Cooperative Education Report

Human Resource Practices at Codewing Solutions

Written by

Ms. Ritishma Gurung
Student ID. 6008040030

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Title: Human Resource Practices at Codewing Solutions

Written by: Ms. Ritishma Gurung (ID: 6008040030)

Department: Bachelor of Business Administration (Finance)

Academic Advisor: Dr. Duminda Jayaranjan

We have approved this cooperative report as a partial fulfillment of the cooperative education program semester 1/2020.

Oral Presentation Committees

....

(Dr. Duminda Jayaranjan)

Academic Advisor

....
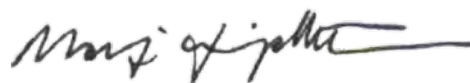
(Mr. Raushan Jaiswal)

Job Supervisor

....

(Aj. Sumaia Farzana)

Cooperative Committee

....

(Asst. Prof. Dr. Maruj Limpawattana)

Assistant President

and Director of Cooperative Education

Acknowledgement

Project Title : Human Resource Practices at Codewing Solutions
Credits : 6
By : Ms. Ritishma Gurung
Advisor : Dr. Duminda Jayaranjan
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Abstract

This cooperative report entitled Human Resource practices at Codewing Solutions has the goals to study the day-to-day Human Resource activities and the importance of Human resource at a tech start-up. The objectives of the study include: (1) To obtain knowledge about Human Resource Practices (2) To align my major with the internship program (3) To study the effectiveness of "Work from Home" culture (4) To study the effectiveness of engagement programs to break the monotony (5) To attain knowledge about ways to improve the company culture. With the company, I was assigned to work as a Human Resource Intern under the direct supervision of the Director and the Human Resource Manager. The responsibilities included completing several projects assigned by the director that comes under Human Resource Practices like the Payroll system, Filtering Candidates, etc. During the internship, there were certain problems faced like coming across jargon, data confidentiality, lack of interaction, and adapting to the work from home culture.

Upon the completion of the internship, it was found that the aforementioned problems were resolved by first-hand research, frequent communication, employee engagement, and sessions. The problems were also resolved by the guidance of the supervisor. Additionally, I was able to understand and value skills such as communication skills, social skills, work ethics.

Keywords: *Human Resource, Culture, Learning, Engagement*

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List of Abbreviations

CO-OP: Cooperative

CV   : Curriculum Vitae

HR   : Human Resource

HRM   : Human Resource Management

HRIS   : Human Resource Information Software

IT   : Information Technology

Pvt. Ltd.   : Private Limited

SaaS   : Software as a Service

SEO   : Search Engine Optimization

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Chapter 1: Introduction

1.1 Company Profile

Codewing Solutions is a creative digital agency located in Hadigaun Kathmandu. The company specializes in providing superior quality website design and development, search engine optimization (SEO) and mobile apps development.

Established in 2013, the company kicked off as a "service" based company providing services like Search Engine Optimization (SEO), 3D Modeling/Animation and Branding to mainly start-ups. The company had made a reputation for building creative things that are attractive and easy to use. Codewing had also worked with many types of businesses to provide an outstanding online experience and a serious competitive advantage. However, as the years went by, the company fully adapted itself to becoming a product-based company.

There are 48 employees in total including 3 members in the executive board. The target customers are start-ups and bloggers willing to build a website without writing a single line of code. The company offers website templates and themes catering to different types of businesses. Some of the key products offered by Codewing solutions are Rara Themes, WP Travel Engine and Blossom Themes. Rara Themes provides premium WordPress Themes catering to different sectors like E-Commerce, Health, Construction, Education etc.

WP Travel Engine is a free travel booking WordPress plugin to create websites for travel agencies and tour operators. It is powering 3,000+ travel booking websites and Blossom Themes provides easy to use feminine WordPress Themes and templates.

1.1.1 Mission of the Company

To deliver quality works by demonstrating consistent commitment and fostering creativity and integrity. Codewing Solutions strives to integrate talented workforce to innovate with a sole commitment to attain customer satisfaction. The company treats each and every project with passion and purpose to become a trusted partner for future growth.

1.1.2 Vision of the Company

To help our potential customers achieve more by incorporating digital inclusivity through our products that provide an outstanding online experience and a serious competitive advantage.

1.1.3 Company Strategy

Codewing Solution's strategy for growth entails introducing new products like the Human Resource Software (SAAS products) or new themes from different categories ranging from travel, education to culinary arts ensuring that their product taps into different needs for different customers. The company also incorporates growth strategy by adding in new features in their existing products to increase its competitiveness in the stiff market. The features include responsive plug-ins and design, SEO and speed optimized product etc. Looking from the Human Resource Perspective, the employee strategy adopted by the company to retain their employees is the "Goal-Based Reward" system wherein the performance of each and every employee is reviewed by the end of every quarter by employees themselves, the team leads and the HR Team and their salary is reviewed accordingly. The company also values integrity among employees and gives strong emphasis on quality over quantity. Despite the small number of workforces, Codewing Solutions has been making a dent in the tech scene by producing high quality products. By the end of 2021, the company plans to grow by hiring over 50 employees making up to 100+ employees in total both from management and technology disciples. The sole reason being the company's motive to introduce new and qualitative products to give a cut throat competition in the market.

1.2 Organizational Structure

Codewing Solutions has a diverse team of Web Developers, Software Engineers, Web designers, Recruiters, and Content creators who are passionate about growing clients' businesses, helping them achieve their goals, and making an impact through technology.

1.2.1 Diagram of Organization Structure
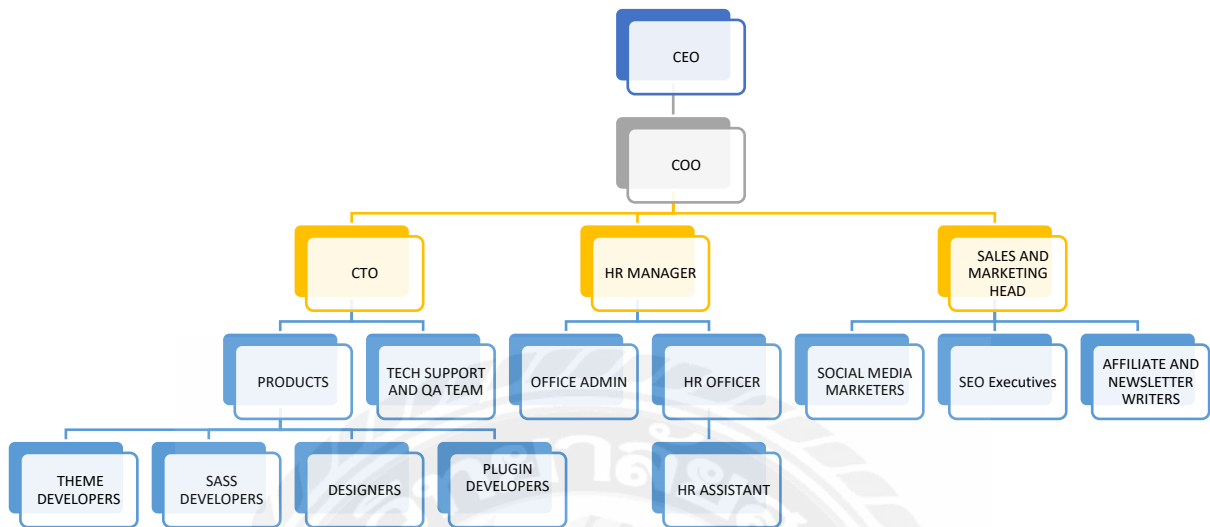
Fig 1: Organizational Structure of Codewing Solutions

1.2.2 My Job Position

During my time at Codewing Solutions, I held the position of an HR intern wherein I was assigned tasks directly by the CEO himself. I would be assigned projects for the SASS products (HR Software) which were mainly research centric.

The HR Intern was responsible to assist the HR manager and help the HR assistant to complete a particular task. As an HR Intern, I was responsible to organize engagement programs and to receive feedback to better the quality of future programs for employee welfare. As my time as an intern, I spent most of my time to build aptitude test questions along with a co intern. Moreover, I also assisted the recruitment specialist in the selection process.

1.2.3 Detail of how the position I held fit into the overall company organization

Fig 2: Job Position of an HR Intern

As mentioned earlier, I was directly assigned tasks by the CEO (Director) himself. The HR Manager would oversee my work. I also worked under the recruitment specialist to filter the candidates. Moreover, I was involved with the HR Assistant to fulfill the day-to- day activities.

1.3 Intention and motivation to join the company for Coop studies

Before starting my internship, rather than planning to work at a particular type of company, my main aim was to work in the Human Resource department. Be it any type of company, I wanted to set my foot into the door of HR. One of the main reasons that drove me to this field was its relevance in any sector. Be it healthcare, development, manufacturing, finance, or any other sector, there is a heavy indulgence of Human Resource.

Another factor I considered was the rapid change brought into the workforce due to technological advancements. Technology has also affected HR as Human Resources Information Systems (HRIS) has automated many of its duties. However, there is a huge chunk of HR that can

never be automated as this profession requires intuition, impulse, and empathy that technology can never replace.

My internship journey began with Nepal News Network Pvt. Ltd. wherein I worked there for 4 weeks. I was fortunate enough to have the opportunity to obtain employment in a specified department despite the ongoing pandemic. However, due to the monotonous nature of the work that was assigned to me at Nepal News Network, I went on a job hunt once again. As this was my first time working in the Human Resource Department, I wanted to make the most out of this experience, and just doing menial tasks would certainly not fulfill the goal of my internship. While going through different job portals, I came across a vacancy post from "Codewing Solutions" which said that they needed HR interns.

I have always believed that working at a startup and in a big company has its pros and cons. However, as a fresher who wanted to learn and explore a new field, that is, Human Resources I was more interested in startups and Codewing Solutions was exactly what I was looking for. There were two factors about Codewing Solutions that attracted me. Firstly, the fact that it is a "Tech Start-Up" because I had never gotten an opportunity to work at a startup company. The fact that Codewing is an IT company, was something that intrigued me as well, as I had no clue about how a tech company functions. So, working at a startup in a new sector and a new department was completely foreign to me which seemed like the best learning experience.

Secondly, the culture that Codewing had. Up until now, I have had the experience to work at corporate houses where hierarchy is the most important element. The decisions would be taken by the top management. Whereas in the case of Codewing, one of the main values that the company had instilled was "flexibility" in their culture. This would create a new avenue to innovate ideas. Hence these were my intentions to work in the "Human Resource" department at "Codewing Solutions."

1.4 Strategic Analysis of the company

The SWOT analysis of Codewing Solutions is as follows:

Strengths	Weaknesses
• World Wide Exposure • Specializes in various fields • Caters to different sectors • Easy to use products • One of the few budding Tech Start Ups of Nepal	• Still an untapped market in case of Nepal • Limited resources in terms of workforce as of now • Technological changes • Communication Gap due to remote work culture
Opportunities	Threats
• Growing Demand • Technological Advancements • Nurture New Talents • Adaptive Nature	• Highly Competitive Market • Cyber Security Risks • Rapid Change in the environment

Strengths:

World Wide Exposure: With more than 50 WordPress themes, themes developed by Codewing Solutions have been downloaded more than 1 million times.

Specializes in various fields: The products of the company specialize in various fields like WordPress, Web Design, Mobile App Development, Search Engine Optimization, UI/UX Design, Custom Web Development, and Brand Identity catering to different needs of the potential customers.

Caters to Different Sectors: The products offered by the company caters to different sectors like education, food, fashion, e-commerce, tours and travels etc. For example, Blossom themes offers Blog Layout for Fashion Bloggers.

Easy to use Products: The products are easy to use as it is used to create websites without writing a single line of code.

One of the few budding tech start-ups based in Nepal with the team members coming from different disciples.

Weaknesses:

Untapped Market: The tech scene in Nepal is still far from behind, the company has still not been able to tap on to its fullest potential

Limited Workforce: Since the company is willing to expand, there is limited availability of desired skillset required for the products the company is wanting to build.

Technological Changes: Due to the dynamic nature of technology, the company the company continuously needs to develop business models and strategies

Communication Gap: Since the company works remotely, the remote work culture sometimes creates communication gap which could affect the quality of work

Opportunities:

Growing demand: The growing demand for connected devices is an opportunity for Codewing solutions as its products are complementary to it. Without connected devices, there products would be irrelevant. Moreover, growing technology sector will increase demand for company's products

Nurture New Talents: As tech sector is ever growing, it also has the ability to nurture new talents. Moreover, there have been a substantial growth in the education sector (IT) in the Nepalese market, paving more ways for the company to scale up in terms of workforce.

Adaptive Nature: Amidst the pandemic, the company adapt the "work from home" culture with laying off any employees. The company has been successfully working from home for the last 11 months.

Threats:

Highly Competitive Market: Although the competition in the market may seem small in the Nepalese domain, there is a huge number of global competitors for the products offered by Codewing Solutions. There are over 11,000 WordPress Themes in the market. In the context of Nepal, companies like "LeapFrog" possess great threat for the company as potential skillset are more inclined to international companies than local companies.

Cyber Security Risks: Risk Related to cyber security threats and incidents as small businesses often have less stringent technological defenses, which makes them an easier target for hackers than bigger organizations.

Rapid Change in the environment: Though this would be seemed as more of an advantage than disadvantage for the company, the fact that the dynamic nature of the sector could make its products obsolete should not be ignored. Moreover, dynamic nature also paves the way for more competitors to enter in the market hence, possessing more risk. Risk due to rapid technological and market developments

Codewing Solutions has been growing organically since its inception. Talking about its weaknesses, the company has been trying to overcome its weaknesses by taking several actions. Like for instance, regarding not having enough workforce, the company has hired a recruitment specialist to bring in desired talents in the company. In 2020, 31 new employees had joined the company. Codewing solutions aims to extend its employee headcount to up to 100 employees by the end of 2021. Regarding communication gap, the HR team makes sure to follow-up on the effectiveness of the meetings held by taking monthly surveys and takes corrective actions accordingly. Overall, the strengths outweigh the weaknesses of the company.

1.5 Objective of the cooperative studies

(Specialists, 2020) With components like recruitment, appraisals, training, payroll, and other distinct elements, Human Resource is more than just hiring and firing. The department is responsible for molding the culture of the company. Company culture plays a pivotal role when employees apply for a job as it gives an overview of how the company functions, how it is perceived by the public and how it takes stride to achieve a goal.

The objectives of my internship are enlisted below:

a. To familiarize myself with HR terminologies and practices
b. To study the components of HR software (SASS product)
c. To study the effectiveness of "Work from Home" culture
d. To study the effectiveness of engagement programs to improve the company culture
e. To study the components of aptitude tests
f. To get an overview of the interview process and to understand the job market of IT field in Nepal

Chapter 2: Co-Op Study Activities

2.1 Job Description

Internship Role: Human Resource Intern

Job Description: Human Resource Intern is supposed to conduct research on various projects assigned and provide progress reports to the director. The intern would also be involved in researching and planning the overall pre-requisite of preparation of a resume, creating the CV pool, and designs of it. Additional projects and day to day job responsibilities will also be assigned to the interns based on their abilities.

2.2 Job Responsibilities

Below includes all the roles and responsibilities of the activities I had to do during my internship period at Codewing Solutions:

a. To familiarize myself with income tax system and labor law of Nepal

b. To draft a resume template required for different job titles offered in a Tech Company

c. To research different criteria of Aptitude test and how the test should be conducted

d. To draft various Aptitude questions after filtering the criteria

e. To draft a document about various company culture that Codewing can implement for employee welfare

f. To understand the recruitment process of Codewing Solutions

g. To draft different issuance letters required for the HR department

h. To draft a rough layout of "Occupational Health and Safety" policy for Codewing

i. To understand the performance appraisal system of the company

j. Brainstorming ideas for different sessions and engagement programs to conduct for the employees

k. To take feedback from employees after each session/ program via google forms

2.3 Activities in coordinating with co-workers

I had to coordinate with HR Manager, HR assistant and the Recruitment Specialist to run the day-to-day activities.

Starting with the engagement programs for employee welfare, I would have to brainstorm ideas for events/programs and filter out the ideas with a co intern. We would then decide on the flow of

the event and pass it down to the HR Manager. The HR Manager would give us the feedback and after making necessary changes, for final review, the flow of the event would be sent to the CEO. We would then conduct the event after the CEO's approval.

Other than engagement programs, I was directly involved with a co-intern for the "Aptitude Test" project. For the technical criteria of the aptitude test, we were asked to collect technical questions from the team leads of each department. We would circulate the criteria and the test manual to every teams leads. The team leads were given 2 weeks' time. After the deadline, we would collect all the questions from the team leads and document them in the Master HR folder. These questions would then be discussed in the team leads meeting.

I also had to assist the recruitment specialist for the interview round. I drafted contents for the vacancies which would then have to be approved by the recruitment specialist himself. For the job application process, I assisted the recruitment specialist in filtering the applicants who would then be called for the interview round. Other than that, I also responded to mails of the applicants and give them updates about their application, keeping the decisions of the team intact.

To further bring clarity in the above-mentioned pointers, the next section of the report will show the work flow of my day-to-day activities.

2.4 Job Process Diagram

| Brainstorm and Filter Ideas for the Engagement program | Send it out for the review | After receiving the approval, send an invititation to the entire team | Conduct the Event | Collect Feedback via Google Forms |
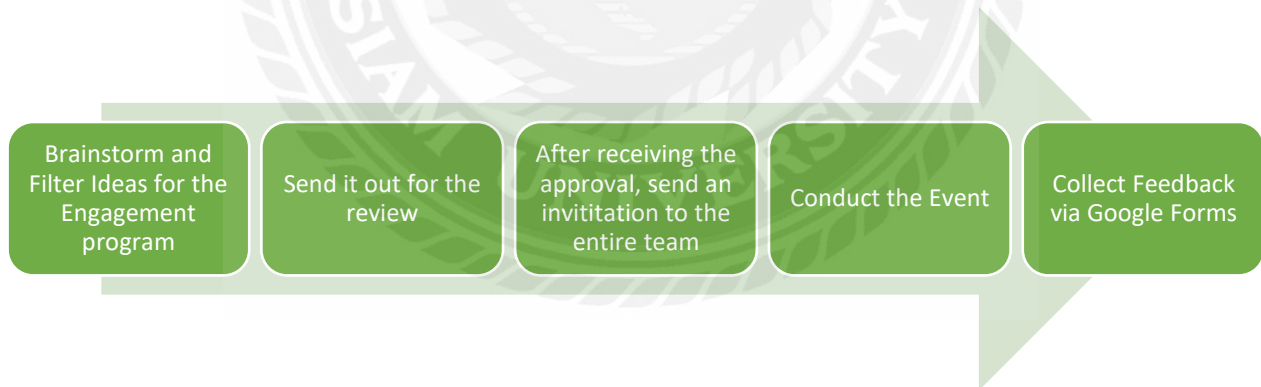
Fig 3: Job Process Diagram for Conducting Engagement Programs

For employee welfare, the HR team of Codewing Solutions makes sure to conduct engagement programs and sessions time and again. During my internship, we conducted a total of 3 engagement programs and 2 awareness sessions. While planning for the program, as shown in the diagram above, the HR team sits for a virtual meeting to brainstorm different ideas. We raise questions such as "How can we better the event?", "What should the flow of the event be?" etc. After

brainstorming ideas, the HR manager sends the filtered ideas to the CEO and relays all the message to him. After his approval, a mail is sent to every team member and hence, the event is conducted. After the event is conducted, within a week a google form is circulated to the entire team so that the HR team can get to know the feedback and improve on future events.

Moving on, for aptitude test, the process diagram will be divided into 2 phases.
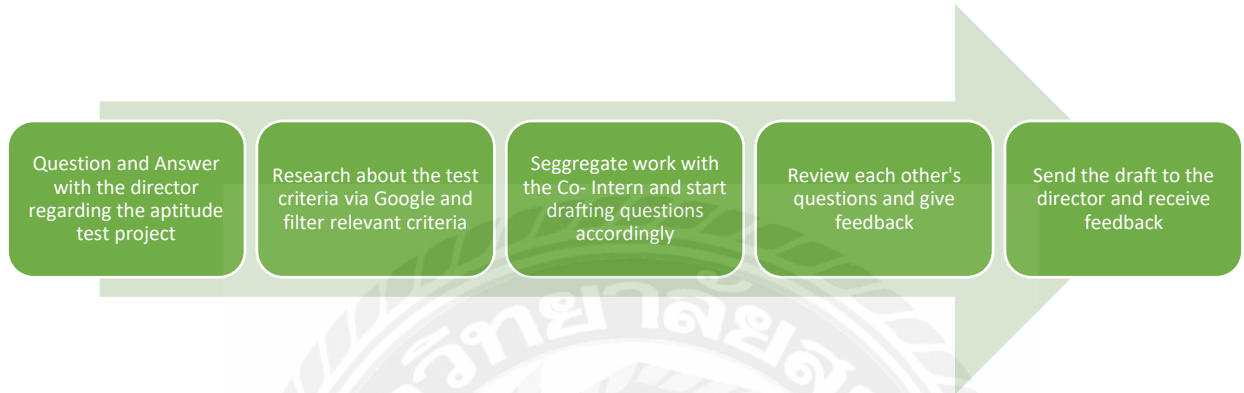
Fig 4: Job Process Diagram: "Aptitude Test Project" Phase 1

Aptitude test was one of the test projects where I had committed most of my time in. I along with a co- intern worked together to fulfill the requirements put forward by the director. The main aim of the project was to research about the various kinds of tests and criteria to take as a reference. The research would help us build aptitude test questions of our own which could later come in handy for the recruitment process. Our director had sent us a google doc explaining the task, we were given some time to understand the project and pen down all the questions we had. Later, in the next meeting, we asked questions regarding the task for better understanding. After clearing all the doubts, we would then proceed with the given task. The first step was to research and skim through all the information given out on the internet. We visited sites like testgorilla.com. We jotted down about 10 criteria and after solid discussion, we filtered the criteria and brough it down to 7: Numerical Reasoning, Situational Judgement, Verbal Reasoning, Attention to Details, Reading Comprehension, Time Management and Leadership. After filtering the criteria, we segregated tasks, for example, if we decide to work on Numerical Reasoning on a particular day, I had to draft 25 questions and likewise, my co-intern also had to draft 25 questions or she'd draft 25 questions for another criteria. At the end of the day, we reviewed each other's questions and sent it to our director. After his approval, we had to draft more for each criterion.
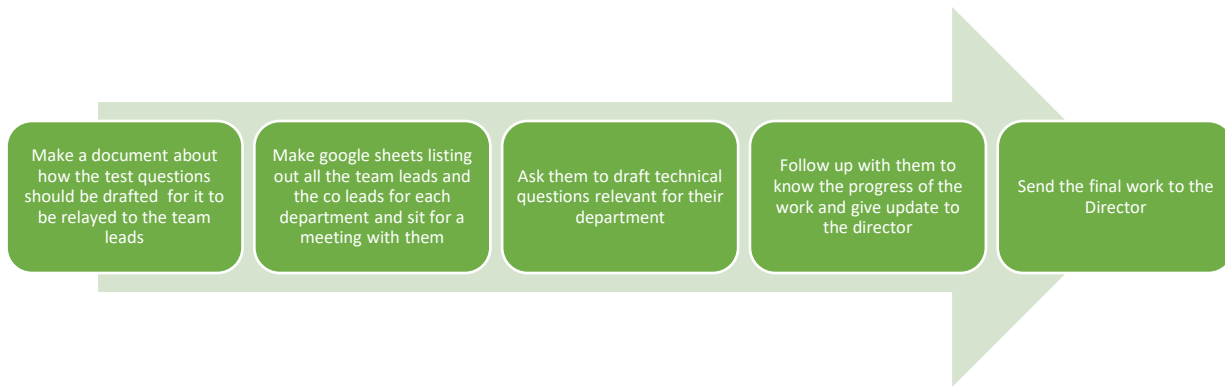
Fig 5: Job Process Diagram: "Aptitude Project" Phase 2

Further, regarding the second phase of the project, we had to collaborate with the team leads of each department. The main purpose was for to draft technical questions relevant to their department. For example, the content lead was responsible to draft technical questions for prospective applicants for the post of a content writer. We began the process by making a document by giving the team leads a brief about the project and the requirement so that they'd get familiarized with how we had been working. Then we sat for a meeting along with the director, the team leads were given 2 weeks' time to come up with technical questions. Within the span of those 2 weeks, we had regular follow up with them to know the progress of the work and sometimes we also assisted them if they needed assistance. After 2 weeks, the final work was sent to the director. He would then sit for a meeting with the fellow team leads for feedback.
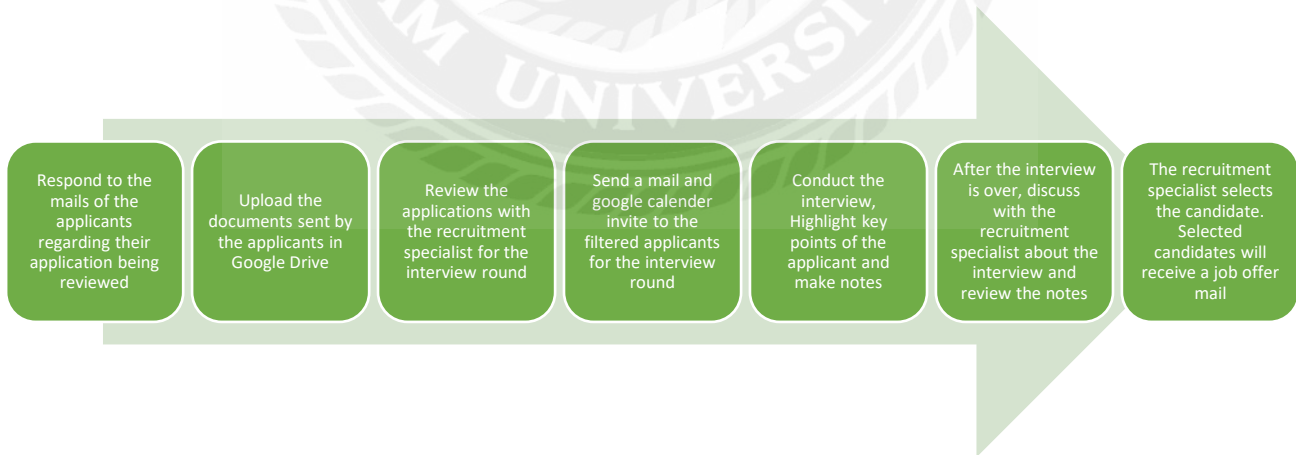
Fig 6: Job Process diagram: Recruitment

During the final month of my internship, I got the opportunity to work with the recruitment specialist to assist him in the interview process of the applicants. This helped me understand the

recruitment procedure of Codewing solutions. Additionally, this also helped me understand different requirements of different job titles offered at the company. Codewing had organized a "Bootcamp" internship opportunity for freshers wherein many applicants had applied. I was assigned the responsibility to respond to the mails of the applicants and upload their documents in the Google Drive. I made a google doc highlighting the key points from each of the applicant's resume and sent it to recruitment specialist. We would then filter the applicants we choose to move forward with and send them an invite for the interview round. During the interview, I would jot down the key takeaways from the interview for it to be used for review. After the end of the interview, we would sit for a final review and decide if the candidate is suitable for the post. If we choose to move forward with a particular candidate, I would send him/her a job offer letter and if he/she accepts, we would proceed by sending him/her an orientation invite.

2.5 Contributions as a Co-Op Student in the company

As Codewing has less than 100 employees, all the HR-related tasks are done manually through G suites. Hence, as a tech company, the company is planning to create its own Human Resource Information System (HRIS). So, my contribution was to research various documents required for day-to-day HR activities and manually create those documents that could later be automated in their software in order to save time in the future.

As a Finance student, the first task that was assigned to me at Codewing Solutions was the "Payroll" task wherein I created a monthly, month to month and yearly pay slip format and drafted payroll-related letters for it to be automated. For example, requesting bank for transfer of salary, depositing money in the Provident Fund and Gratuity Fund.

The second task was the "CV Project" wherein the work was to research various curriculum vitae formats required for different job titles offered at Codewing Solutions. I had drafted a customized resume for positions like intern, content writer, marketing intern, HR intern, wed development intern, social media manager, human resource manager, front-end developer, web developer, software developer and web designer.

From above-mentioned roles, I could spot some prominent differences between them. I would like to categorize the roles into two categories: Tech Jobs and Non-Tech Jobs. Firstly, talking about the Tech Jobs such as Developer, Web Designers etc., along with the resume, they are also required to submit a portfolio which would reflect their capabilities. Moreover, for their role, technical skills are highly taken into consideration whereas for non-Tech roles such as Human Resource Manager,

Marketing Intern, technical skills are considered as assets but "Interpersonal Skills" are highly valued to know their competency. For Interns, rather focusing on professional work experience, indulgence in extra curriculars is taken into account as it is expected for interns to not have professional work experience. Moreover, for managerial positions, work experience is highly taken into consideration and for tech roles, along with work experience, credibility is also given to independent side projects. Overall, businesses cannot operate systematically without a proper mix of tech and non-tech departments. Both types of employees contribute equally towards the success of an organization and are equally valuable.

The third phase of the task was to develop criteria for the "Aptitude Test" that would later be used to filter candidates. As mentioned earlier, in the test I researched various parameters for conducting tests. Built different phases of the test like Verbal Reasoning, Numerical Reasoning, Reading Comprehension, Attention to Details, Leadership, Situational and Time Management, drafted 50+ questions for each criterion. As Technical Questions vary department-wise, in this part, I along with my co-intern coordinated with the department heads to build technical questions. For example, an SEO head would build SEO related technical questions. Here, our job was to assist them if they had any queries about the parameters, we had earlier set for the tests. After review we then compiled and created a document with our own guidelines for tests and finally passed the document to Test Creators which would later be the foundation for creating proper tests.

Codewing solutions heavily emphasizes on improving its company culture, and Human Resource plays a prominent part in building a company culture. So, I along with my co-intern researched various company cultures Codewing could implement to improve its working environment. For instance, since everyone at Codewing works from home, we conducted a "work from home" survey among our employees. After the research, we found out that many felt the "work from home" regime to be mundane and wanted change. Taking their response into account, we conducted a "Dashain Engagement" program. Our team also conducted a "Mental Health" session realizing that the pandemic and the monotonous work from the home situation has taken a toll on everyone.

Below are the charts showing survey responses and the responses of the engagement program. The figures are the result of two events, "Dashain Engagement Program" and "Mental Health Awareness Session".

Do you feel like you got to know your colleagues better?
31 responses

- Yes
- No
- Somewhat

45.2%

54.8%
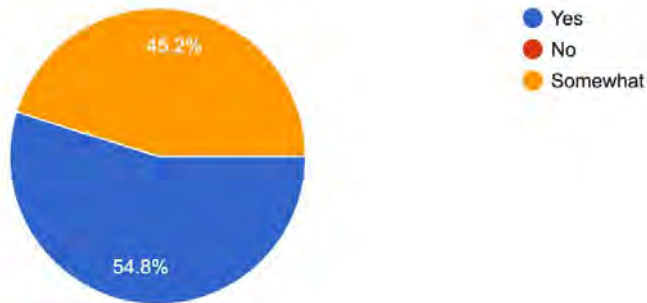
Fig 7: Survey result after the Dashain Engagement Program

According to you, do you think the company should have more such events in the future?
31 responses

- Yes
- No
- Maybe

12.9%

83.9%
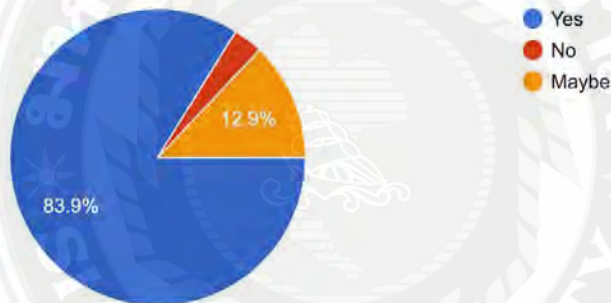
Fig 8: A chart showing employees wanting more engagement events

Do you think your approach towards the issues of mental health changed after the session?
34 responses

- Yes
- No
- Maybe

38.2%

55.9%
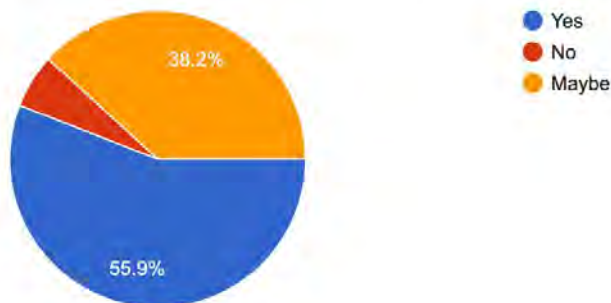
Fig 9: Survey response after conducting "Mental Health" orientation program

Talking about the survey output from the Figure 5, given the work from home situation at Codewing Solutions, most of the employees did not know each other as some of them were new. Moreover, the work from home culture seemed too monotonous for the employees. Hence, the HR Team prioritized the need of conducting engagement programs and sessions. We first began with Dashain Engagement Program. As mentioned earlier, after conducting each and every program, we make sure to take feedback into account through google forms. According to the feedback, after the Dashain engagement program, more than half of the employees (55%) got the opportunity to know each other. The output in Figure 6 shows that about 84% of the employees enjoyed having engagement programs as it broke the everyday confinement of monotony.

As HR Team, we also felt the need to relay the importance of Mental Health to the employees especially during the pandemic. Hence, we conducted a Mental Health Introductory session wherein, as shown in Figure 7, a lot of employees got to familiarize themselves with mental health and realized the need to keep their mental health into account. Hence, conducting such programs are important not only for the sake of engagement but also for the welfare of the entire team.

Moving on, as an HR intern, I made sure that the engagement programs and sessions conducted ran in a smooth and timely manner. Apart from projects, I had also drafted an "Occupational Health and Safety Policy" document which could be implemented after everyone starts working at the office. OHS policies keep employees safe, reduces liability issues, and helps in overcoming unforeseen interruptions during business hours. There I added several clauses like Drills and Training, Earthquake, Fire Hazards, Violence and Harassment, Slips and Trips, Alcohol and Drug Policy, Smoking Policy, Covid Clauses and Helpline numbers.

I was also given an assignment to research on aspects we could add to our "monthly HR report." I aligned my finance background with this task by bringing "Human Resource metrics" into the light. Human Resource (HR) metrics are measurements used to define the efficiency and effectiveness of HR practices. This allows HR to quantify decisions and make good decisions in the future. Enlisted below are the metrics I researched and suggested for the future:

Sourcing Statistics: As Codewing posts vacancies in various job boards, I suggested this metric to streamline those job boards. The company can later invest on those job boards from where there is higher visibility.

Employee Turnover Rate: A metric suggested to identify job satisfaction level. This helps the company keep track of its employees and work on strategies to improve retention.

Absenteeism: This metric has been taken into account to determine patterns of behavior that may be a cause of concern.

Offer Acceptance Ratio: This could be an indication of whether the job offered is on target / whether the benefits and the culture of the company align with what a candidate wants.

Length of Service: Another metric that helps in analyzing employee satisfaction. The longer the employees stay, the better it is for the business. Moreover, employee longevity also reduces hiring costs as the company will have fewer employees to replace.

Employee Net Promoter Score: One of the most important metrics as it determines how likely an employee is going to recommend the company to outsiders. A survey is passed to know the results, this acts as a feedback to HR to understand the gaps to fill.

Further, as a part of its human resource practice, the company often recruits freshers, giving them a platform to learn. I had an opportunity to work with the recruitment specialist to familiarize myself with the recruitment process of Codewing solutions. I drafted email templates for applicants in order to save time. Other than recruitment letters, I also drafted various issuance letters needed in the HR department like Letter of Reprimand, Promotion Letter, Termination Letter, Letter of Recommendation, Letter of Completion, Employee Recognition letter.

Letter of Reprimand

Company's Letterhead

To

Recipient's Name
Designation
Codewing Solutions Pvt. Ltd.
Address

Date: 24th November 2020

Subject: Letter of Reprimand for (Reason)

Dear (Recipient's Name)

This is an official letter of attention on your failure to (reason) despite a verbal warning issued on (Date).

We are taking this issue under our consideration due to your previous quality records. However, we will be bound to take severe disciplinary action if you fail to show the necessary improvement which could lead to suspension or even termination from employment.

We believe that this will not happen again as we have always known you as a capable employee with positive behavior.

For a further discussion concerning the issue, reach me through email.

Sincerely,

_____

Nirju Lawat (Ms.)
HR Manager

Fig 10: Sample for Letter of Reprimand

Letter of Recommendation

Company Letterhead

Date:

To whom it may concern

I am writing to you regarding XYZ, who has applied for the position of (post) at your esteemed company. XYZ has worked at CodeWing Solutions as a (post) since (start date). During her time with our company, she has proved herself to be a loyal and dedicated employee. She was always willing to work extra hours to meet the quality of the project assigned and is a goal-oriented employee. I am confident that she will be a great addition to your team.

Her core skills and strengths include attention to detail, creativity, and excellent written and verbal communication skills. With her hard work and teamwork, she has always accomplished tasks in a courteous and timely manner. She is well known as one of the most active employees of the company who has always brought new ideas to the table. As someone who has seen her grow as a professional over the course of X years, I can tell that she has an adaptive nature and is a very fast learner. XYZ is a very pleasant worker who has always finished her tasks on time and is well equipped to grow from the challenges that she is presented with.

I hope you will consider XYZ for the opening as I can assure you that she will be an asset to any company she plans to work with. If I can be of further assistance, please feel free to contact me

Sincerely,

_____
Nirju Lawat (Ms.)
HR Manager

Fig 11: Sample for Letter of Recommendation

Letter of Appointment

Company's Letterhead

Date: 23rd November 2020

XYZ
Intern
Human Resource Department

Dear Ms. XYZ,
Everyone at Codewing Solutions Pvt. Ltd. joins me in welcoming you to the Human Resource Team. We are pleased to appoint you on a service engagement for a period of _____ months starting _____, 2020 under the following terms and conditions:

1. You will function as an Intern in the Human Resource Department and will report to the HR Manager or any person assigned by her.
2. As an intern, you will not be entitled to the benefits available to employees who are either permanent/temporary or have the status of a permanent employee
3. You will be responsible for carrying out your duties as assigned to you, to the entire satisfaction of the organization
4. You will be paid a consolidated reimbursement of Rs. 5000/- per month
5. The management shall have every right to terminate your services at any time without assigning any reason therefore giving you one week's notice or salary in lieu thereof.

With this, it is clearly understood and agreed between you and the institution that the agreement hereby offered is an outcome of fair recruitment practice.

Sincerely,

_____
Authorized Signatory

I have fully read and understood the agreement. I would hereby like to voluntarily accept this agreement in full acceptance of all terms and conditions mentioned above.

Fig 12: Sample for Letter of Appointment

Additionally, the company conducts timely performance reviews and adjusts employee salaries accordingly. Performance Appraisal is conducted systematically by taking the feedback from the business consultant. My role was to systematically study steps taken by the company for performance appraisal. The company made a software wherein every employee had to log in and self-assess themselves. After the self-assessment, the team leads/ supervisor would assess their subordinates. During this whole procedure, my role was to make sure that the self-assessment and the supervisor's assessment was done in a timely manner, after the completion of the assessment both the supervisor and the team member would sit for a meeting to give clarity about the assessment given. After the end of the meeting, the HR team would sit for a meeting and take the discussion forward, whether or not should the appraisal be granted to a particular employee.
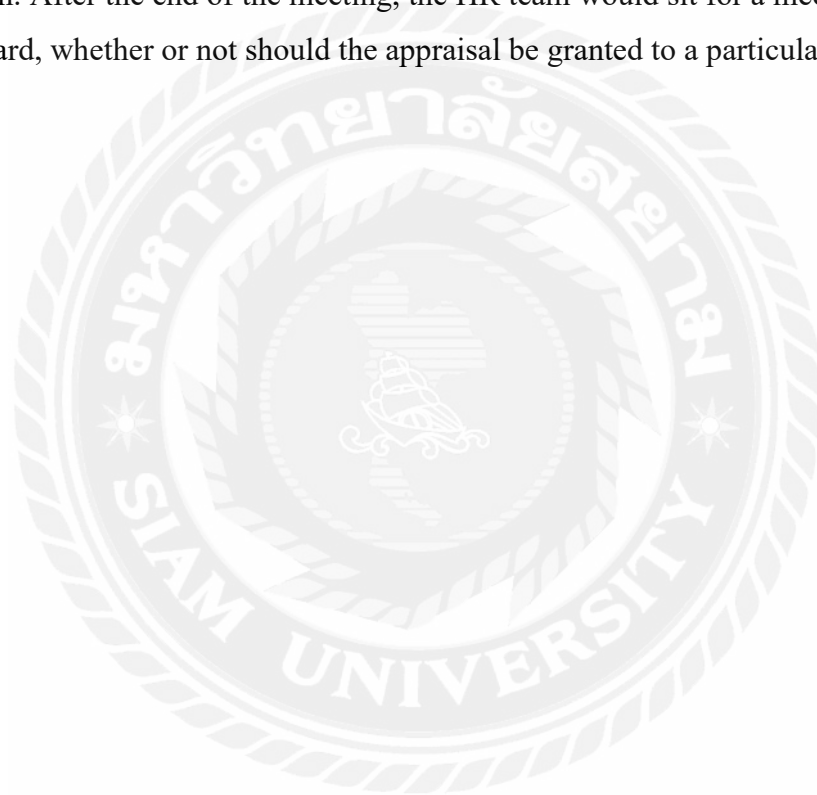
Chapter 3: Learning Process

3.1 Problems/issues of the Company

Talking about the first problem I faced during my internship, it was the "work from home culture." Working from the comfort of my home looked like a better option than working at the office as it gives more flexibility. However, one of the main challenges faced while working from home was "distraction". I often got distracted during my working hours. Adding on to this, the lack of interaction was another challenge. As a newbie, I felt isolated as there was no one to interact with. Moving on, as it was my first time working in the HR department, some of the tasks assigned to me were quite overwhelming. Coming from a different background, the task allotted to me seemed completely different and overwhelming at first. I had to give in most of my time for research as a lot of things were new to me. I was also hesitant to ask questions thinking that it would give a bad impression. Moreover, there were times when responses were delayed when I wanted help. Adding on to this, lack of response was another problem faced during the internship, there were instances where I did not get any feedback for my work. My effort seemed unnoticed which was demotivating. The feeling of not being appreciated for the effort put in was there at the initial phase of my internship. However, on a good note, it did not last for long.

Further, while working on the "CV" project, I had come across a lot of Tech related jargon that was completely foreign to me. I also had to put in extra time to know what they meant. So, a lot of time was given to research. Meeting the expectations was another obstacle. After every meeting for the project assigned, I had to redo my tasks which seemed quite pressurizing. Sometimes it was difficult to meet the set benchmark. Also, while many struggles with deadlines, I on the other hand wasn't given any deadline. Since I had to put in a lot of time for research before actually working on the output, I felt like I was running behind. Unproductivity was also a huge barrier as at times I used to procrastinate my tasks as there was no one to keep tabs on me which made me unproductive. There were also times when I felt redundant due to the lack of work or no work assigned to me.

3.2 How to solve the problems

3.2.1 Our initiative to solve the communication gap problem

One of the major problems faced by everyone was the communication gap created by the "work from home" culture. The problem was the feeling of isolation and monotony. I along with

my co-intern first started with primary research. We drafted some questions so that we could form a survey via google forms to collect information about our employee's personal views on the work from home culture. The survey included 13 questions; the main objective was to find out if the employee really wanted to return to the office. The survey results showed that out of 37 respondents, 16 respondents preferred working from the office while 10 respondents preferred working from home. 11 respondents from the survey had a neutral preference.
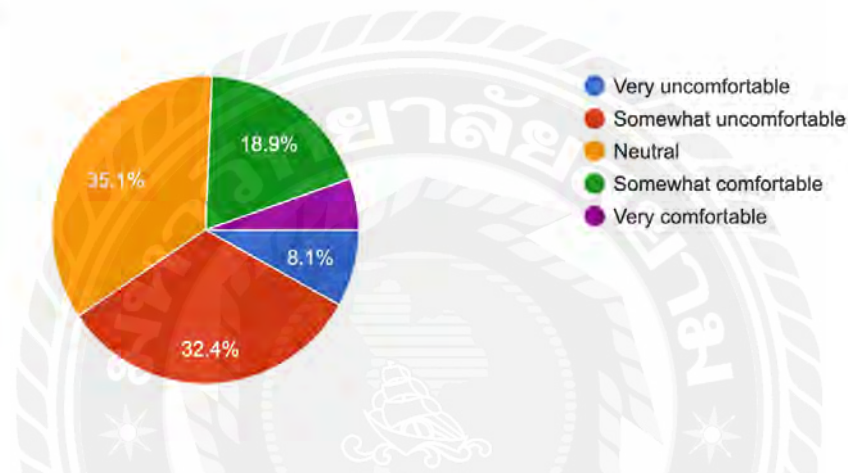

Fig 13: Returning to work in the office survey result

The survey result showed in the picture above, shows are the majority of the people are still not comfortable returning to the office because of the pandemic. Talking about the communication gap, shown in the picture below, the majority of the employees seemed to be doing fine when it comes to keeping tabs on their co-workers. However, the bar graph also shows that, there were still a few people who were quite unhappy and had some issues regarding communication.

On a scale of 1-5, how would you rate the communication with your team while working from home? 1 being the lowest, and 5 being the highest.
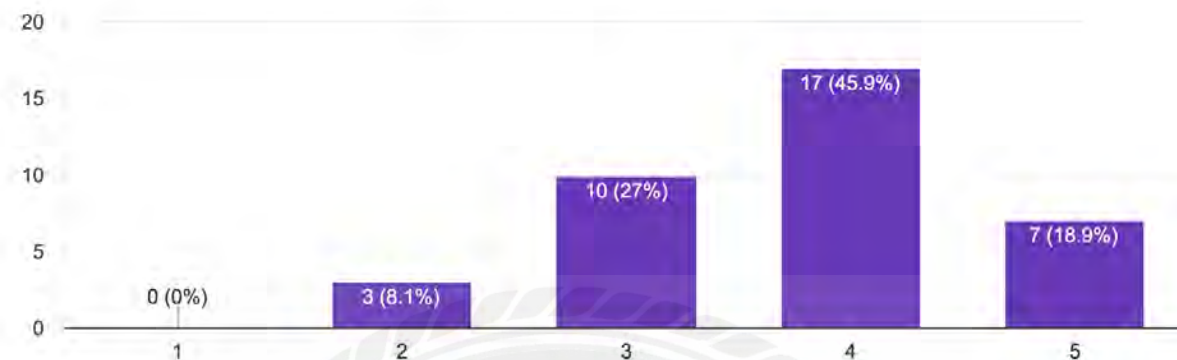
37 responses

Fig 14: Perception on "communication gap" while working from home

3.2.2 Introduction to Engagement Programs

In order to overcome these issues, the HR team introduced "engagement" programs to make employees feel connected even in these uncertain times. Moreover, the team also made sure that regular team meetings were being held, feedback was also taken into account and proactive decisions were taken. The engagement programs helped in breaking the monotony and kept the culture of the company intact.

3.2.3 Employee Reward System

Moreover, the "Employee Reward System" was introduced in the appraisal month in order to make employees goal-oriented. The main purpose of introducing this system was to reward and give recognition to employees who worked hard. This also drives workplace motivation (Maslow, 1943). Hence, a performance-based reward system was introduced and for each milestone, a recognition session was conducted to make employees feel valued.

3.2.4 Distractions (Working from Home)

Talking about the problems based on a personal level, to overcome distractions while working from home, I made sure to set a timer for each and every work. For example, an hour to research on a certain topic and an hour and a half to draft a document regarding that topic. I also made sure to turn off notifications from my social media handles during my working hours.

Further, to overcome "lack of interaction" and the feeling of isolation as a newbie, I made sure to make the first move to send a message to my colleagues through Slack (Codewing uses Slack to communicate during working hours) to learn more about the office culture and their experience.

3.2.5 Making the first move

In order to not feel overwhelmed by the tasks assigned to me, I asked for help from a fellow coworker or a senior. We sometimes even collaborated on the same task. Moreover, before sending the final draft to my supervisor/ the director, I made sure to take the suggestions given by my seniors into consideration. The lack of response at times seemed valid as my supervisor had other commitments. So, I made sure to update her about the progress of my work and ask for feedback myself. I also made sure to ask about areas of improvement. To familiarize myself with tech jargon, I made sure to do "first-hand" research. I also made sure to communicate with some of the members of the tech team to further clear my doubts which later helped me on improving my tasks. Meeting expectations seemed difficult at first, however, as the time passed by, I rather took it in a positive manner as I could see progress in my work. This brought a change in me as now; I sought more feedback for my work. Codewing is not fond of micromanaging. Hence, the organization does not give deadlines to its employees. So, I made sure to keep tabs on the time I took to do a certain task, that way I could notice a pattern, which helped me set deadlines for my work at my own pace. This also helped me in dealing with procrastination at work. When I was not assigned any work, I made sure to communicate with my supervisor. At times, rather than asking for work, I volunteered to find work myself. For example, I volunteered to draft a document about sessions and employee engagement ideas.

3.3 Recommendations to the Company

3.3.1 Involving Interns in official tasks as well

As an Intern, it was understandable that the company had confidential information and I would not have access to it which barred me from doing administrative tasks. I had a separate research-based project but there were times when I had to wait for feedback to proceed forward, during that time I would often stay idle. So as a recommendation, I would suggest the company to assign their interns with company-related tasks too like checking if the employee's salary payments were met on time, updating the employee database management system, involving the

interns in all the HR meeting, etc. rather than just assigning them with projects that would only be executed later.

3.3.2 Continue the Aptitude test project

I would also recommend the company to proceed with the aptitude test questions. As an Intern, one of my key roles was to work on the aptitude test questions. I along with a co intern intensively researched on the criteria and categories of aptitude tests. One of the reasons why this test was assigned to us was because the company wanted to develop its own software, for other companies to conduct aptitude tests to bring in the best talents. In Nepal, an aptitude test is not that common, there is a gap in the hiring market from this aspect, and if the company can develop software to fill in the gap, then this would not only help companies bring in desired employees to their company but also help the applicants be more competent. The company has the capability to make its software stand out (sites like test gorilla offer the same kind of service).

3.3.3 Bootcamp opportunities for Freshers

In the final month of my internship, I got a chance to assist in the recruitment procedure. My recommendation for the company from the recruitment aspect would be to introduce more Bootcamp opportunities for freshers. The company is just starting to launch its internship Bootcamp but needs to gear up in terms of the framework of the Bootcamp. The company also needs to make sure that the interns of the Bootcamp are getting enough value out of it. Companies like Leapfrog technology offer internship opportunities wherein they give permanent employment opportunity to deserving candidates. Hence, Codewing must ensure that they bring in competent interns to the company so that they can later be turned into full-time employees. Overall, this is a great initiative as it is giving freshers an opportunity to gain real life skill sets and have professional working experience.

3.3.4 Organize more engagement programs

The company should also continue organizing employee welfare programs as it helps in keeping employees engaged. The company can improvise on such programs and regularly follow up on employees to improve the quality of the program.

3.4 What you have learned during the Co-Op Studies

Choosing to switch the company during the pandemic was a whirlwind of an experience. To give it a brief recap, I would like to break down my learnings into the following pointer:

3.4.1 Learn to Explore

I would like to recall the time before I began my internship. I was not sure about where and in which department I wanted to intern. Only after thorough research, I could draw a conclusion. Hence learning to explore is important, rather than making a decision on a whim.

3.4.2 Knowing when to stop

In my first internship workplace, I was given trivial tasks. I had a set goal in mind before starting my internship which unfortunately was not being met due to the lack of work and the monotony. That is when I continued to explore more seeking better opportunities. Hence, through this internship program, I learned when to draw a line. If your values and goals do not align with the organization you're working for, then eventually you will not be able to extract much from that workplace. Hence, never settle.

3.4.3 Importance of company culture

Working at Codewing made me realize the importance of company culture. Culture is one of the key aspects of any company. It acts as a differentiating point for a company. Hence a good company culture results in a better company image, a happy work environment, and increased productivity.

3.4.4 Your ideas matter

Being vocal about your ideas and opinions plays an integral part in any field. One should not shy away just because they think that their ideas don't matter much to their seniors. At Codewing, we had regular meetings with our line managers and director wherein our ideas were valued. We were expected to share our point of view and that really mattered. This creates a space for two-way interaction and a distinct point of view where one gets to learn from the other.

3.4.5 Importance of Team Relationship

Human Resource is mainly about dealing with people and hence, having a good team relationship is important. This reduces the chances of unnecessary conflicts among the workforce which acts as an essential element to boost a healthy work environment.

3.4.6 Communication is the key

Especially when you are working remotely, frequent communication is a must. It not only allows you to stay updated but also increases engagement and the overall effectiveness of a team.

3.4.7 Your approach towards employees

I have come to understand the difference in nature of everyone and how differently everyone reacts to a situation. Hence, your approach as someone from Human Resource should be different accordingly. With this, I have also learned to be more flexible and adaptive around people.

3.4.8 Interconnection

As a finance student, I could build a link between my major and my department. Also, my colleague had a psychology background, with this we could form a link. For example, linking psychology with aptitude tests and filtering candidates project, and linking finance with HR metric and the payroll system tasks. Overall, this helped in boarding perspectives.

3.4.9 Importance of engagement

Working from home has created a monotonous routine among employees and in order to break the monotony of everyday confinement, engagement is a must. I have had the opportunity to generate ideas for sessions and programs for employee engagement. (Schwartz, 2016)

3.4.10 Take feedback into account

This is the most important aspect. Every time I did a task, I made sure that I received feedback from my senior so that I could better the task. With this, I could track my progress. Moreover, by conducting surveys, I took employees' feedback into consideration to ideate ways to conduct sessions in the future for their welfare.

3.5 How you applied the knowledge from coursework to the real working situation

I would like to reflect back on my entrepreneurship class from when I was in the 3rd semester. There, our teacher had taught us about various business constraints and the importance of businesses to exhibit their values in their work. I had also theoretically learned about the importance of company culture, how it shapes employee productivity and influences retention. But through this internship, I got a real-life taste of what these theoretical bits of knowledge meant.

I got a platform to use my analytical and communication skills in this internship. The payroll task was specifically assigned to me because I come from a Finance background. I further researched this field and learned about the income tax policy and labor laws of Nepal. Compared to my co-intern it was relatively easier for me to understand the payroll system of the company because of my finance background. Moreover, it was pertinent for Codewing to have an online

presence. Realizing this need, the HR team decided to open an Instagram account of Codewing with the sole aim to highlight the company culture. In Marketing class, I learned that the importance of online presence as consumers can simultaneously learn about your company and engage with your brand on a personal level. By keeping this on the back of my mind, we created an Instagram page for the company to have a substantial digital presence to not only increase awareness but also to strengthen the company's brand and build up its credibility.
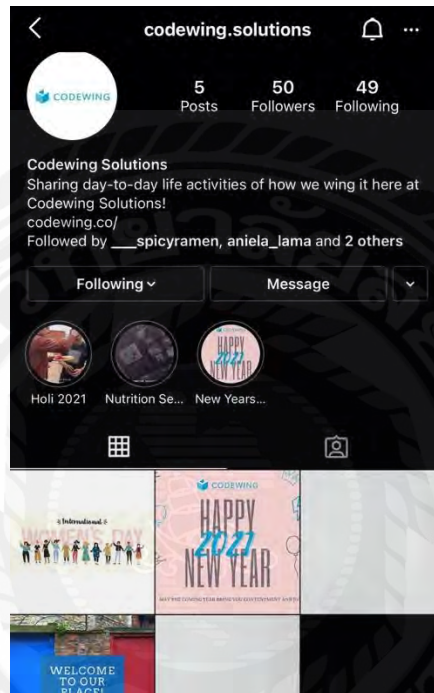
Fig 15: Codewing's Instagram handle

3.6 Special skills and new knowledge you have learned from this Co-Op Studies

Now going into the depth of the aforementioned pointers, this internship has given me a lot of enriching experiences. I got a brief view of how Human Resources functions in two different organizations and how the cultures of both organizations differ from one another. A good working environment is a reflection of good company culture and it further leads to increased productivity among employees. One thing I liked about Codewing was how there was no pressure imposed on employees. The organization disliked micromanaging and this boosted productivity among employees. This was completely different from my prior workplace.

Moving on, coming from a non-HR background, I got a deeper understanding of what HR actually is, I got to dig deeper into this field and could explore more which would later help me

advance in my career. Most importantly it helped me break the stereotypes I had in mind about this field. I also realized how important communicating with your team is. Working from home can be mundane but this barrier can only be broken by communicating. For example, while working on the aptitude test task, we coordinated with different team leads like Content and Seo lead, Design lead, WordPress lead, Laravel lead, etc to draft "technical questions". We had frequent meetings to check on the progress of the task.

Adding on to this, getting feedback is equally important. Like for instance, we took a survey regarding the "Work from Home" culture wherein some employees responded by saying that they needed change as working from home is monotonous. By taking their feedback into consideration, we organized the "Dashain Engagement Program" through zoom which helped in breaking the monotony of everyday work routine. Being adaptive has come off as the biggest learning experience for me as I dealt with employees with distinct personalities. Empathy is one of the core skills required in this field and by saying so, I am not trying to imply that I have become fully empathetic towards people. But working as an HR intern certainly did help me become better than who I was before.

Lastly, another learning for me was to never get overwhelmed. There is always room to learn, try your best to research, and then seek help! Asking for help does not mean that you are not capable but instead, it means that you have the zeal to learn and you are trying your level best to improve by seeking help.

Chapter 4 Conclusion

4.1 Summary of highlights of your Co-Op studies at Codewing

This internship gave me a brief insight into the "Human Resource" department and its functions. As this was my first time working in the Human Resource department, I would like to break the aforementioned highlights into the following pointers: 4.1.1 Engagement Programs

If there's one thing that companies and individuals can learn from one another, it's the importance of creating a meaningful learning experience. Not all companies are created equal. To understand what the differences are, one needs to understand what engagement really is. An engagement program is a program or series of activities designed to improve workplace productivity and efficiency. The value of conducting such programs was realized during the pandemic when everyone was working from home as a way to stay connected with each other. It served multiple purposes.

Today, employees are the most valuable asset. It is in everyone's best interest to increase productivity across the board. There is one key component that can help one attract and retain talented employees — engagement programs. It promotes better working conditions, fosters teamwork, and provides an atmosphere for celebrating achievements. Engagement helps give creators a sense of belonging to the business and encourages their involvement in activities they may not otherwise engage in. During my internship at Codewing Solutions, as a part of the Human Resource Department, several engagement programs like Dashain Engagement Program, Mental Health Awareness Program, New Year's Engagement Program, and Covid-19 Awareness Program were conducted.

4.1.1 Aptitude Test Task

There are various aptitude tests and psychological tests that firms use in hiring. As an intern, I set criteria for the "Aptitude Test," which would later be used to screen candidates. As previously stated, during the test, I researched various parameters for conducting tests. Developed different phases of the test such as Verbal Reasoning, Numerical Reasoning, Reading Comprehension, Attention to Details, Leadership, Situational, and Time Management, and drafted 50+ questions for each criterion. Overall, one of the test projects in which I had invested the majority of my time was the aptitude test. I collaborated with another intern to meet the

requirements set forth by the director. The primary goal of the project was to conduct research on various types of tests and criteria to use as a guide.

4.1.2 The Curriculum Vitae Task

The CV is the most important tool for getting to the job interview stage. As a result, the more effort one puts into tailoring a CV to the job they are applying for, the more likely it is that they will be interviewed. As a part of the Human Resource Department, it is crucial for the recruiters to navigate through different types of CVs and understand the current trends and requirements. This also gives them a brief understanding of what they should be expecting from an applicant and what is considered as red flags on a CV. For this task, I was involved in researching the various curriculum vitae formats required for various job titles at Codewing Solutions. I had created a tailored resume for the positions of various tech and non-tech job titles like software engineer, marketing intern, web designer, content writer, etc.

4.1.3 Payroll Task

The first task assigned to me at Codewing Solutions was the "Payroll" task, for which I created a monthly, month-to-month, and yearly pay slip format as well as drafted payroll-related letters in preparation for automation. For example, requesting a salary transfer from a bank, or depositing funds in the Provident Fund and Gratuity Fund. This task was assigned to me because of my background in Finance. Moreover, some additional research I did for this project was to look upon the labor laws, Holiday laws of Nepal, and different income tax slabs for different individuals.

4.1.4 Assisted the Recruitment Specialist

I also got the opportunity to assist the recruitment specialist during my internship. I helped him in reviewing applications, scheduling interview dates, replying to emails, and organizing orientation programs. My work supporting the recruitment specialist allowed me to gain valuable insight into the hiring process.

4.1.5 Other Tasks

As an intern, I was responsible for a variety of additional tasks. Some of them were: drafting HR issuance letters that reflect an employer's policies and procedures, researching HR metrics, assisting in the performance appraisal, drafting organization health and safety policy. These add to the work record. It also facilitates communication between the employees and human

resource departments. The main thing was to actually get work done, and I would add some other tasks as an intern as well. These could include working with the HR Manager/ HR assistant on various proposals, participating in the planning meetings, or even just writing articles for the workforce mail.

4.1.6 Taking Feedback into Account

For every engagement/ welfare program, we would take feedback into account through Google forms. For individual projects, weekly meetings with the CEO would be conducted wherein he gave us insightful feedback and reviewed our work thoroughly. Such feedback provided me with a new perspective on how to improve my work on a daily basis. The goal of gathering feedback is not simply to ask for it but to improvise on the work done for the better.

4.2 Your evaluation of the work experience

Now going into the depth of the aforementioned pointers, this internship has given me a lot of enriching experiences. I got a brief view of how Human Resources functions in two different organizations and how the cultures of both organizations differ from one another. A good working environment is a reflection of good company culture and it further leads to increased productivity among employees. One thing I liked about Codewing was how there was no pressure imposed on employees. The organization disliked micromanaging and this boosted productivity among employees. This was completely different from my prior workplace.

Moving on, coming from a non-HR background, I got a deeper understanding of what HR actually is, I got to dig deeper into this field and could explore more which would later help me advance in my career. Most importantly it helped me break the stereotypes I had in mind about this field. I also realized how important communicating with your team is. Working from home can be mundane but this barrier can only be broken by communicating. For example, while working on the aptitude test task, we coordinated with different team leads like Content and Seo lead, Design lead, WordPress lead, Laravel lead, etc to draft "technical questions". We had frequent meetings to check on the progress of the task.

Adding on to this, getting feedback is equally important. Like for instance, we took a survey regarding the "Work from Home" culture wherein some employees responded by saying that they needed change as working from home is monotonous. By taking their feedback into consideration, we organized the "Dashain Engagement Program" through zoom which helped in

breaking the monotony of everyday work routine. Being adaptive has come off as the biggest learning experience for me as I dealt with employees with distinct personalities. Empathy is one of the core skills required in this field and by saying so, I am not trying to imply that I have become fully empathetic towards people. But working as an HR intern certainly did help me become better than who I was before.

Lastly, another learning for me was to never get overwhelmed. There is always room to learn, try your best to research, and then seek help! Asking for help does not mean that you are not capable but instead, it means that you have the zeal to learn and you are trying your level best to improve by seeking help. Choosing to switch the company during the pandemic was a whirlwind of an experience. To give it a brief recap, I would like to break down my learnings into the following pointers:

4.2.1 Learn to Explore

I would like to recall the time before I began my internship. I was not sure about where and in which department I wanted to intern. Only after thorough research, I could draw a conclusion. Hence learning to explore is important, rather than making a decision on a whim.

4.2.2 Knowing when to stop

In my first internship at my workplace, I was given trivial tasks. I had a set goal in mind before starting my internship which unfortunately was not being met due to the lack of work and the monotony. That is when I continued to explore more seeking better opportunities. Hence, through this internship program, I learned when to draw a line. If your values and goals do not align with the organization you're working for, then eventually you will not be able to extract much from that workplace. Hence, never settle.

4.2.3 Importance of company culture

Working at Codewing made me realize the importance of company culture. Culture is one of the key aspects of any company. It acts as a differentiating point for a company. Hence a good company culture results in a better company image, a happy work environment, and increased productivity.

4.2.4 Your ideas matter

Being vocal about your ideas and opinions plays an integral part in any field. One should not shy away just because they think that their ideas don't matter much to their seniors. At

Codewing, we had regular meetings with our line managers and director wherein our ideas were valued. We were expected to share our point of view and that really mattered. This creates a space for two-way interaction and a distinct point of view where one gets to learn from each other.

4.2.5 Importance of Team Relationship

Human Resource is mainly about dealing with people and hence, having a good team relationship is important. This reduces the chances of unnecessary conflicts among the workforce which acts as an essential element to boost a healthy work environment.

4.2.6 Communication is the key

Especially when you are working remotely, frequent communication is a must. It not only allows you to stay updated but also increases engagement and the overall effectiveness of a team.

4.2.7 Your approach towards employees

I have come to understand the difference in nature of everyone and how differently everyone reacts to a situation. Hence, your approach as someone from Human Resource should be different accordingly. With this, I have also learned to be more flexible and adaptive around people.

4.2.8 Interconnection

As a finance student, I could build a link between my major and my department. Also, my colleague had a psychology background, with this we could form a link. For example, linking psychology with aptitude tests and filtering candidates' projects, and linking finance with HR metric and the payroll system tasks. Overall, this helped in boarding perspectives.

4.2.9 Importance of engagement

Working from home has created a monotonous routine among employees and in order to break the monotony of everyday confinement, engagement is a must. I have had the opportunity to generate ideas for sessions and programs for employee engagement.

4.2.10 Take feedback into account

This is the most important aspect. Every time I did a task, I made sure that I received feedback from my seniors so that I could better the task. With this, I could track my progress. Moreover, by conducting surveys, I took employees' feedback into consideration to ideate ways to conduct sessions in the future for their welfare.

4.3 Limitation of your Co-Op studies

It is a known fact that this pandemic has affected everyone in one way or another. In my case, Covid-19 heavily interfered in my job searching process. During the last two weeks of August, Nepal implemented a second nationwide lockdown which barred my job application process. In the final week of August, I got a job at Nepal News Network, where I worked for 4 weeks. I had to switch the company mainly because of two reasons, first, because of the lack of work. There were many aspects of HR like recruitment, appraisal, employee welfare, etc which the company halted due to the pandemic. Second, I did not learn much from my time there as I was assigned trivial works. This was understandable because the company had laid off 3 members from its HR department and a total of 68 employees due to Covid 19. I eventually had to switch the company seeking a fruitful experience. After undergoing 2 interview rounds and a test project, I got a job at Codewing Solutions. The company has been working from home since the beginning of the pandemic. The new "Work from Home" culture was at first very difficult for me to get used to as there was no one to interact with. During the final week of October, I was tested positive for Covid 19. However, due to the work from home culture, I could take breaks and do work at my own pace by isolating myself at home. In a nutshell, the pandemic affected my internship both positively and negatively. Negatively because it caused difficulties in my job application process and positively because it helped me tackle difficult situations. I also got to witness the adaptive modes implemented by the companies during the pandemic.

Moreover, Internships are not always what they appear to be. Some companies entice interns with empty promises of abundant learning opportunities and upward career mobility. Internships are sometimes simply put in place to provide upper-level employees with workhorses who diligently attempt to complete menial tasks. This could somehow be felt during my first internship experience of this Co-op program. Furthermore, I believe internships are now limited in the sense that there isn't a lot of work for interns at companies that aren't affected by the pandemic. Interns are not given much liberty to make decisions or be a part of integral procedures such as a "performance appraisal" system. I had done the research bit but was not authorized to actually be a part of the performance appraisal procedure of the company due to confidentiality reasons. This was a major limitation of the internship because as an intern, this barred me from gaining a professional insight on how things really worked, I was rather given more of a research-

centric work with no ending point. However, my learning experience has outweighed the limitations of the Co-op studies which overall served the purpose of the program.

4.4 Recommendations for the Company

I would like to give the following recommendations to Codewing Solutions:

4.4.1 Conduct more employee welfare programs

In recent years engagement programs have become an important component of any company's growth and operation. These programs, both formal and informal, allow organizations to improve the quality of their employees and increase overall performance. Today, engagement programs have become a vital part of organizations and the way employees interact with their company. They help employees find their passions, connect with other people or companies, provide knowledge and experience in new career places, give them an opportunity to network and engage in meaningful activities. What's more, is that being able to use this type of program can help the organization create increased productivity and efficiency in other areas of the business too. Engagement programs help employees and companies build long-term relationships and loyalty. I believe that all businesses should consider creating an engagement program. In fact, an engagement program is one of the five most effective methods of increasing productivity and efficiency in a company.

4.4.2 Continue working from home

Despite all the odds, working from home is still viable and should be prolonged. During my stay at the company, several discussions were raised regarding whether or not to get back to the office. Given the pandemic has worsened, working from home should still be implemented even though there were some employees who wanted to work from the office. Even though working from home has its own cons, its pros outweigh its cons. The company has been resilient enough to tackle issues caused by working from home during the peak of the lockdown and should continue to do so for days to come.

4.4.3 Have a more organized plan for interns

As mentioned before, there were times when interns stayed redundant due to the lack of work. Our tasks were project-based and we often had to wait for our feedback. Hence, I would suggest the company have an organized plan for its interns as an intern provides an extra set of hands that can often be used to help achieve goals or complete projects. Interns can work with

other employees in the office on specific projects as long as the project will help a young person learn a new skill, learn more about the industry, and provide a great learning experience. In the end, the goal should be to benefit both parties.

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Annexure

Fig 16 : My work log

Fig 17: Communication Channel

Fig 18: Sharing smiles during the Dashain Engagement Program

Fig 19 : Mental Health Orientation Session