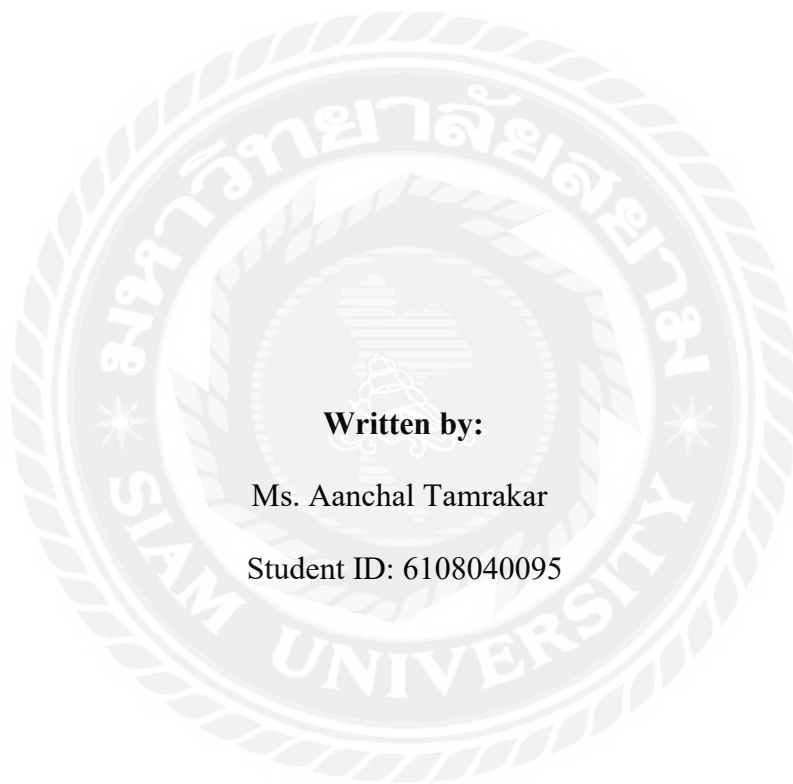




COOPERATIVE EDUCATION REPORT

Process coordinator of StepOne Global



Written by:

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Student ID: 6108040095

This Report Submitted in Partial Fulfillment of the Requirements for

Cooperative Education, Faculty of Business Administration

Semester 2/2021

Siam University

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Academic Year: 2018- 2022

We have approved this cooperative education report as a partial fulfillment of the cooperative education program semester 2018-2022.

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ABSTRACT

This Cooperative report entitled “Process Coordinator of StepOne Global” incorporates details of the HR department and process coordinating for StepOne Global Pvt. Ltd. StepOne Global is an HR Consultancy established in the year 2001. It is located in Naxal, Kathmandu, making the hiring process easy for Nepal's top companies.

The main objective of this report is to find out factors that are a hindrance to the hiring process of StepOne Global. The report also highlights factors that need to be considered for being the topmost HR Consultancy in Nepal and maintaining its traditions. Through the internship period, I got the opportunity to understand and learn the hiring processes of different companies and also got an opportunity to connect with top HRs of Nepal. My main responsibility was to look over the entire process of the Employee Assistance Program, a program under StepOne Global, providing consulting services to the employees of top organizations of Nepal.

In summary, the evidence from this study implies that there are indeed areas that StepOne Global needs to work on in order to provide the best hiring services to the companies and stand out from its competitors. Firstly, the company needs to maintain its digital presence in order to reach a huge number of people, so that we can have a wide range of CVs to screen out from.

Keywords: *Process Coordinator, Employee Assistance Program, Hiring Services*

ACKNOWLEDGEMENT

This report on my internship at StepOne Global Pvt. Ltd would not have been successfully accomplished without the support and cooperation from various people who provided their valuable comments and made other significant contributions.

Firstly, I would like to thank Siam University for providing us a wonderful opportunity to experience the actual business world, which has helped us to see and learn beyond the course content. I would like to specifically thank my academic advisor from Siam, Dr. Chanatip Suksai for guiding me through my report writing. I would like to extend my sincere gratitude towards Kathmandu College of Management and its directors and supervisors for facilitating us with all the support.

I would like to thank StepOne Global Pvt. Ltd. for accepting my intern application and having me work and learn in their organization. I would also like to acknowledge and thank my supervisors at StepOne Global and all the staff who have been very helpful and cooperative, especially, Mr. Abi Singh and Mrs. Renu Khatri for their constant guidance and support. I believe I really learnt a lot and enjoyed my internship period in this organization. Without their support, guidance and cooperation I would have never been able to learn so much and produce this report. I value their sincere efforts the most. And also, I would like to thank my family for all the support and guidance and providing me with all the facilities required to accomplish this project.

Aanchal Tamrakar

6108040095

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ACRONYMS

KCM – Kathmandu College of Management

EAP- Employee Assistance Program

HR- Human Resource

CV- Curriculum Vitae

MD: Managing Director



CHAPTER 1

INTRODUCTION

1. Company Profile

Under the guidance of Mr. Abi Singh, StepOne Global Pvt. Ltd. was founded in 2001 as a company focused on offering hiring services. Initially, it concentrated on offering hiring services to Nepal's top firms; however, it gradually expanded its services to include leadership seminars, team building seminars, and, most recently, mental health awareness and consultation services. The company has a small group of employees consisting of 3 members.

1.1. Mission of the Company

To provide best hiring services and leadership seminars in Nepal.

1.2. Vision of the Company

Using exceptional knowledge, partnering with clients to recruit, manage, and retain staff.

1.3. Strategies of the Company

The main strategy of this company is based on the reason for its establishment. Some of the strategies of the company are listed below:

- Create a distinct employment brand
- Create suitable job postings
- Use digital marketing strategies
- Invest in applicant tracking system
- Find applicants that are actively looking for work and let them know you're interested in them.

- Provide best consulting services
- Spread mental health awareness more widely in Nepal

1.4 Location

StepOne Global Pvt. Ltd. is located at Naxal, Kathmandu.

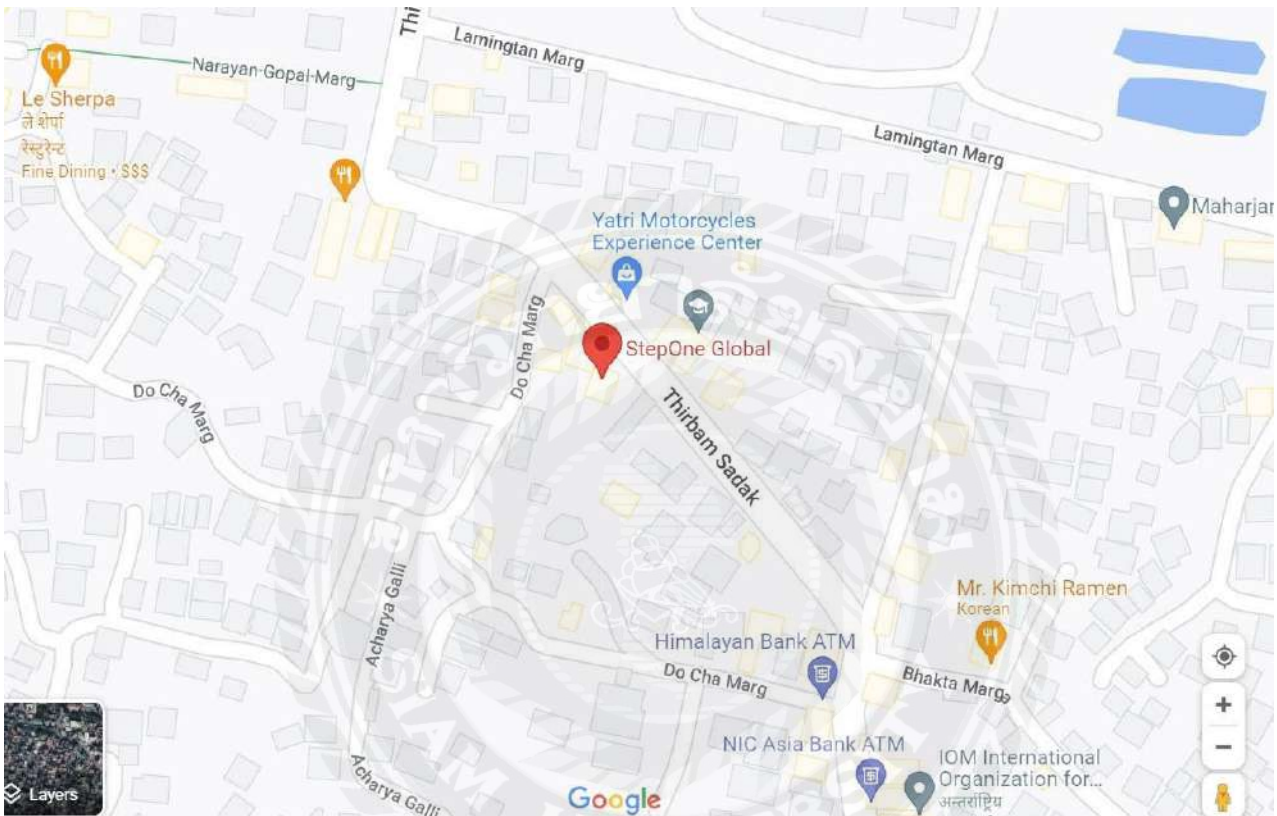


Fig 1: StepOne Global Location

2. Organizational Structure

After several years in the hiring industry, providing excellent services for both the clients and customers, StepOne Global Pvt. Ltd. has now extended its services to providing leadership and team building seminars. Recently, in the year 2022, it has also come up with providing mental health awareness and consulting services. As of now, StepOne Global currently has one office in Naxal, Kathmandu. As all the work of the company is done via communicating on the phone or online it can operate in a small space and with limited number of employees. For the organizational structure of the company, in the topmost position is the MD, under him there are 2 staffs, the one is the HR manager who looks over all the hiring processes of the company and the other is the Accountant, who looks after

the finance.

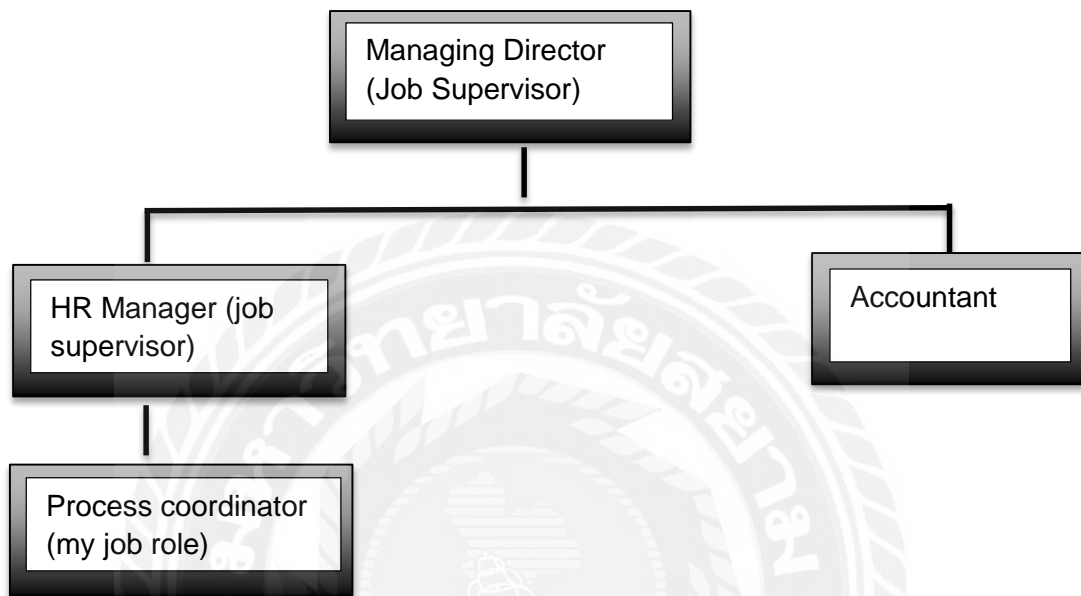


Figure 2: Organizational Structure of StepOne Global

2

2.1. Job Position

During my internship I had the opportunity to work in StepOne Global at Naxal, Kathmandu. I worked as an intern as the process coordinator for the Employee Assistance Program, a program initiated by StepOne Global under the name Holding Hope Nepal which was a fairly new department for the entire organization. I also worked under the HR Manager- Mrs. Renu Khatri and my job supervisor- Mr. Abi Singh and helped them in the hiring processes.

2.2. Job Position in the Organizational Structure

StepOne Global is a small organization with a big aim. The employees of the company are limited to its requirements. There is an accountant and the HR manager looking upon the entire accounts and the hiring

process of the organization, respectively under the managing director. I worked under the HR Manager as a process coordinator looking upon the entire process of the hiring and the employee assistance program. As an intern, I was responsible for making the work of the HR manager easy and looking upon the entire process of the EAP Program.

2.3. Intention and Motivation

My intention to join this organization was clear. I knew I would get to learn a lot about different companies in Nepal and their hiring processes and strategies. This would help me implement my knowledge gained during the internship period in the future. I not only had an opportunity to learn the hiring processes of different organizations of Nepal but also had an opportunity to enhance my Knowledge in the mental health and its implications in the goal of the organization. I had a very supportive team and they guided me throughout my internship process. Both the accountant and the HR Manager were very helpful and friendly which motivated me to work even harder for the organization. I intended to apply my knowledge and experience which I learnt from my internship to my own career in the future.

3. Strategic Analysis of the Company (SWOT Analysis)

Strength	Weakness	Opportunity	Threat
<ul style="list-style-type: none"> ● Goal oriented approach to work ● Wide range of connections ● Great team of psychologists ● Quick service ● Trained and experienced team members 	<ul style="list-style-type: none"> ● Limited number of employees ● Low profit ● Less digital presence 	<ul style="list-style-type: none"> ● Market expansion ● Expansion in services ● More skilled employees 	<ul style="list-style-type: none"> ● Increasing number of competitors ● More youths traveling abroad

4. Objectives of the Co-operative Study

There are four sections to this research report which are:

- The first chapter gives a high-level overview of the entire paper, including a description of the company and the paper's purpose.
- In the second chapter, I outline my job description as well as the obligations and tasks I had as an intern at the company. It looks at the many types of projects I was involved with as an intern. In addition, throughout my internship, the chapter outlines my contributions to the organization.
- Third chapter highlights the internship's hands-on learning experience of overcoming hurdles in regard to the study's major problem statement and gives recommendations based on a few literature reviews.
- And, the final chapter sums up with the learnings, recommendations and evaluation of my work experience throughout the internship period.

CHAPTER 2

CO-OP STUDY ACTIVITIES

1. Job Description

I worked as an intern in the post of the process coordinator. . As a process coordinator, it was my job to oversee the EAP Program's complete procedure. I used to manage all of the necessary activities, such as calling and scheduling sessions, maintaining the psychologists' schedules, following up with clients to determine their preferred timing, and reviewing the payment received. Beside working for the Holding Hope and its program, I worked on the HR Department making the job t=of the HR Manager easy.

Internship Role: Process Coordinator (Intern)

Intern Worksite Location: StepOne Global Pvt. Ltd. Naxal, Kathmandu

Length of Internship: 16 weeks

Internship Start Date: 26th December, 2021

Internship End Date: 15th April, 2022

Job Descriptions as an Intern:

- a) Prepare Word, Excel and PowerPoint documents.
- b) Responsible for arranging meetings via mail or call.
- c) Manage Pre- and Post- Employment Processes.
- d) Posting job vacancies on different social media platform.
- e) Sort incoming resumes/CVs and log them into appropriate tracking spreadsheets.
- f) Mail the interview details after setting up the interview to the interviewees.
- g) Coordinate candidate interviews.
- h) Mail the contract letters to different companies who want us to search for the employees for their companies.

- i) Maintains employee confidence and protect operations by keeping human resource information confidential.
- j) Setting up sessions for the clients for the holding hope program.
- k) Creating digital contents for the social media platform.
- l) Coordinate the counselling sessions with the psychologists and the clients.
- m) Check payments of the Holding Hope if made or not.

2. Job Responsibility

- **Customer Service:** Taking care of all incoming calls and emails from clients and customers. I also dealt with customers who came into our office looking for work and had one-on-one conversations with them to better understand what type of job they were looking for.
- **Developing strategies:** How can we reach more number of people, on what basis we should shortlist candidates for specific job roles, how can we fulfill all the job vacancies given by different companies in time and what should we keep in our to-do list were some of the basic strategies that me along with the HR manager had to discuss every day.
- **Connecting with psychologists:** As a process coordinator for the EAP Program, I was responsible for overseeing all of the program's processes. For that, I needed to communicate with the psychologist on a daily basis and be aware of their previous sessions. Then I had to figure out when the next session was going to be and set up the session accordingly.
- **Screening CVs:** Every day, we used to get a bunch of new CVs from various candidates. To begin, I used to make a spreadsheet with their name, phone number, the position they applied for, their most recent job description, and their ideal location. After that, I used to screen them based on the company's requirements.
- **Handling digital presence:** I had to post different vacancies available in the social media platform like on Facebook, Linked in and Instagram. For the EAP Program, I used to make videos of the seminars conducted on different companies send it to the job supervisor to post it on social media.

3. Activities in Coordination with Co-Workers

As an intern, I gained a comprehensive understanding of how the internal hiring process operates. We had two persons on the team who were always working on meeting the hiring needs of various organizations while also overseeing the EAP program's procedure. To begin the hiring process, we used to go through the following steps:

- We used to advertise job openings on our official Facebook, Instagram and LinkedIn pages. We used to get a lot of CVs from different people when we posted about the job opening.
- In the event that we did not have the appropriate CVs, we either sponsored the position or looked through our previous database.
- I used to list down the names, numbers, experience, and position applied on an excel file after obtaining enough CVs from the candidates. It would make the HR manager's job easier because she would no longer have to trawl through the mail for CVs. It would also save a significant amount of time.
- After that, the HR Manager used to call the prospects after listing them to see if they were interested.
- If the candidates were interested for the vacancy, we forwarded their resumes to the employer and assisted in setting up an interview.

Now, for the EAP program I used to look over everything and it includes the following processes:

- I used to receive a call from a clinic to set up a session with the psychologist or receive a call from the client if they want to have a session with one of our counsellors.
- I used to call specific psychologists and know their timings.
- After knowing the suitable timings of both the clients and the psychologists, I'd set up a session.
- After setting up the session, I called clients for the payment as we operated in the pre-payment session and once the payment is done then I used to make a confirmation call to both the client and psychologists for the session.

5. Job Process Diagram

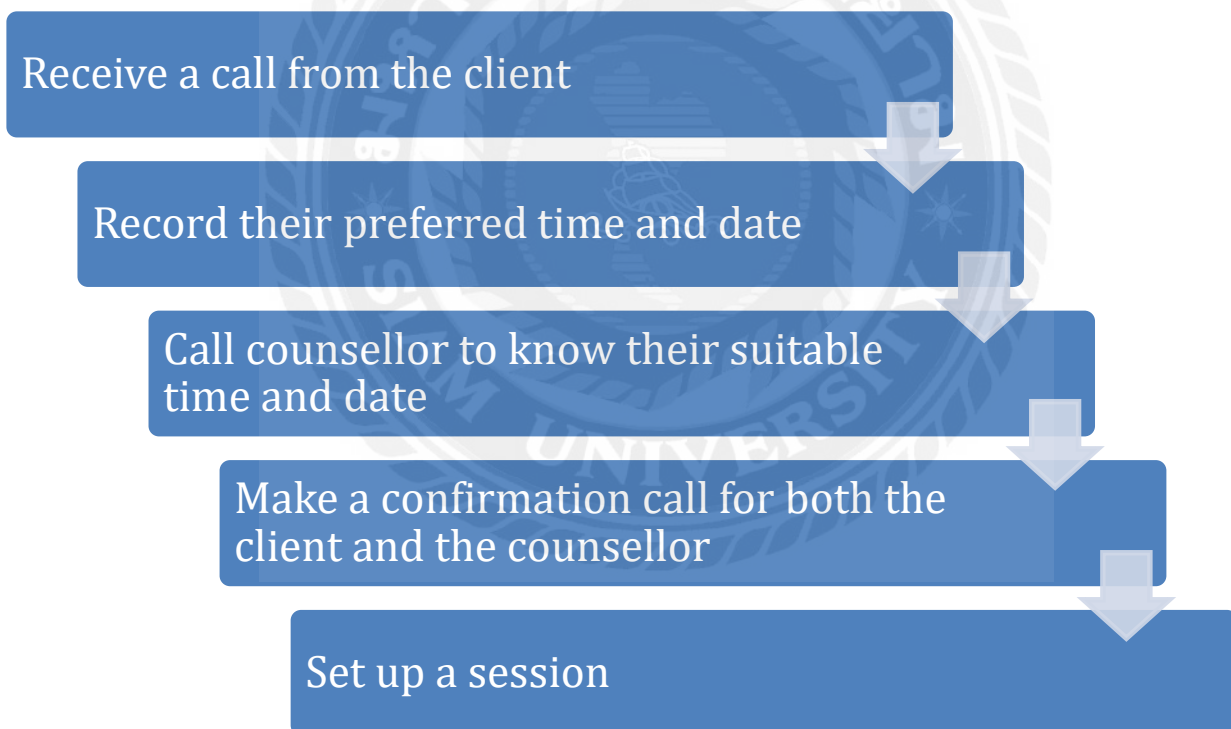


Fig 3: Process in setting up a counselling session

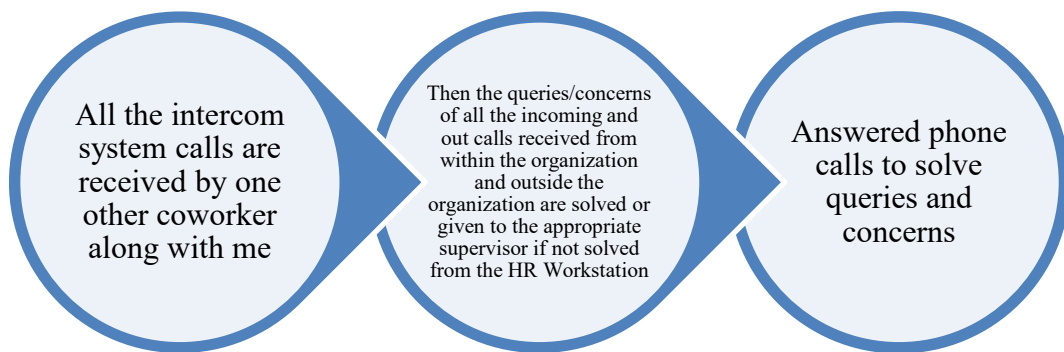


Fig 4: Answering phone calls in HR Dept. process



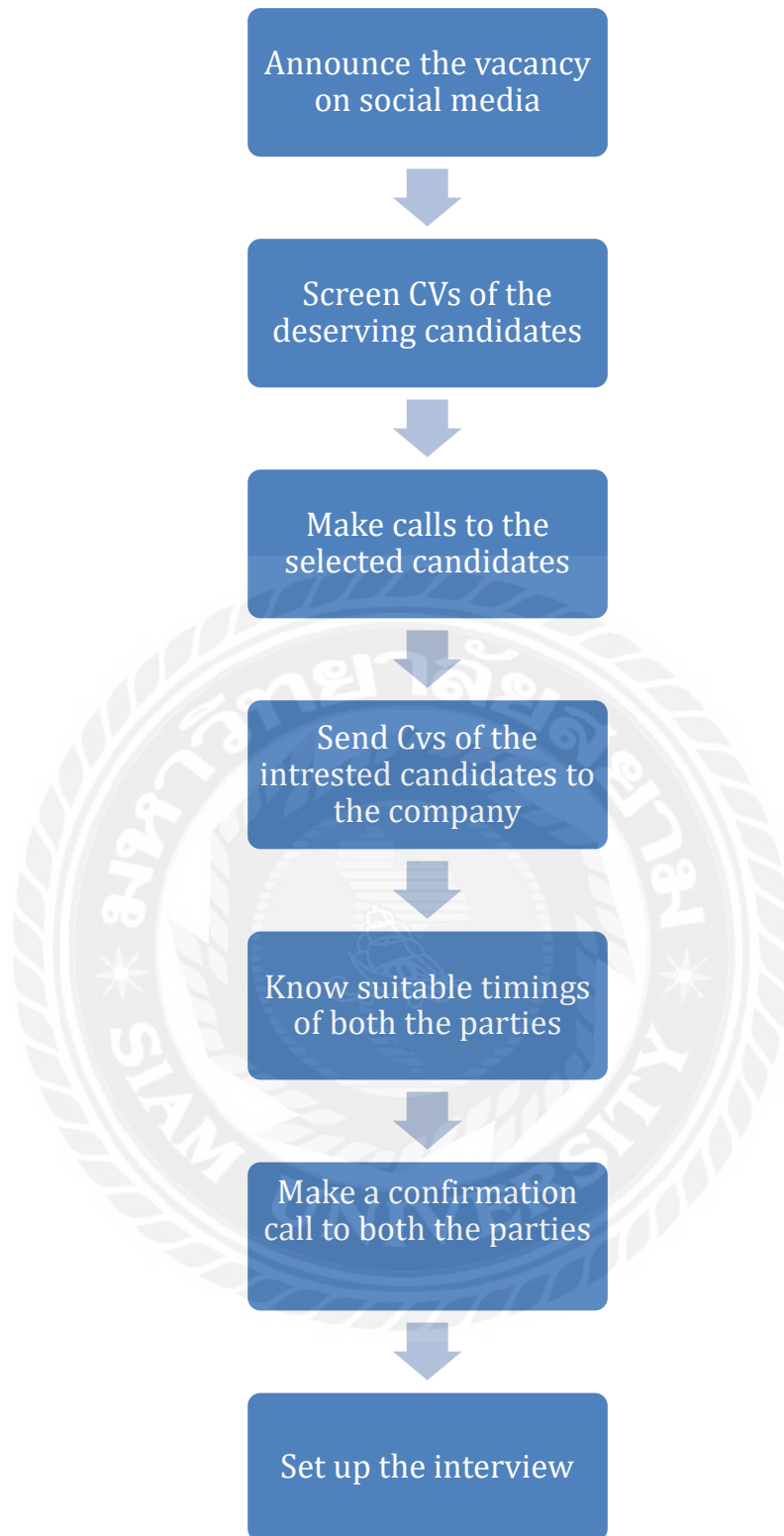


Fig 5: Hiring Process



Fig 6: Making digital content

6. Contribution as a Co-Op Student in the Company

The contributions that I had made during my internship tenure was mainly focused on HR practices, documentation, providing HR support and coordinating the processes. The EAP Program is a complete new program for the organization. From sending proposals to setting up a session, it was all a completely new experience. We were a small team looking after the hiring process as well as different seminars being conducted at topmost organizations of Nepal. Seminars such as- Sales Meet Training (Practice to Perfect), How to run a fun and effective sales meeting, self-awareness training and many more. Some of my contributions in the company are as follows:

- Making digital contents of different seminars held in the Chaudhary group which includes taking photos and videos of the seminars and later combining it all and making a one video for the StepOne Global social media platform..
- Setting up almost 10+ session (EAP Program)
- Screening out tons of CVs for different vacancy requirements
- Listing out the CVs with different categorization in the excel sheet making the job of the HR team easy
- Handling candidates calls and emails everyday
- Having face-to-face conversations with the candidates and helping them.

CHAPTER 3

LEARNING PROCESS

1. Problems of the Company

Growing businesses face a range of challenges. With each new hiring comes additional paperwork, and as the firm increases in size, HR must discover new ways to keep track of it all. Because this administration is required and cannot be overlooked or delegated, doing everything manually will quickly become unsustainable (Dowzell, 2018). Different difficulties and possibilities need different answers as a firm expands, and what worked a year ago may no longer be the ideal approach.

During my internship, I noticed certain difficulties that were caused by unpredictable external forces, while others were caused by internal factors. Some of the points listed below are the challenges and problems faced by the company during my time working as an intern. Along with the problems are probable solutions that my team came up with to solve the matter at hand:

- **Not finding candidates as per the requirement:** While working as an intern, I found out that not finding candidates as per the requirement was one of the major problems. As we need to screen out CVs of the eligible candidates before sending them for an interview. Our main revenue comes when the organization hires our sent candidates. So, for that we need to send the top candidates for an interview.
- **Planning:** As a process coordinator we had certain deadlines to meet. Like, setting up a counseling session required a lot of process. From calling the clients and knowing their timings as well as the counselors to sending candidates for a session required a lot of planning. So, even a little miscommunication could lead to a disruption in the entire process of the company.
- **External uncertainties (COVID-19):** During the outbreak of the Coronavirus, many people lost their jobs and it had a great impact on StepOne Global as it was an HR Consultancy. So, now when corona is much lower here in Nepal, a lot of companies have been sending their requirements. So, a huge number of requirements coming all

at once has created a lot of chaos to work on different requirements.

- **Internal Communication:** Internal communication in the workplace can be lacking at times. When there's a crucial incoming call and the HR department is at a meeting. I occasionally used to fail to notify HR, resulting in a communication breakdown.
- **Delay in fulfilling the requirements of the clients:** Sometimes because of large number of vacancies to fill provided by different organization, we could not fulfill any. For example, Company A and Company B has 5 vacancies each to fulfill, so instead of working on only company A completely, we worked on fulfilling the requirements for both of the company. So, the work got little messy and chaotic and we had delay in fulfilling the vacancies.

2. Problem Solving

Problem-solving abilities enable you to identify the cause of a problem and come up with a viable solution. Employers frequently use the term "problem-solving abilities" to describe the capacity to deal with tough or unexpected situations in the workplace, as well as complex commercial difficulties (Indeed Editorial Team, 2020). In order to support the good functioning of the StepOne Global as a whole, I did a little research and came up with the following solutions:

S. No.	Problems	Solutions
1	Not finding candidates as per the requirement	First and foremost, we need a large number of CVs from candidates in order to find the right individual for the job. If we have this, we can shortlist a large number of candidates and have a good probability of finding the right one.
2	Planning	To achieve goals, effective planning and organization necessitates the capacity to establish and use logical, methodical processes. So, before making any

		decisions everything needs to be well planned. For example, In EAP Program, to set up a counselling session, we need to plan well on what to do from first to the very end so that no miscommunication can take place and by doing so the work also gets a lot easier.
3	External Uncertainties (COVID-19)	As discussed on problems earlier, because of the shutdown of many businesses and many people losing their job, now when everything is almost back to normal, there are a lot of vacancies to fulfill by the company. But as we know many youths of Nepal are travelling abroad because of unemployment and low wages. We lack skilled labor here in Nepal, but in order to fulfill the vacancies I think the company needs to hire more employees and adopt more digital ways.
4	Internal communication	To solve the problem of internal communication in the department where I worked, I felt that one should always communicate immediately or write down any information that needs to be shared. Doing so will help in better communication in the company and will lead to more progress.
5	Delay in fulfilling the requirements of the clients	To eradicate such problems, the HR department should completely focus on fulfilling the requirement of one company first and then move to the next. If worked on all the requirements at once, it causes more hassle and delay in fulfilling the requirements.

3. Recommendations to the company

Some of the recommendation from my side to the company are as follows:

- Assigned supervisor should make a proper schedule for the interns as per the job description given.
- Feedback and proper guidelines should be given to interns by their supervisors to encourage them.

- Different sets of works should be given to interns, doing so would encourage interns feel motivated and encouraged to work every single day.
- Develop more strategies for the growth of the company, as there are a lot of competitors in today's market, the company needs to think of strategic ways in order to withstand in the crowd.

4. Learnings

During my internships, I was able to observe how theories are put into practice. In addition, my internship experience has provided me with new skills. The following are some of my discoveries:

a. **Communication and Teamwork:** With the given role I have improved in my business communication and teamwork skills. While dealing with candidates, counselors and the clients has helped me improve my communication skills. Also, working closely with the HR in the entire hiring process has also helped me improve my teamwork skills.

In terms of face-to-face communication, I worked in close coordination with the HR. Often the candidates were called to the office and we used to communicate with them face-to-face. Doing so helped us know detailed information about the candidates and their interests.

b. **Adaptability:** Living far from home and adapting to a new environment was a tough job for me. Working 8 hours and keeping up the same energy everyday was a really hard work.

c. **Research:** At the initial phase of starting and coming up with the EAP Program, I had to do a lot of research on different companies. I then had to call the companies and inform them about our new program. After that I'd ask them for their mail Id and send them the proposals.

d. **Got familiar with HR practices:** As an intern in a HR Consultancy, I learned a lot of things that takes place in the hiring process, some of which are: code of conduct, how to make your CV perfect, how to attend an interview and many more.

e. **Time management skills:** While working as an intern, I also excelled in the time management skills. I had a tons of work piled up for the day. So, before starting any work, first of all I used to write my to-do list for the day than I used to divide time for certain works accordingly. Doing so helped me complete my work on time.

4. Applying knowledge from coursework to real working station

The two techniques to gaining experience, practical knowledge and academic knowledge, are completely different. While theoretical knowledge can ensure that you comprehend the essential principles and have knowledge of how something works and operates, it will only go you so far since without experience, you will not be able to perform the activity as well as you could. Two courses that assisted me throughout my internship were Psychology and English Usage for Professionals. Psychology because it made my work for the EAP program more easier as the program was solely based on improving the mental health of the people and English Usage for Professionals helped me in my everyday work in communicating with the candidates and clients.

Applied coursework	Applied theory
General Psychology	Because it made my work for the EAP program easier as the program was solely based on improving the mental health of the people. As learnt in psychology about the different biases of people, it helped me in my everyday work.
English Usage for Profession	This course helped me in my day to day work. Like, finding out the good and suitable resumes, everyday communicating with the clients and candidates, build minutes and proposals and write reports.
Research in finance	This course helped me in the research work. Like when said to research on certain company, I knew what to include in the research and what not to.

CHAPTER 4

CONCLUSION

1. Summary of highlights of my Co-Op Studies

In summary, this report created with the objective of identifying the areas to be improved on making StepOne Global the best hiring industry in Nepal and continue its legacy. I've found out problems and solutions that StepOne Global should focus on improving any how the 16 weeks tenure in company has helped me be a better person in many ways.

The most important knowledge that I've gained throughout this internship period is how the hiring process actually takes place in different organizations of Nepal. The 16 weeks tenure has helped me excel my knowledge in various ways. I've improved my communication and leadership skills, which I believe will be very helpful for me in my future endeavors. The internship program has helped to learn the dynamics of work culture, professionalism and systems in the business world.

This internship has taught me the value of interpersonal relationships, time management, effective communication, public relations, leadership qualities, and other managerial abilities, all of which are necessary to develop a student's complete personality. This learning period was extremely beneficial in bridging theoretical knowledge obtained in class with practical experience and learning how to function in a real-world setting.

2. Evaluation of the work experience

This internship experience has been regarded as a very good platform for learning about working in a real-world context and for putting what I had learned in various academic disciplines into reality. Throughout my internship as a Process Coordinator Intern in the HR Department, the learning was centered on understanding the overall way in which an organization runs and the strategies it follows, rather than just the daily chores.

While working as a process coordinator looking after the EAP Program and also working under the HR,

has helped me gain a lot of knowledge and experience. I can see growth in my communication, interpersonal, leadership and time managing capabilities. To deal with the psychologists and the clients required a lot of persuasive and communication skills. I also got an opportunity to know about how the top most organizations of Nepal hires its employees and its cultures and practices. Especially, while working on my report, I have understood various factors involved in the HR Department and job responsibilities of a process coordinator.

Through all of the learnings during the internship and while creating this report, I have gained a wholesome amount of knowledge which will surely help me in my future career. As a result, this internship provided a wonderful opportunity to learn about general business principles by not only seeing but also participating in the organization's everyday operations. In compared to what was learned from real-world experience, intern perspectives and expectations varied greatly. The amount of learning and knowledge gained far exceeds the minimal benchmarks established at the beginning.

3. Limitations

During my Co-Op studies, I have had faced certain challenges as a limitation which are as follows:

- My major focus as an intern was in HR Department so many other departments workings is excluded from the report.
- This report doesn't fully cover the entire organization in terms of the business line and the management control factors.
- The problems listed in this report are based on my experience while working for 16 weeks in the company.

4. Recommendations for the company

While working as an intern in such a well-known company was a great opportunity and experience for me. Firstly. I would recommend StepOne Global to keep providing internship opportunities for other interns as well where they can learn and excel their knowledge and skills. Secondly, I would recommend the company to operate in a planned and more organized way so that it won't create much hassle and chaos and the requirements of the clients are also fulfilled on time. And, they can also focus on increasing their digital presence and hire a content creator for them to make more contents that can reach large number of

audiences which will eventually be a benefit for the company. With consideration of these recommendations, StepOne Global might be able to grow more in the hiring industry



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ANNEX



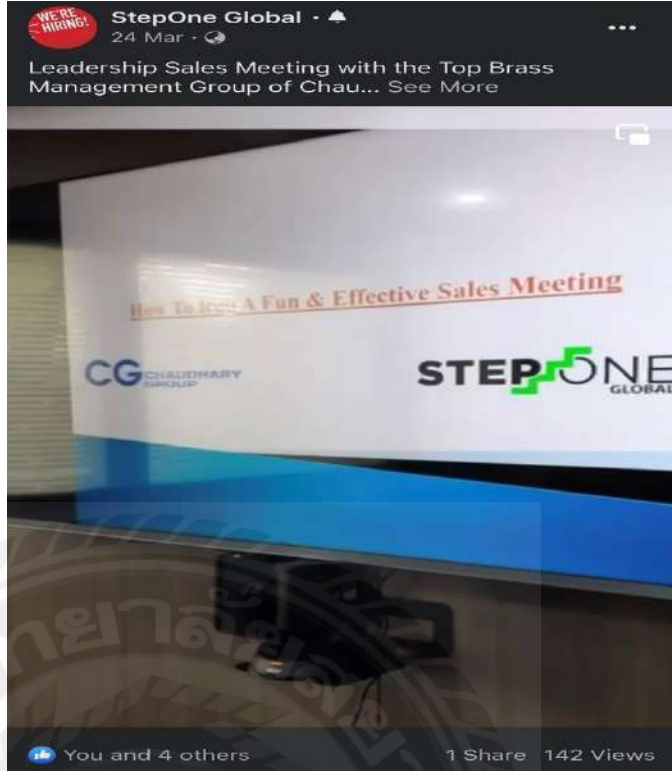
Picture 1: My workstation.



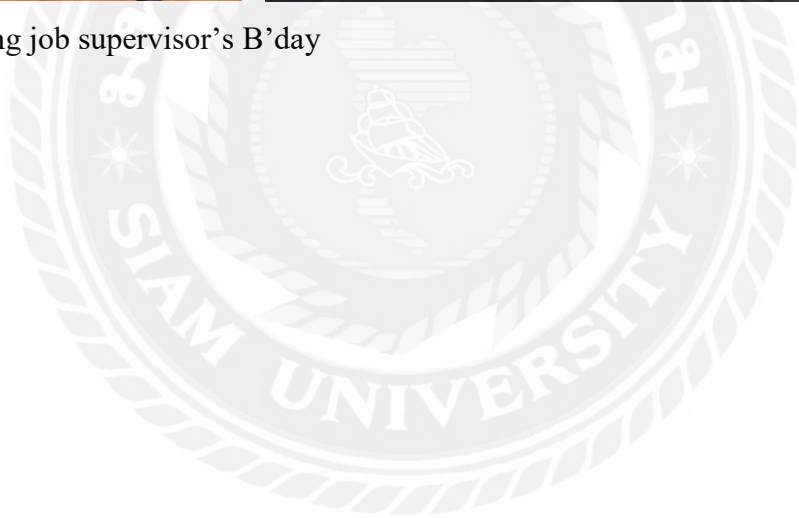
Picture 2: Calling candidates and screening CVs



Picture 3 and 4: Session held at Chaudhary Group



Picture 5: Celebrating job supervisor's B'day





Picture 6, 7 and 8: Video made by me, posted on StepOne Global's social media