



Cooperative Education Report

**Talent Selection and Evaluation Strategy in Khaanpin Foods and
Tours Pvt. Ltd.**

Written by
Deepika Kedia
Student ID: 6108040047

**This Report Submitted in Partial Fulfillment of the Requirements for
Cooperative Education Faculty of Business Administration
Academic Semester 2/2021, Siam University**

Title: Talent Selection and Evaluation Strategy in Khaanpin Foods and Tours Pvt. Ltd.

Written by: Ms. Deepika Kedia (ID: 6108040047)

Department: Bachelor's in Business Administration

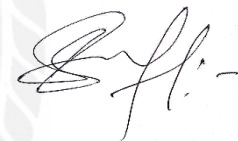
Academic Advisor: Dr. Chantip Suksai

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

Oral Presentation Committees



(Dr. Chantip Suksai)
Academic Advisor



(Sahil Kushwaha)
Job Supervisor



(Asst. Prof. Maruj Limpawattana, Ph. D.)
Cooperative Education Committee



(Asst. Prof. Maruj Limpawattana, Ph. D.)
Assistant President and Director of Cooperative Education

Project Title: Talent Selection and Evaluation Strategy in Khaanpin Foods and Tours Pvt. Ltd.

Credits: 5

By: Ms. Deepika Kedia (ID: 6108040047)

Advisor: Dr. Chanatip Suksai

Degree: Bachelors of Business Administration

Major: Finance & Banking

Faculty: Business Administration

Semester/ Academic Year: 2/2021

ABSTRACT

This Cooperative report entitled “Talent Selection and Evaluation Strategy in Khaanpin Foods and Tours Pvt. Ltd.” Has the goal to study how talent management and review can be performed in the company. The objectives of the internship include (1) To implement strategies and policies in HR Department for better and systematic functioning of the company (2) To create and put into effect performance evaluation approaches in HR Department and (3) To plan strategies for increase employee retention in the company. Khaanpin is a multi-city cloud kitchen-based delivery platform with its range of food, bakery and grocery items. It has 89 employees in Kathmandu whereby 71 employees are from service sector and 18 employees are from corporate sector. Along with that, there are about 25 employees in Pokhara branch. This report documents my experiences, learnings, and limits as an HR Intern in the Human Resource Department of Khaanpin Foods and Tours Pvt. Ltd. throughout my internship. As an HR Intern, I was given a variety of duties that helped me improve my skills in multitasking, inter-intrapersonal communication, receptivity, and adapting to varied situations. Self-learning, research, and constructive comments from my job supervisor and coworkers were found to be effective in resolving challenges encountered throughout the internship.

Keywords: Talent management, requisition, performance management, interview, communication

ACKNOWLEDGEMENT

It has been a matter of pride and pleasure for me to work as part of an organization throughout my internship, and I am grateful to Siam University and Kathmandu College of Management for welcoming me and providing me with such a wonderful opportunity to learn about different organizations with different working cultures. The entire experience not only allowed me to expand my management skills, but it also gave me a glance into the practical side of things.

To begin, I'd like to thank Dr. Chantip Suksai, Co-Op Advisor, for his continual guidance, support, and encouragement throughout the internship, as well as for assisting me with the completion of this report. His insightful suggestions and recommendations have proven to be really beneficial. Also, I'd want to express my gratitude to Mr. Sahil Kushwaha, my job supervisor, without whom I would not have been able to comprehend the various features of the company and its use in the country. I also want to thank him for always being a mentor and supervisor during my time with him.

Second, I'd want to offer my sincere gratitude to all of the Department Heads as well as all of the staff at Khaanpin Foods and Tours Pvt. Ltd. for being so cooperative and sharing the necessary working knowledge for the department's proper operation. I also want to express my gratitude to them for assisting me and allowing me to work independently in the different sections.

Finally, I'd want to thank everyone who has assisted me throughout my internship in learning, gaining a deeper understanding of an organization, and gathering information about the company's numerous tasks and services. This report would not have been possible without their assistance.

Deepika Kedia

(6108040047)

LIST OF TABLES

Table 1: Staffing pattern of the company	12
Table 2: Detailed problems and solutions of the company.....	40
Table 3: Applied Coursework and its theoretical knowledge.....	42

LIST OF FIGURES

Figure 1: Company Logo	9
Figure 2: Location of the company.....	11
Figure 3: Organizational Structure of Khaanpin Foods and Tours Pvt. Ltd.	12
Figure 4: My job position and supervisor's position in the organizational structure	16
Figure 5: SWOT Analysis of Khaanpin Foods and Tours Pvt. Ltd.	17
Figure 6: PESTEL Analysis.....	20
Figure 7: Porters five forces.....	23
Figure 8: Process for posting vacancy	29
Figure 9: Recruitment Process	30
Figure 10: Leave Approval Process.....	31
Figure 11: Resignation Process.....	32
Figure 12: Clearance Process.....	33
Figure 13: Process for uploading employee data in HR base	34
Figure 14: Interview Process	35
Figure 15: Process to update policies.....	36
Figure 16: Room of HR Department	47
Figure 17: Website of khaanpin.com.....	47
Figure 18: New Year Celebration.....	48
Figure 19: Participation in Women's Day.....	48
Figure 20: Cake cutting during Women's Day.....	49
Figure 21: Basketball game (monthly game).....	49
Figure 22: Starting of Khaanpin App.....	50
Figure 23: ID Card as HR Intern.....	51
Figure 24: Internship Letter from Khaanpin Foods and Tours	52

LIST OF ABBREVIATIONS

ADMIN: Administration

App: Application

HR: Human Resource

HRM: Human Resource Management

CEO: Chief Executive Officer

MD: Managing Director

CO-OP: Cooperative

CV: Curriculum Vitae

ID: Identification

IT: Information Technology

Pvt. Ltd.: Private Limited

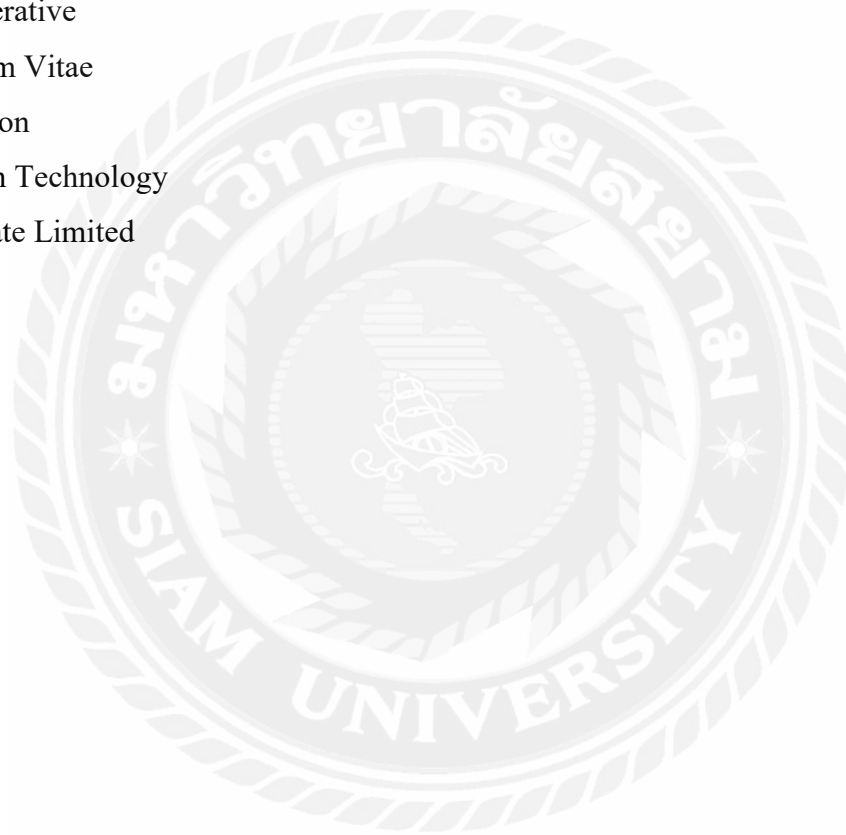


TABLE OF CONTENTS

ABSTRACT	3
ACKNOWLEDGEMENT	4
LIST OF TABLES	5
LIST OF FIGURES	5
LIST OF ABBREVIATIONS	6
CHAPTER -1: INTRODUCTION	9
1.1 Company Profile	9
1.1.1 VISION.....	10
1.1.2. MISSION.....	10
1.1.3. OBJECTIVE.....	10
1.1.4. OUR VALUES	10
1.1.5. Location	11
1.1.6. Staffing Pattern of the company	12
1.2. Organizational Structure	12
1.2.1. Organizational Structure of Khaanpin Foods and Tours Pvt. Ltd.	12
1.2.2. My Job Position.....	15
1.3. Intentions and Motivations to choose Khaanpin	16
1.4. Strategic Analysis of the company.....	17
1.4.1. SWOT Analysis.....	17
1.4.2. PESTEL ANALYSIS	20
1.4.3. Porters Five forces	23
1.5. Objectives of this cooperative study	25
Chapter 2: CO-OP STUDY ACTIVITIES	26
2.1. Job Description.....	26

2.2. Job Description as HR Intern	26
2.3. My day-to-day job Responsibilities	27
2.4. Activities in coordinating with co-workers.....	28
2.5. Job Process.....	29
2.6. Contribution as a Co-Op Student in the Company.....	37
CHAPTER 3: LEARNING PROCESS.....	38
3.1. Problems/ Issues of the company	38
3.2. How to solve the problems.....	39
3.3. Recommendations to the company	40
3.4. Learning during the Co-Op Study.....	41
3.5. Applying the knowledge from coursework to the real working situation.....	42
3.6. Special skills and new knowledge gained.....	42
CHAPTER 4: CONCLUSION.....	43
4.1. Summary of highlights of Co-Op Studies.....	43
4.2. Evaluation of the Work Experience	43
4.3. Limitations of the Co-Op Studies.....	44
4.4. Recommendations for the company.....	44
REERENCES	46
APPENDICES.....	47

CHAPTER -1: INTRODUCTION

1.1 Company Profile



Figure 1: Company Logo

Khaanpin is Nepal's leading multi-city cloud kitchen-based delivery platform, connecting with thousands of customers 24/7 through its wide range of Food, Bakery and Grocery Items. It is registered at Chandragiri, Kathmandu. The head office of Khaanpin is located at Pulchowk, Lalitpur; while it's the second branch is located at Zero Kilometer, Pokhara.

"Khaanpin" literally means to have food and drinks, but the idea of "Khaanpin Foods and Tours" is not just limited to food and drinks, it's much more than that. Food being available all day all night and being delivered to your doorstep from a cloud- kitchen was just a dream for us but not anymore. Freedom to create happiness is what Khaanpin represents. (Shrestha, Khaanpin.com, 2022)Freedom of choices, freedom of time, and assurance that we won't have to limit ourselves, by the restrictive conditions of the past."

It all started from the dot when a group of young energetic hospitality hustlers met technology engineers who were working day and night to deliver exceptional products within their strict deadlines. (Shrestha, Khaanpin Blog, 2022)The long working hours meant no time and energy to cook and clean dishes, and despite their desires, the restaurants were closed beyond normal hours. (Shrestha, Blog, 2022)The idea of "Khaanpin" took root, when they envisioned entrepreneurs, hustlers, gamers, and late-night workers just like them who are not provided with the service they desired and deserved. And after a month, boom! "Khaanpin" had started its delivery service, with a quest to introduce world-class cloud-based food delivery in Nepal. The date was 4th July 2018.

1.1.1 VISION

To be known for always providing "WOW" service.

1.1.2. MISSION

Be the benchmark for the customers by providing:

- a. Quality Food
- b. Timely Delivery
- c. Good Customer Service

1.1.3. OBJECTIVE

To provide unparalleled convenience by building a last mile delivery service essentials to consumers all day all night 365 days throughout Nepal.

1.1.4. OUR VALUES

Our business is based on trust, so we look for employees who share our values and want to make a long-term career with Khaanpin.

1. Wow- "I always strive to deliver a WOW Service"
2. Excellence - "Excellence is doing ordinary things extraordinarily well" - John W. Gardner
3. ONE "If you want to Go Fast Go alone, but if you want to Go Farthest Go Together" - African Proverb
4. INNOVATE - "If I had asked the public what they wanted, they would have said a faster horse" - Henry Ford, Founder of Ford Motor Company
5. FUN - "Do anything, but let it produce joy" - Walt Whiteman
6. Resourceful - "It is not the lack of resources that causes failure; it's the lack of resourcefulness that causes failure"- Tony Robbins
7. Help - I Choose Help and Guidance over Criticism
8. Persist - "A river cuts through rock, not because of its power, but because of its persistence- Jim Watkins
9. FIRE - "You have to be burning with an idea, or a problem, or a wrong that you want to right. If you're not passionate enough from the start, you never stick it out"-Steve Jobs

10. OWN-"If you don't take ownership of your actions, your action will eventually own you"

Anonymous Writer

11. SOLVER-"Be a problem solver, not a problem maker-Anonymous

12. IMPROVE - "It's not how good you are, it's how good you want to be - Paul Arden

13. HUMAN-"I was raised to treat the janitor with the same respect as the CEO-Tom Hardy

14. INTEGRITY "When you are able to maintain your own highest standards of integrity- regardless of what others may do- you are destined for greatness"- Napoleon Hill

To ensure that all the employees understand and live up to the values, every employee must:

- Set an example, from the top and through role models and mentors
- Encourage teamwork rather than a 'star' culture among the employees
- Recruit people who resonate with KHAANPIN's values.

1.1.5. Location

Khaanpin Foods and Tours is located at Pulchowk, Lalitpur. It is situated in in Bagmati Province, Lalitpur Metropolitan City-3.

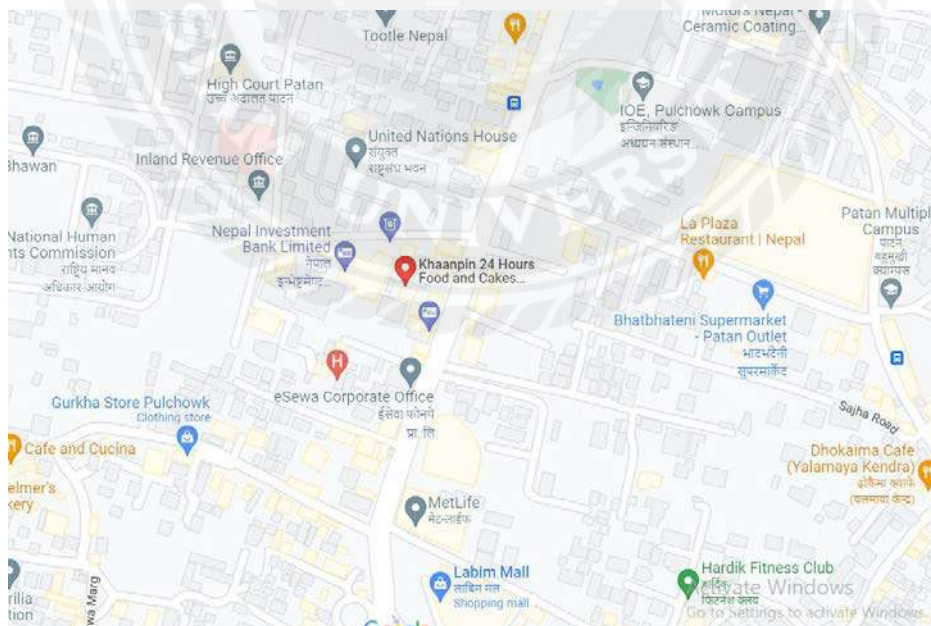


Figure 2: Location of the company

1.1.6. Staffing Pattern of the company

S.N.	Department	No. of Staff
1.	Accounts & Admin	7
2.	Development & Engineering	6
3.	Human Resource	2
4.	Sales & Marketing	3
5.	Kitchen	20
6.	Customer Service	10
7.	Dispatch	7
8.	Delivery Ninja	34

Table 1: Staffing pattern of the company

1.2. Organizational Structure

1.2.1. Organizational Structure of Khaanpin Foods and Tours Pvt. Ltd.

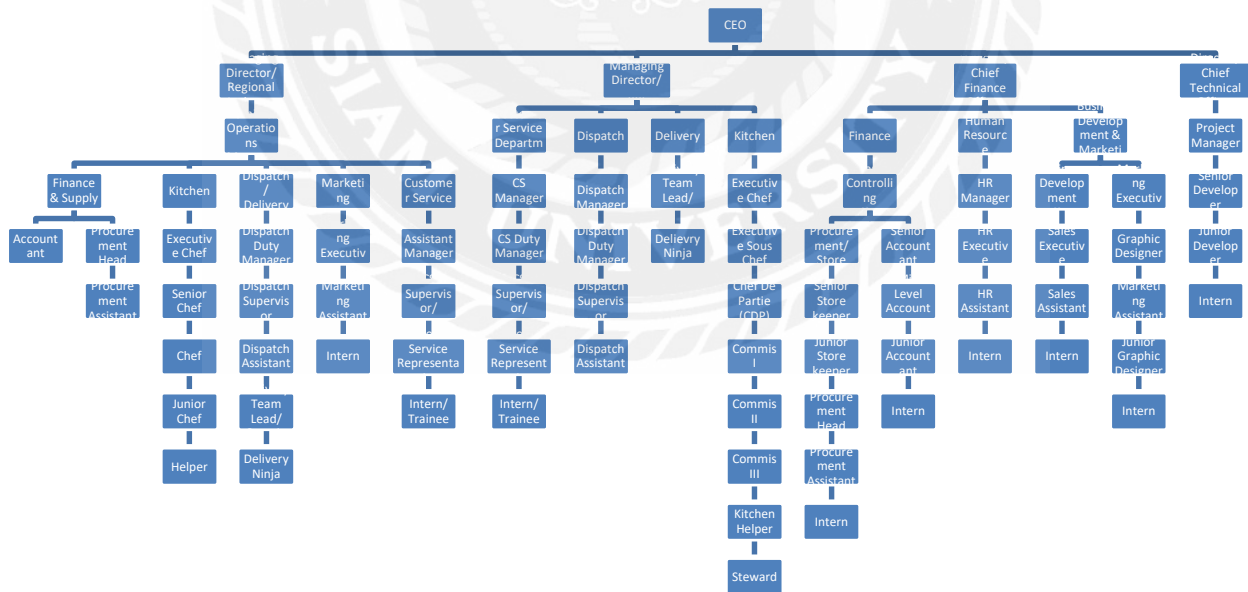


Figure 3: Organizational Structure of Khaanpin Foods and Tours Pvt. Ltd.

Explaining about the organizational structure in detail:

CEO: A chief executive officer's key tasks are making major corporate decisions, managing a company's overall operations and resources, and serving as the principal point of communication between the management and corporate operations. In our company, the chief executive officer is the company's public face. The CEO of the company works on strategy, organization and culture. The CEO of Khaanpin Foods and Tour is Mr. Shashwot Sher.

MD: A managing director is in charge of a company's, organizations', or corporate division's day-to-day operations. Managing directors are primarily in charge of individual business divisions within a firm rather than the entire organization. As a member of senior management, the managing director is also responsible for keeping a company afloat and promoting industry expansion and innovation. The MDs of the company are Ms. Isha Balla, Mr. Prasiddha Adhikari, Mr. Vishal Shrestha and Mr. Umesh Sapkota.

Operations: The Company is divided into two sectors: Operations and Corporate. In the operations sector, the operational part of the company i.e., the day-to-day work/ service is performed. It includes customer service, dispatch, kitchen and delivery of the service.

Corporate: The other part of the company is corporate sector. In the corporate sector, the work behind the service is done. It includes accounting, Human Resource, technical and sales and marketing of the company. Where operations is required to provide day to day services and basically operate the company, corporate sector is the backbone of the company.

Customer Service: The customer service department is a team that has a significant impact on the company by managing all direct customer care needs. Setting up a customer service department needs careful consideration and preparation to guarantee that the company's objectives are realized and that consumers enjoy excellent service. This department helps to develop the company's brand, build loyalty, and ensure that all customer complaints are handled properly. This department includes customer service and cashier. The head of this department is Mr. Rabin Basnet.

Dispatch: Dispatching is the process of starting productive activities by issuing orders and relevant instructions in accordance with pre-determined times and sequences of operations specified in route sheets. To put it another way, once a task has been placed in an area where an operation will be conducted, it must be determined when and by whom the work will be processed, as well as the order in which waiting orders will be completed. Dispatching is the process of allocating distinct jobs to different places. Here, different places include kitchen, bakery and store.

Delivery Ninja: A Delivery Ninja is in charge of delivering orders from the company to the customer's address. Loading items, using navigation aids to arrive at the correct destination, and delivering parcels to the correct address are among their responsibilities. The Delivery Captain of the company is Mr. Kiran Majhi.

Kitchen: Kitchen is the main division of the company. Without kitchen, the service cannot be provided. Food is cooked in the kitchen. The Executive Chef of the Company is Mr. Netra Bhujel.

Accounts: The accounts department of a company offers accounting and financial support to the company. Accounts payable and receivable, inventory, payroll, fixed assets, and all other financial aspects are all kept in this department. The department's accountants go over each department's records to evaluate the company's financial situation and any modifications that are needed to manage the organization efficiently. It also includes administration department where it provides administrative and logistical support to the company. The Head of this department is Mr. Bishnu Baral.

HR: An HR department's job is to increase employee productivity while also preventing the organization from any problems that develop in the workplace. Compensation and benefits, recruiting, hiring, and staying up to speed on any regulations that may affect the organization and its workers are all part of HR's responsibilities. The head of this department is Mr. Sahil Kushwaha.

Tech: The IT department guarantees that the company's computer network and functions are up to date and connected. Governance of the company's technical systems, infrastructure maintenance, and overall system functionality are three important areas of concern for the IT

department. Professionals in the IT sector also work internally on computer software and hardware in a variety of ways that help a company succeed. The head of this department is Mr. Sabin Khanal.

Sales: The sales department is comprised of a set of business activities and processes that assist a sales organization run effectively, efficiently, and in line with the company's goals and plans. Sales, sales support, and business operations are all part of the sales department. Also, it includes marketing sector which includes graphic designers as well. The head of this department is Mr. Riwaz Shrestha.

1.2.2. My Job Position

My job position in Khaanpin Foods And Tours Pvt. Ltd. is as Human Resource Intern. I worked under the supervision of Human Resource Executive Mr Sahil Kushwaha. As an HR Intern, I was responsible for ensuring that the Human Resource Department ran smoothly. This involves fulfilling all day-to-day HR tasks of the company. In the Human Resource Department, I was also responsible for assisting the HR Executive in achieving HR objectives by facilitating recruitment, selection, onboarding, documentation, contract creation, and resolving staff difficulties. In the below figure 3, the highlighted part of HR Executive is my job supervisor and HR Intern is my job position.

My Job Position in the Organizational Structure

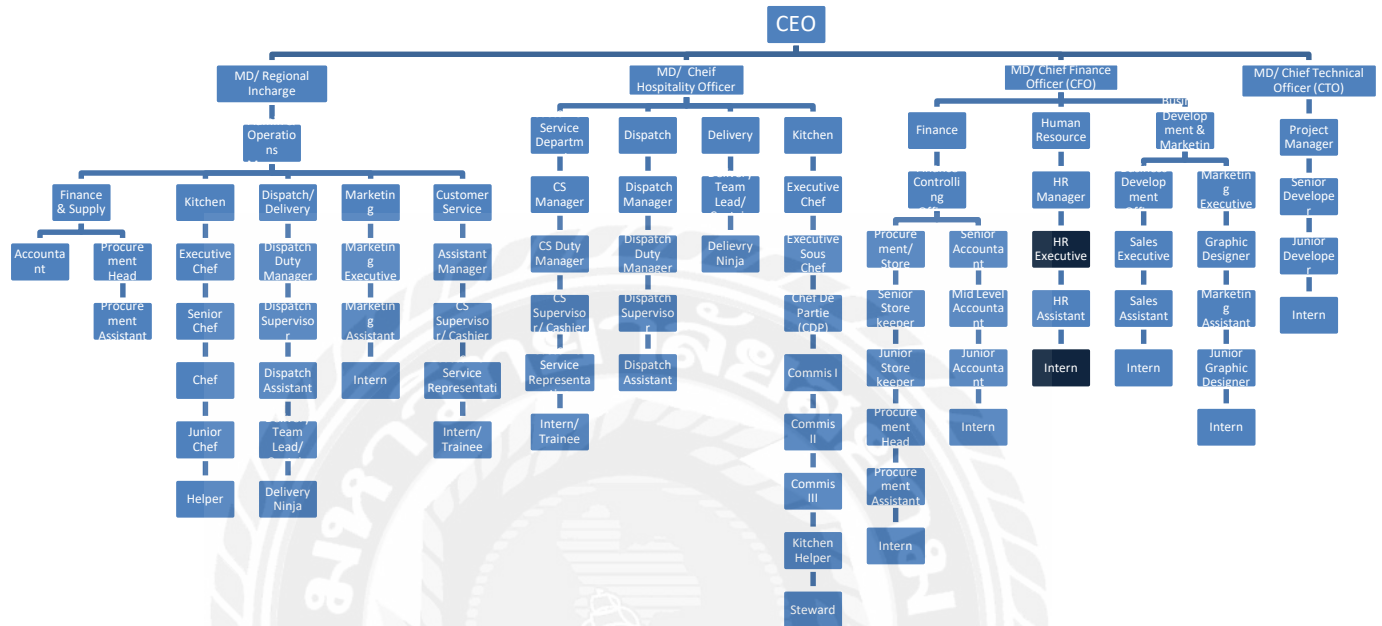


Figure 4: My job position and supervisor's position in the organizational structure

1.3. Intentions and Motivations to choose Khaanpin

Khaanpin Foods and Tours is a growing food delivery company which is providing its services 24 hours every day. This is the first company in Nepal to provide such a reliable service anytime. As this is a growing and developing company where we can learn in a better way and a detailed way, I wanted to join this company.

I was a Human Resource Intern here and I always wished to gain experience as a part of Human Resource Department. Not only it had the work of hiring and evaluation related activities, I was also involved in interaction activity like communicating with employees, understanding them and being empathetic and planning different kinds of events. This is where I am also interested at.

I was always certain that if I will work in developing company, I will not only gain knowledge from my department, but other departments as well. And this motivated me to choose Khaanpin for my internship.

1.4. Strategic Analysis of the company

1.4.1. SWOT Analysis



Figure 5: SWOT Analysis of Khaanpin Foods and Tours Pvt. Ltd.

The strategic analysis is explained in detail as follows:

Strength:

- **Excellent Platform:** Customers can use mobile application and website to order food online by providing their location. Customers can browse the internet for food, pick what they want, enter their address, and check out. This becomes a very easy and reliable way for the customers to get the service on time.
- **Trained and experienced employees:** At Khaanpin, we have trained and experienced staffs in the operations department and so, if we have a great cook who can create flavors in the end product, as well as a good packing and distribution method, then these are the benefits of the company. Because we live in a time when everyone is pressured with time and wants convenience, people will prefer the food of high-quality cuisine with good taste and quick delivery.
- **Fresh Food:** Customers receive fresh meals because Khaanpin is a cloud kitchen. When an online business provides consumers with fresh meals, it will attract the interest of many people, particularly those who have used other online services.
- **Cheaper Prices:** Low prices help us attract price-conscious customers because we are young to the market. Low prices necessitate the company's identification of low-cost suppliers, which is no easy process. Because the prices are low in comparison to the competition, this is clearly a benefit.
- **24/7 Availability:** Customers can order things from the company 24 hours a day, seven days a week. Customers can contact the delivery service company at any time and from any location, which implies they can contact them at any time and from any location. Unlike other businesses that close for a period of time, the company's operations will continue uninterrupted, and the influx of orders will not alleviate.

Weakness:

- **Limited capital:** Naturally, beginning an online takeaway and meal delivery service is less expensive than constructing an actual hotel. However, this does not imply that it would be free. For the advertisement, billboards, and web ads, the employee costs, the company will need money. Although referral and word-of-mouth marketing are beneficial, they will

not result in a large number of purchases. To reach a larger audience, paid media channels are required.

- **High turnover:** Food delivery is a profession that most individuals don't want to do for the rest of their life. I faced this turnover problem myself by being a part of Human Resource Department. Such occupations are only available to part-timers and persons in between jobs. They quit the food delivery employment as soon as they have a better opportunity. Longer hours, a demanding schedule, lower pay, and the risk of being exposed to all types of weather are all factors.
- **Payment Method:** As this company is still growing, there are lesser payment methods for the customers. In future, the payment methods will increase and is increasing, but for now, it is a weakness. Due to the limited methods, customers feel little inconvenient during the payment process.
- **Costly Delivery:** The Company provides free delivery promotional campaigns for specific areas. Customers benefit from such incentives, but the corporation pays a premium price for them. Also, when the orders are from far, same delivery charges are taken which becomes expensive for the company.

Opportunities

- **Market Expansion:** The food delivery industry has exploded after the implementation of COVID in 2019. From \$8.7 billion in 2015 to \$26.5 billion in 2021, this market has increased significantly. While restaurants have returned to normalcy, the surge has raised awareness of food delivery and provided more opportunity for players in the food delivery industry to expand.
- **Alliances with bars:** If the company can form alliances with bars and clubs, then it can add an extra food service to the bars and clubs. Then pubs can be converted into dining establishments. Extra service would attract more consumers, resulting in increased sales.
- **Innovation:** The ability to invent and innovate will drive the delivery service to new heights. Products and services that are innovative are always in demand. Making these items available to customers allows companies to outmuscle their competitors.

- **Low calorie menu:** If low-calorie meals are added to the menu of online food delivery services, the number of customers would rise. They can produce low-calorie meals by using low-fat goods and reducing the amount of carbohydrate in their recipes.

Threat

- **Competition:** As Khaanpin entered the market when other companies already made a name for themselves in the area, it has a great competition in the market. This puts Khaanpin's market share in jeopardy across the board. To beat the competition, Khaanpin needs to be more imaginative and uncompromising when it comes to providing outstanding customer care.
- **Post pandemic Balance:** This Company was started just before lockdown and during lockdown; the company had huge growth due to the food delivery area. But after pandemic, when people will go to restaurants and enjoy the ambience more than enjoying at home. So, companies have to make strategies to balance their business in order to sustain in the market.
- **Innovation at its peak:** In today's world where innovation is at its peak, companies have to bring new ideas with research so that it can conquer the competition. For example, low calories or fat free products are demanding and so, if proper research and development is done, then only the company can stand in the market.

1.4.2. PESTEL ANALYSIS

Political Factors	Economic Factors	Social Factors	Technological Factors	Environmental Factors	Legal Factors
<ul style="list-style-type: none"> •Political Stability •Changing Policies •Bureaucracy and corruption 	<ul style="list-style-type: none"> •Economic/ business cycle stage •Inflation/ employment/ interest rates 	<ul style="list-style-type: none"> •Demographic Trends •Online delivery behavior •Health Consciousness 	<ul style="list-style-type: none"> •Social media marketing •Research and development on technology 	<ul style="list-style-type: none"> •Climate 	<ul style="list-style-type: none"> •Familiar with laws •Safety Standards

Figure 6: PESTEL Analysis

This analysis will help the company identify the external environmental forces that shape the strategy and competitive landscape and support its strategic decision-making process. This analysis helps in developing effective strategies and achieving long-term growth objectives. The factors are:

- **Political Factors**

- **Political Stability:** A stable and favorable business climate with predictable market growth trends is created by high political stability. Political unrest, on the other hand, discourages investment and undermines stakeholder confidence in economic and organizational performance.
- **Changing policies:** Changes in government policy are harmful to company performance because they increase environmental uncertainty. It is important for the company to keep track of current political developments in the country, as changes in government may affect the government's priorities for the development of certain industries.
- **Bureaucracy and corruption:** Bureaucracy and corruption have a negative impact on the business climate. Operating in nations with high levels of corruption and inadequate law enforcement makes the business environment for Online Food Delivery businesses more uncertain due to degraded public faith in businesses and the overall political and economic system. Corruption can affect a variety of company processes, including licensing, contracting, and fraudulent dealings, as well as frequent lawsuits.

- **Economic Factors**

- **Economic/ business cycle stage:** Organizational performance is directly influenced by a country's economic progress. The Online Food Delivery Business has a lot of room for expansion in a growing economy. It's also necessary to know the stage of the industry lifecycle. Due to market saturation, entering mature sectors might be more difficult than entering businesses in the growth stage.
- **Inflation/ employment/ interest rates:** Consumers' ability to spend more on supplied products is also indicated by a high GDP. High unemployment indicates that there is a surplus of labor available at cheaper wages with respect to labor laws. Operating in such a market helps reduce a company's production costs. The interest

rate and its impact on borrowing ability and investment attitude should also be carefully considered by the organization.

- **Social Factors**

- **Demographic trends:** For this company, demographic trends are an essential factor. Because, very aged people cannot work in operations sector. And the company aims to have gender equal activities and ratio.
- **Online delivery behavior:** Customers have been encouraged to shop online as a result of the emergence of social media and e-commerce. Younger customers are more likely to shop online than older customers, so it's important to understand online purchasing behavior by factoring demographic differences.
- **Health Consciousness:** People are slowly becoming conscious of their health. They have proper knowledge of what food is healthy and what is not. For example, people are moving from fast food businesses to high calorie foods like salad. So, the company have to make changes in their menu according to the needs of customer.

- **Technological Factors**

- **Social media marketing:** In today's time, social media has helped the companies to grow and has become a platform to run their business. Similarly, social media marketing has helped the companies to advertise their business and offer huge customer opportunities.
- **Research and development on technology:** Nowadays, people are adopting new trends and they demand for the same in the company. Companies need to do proper research and development to meet the customer needs and become leader in the industry.

- **Environmental Factors**

- **Climate:** Climatical factors have a great impact in food delivery. When the climatic condition is bad, it is tough for companies to deliver products. On the other hand, because people stay at home, they order food from online food delivery companies. Companies have to make strategies to sustain in that kind of situations.

- **Legal Factors**

- **Familiar with laws:** The companies need to follow the government laws and regulations. They also need to be updated with every law. In corporate companies it mainly includes employee protection law, consumer protection laws, intellectual property laws, etc.
- **Safety standards:** In terms of food safety, the food sector maintains strict standards. Every country, for example, it includes how food should be carried, kept, and prepared, including guidelines on what temperatures different foods can resist, how they should be cleaned, and so on.

1.4.3. Porters Five forces



Figure 7: Porters five forces

Another market conceptual analysis that can be used for analysis is Porter's Five Forces. To explain it in detail:

- **Rivalry among existing firms:** In the market, there are several competitors. Foodmandu, Bhojdeals, Bhoklagyo, BhojMandu, and other prominent online food delivery businesses have recently emerged in the city. In terms of restaurant coverage in Kathmandu,

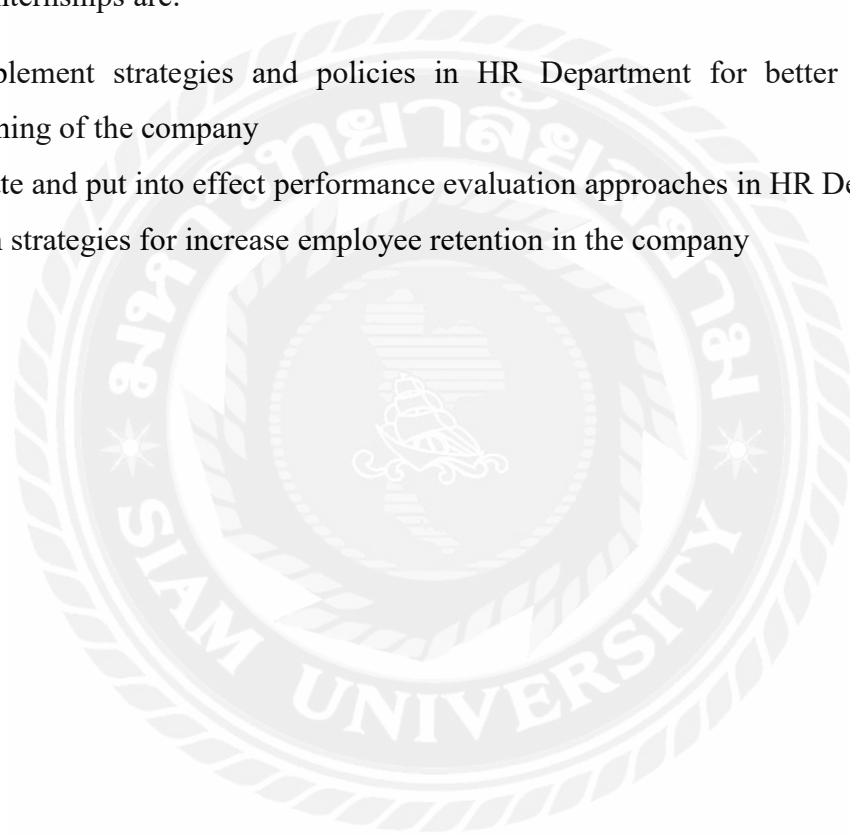
foodmandu outperforms all other companies by a wide margin. Furthermore, the industry has a high level of overall competition. The strategies to beat this factor are understanding the gaps in customer experience, innovating and improving customer service.

- **Threat of new entrants:** For newcomers to this market, economies of scale present a significant danger. The cost of the app will contribute to an increase in the cost. On the other hand, it will take time for the newcomer to establish a reputation in the market. In that situation, newcomers will find it difficult to break into this market due to the great rivalry. The strategy to beat this rivalry can be starting more branches in other cities as well which will grow the company. For example, in today's date, Khaanpin is at Kathmandu and Pokhara, it can be expanded to Chitwan or Bhairahawa as well.
- **Threat of substitutes:** Companies in this area are putting forth their best efforts to develop a diverse range of prospective alternative items. For example, because so many alternatives are available at the same time, the user can effortlessly go from one program to another. If a person searches for 'Biryani,' he or she can compare both platforms side by side to pick on portion size, pricing, preferences, and brands. As a result, switching between apps is an important aspect of substitution. The strategies to beat this are designing product or service with unique features, initiating loyalty programs and awareness programs.
- **Bargaining power of supplier:** In this industry, suppliers have a high switching cost. To begin the business, they must first set up the app and pay legal fees. They, on the other hand, do not require any investment in delivery methods and instead receive their commission from the market. Supplier bargaining power is minimal in the industry when it comes to switching costs. The strategies to beat this are including multiple suppliers, making contracts annually with suppliers with fixed price which will help reduce and manage the production cost.
- **Bargaining Power of Customer:** There is no client switching cost in this industry. To switch companies, clients only need to download the preferred company's app for free and use it. In this situation, the client has a low bargaining cost, but the company faces a significant risk. The strategy to beat this would be organizations working continuously on acquiring more customers. The companies can make the product offerings unique.

1.5. Objectives of this cooperative study

The main objective of this cooperative study is to let us face real life workplace where we can explore our interested field and give a pathway for our career. This study also helped us to know how working life is for a longer period of time. The objectives of the cooperative study related to my internships are:

- To implement strategies and policies in HR Department for better and systematic functioning of the company
- To create and put into effect performance evaluation approaches in HR Department
- To plan strategies for increase employee retention in the company



Chapter 2: CO-OP STUDY ACTIVITIES

2.1. Job Description

My Job Description

Internship Role: HR Intern

Intern Worksite Location: Khaanpin Foods & Tours, Pulchowk, Lalitpur

Department Mission:

The mission of Human Resource Department is to foster an inclusive environment that encourages all employees to develop and perform to their fullest potential. The workplace must be a place where everyone's ideas and contributions are valued. The employees deserve equal treatment under all policies governing compensation, performance, career and advancement, health, safety and other aspects of workplace life. The company understands that fairness in the workplace coupled with the opportunity to develop individual capabilities and foster collective success.

2.2. Job Description as HR Intern

- **Information Management:** Keep databases up to date with employee information, including contact details and employment contract. Also, I had to make document checklists according to the data of employees. I had to do data entry in HR Base.
- **Filing and Documentation of HR related documents:** All the documents from the employees were collected. Then, they were filed according to the document checklists. Then, those entry were done in recruitment tracker and employee data sheet.
- **Schedule and confirm interviews with candidates:** Another job that I had to do was scheduling and confirming interview of the candidates. I had to schedule interviews through different agencies or social media platforms.

- **Address queries of all internal/external stakeholders:** There were external stakeholders like the agencies for hiring and their queries were also solved by me. For internal stakeholders, I had to address their queries and grievances.
- **Handle internal communication:** Internal communication includes the communication between employee and the management. I also had to transfer the information between the management and the employees. The grievance faced by the employees were also solved by us.
- **Prepare HR related reports:** I had to prepare memo, minutes and policies of the company. Along with that, I had to prepare different evaluation forms for performance appraisal.
- **Participate in organizing company events:** There are different events that were organized by HR Department. It included monthly events and festive events. I also participated in organizing those events. I organized events like monthly cricket indoor, women's day and new year event.
- **Assist in planning and implementation of HR policies and procedure:** I assisted in planning and implementing different HR policies like Policy Regarding Theft and Fraudulence, Performance Appraisal, Work Anniversary and six months celebration and Harassment Policy.
- **Involvement in Strategic Planning:** I was also involved in strategic planning of the company's policies and problems. I any new policies or decisions were to be taken in HR Department; I was also involved in the planning.

2.3. My day-to-day job Responsibilities

The detailed day-to-day tasks that I was assigned during my internship tenure were:

- Employee Data Entry in HR Base
- Prepare Grievance Handling Questionnaire
- Prepared different HR Policies
- Take interviews of candidates
- Planning of different events
- Job posting for different positions required
- Prepare Performance Appraisal Questionnaire

- Prepared exit interview questionnaire
- Prepared 360-degree appraisal questionnaire
- Taking exit interviews of candidates who leave the organization
- Research on Values of the company
- Preparing monthly attendance report
- Filing of Forms and documents
- Preparing minutes of meetings
- Counseling/ grievance handling of employees
- Reaching out to agencies for vacancies
- Creating SOPs for different policies
- Creating memos for different policies
- Conversion of policies into Nepali language
- Assistance in planning event calendar
- Make event report
- Creating different notices for the employees
- Create HOD Assessment form

Duties that were assigned beyond the standard job description are:

- Help in admin work along with HR job
- Coordinating with admin department and IT department for the issues faced in the company and bringing solutions for those

2.4. Activities in coordinating with co-workers

Human Resource department is a department which is for employees. Here, coordination with the co-workers is the most important thing. I talked to the co-workers for their problems or grievances faced in the organization. Different events were planned there whereby I had to talk to the co-workers about their opinions and have their assistance as well. One part of my job description was internal communication and so, for that I had to co-ordinate with the co-workers. When any department had open any vacancy, they contacted HR Department which was also through me, so there was coordination between the departments.

2.5. Job Process

In the organization, as a Human Resource Intern, I had various jobs to do. The jobs were posting vacancies, recruitment, leave approval, resignation, clearance, updating policies, taking interviews, etc.

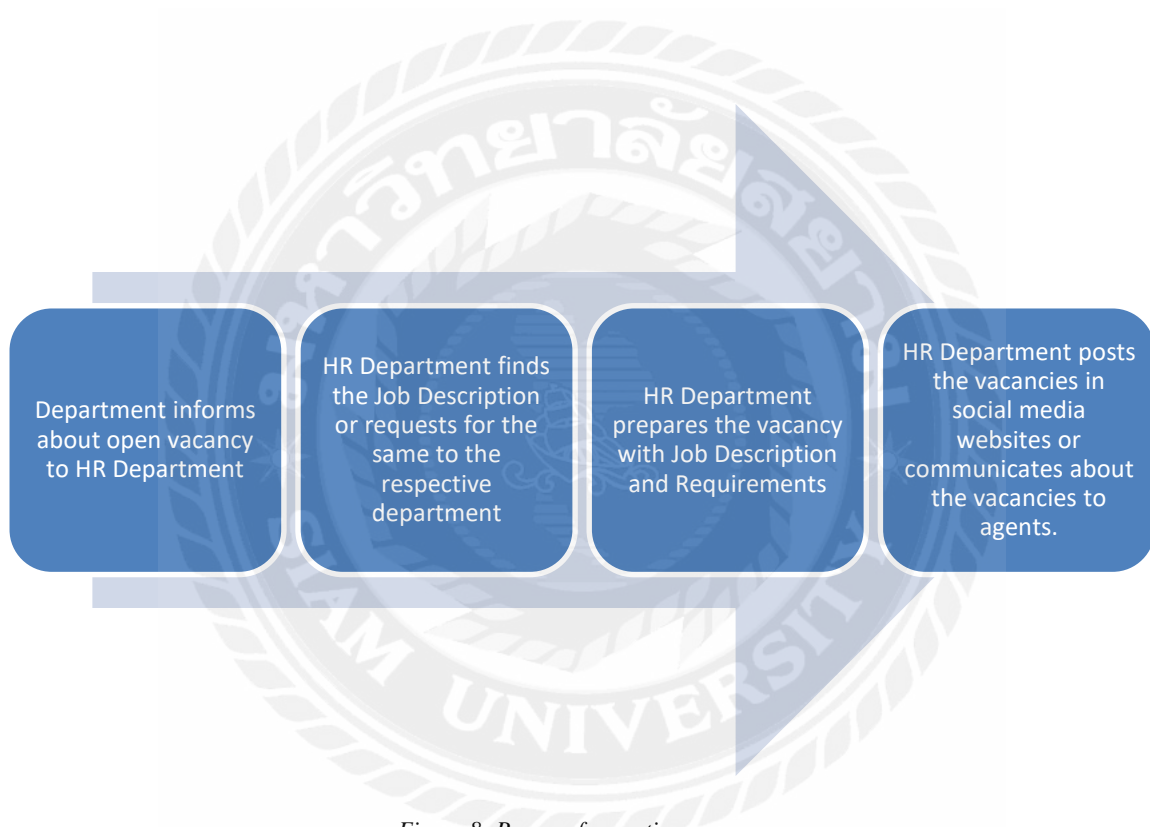


Figure 8: Process for posting vacancy

Figure 8 shows the process for posting vacancies through different mediums like social media, agencies or job portals.



Figure 9: Recruitment Process

Figure 9 shows the recruitment process for all the candidates that are hired for a specific position.

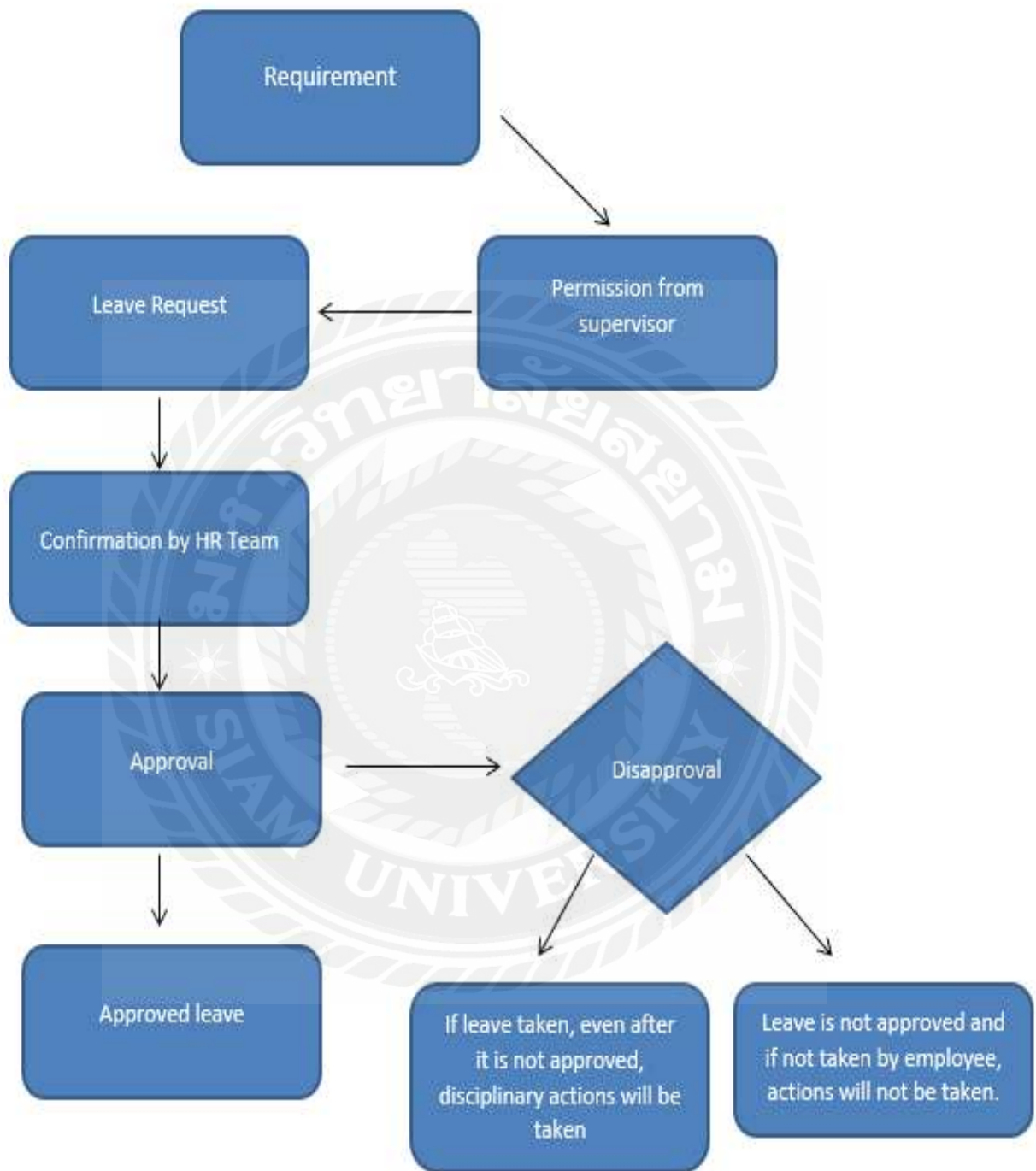


Figure 10: Leave Approval Process

Figure 10 shows the process for leave approval when an employee requests for leave for a specific reason.

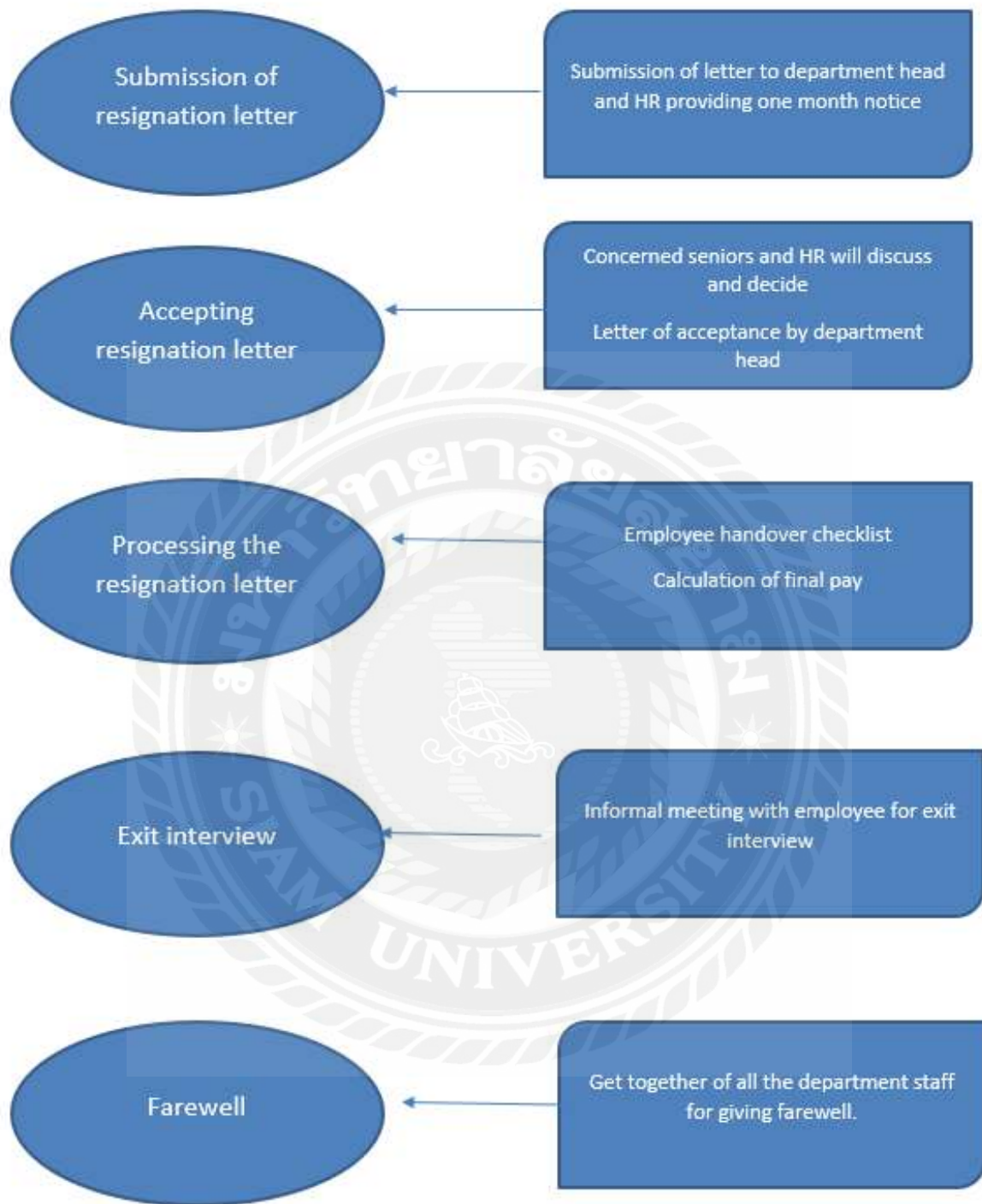


Figure 11: Resignation Process

Figure 11 shows the process for resignation when an employee wants to leave the company.

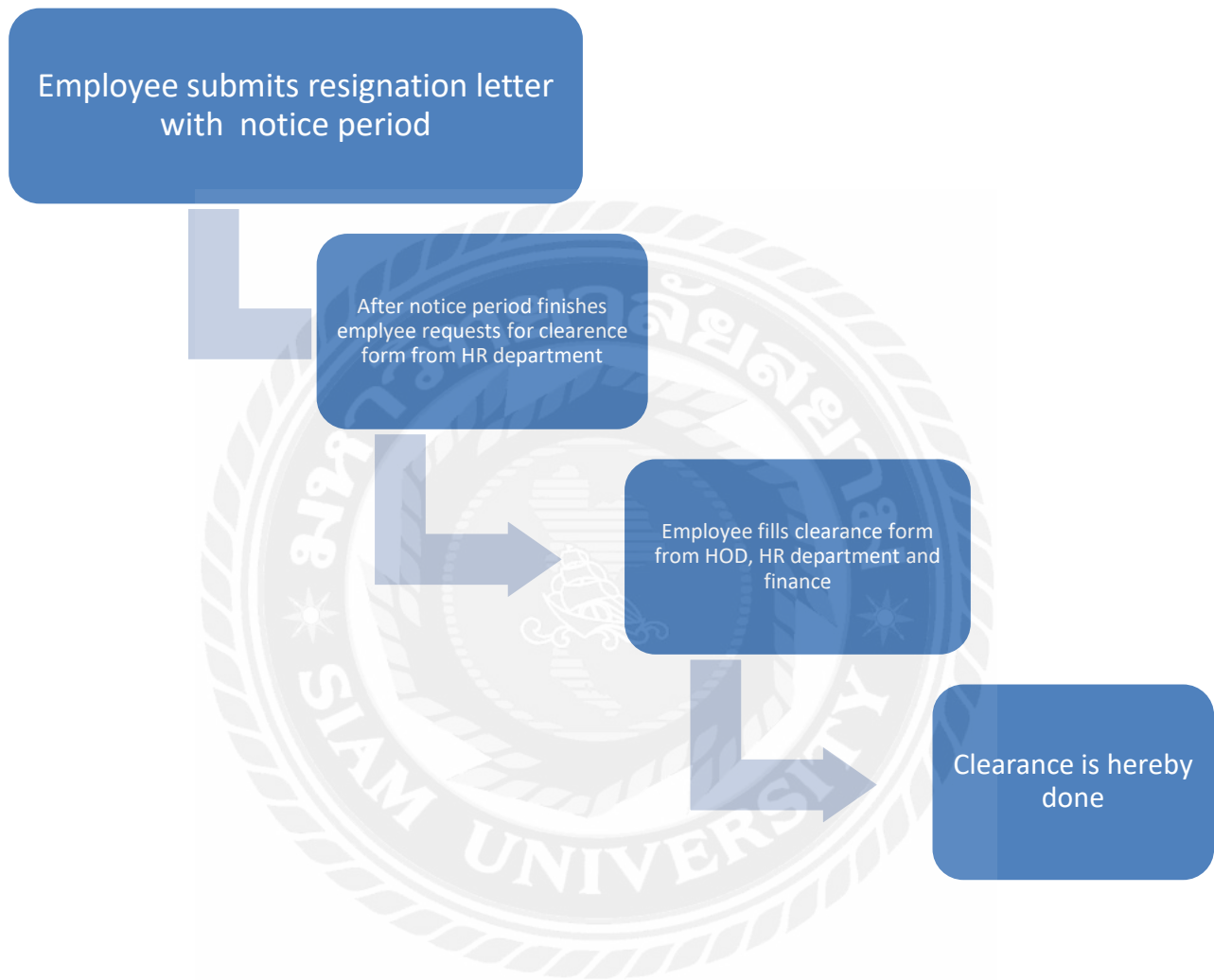


Figure 12: Clearance Process

When an employee leaves the company, there is clearance policy and so, the process is explained in the above Figure 12.

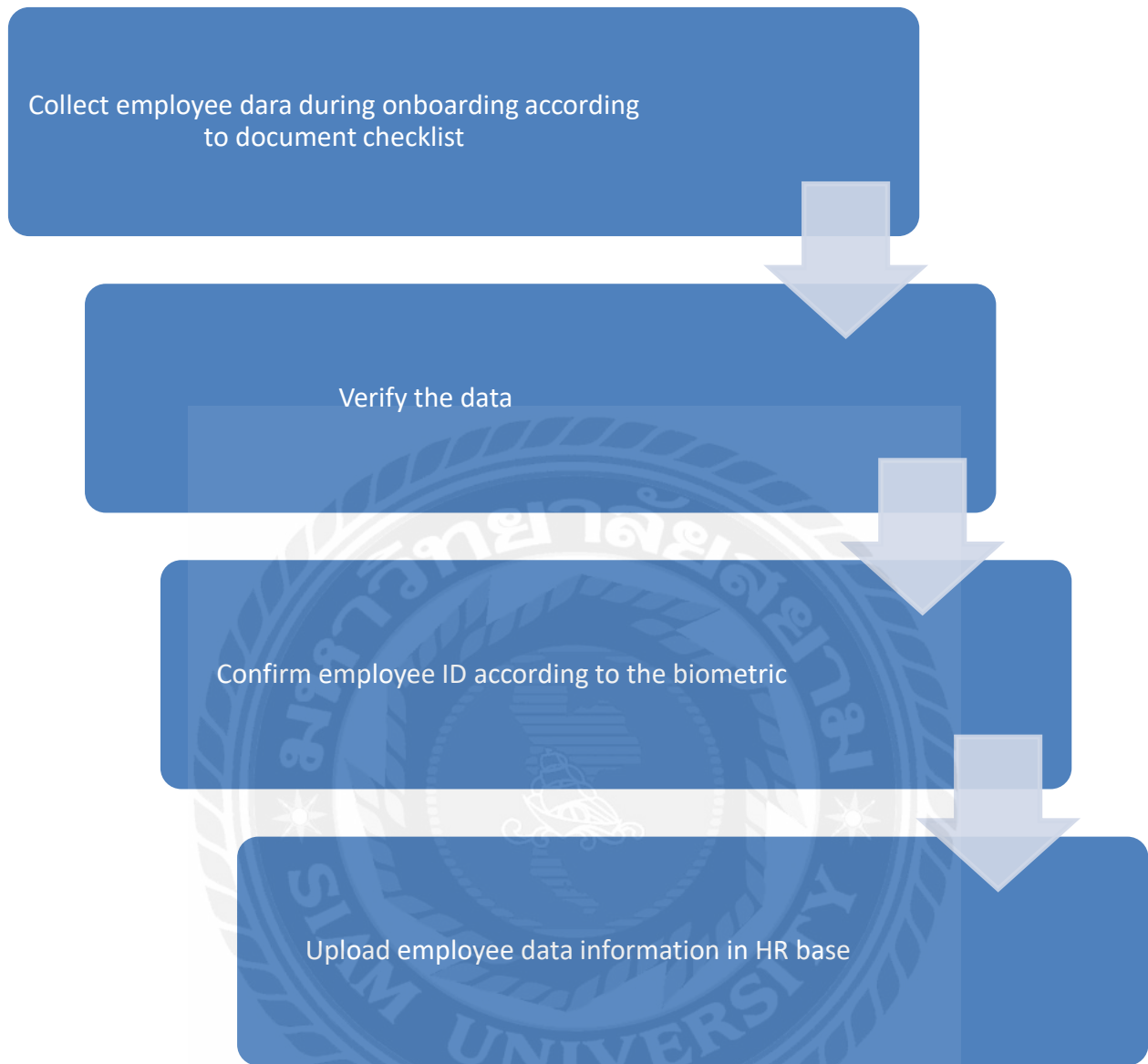


Figure 13: Process for uploading employee data in HR base

When a new employee is hired, there data has to be entered in data base, above presented Figure 13 explains the process fir uploading employee data in HR Base.

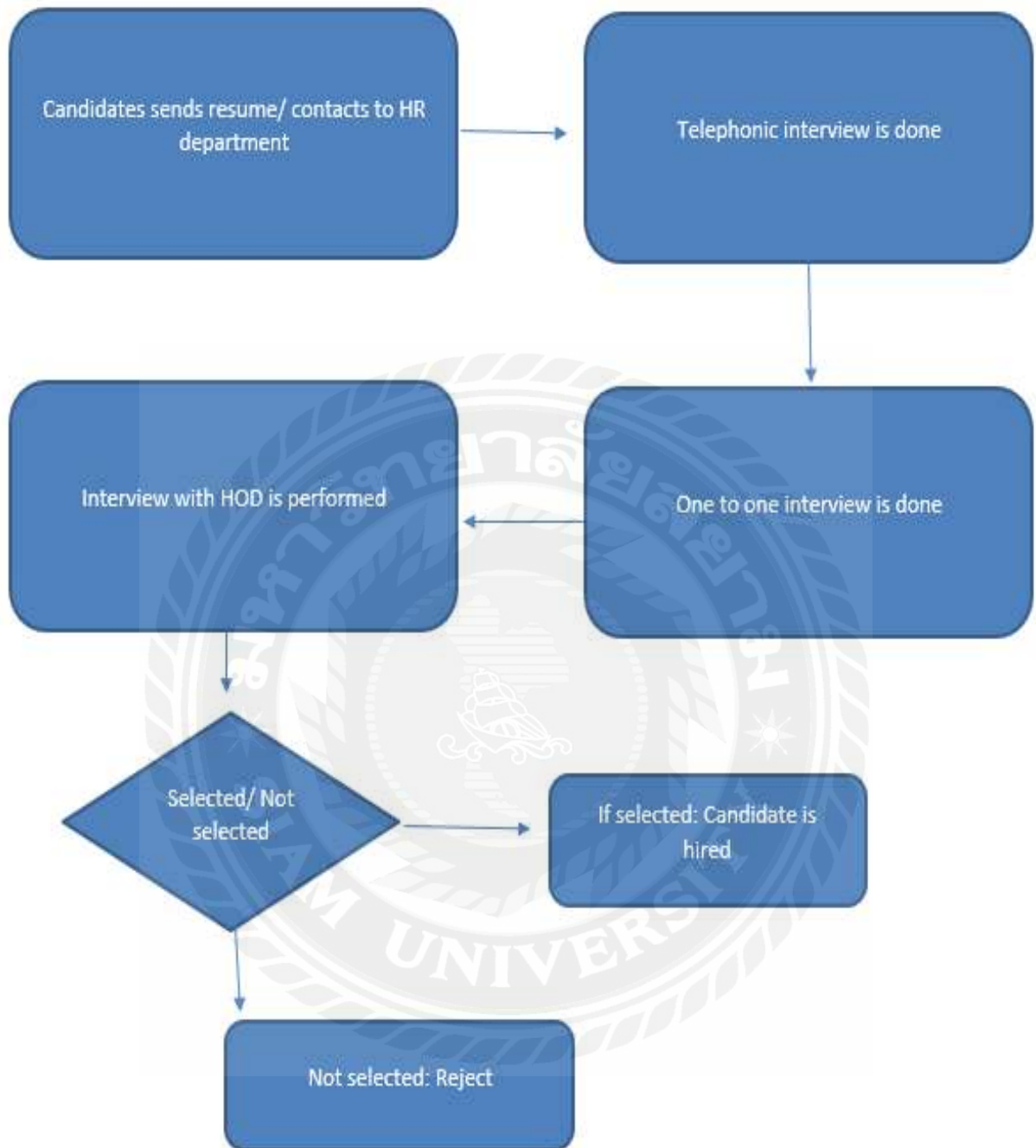


Figure 14: Interview Process

When any vacancy is open, interview is done for the position. Above Figure 14 explains the process for interview.

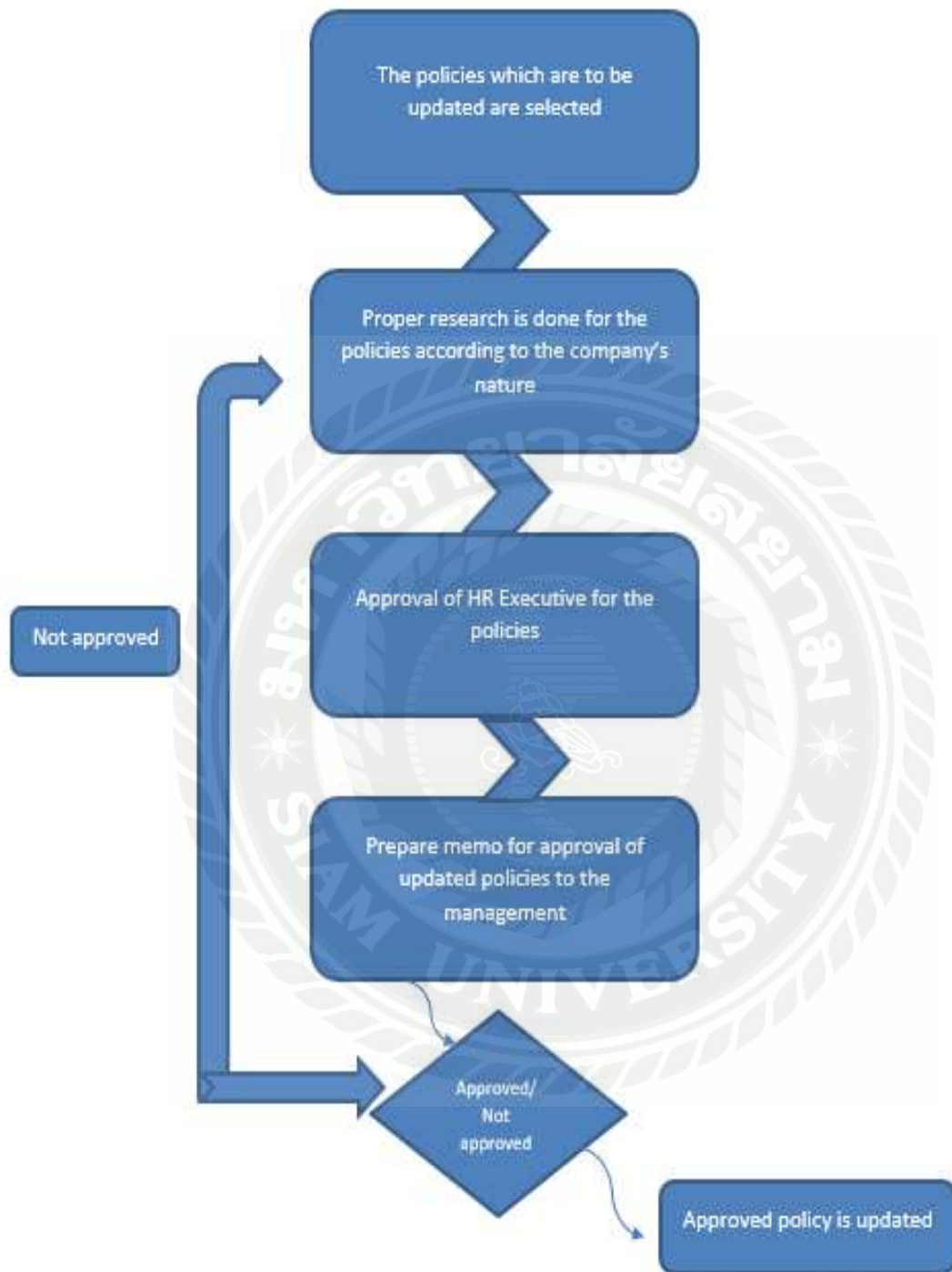


Figure 15: Process to update policies

Whenever new policies are updated, there is a process for approval and so, above Figure 15 shows the process on update and approval of policies.

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

In the company, I was a Human Resource Intern. I was there mainly for assistance of the HR Executive in interviews, onboarding, performance development and evaluation strategies. To explain about my contributions in detail:

- Interview: I took the interviews of the candidates along with the HR Executive and the HOD of the specific department. Also, when the HR Executive was busy or unavailable, I took interview of the candidates.
- Onboarding: Onboarding is basically induction of the employees to the company. Here, the employees are known to the culture, rules and regulations of the company. I did onboarding of the candidates where I used to introduce them to the company. There, I also used to collect their data. It included their photo, national certificate, experiences and mark sheet.
- Performance development: In performance development, I helped the company to make their policies regarding theft and fraudulence, appraisal and work anniversary. I also helped in organizing events which brought the employees together helping them in developing their performance.
- Evaluation Strategies: The made different forms for performance appraisal in the company. There was a structure to which performance appraisal was to be done. For that, different assessment forms are to be made. I made forms like self- assessment forms, HOD assessment form and 360-degree assessment form. These forms will decide the rate of appraisal to be done for the employees.

CHAPTER 3: LEARNING PROCESS

3.1. Problems/ Issues of the company

As an HR Intern, I faced some problems during my job process. These problems are:

- Delay in Decision Making
- Budget Constraint
- Employee Retention for operations department
- Talent Management
- No systemized process for performance evaluation

To explain the problem statements in detail:

- Delay in Decision Making: As this company has five co- founders, when any decision or approval has to be made, it takes a longer period of time. Mostly, approval has to be done by all the co- founders, it delays the approval. So, if any rectification is also to be performed, it takes a longer period of time to get things approved.
- Employee Retention for operations department: The operations department has to work at night duty as well according to the roaster system. So, even if the employees are hired for night duty, some employees tend to leave the company due to the late-night shift difficulties. It becomes difficult for the HR Team to find competent candidates for the posts. And, for corporate department, employees want better transparency and trainings. With this, they would want to stay in the company.
- Talent Management: (K, 2022)There is mismatch between talents and the job. If talents are not managed accordingly, it leads to frustration and dissatisfaction. So, proper talent management should be done.
- No systemized process for performance evaluation: In the company, there was not systemized process or way for employee appraisal. The appraisal was done in a indeterminate timing, And, there was no as such rate through which appraisals could be done. There was no metrics that could be used for appraisals basically.

3.2. How to solve the problems

Problem	Solutions	Results
Delay in Decision Making	Even if there are five co-founders, division of work can be done according to different departments. Only the core and important decisions can be taken together. If this is done, then the decision making will be done in a faster way and this will obviously lead to company growth.	The decision making was done according to departments and different founders had different departments under them.
Employee Retention for operations and corporate Department	To bring more employee retention in the operations department, incentives can be provided to them. Our company already offers two times meal to them during their working hours. Incentives can be provided like employee of the month, rider of the week, order incentives to kitchen department or raising service rate for kitchen. (Erickson, 2016) And for corporate department, meeting regularly with employees, providing regular performance management feedback, committing to ongoing learning and development and conducting periodic stay interviews can be done for employee retention.	Performance KPIs and other metrics are being made in the company for work incentives. Similarly, performance feedbacks, stay interviews and proper communications was done between the departments. In these ways, retention can be achieved.

Talent Management	(K, 2022) Align Talent with Human Resource strategy and organization's objectives.	Thus, employees are hired according to their talent and more of their qualifications.
No systemized process for performance evaluation	Appraisal processes are made bi-yearly and yearly according to different department of the employees. There are different structures through which the appraisal can be done. (Shrivastava & Purang , 2016)An appraisal is effective when the process is fair, has perceived utility and gives satisfaction to employees.	There are different forms for evaluation and so, if the forms are evaluated by 5 parties, the decision is fair. And a process is set for the evaluation now which also brings employee productivity and retention.

Table 2: Detailed problems and solutions of the company

Furthermore, (Agrawal & Jha, 2015) Performance management evaluation has been identified to play a key role in determining employee expectations. This process involves employers setting performance standards and providing them feedbacks about their performance. So, this will also lead to appraisals and increase employee retention of employees.

3.3. Recommendations to the company

The following points are some recommendations that the company can use for their growth during my learning process in the organization:

- Data analysis of different departments using metrics: To know how each department are working and to analyze the productivity of the departments, data analysis can be done. For that, each department's metrics can be evaluated and differentiated and a certain weightage can be given to each department. Through this process, a base rate of productivity can be analyzed.

- Strategic ways for growth of company: As the company has been started about 3.5 years ago only and there are different competitors in the industry, the board and the management should think of strategic ways to tackle the competition for more growth and profits.

3.4. Learning during the Co-Op Study

- Got familiar with HR practices: As I was HR Intern in the company, I got to know about the HR practices. It includes:
 - o Labor Laws
 - o Code of conduct
 - o Policies related to theft and fraud
 - o Appraisal procedure
 - o Leave Policies
- Improved skills: This internship has taught me that the capacity to work long hours, adapt to changing conditions, communicate, and multitask are all valuable skills. Facilitating timely meetings has taught everyone on my team, including myself, how to properly communicate a conversation.
- Get familiar with new software: When I entered the company, HR Base was started at that very time. So, if there were any rectifications to be made or any additions for the system, I also assisted for the same. I got more familiar with technical needs as well.
- Attendance sheet: I also worked for the attendance calculation in the company. It included calculations according to the check in and check out. For this, we used google sheets and this obviously helped me to increase my excel skills.
- Worked in a diverse area: In this company, not only I worked in HR team but also in admin department of the corporate sector. I also saw how the operations sector work. In the operations sector, it included dispatch, kitchen and delivery department. So, by interning in this organization, I got to work in a diverse way gaining more skills.

3.5. Applying the knowledge from coursework to the real working situation

The knowledge that I gained in this three and half years obviously helped me in this real working situation. The coursework that helped me during the internship along with the theoretical knowledge are:

Applied Coursework	Applied Theory
Basic Statistics for Data Analysis	This coursework helped me to analyze data in HR parts like performance evaluation calculation using different statistical materials.
Research in Finance	This helped me to perform research-based tasks.
English Usage for Profession	This coursework helped me to build resume, analyze what a good resume will be even as a part of HR Department, build minutes, contracts and memo.

Table 3: Applied Coursework and its theoretical knowledge

3.6. Special skills and new knowledge gained

From this internship, I gained different skills which I think I could gain only as a HR Intern. They are:

- Human Resource strategy creation
- Advising other employees and helping them
- Being empathetic and taking strong decisions simultaneously
- HR reporting skills
- Managing attendance sheets
- Prepare contracts and appointment letters

And, I also gained skills in using software like:

- HR Base
- Google Sheets

CHAPTER 4: CONCLUSION

4.1. Summary of highlights of Co-Op Studies

This report is created with the objective of implementing different rules and policies and helping the department with talent selection and evaluation strategies. To understand this matter, this report has been prepared based on my job position and responsibilities as HR Intern in the company to fulfill the Co-Op Education requirement of Siam University.

To highlight the co-op studies, I would like to highlight some of the skills and new learnings that I learned from the Co-Op Studies. I learned some new skills like negotiation skill, being empathetic and taking decisions, preparation of memo/ reports and interview skills. Interviewing skills was something new for me and now, I am very confident in that task. Due to this co-op study, I could use my theoretical knowledge into practical ways and this was where I analyzed how important theoretical knowledge is equally. My job description was listed and explained properly and it was performed accordingly.

4.2. Evaluation of the Work Experience

Being a part of HR Department, I had to take interviews which made me confident and I feel like my skills are actually growing. Working in this company has improved my skills like organizational, communication, teamwork, conflict resolution, decision making, business management skills, interpersonal skills, negotiation skill, being multi tasker and ethical, leadership skills and relationship management skills. I will use these skills in my future career as well. For example, conflict resolution is that skill which is very important for a leader. A leader always tries to unite its team and solve issues. I want to become a leader and guide for my team and so, this conflict solution skill will help me to become the perfect leader.

Before joining this internship, I was just a student at KCM and did not know skills as an HR. I was completely new to this whole department. So, If I compare between the last 4 months and now, I have achieved a good position in HR Department. I know the main tasks of HR Department like interviewing, calling candidates and stakeholders, internal communication and grievance handling. But, one of my jobs was also to assist in making policies for the company

and here, I needed the help of my Job Supervisor. So, if I had to self- evaluate myself for my learnings and my performance, I would rate it as 9/10.

In the company, I faced some issues as well during conflict resolution and proper communication. At starting, when I came to this company, I lacked that skill and it was little difficult to listen to grievances, solve conflicts between employees without being bias and taking decisions. But now, I have that skill within myself and I can solve problems/ grievance between the employees. It has helped me increase my skills and made me more optimistic and confident.

4.3. Limitations of the Co-Op Studies

- As I interned in this company for 3 months, it was a short period of time and so, I think I could learn more if I had been in the company for a longer period of time.
- I could not get myself involved in implementation of some polices due to time issue
- As my department was HR, I was only focused in HR Department and I helped in Admin Department little bit; But I couldn't gain knowledge from other departments.
- Due to confidentiality agreement, I couldn't provide some documents/ policies made by me during the internship period

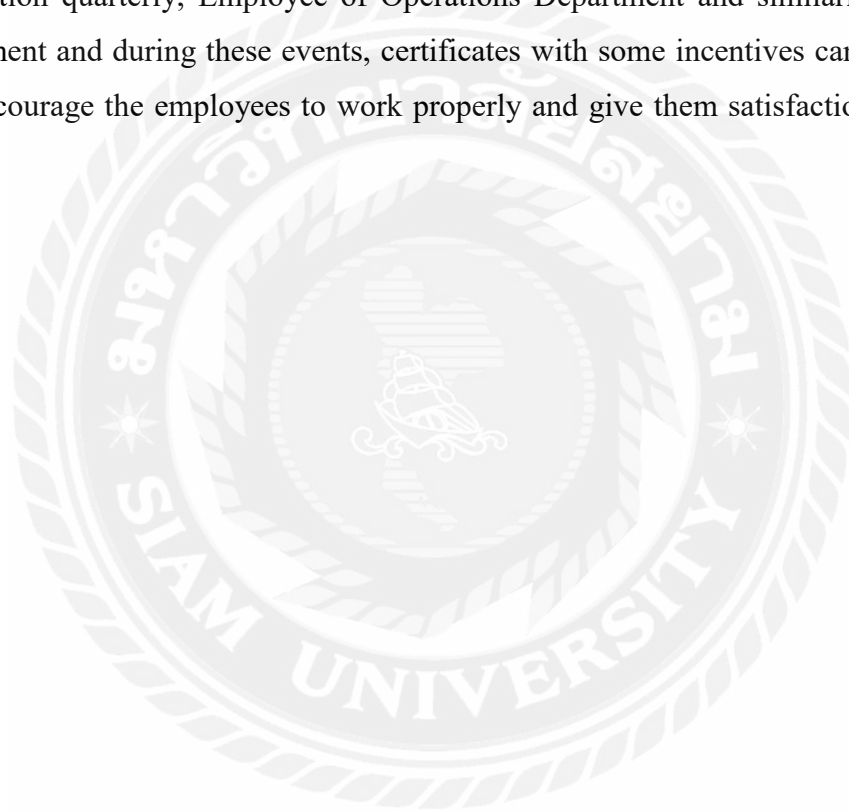
4.4. Recommendations for the company

The following points shows the detailed recommendation for the company on how the work can be improved for others and how the company can improve the work processes:

- Proper requisition procedure: When any department requires employees or if any vacancy is open, the information should come from the HOD of the department systematically. That process can be through a mail or through Telegram where along with the job description, the HODs can also give specific skills of the position which will help HR to select correct candidates for the roles.
- Employee skill development: The company should provide more employee development programs like skill training or professional training. For example, the blue collar workers can be given computer skill training programs which will help them enhance their ability

towards their work technically. In this way, the employees will also be satisfied which will help the company for employee retention.

- Plan for team building activities in all departments: Right now, when there are team building activities, it mainly includes corporate staffs and operations team cannot join the activities due to the pressure of their work. So, different team building activities can be arranged for them as well which will help them to enjoy their work.
- Employee Recognition & Programs: To motivate the employees, different employee recognition programs can be organized. For example, Department wise employee recognition quarterly, Employee of Operations Department and similarly for corporate department and during these events, certificates with some incentives can be given. This will encourage the employees to work properly and give them satisfaction towards their work.



REFERENCES

- Agrawal, U. A., & Jha, S. (2015, July). Human Resource Practices in Indian SMEs – An Exploratory Study. *Indian Journal of Industrial Relations*, 50(4), 680-695. Retrieved from <https://www.jstor.org/stable/24547013>
- Erickson, R. A. (2016). Communication and Employee Retention. (C. R. Berger, & M. E. Roloff, Eds.) *The International Encyclopedia of Interpersonal Communication, First Edition*, 1-10. doi:<https://doi.org/10.1002/9781118540190.wbeic239>
- K, S. (2022). Talent Management Strategies in Human Resource Management: Critical for Business-A Systematic Review. *Journal of Positive School Psychology*, 6(3), 3396-3409. Retrieved from <http://journalppw.com/>
- Shrestha, R. (2022). *Blog*. Retrieved from Night deliveries for better cities: <https://blog.khaanpin.com.np/night-deliveries-for-better-cities/>
- Shrestha, R. (2022). *Khaanpin Blog*. Retrieved from Khaanpin- Hustlers First Choice: <https://blog.khaanpin.com.np/khaanpin-hustlers-first-choice/>
- Shrestha, R. (2022). *Khaanpin.com*. Retrieved from <https://khaanpin.com.np/en/ktm>
- Shrivastava, A., & Purang , P. (2016, April). Performance Appraisal Fairness & Its Outcomes:. *The Indian Journal of Industrial Relations*, 51(4), 660-674. Retrieved from <https://www.jstor.org/stable/43974589>

APPENDICES



Figure 16: Room of HR Department

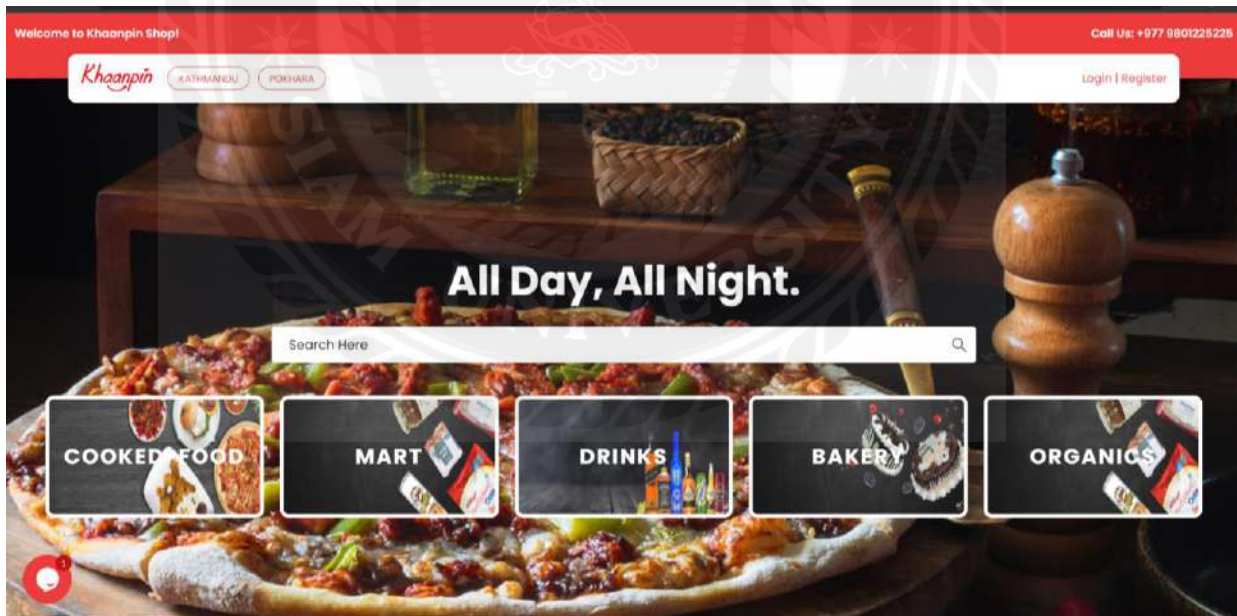


Figure 17: Website of khaanpin.com



Figure 18: New Year Celebration



Figure 19: Participation in Women's Day



Figure 20: Cake cutting during Women's Day



Figure 21: Basketball game (monthly game)

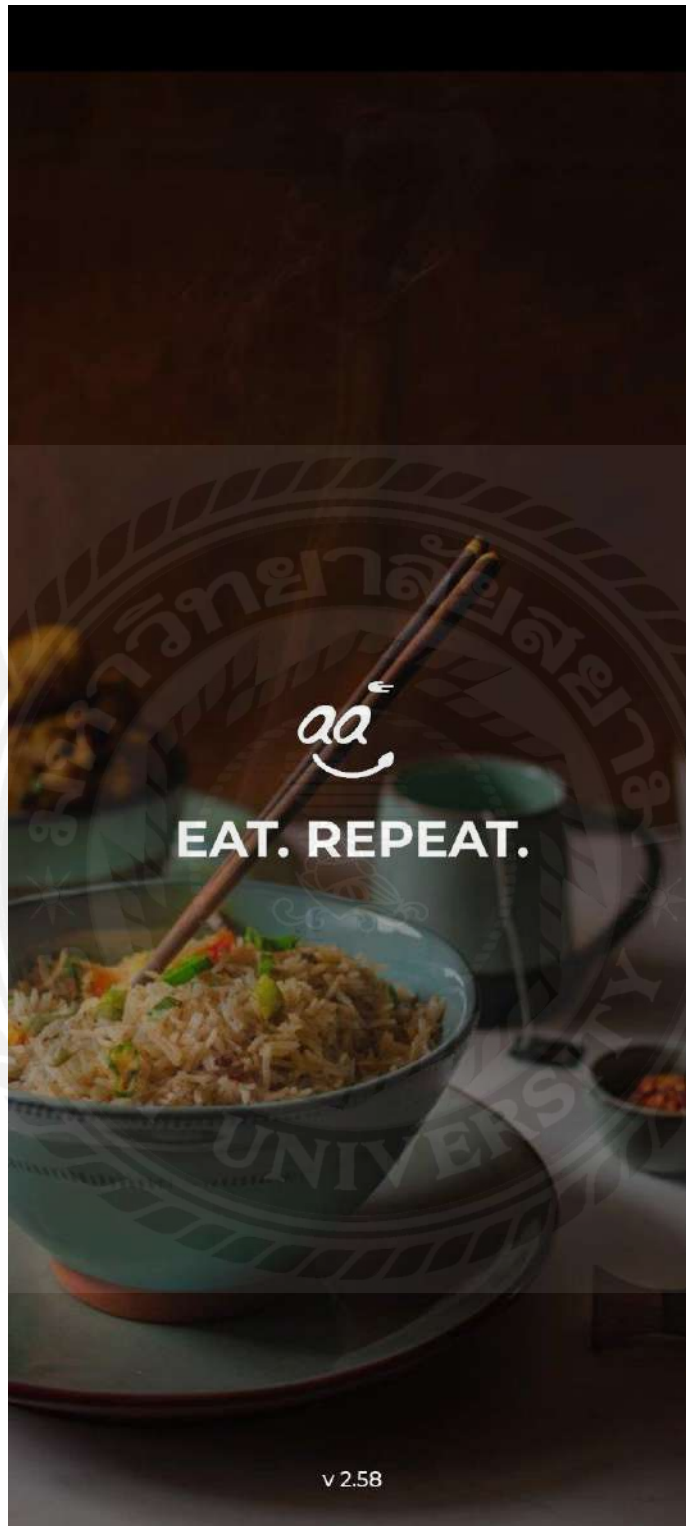


Figure 22: Starting of Khaanpin App



Figure 23: ID Card as HR Intern



FOODS AND TOURS P. LTD.

Date: 1st March 2022

TO WHOM IT MAY CONCERN

This is to certify that Ms. **Deepika Kedia**, the permanent resident of Tamkor, Rajasthan, India has been appointed in the position of **HR Intern** at Khaanpin Foods and Tours (P) Ltd., with effect from **February 27, 2022**.

Description of job for which employment is offered:

The trainee shall have following responsibilities to fulfill:

- **Information Management:** Keep databases up to date with employee information, including contact details and employment contract
- **Filing and Documentation** of HR related documents
- **Schedule and confirm** interviews with candidates
- **Address queries** of all internal/external stakeholders
- **Handle internal communication**
- **Prepare HR related reports**
- **Participate in organizing** company events
- **Assist in planning and implementation** of HR policies and procedure.
- **Involvement in Strategic Planning**
- **Any other responsibilities** within the scope of trainee's work that may be added in trainee job description from time to time.

This letter is provided upon the employee's request and does not constitute any legal or financial obligation on our part.

Regards,



Sahil Kushwaha
HR Executive
Khaanpin Foods and Tours (P) Ltd.



REGD 202576/075/076

KHAANPIN HEADQUARTER

CHANDRAGIRI 15,
KATHMANDU

Figure 24: Internship Letter from Khaanpin Foods and Tours