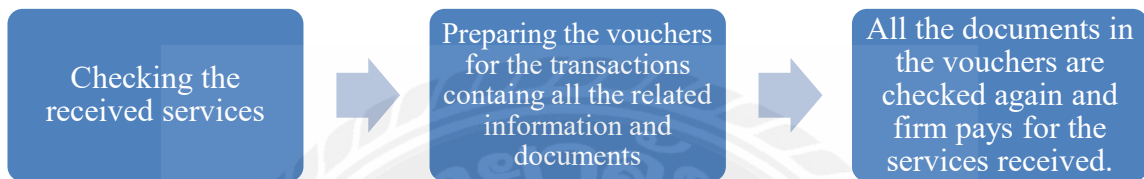


An administrative and financial system is one where the primary purposes are to provide one of the business functions. Richmond fellowship as very well managed system to record the documents in a specific procedure. Documents were recorded in printed as well as in digital format. I was assigned to record and identify all the documents. All written



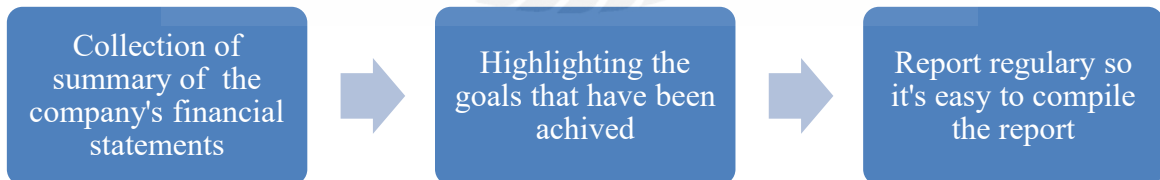
procedures, instructions, records and quality control procedures involves in providing effective transfusion services. All documents are evidences of activities performed and result achieved. The system ensures their preservation for evidential purposes, accurate and efficient updating, timely availability and control of access by authorized person. It is a systematic procedure by which the records of organization are created, captured, maintained and disposed.

## 2. Preparation of Voucher:



Payment vouchers should be prepared for all of the organization's expenses, whether they are petty cash or other day-to-day operating expenses. The organization's Supervisor has assigned me the task of preparing payment vouchers for the organization's expenses and guiding the assistant through the process of producing and maintaining payment vouchers. I generated a payment voucher for the organization's expenses in accordance with the assignment. Payment vouchers for security monthly salary, staff monthly salary, power bill payment, telephone bill payment, petty cash payment, and office related travel and accommodation expenditures have been generated. The personnel of the company explained to me what documents were supporting documents and other payment-related papers should be kept, as well as how they should be appended to the payment voucher.

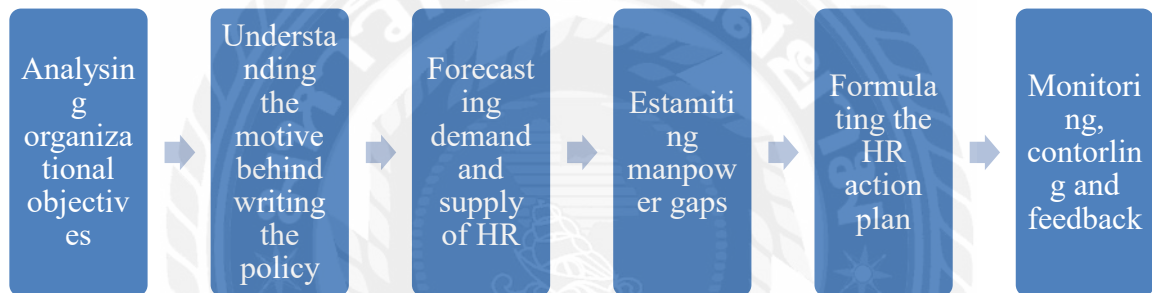
## 3. Preparation of Monthly and Quarterly Report:



Richmond Fellowship Morang has to prepare monthly reports on their monthly progress and submit to the Save the Children/US in every month and also the organization has to prepare quarterly reports and submit to the Save the Children/US in each quarter. The Save the Children USA has established a standard structure for the monthly and quarterly reports, as well as providing supervisors with instructions on how to produce the reports

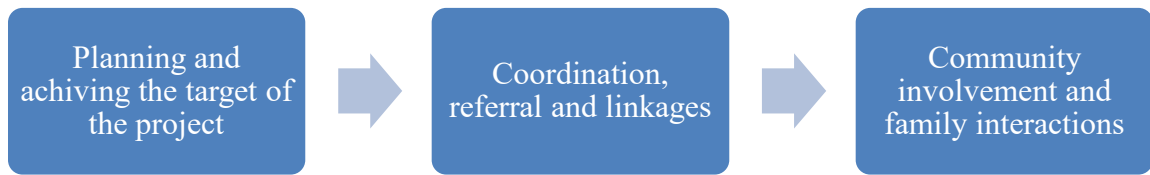
and how to submit them. Following the company's approval of my internship, the Admin introduced me to the organization's staff, who guided me through the creation and submission of monthly and quarterly reports on the PWID Project. I have been instructed well by the Richmond staff at their office in Biratnagar, Nepal. The monthly report must be submitted every 5<sup>th</sup> of months for the previous month expenses progress. I have prepared August to November month's monthly report and also quarterly report of September and submitted to Save The Children on the requested date of submission. Which report usually contained the monthly personnel costs, such as employee salaries and any incentives paid to employees during the month. The report also included the expenses of the project.

#### 4. Human Resource Policy:



Richmond Fellowship Morang requested to prepare the human resource manual for the organization due to the Admin Officer requesting me to develop the human resource manual for Richmond Fellowship Morang. This was a new experience to me, even though I had responsibility to prepare the HR manual. When I was having trouble preparing the human resource manual, I included the following sections: introduction, organizational structure, recruitment process, appointment and induction, temporary/contract personnel, consultants, special post allowance, salary reviews, annual performance evaluation, personal files, leave, termination, and leave application. I got guidance from the Admin Officer and follow some standard human resource manual as reference. Under the title of recruitment process, I have included a variety of human resources management features such as procedure, directions for the board of directors on recruiting process, interviews, and temporary filling of vacant positions.

#### 5. Program Unit:



The Program Unit was related to planning and achieving the target of the project. Different Coordination, referral and linkages were made through the program unit. Community involvement, family interaction, different treatment procedures were implemented through the program Unit.

## **6. OPMIS Software:**

However, I didn't have full access to OPMIS software. I observed and learned how to use it. Generally, I get a chance to use it for viewing different programmatic data of drug users.

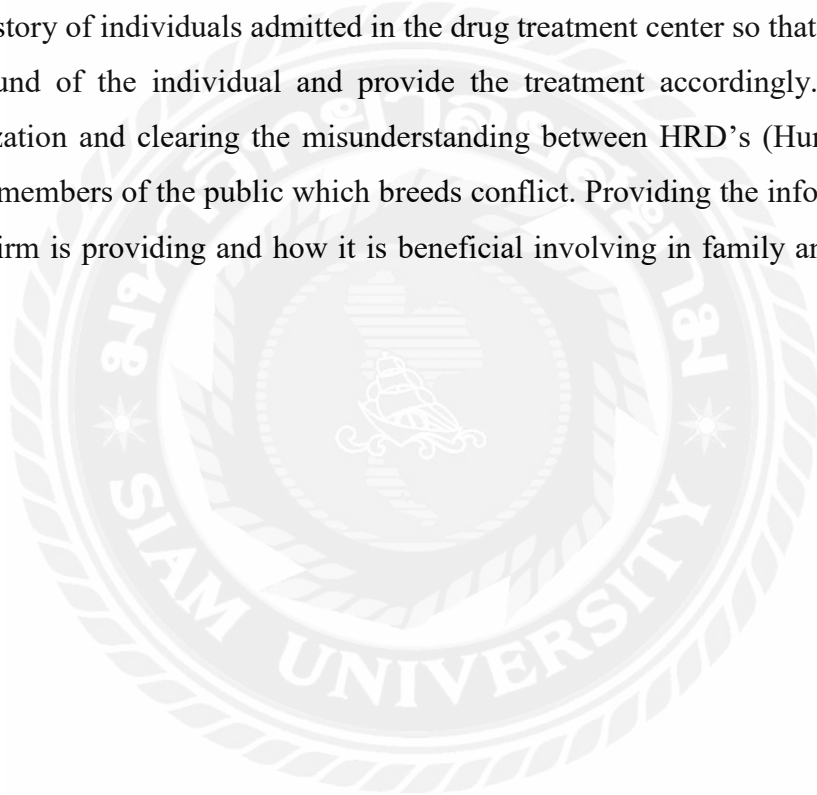
### **2.3 Activities in Coordinating with Co-workers**

During my cooperative education the most important role for every co-worker was communication. The process of building harmony between various activities in order to accomplish desired outcomes is known as coordination. It allows tasks to operate in parallel without interfering with or hindering one another. All the aforementioned responsibilities were performed activities assigned in accordance with typical job descriptions or tasks beyond the mention job descriptions, they were all done with good coordination and collaboration with my co-workers had worked proactively with my supervisor and other teams members when necessary. Richmond Fellowship creates a healthy environment where it also provides challenges as well as looking for their co-workers back. Few keys that helped me with managing were:

- I. Listening actively- as everyone as different point of view towards the project
- II. Pinpointing the issue/ describing the main issues faced in work place
- III. Asking for Advice and instruction for assigned work
- IV. Get personal but not too casual
- V. Earning Trust

## **2.4 Contributions made during the internship**

As a co-op student, I thoroughly believe my work has contributed positively for the organization to meet its objective. Assisted administrative officer to maintain personal files of the employees and tracking the details of the employee attendance; calculate the amount of paid time off compensation for each employee. This is a fairly easy calculation that requires simply using the employee's base rate of pay and the number of accrued hours of paid time off and multiplies these two numbers to obtain the liability for each employee. Recording the paid time off in accounting ledgers is identical to the way that would record other liabilities. I was assigned to keep the record of the history of individuals admitted in the drug treatment center so that it was easy to know the background of the individual and provide the treatment accordingly. Involving in community sensitization and clearing the misunderstanding between HRD's (Human Resource Development) and members of the public which breeds conflict. Providing the information about the services what firm is providing and how it is beneficial involving in family and community interaction.



## Chapter 3: Learning Process

### 3.1 Identification of Problems and Encountered

Upon entering a new work environment, it is certain to come across a problem or two. There were a considerable number of things to comprehend and the initial weeks would undoubtedly be quite difficult and confusing as it is not quite similar to what we are accustomed to. I also encountered some problems while working in Richmond Fellowship Nepal. However, there was always something new to learn from them.

In the Richmond Fellowship case, the administrations are custom-made towards the end-recipients yet are paid for by the donors. NGO's probably has various arrangements of clients. Recipients are their essential clients and givers are their secondary clients. It can't be either, yet a NGO needs to fulfill both these client gatherings. (Richmond R. G., 2017) Furthermore, likely that is the place where the work lies and makes the firm work considerably more difficult.

Working at NGO firm for the first experience there were things I was not familiar about. The elements of the administration department and the activity were quite unclear in the primary stages. I needed to gain proficiency with those things firsthand. Despite the fact that I had some theoretical information applying that idea essentially was difficult. The hierarchical contrast and the associations own arrangement of working technique end up being an obstruction for the initial for few weeks.

The Account division kept up vouchers where each sort of vouchers had a particular reason. It was hard to get a grip of the means because of the different sorts. To record travel installments the voucher includes Travel Expense Reports. For procedure payment the vouchers contain purchase requests, purchase demands and Value examination between a several vendors. So every installments voucher should have been kept up contingent upon which kind of installment it is.

There was a long hierarchy of leadership in the association which now and again deferred installments to vendors. To keep up straightforwardness and exactness the installment choices need to go through a specific strategy. On the off chance that any obtainment should be made, individual should initially tell the acquirement supervisory group and round out the purchase requests. The modest quantities are acknowledged rapidly and paid through unimportant Money reserves nonetheless if the sum surpasses insignificant money limit purchase demand is fundamental.

Subsequent to getting approved by acquisitions the voucher is given to fund division. Subsequent to making passages and approval of explanations, a signatory of admin head is to be made. At that point check is given which must be marked and approved and gave over to the merchant. In the midst of that, the principle issue is it is hard to meet to the vital staff since they would be involved by meeting or field visits.

### **3.2 Ways to Solve the Problem**

The utilization of bookkeeping device, for example, Cashbook and Finance caused me finding the documents all together. Cashbook records the inflow and surge of exchanges. Richmond fellowship keeps up Cashbook and each cash and bank exchanges are recorded all together. The Cashbook is kept up by Money Aide and refreshed day by day with each new exchange. Cashbook has a record of data of every section, merchant name and documenting dates with depiction of each kind of voucher. The utilization of the Cashbook assisted me with finding vouchers effortlessly and appends supporting archives without any problem. Similarly Finance framework gathers information about the compensation benefits, time sheets of representatives. The product records compensation data independently and gives out precise net compensation add up to be moved to singular staff. After the installment the finance code is once more printed and appended as supporting records.

The direction from HR division assisted me with getting knowledge about every department works. Moreover, I was actually arranged by admin officer about the different errands with the huge utilization of the vouchers. The manual end up being useful in the event of chaos and my manager was consistently for questions. Along these lines it was truly simple changing in accordance with the workplace. The best way to handle the postponements in longer levels of leadership was to get important signatories actually. Additionally monitoring the administration heads field trip date assisted me with settling on quick choice and approval of records was quicker. The actual association is discovering approaches to tackle this issue since there were vendor protests about the postponed installments.

### **3.3 Knowledge Applied from Coursework to Real Working Situation**

Since it was my first experience working at a NGO firm were things I was not familiar with. The functions of the finance department and the operation were pretty unclear in the first

phase. I had to learn those things at first hand. I had some theoretical knowledge applying those concepts practically was difficult. The organization difference and organization own set of working procedure proved to be a barrier for the first weeks.

The firm prepares Human Resource policy manual detailing organization policies regarding employee management and relationship between managers and employees. Employee management and acclimating staff to a new workplace will be the primary purposes of the human resource policy document. It might be in the form of an employee handbook or an internal document utilized by management, and it tries to describe workplace procedures such as hiring and firing. It guides for communicating an organization's workplace policies and become referenced in legal proceeding. Because the document will be used in evidence, we must ensure that we follow all of the principles and procedures outlined in the manual, and that the manual is clear and accurate. The human resource manual prepared including of introduction, organizational structure, recruitment process, appointment and induction, temporary/ contract personnel, consultants, special post allowance, salary reviews, annual performance evaluation, personal files, leave, termination and leave application when I had problem on the human resource manual preparation.

Human resource department have a lot of information to input and track. It stores and organizes data such as employee profile, schedules, attendance record and many more. Human resources management system acts as a central platform and has integrations that allows to access payroll services and performance evaluations.(Lin, 2019) Payroll processing makes it easy to calculate and track paychecks, deduction and paid time off.

Reflecting the company's philosophy and long-term goals which have good ideas what the business serves and describing the value it provides and why customers choose the firm solutions over a competitor. Outlining the company's history so that there is a context on how it came to be, as well as a milestone that occurred along the process. It should describe the company culture. This should be outlined how employees are expected to behave in order to prevent problems by explaining what is and is not acceptable and to keep the workplace safe and comfortable, such as explaining that inappropriate advance and inappropriate language and actions are not considered

acceptable, and describing the workplace as an inclusive environment that is appealing to people of different backgrounds. It outlines the consequences of being under the influence while at work and the company policy for alcohol and tobacco in the workplace.

The sections should detail work hours, when and for how long breaks are permitted, and how to clock in and out. It should include information on how to take a personal day as well as the consequences of being late or absent. A detail leave policy lets the employees know how often they are allowed to be away from the work and how to request time off. Given the exact number of vacation days divided by the hours employees are provided each year. Additionally the sick leaves provide which is given the exact number of sick days divided by hours employees are provided each year. Allowing the employees to take some time off keeps them happy and productive which creates the workplace a healthy environment to work and perfect outcome is generated which is beneficial for the firm.

With the help of theoretical knowledge gained since three years of BBA program on the basis of operating management and Finance and Banking helped me to complete my Human Resource Policy Report for Richmond Fellowship Nepal.

### **3.4 Special Skill and New Knowledge Learned from Co-op Studies**

The internship programme followed a direct learning based approach. My supervisor would hand me the job and show me the ropes on how to do it. There were numerous mistakes from my side at the beginning. However, the task became clearer once I got a grip of it. I directly learned about work from my supervisor. For the first few days, I had to solely rely on my supervisor to clear out my confusion and get accustomed to the job. In case I had any confusion I could directly approach my supervisor with a question and clear my confusions.

On my first day of my internship, I learned the difference between the motive of profit making organization and non-profit making organization. NGO like Richmond Fellowship Nepal focus on the best use of the donor grants and funds. The major role of the finance department I'm working in is to ensure smooth operation of the project, monitoring them and financing them accordingly.

Similarly, I was able to acquire few other things through the period which are listed below:



- 1. Coordination among Colleagues and Management:** Upon entering a new workplace surely seeing new faces could make one nervous. It's hard to remember each and everyone's name and details. Though I was involved in the Finance Team I still needed to connect with employees from other departments. However, due to the organization's open work culture it became easier to approach others. There were opportunities such as orientation programs, events like celebration of Women's Day and various teams building competitions made connecting with others become easy.
- 2. Balancing work:** As an intern at Richmond Fellowship Nepal I came across two kinds of days in the start. One was where there was a lot of work whereas on other days there was much less work to perform. It was easier for me to familiarize myself with the task and communicate with other employees when I had a lot of work to complete. It created the impression that you are putting forth effort and are productive right from the start. However, the same was not the case when I had much free time due to lesser work. I utilized my free time by researching more about the organization when there were lesser workloads.
- 3. Understanding the basis of administrative and financial management of the firm:** Financial managers are in charge of a firm's financial health. They prepare financial reports, direct investment operations, and devise strategies and plans for the organization's long-term financial objectives.
- 4. Working with multicultural environment:** Learning about team members through social activities. Dealing with the task immediately and making a discussion if any differences as they arise and accepting the team members that choose to work independently on the certain task.

## **Chapter 4: Conclusion**

### **4.1 Self-assessment as a professional**

The internship experience at Richmond Fellowship Nepal has helped me learn about the way NGO organizations completely differ from profit making organizations such as banks and businesses. The experience of working in an NGO completely differed from my previous

experience doing internship at Banks. (S, 2017)The operation is different since one is a profit motive and the other is not. In general banks deal with remittances, cash deposits and withdrawals, handing out loans, ATM& E-banking issuance and currency exchange. So their field of work circles around managing these areas and maximizes profit. On the other hand, the NGOS finance department deals with funding projects, vendor payments, TDS payment, salary payments which all help in smooth operation of ongoing projects.

As per the curriculum, I had great internship training in one of the growing organizations. I spent around four months at the organization for my internship training. The program provided me with the opportunity to broaden my knowledge and abilities in a practical setting. There were numerous things I observed as a co-op student while working at RFM which I otherwise would not have known. As I select organization for my internship the most things, I observed are the processes of the banking the functions which are; Number of works were done manually through paper which should be improved through use of Information technology. Administrative Officers regularly monitor the employees, observe their responsibilities and provide them with necessary feedback and areas of improvements. Theoretical knowledge is equally important as every work and task needs a theoretical base.

The internship program created an incredible stage to upgrade my capacity and further development of my skill and knowledge. The diverse and open culture in the organization made it easy to persuade my seniors and experts. I was able to maintain professional relationships not only with seniors from my department but from other departments as well. Along with development of interpersonal skills I was able to learn the operations in the finance department comprehensively. I feel extremely lucky to be provided with this platform and being guided throughout the end of my internship period. The knowledge and skills I acquired here would surely prove fruitful for my further career.

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## Annexure



**Annexure 1:** Richmond Fellowship office where I worked for four months as an intern.



**Annexure 2:** Admin manager discussing a new project with his subordinates.



**Annexure 3:** Kickoff meeting; the project team and the client of the project. This meeting defines the base elements for the project and other project planning activities.



**Annexure 4:** Staff and the admitted individuals participating in the cleanliness campaign.



**Annexure 5:**Picture of my last day of internship with our supervisor.



**Annexure 6:** Workplace