



Cooperative Education Report

A Study on the Human Resource Management of Vianet Communication Ltd

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ABSTRACT

The report titled “Human Resource Management of Vianet Communication Ltd” provides an overview of the various processes and systems utilized by the company to ensure the efficient functioning of the HR department. The objective of the study was to gain practical experience and understanding of HR management and to observe the efficient utilization of HR management tools of the company. The report also highlights the cooperative education experience, which offers academic credit for supervised work experience and provides a platform for students to transition into their respective workforce.

I joined Vianet Communication Ltd as an intern and was assigned various roles and responsibilities to familiarize myself with the HR department's functionality. The internship provided an opportunity to incorporate theoretical metrics into practice and gain a deeper understanding of how the subjects studied were useful in the workforce. Overall, the report provides a comprehensive analysis of the HR management practices of Vianet Communication Pvt. Ltd. The report concludes with an emphasis on the significance of cooperative education in helping students gain a better understanding of real-world scenarios and smoothly transition into professional roles.

Keywords: *Human Resource, recruitment, employees*

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I want to express my gratitude to Vianet Communication Ltd, for providing me with the opportunity to intern with the HR department and contribute to the company. The experience has been invaluable and has helped further my knowledge and skills in HR management.

I would like to show my appreciation to my job supervisors, Mr. Sandip Balami and Mrs. Nikita Shrestha for their guidance and support throughout my tenure. Their mentorship has been instrumental in my learning and skill development.

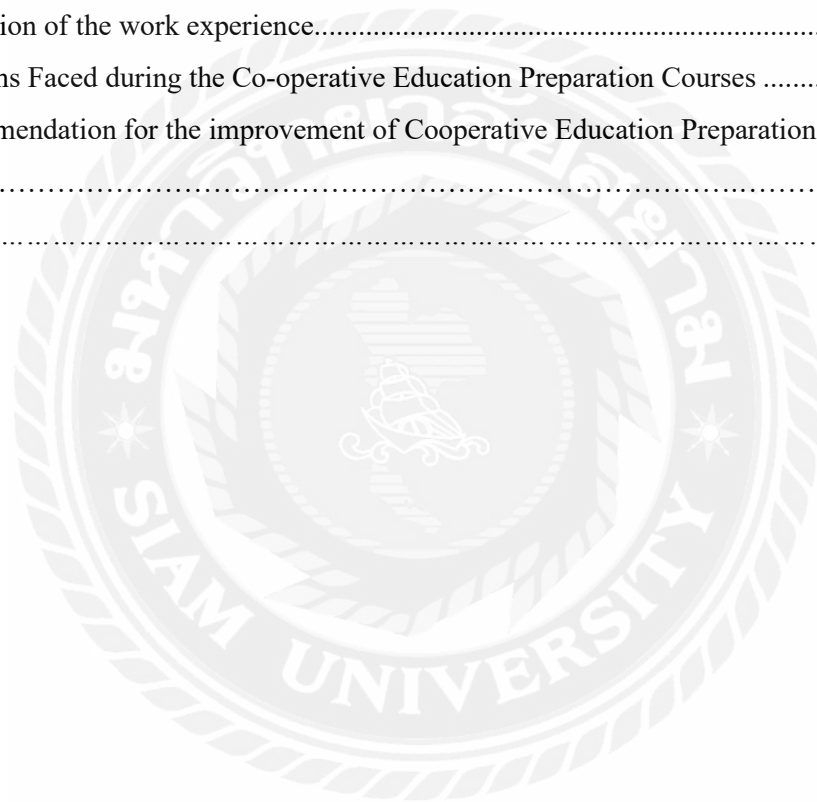
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LIST OF ACRONYMS

HR: Human Resource

ISP: Internet Service Provider

HRM: Human Resource Management

EDF: Employee Detail Form

JD: Job Description

KPI: Key Performance Indicator

FTTH: Fiber Optics Internet

CUG: Closed User Group

HOD: Head of Department

CHAPTER 1: INTRODUCTION

1.1 Company's Profile

Internet service providers (ISP) are companies that provide both, residential and commercial users access to the internet. It is a technology that allows people to transmit their data, and files through the internet using a modem, and dedicated high-speed interconnections. Internet Service Providers (ISPs) connect end-users and businesses to the public Internet. They compete with each other on price, performance, reliability, etc. but they also must cooperate to provide global connectivity to all other attachments on the Internet (William B. Norton). Those are the companies providing access to the internet connection making a profile of individuals or organizations.

Vianet is a leading Internet & TV service provider in Nepal, established in 1999 to provide reliable and affordable Broadband Internet Services. It currently operates in 14 districts of Nepal through more than 40 branches, operation centers, and outlets. It is famously known for providing high-class customer satisfaction and following a customer-centric approach to keep the customers satisfied.

Vianet provides reliable and affordable internet services to its customers enabling them to experience a better digital experience. Vianet is an ISO 9001:2015 certified company that has made customer service available 24 hours a day for the ease of the customers. In 2011, they pioneered Fiber Optics Internet (FTTH) to provide dedicated speeds without any sharing ratio. In 2016, Vianet introduced one of Nepal's first IPTV services to provide quality IPTV service.

Internet Service Provider, Vianet Communication Ltd. is an organization that provides services for accessing or participating in the Internet. It includes internet access, internet transmits, Domain Name registration, and web hosting.

Among the fiber-based internet service providers (ISPs), Vianet has a good market presence with an 11-12% market share (ICRA Nepal, 2021). A point of preference on the internet for a geographic area server is provided by an ISP's telecommunication line access. To be less reliant on a telecommunication supplier, larger ISPs have their own high-speed leased line. With IAP, or independent service provider, another name for ISP, that is frequently used to distinguish one service provider from another. Using network access points or open network facilities, many ISPs are linked to one another.

Vianet Communication Ltd is not only providing internet service today, but it is also providing TV service to its customer with the name Via TV. The major features of Via TV are its live TV. Furthermore, it has also standardized its product by including a free array of movies, an auto channel for recording, and a home player for playing media through external storage.

1.1.1 Company Mission

A Mission Statement defines the company's business, its objectives, and its approach to reaching those objectives. The mission of Vianet Communication Ltd is defined here:

Connectivity

- To connect everyone in Nepal.
- To design and build the best network all over Nepal.

Product and Services

- To provide innovative, authentic products and services to assist customers in their digital journey.

Customer Service

- To win customers for life
- To serve effectively – if it can't be done, we will find a way

Partnership and Ecosystem

- To provide value to our customers by collaborating and creating ecosystems

1.1.2 Company Vision

The vision of Vianet Communication Ltd is to connect Everyone, Anywhere, All the Time and to enrich lives through the best digital experience

1.1.3 Objectives

The objective of Vianet Communication is that it aims to be the service provider that makes future Broadband dream a reality today.

1.1.4 Strategies of the Company

"More than Just Internet" is the motto that Vianet boasts that even though it is an Internet-providing company it is more than just Internet. Vianet has several strategies to remain competitive and to further grow its market share.

The company places a strong emphasis on client happiness by offering dependable services at competitive prices. Vianet applies a customer-centric approach to providing its services and works hard to make sure all of its clients are happy.

Another strategy of the company is to provide innovative strategies to its customers; just recently the company introduced Vianet XGS Extreme, Nepal's first Multi-Gig Internet connection that is based on the latest XGS technology. The introduction of Vianet XGS Extreme is an example of the company's commitment to innovation. Vianet Communication has chosen to provide the first 2 Gbps internet service. This allows the company to be future-ready for applications such as virtual reality, high-resolution video streaming, and cloud computing. (My República, 2023)

The company is also expanding to various parts of the country to reach a diverse customer base. Vianet was able to install a branch in Mahendranagar and Lalmatiya, two expansion projects of the company. Vianet's expansion to different parts of Nepal is also a key strategy for the company.

1.2 Organizational design and structure

Vianet, being a huge organization, with around 1600 employees, has many departments and units. So, the design and structure of this organization are complex. The hierarchy is maintained from the higher-level executives to lower-level executives and the flow of communication follows the same hierarchy. The various departments of the company are preceded By the Head of Department who is supervised by the sectional heads of the departments like sales, operation, HR, finance, and marketing. The organizational design and structure are shown as under:

1.2.1 Diagram of the organizational Structures

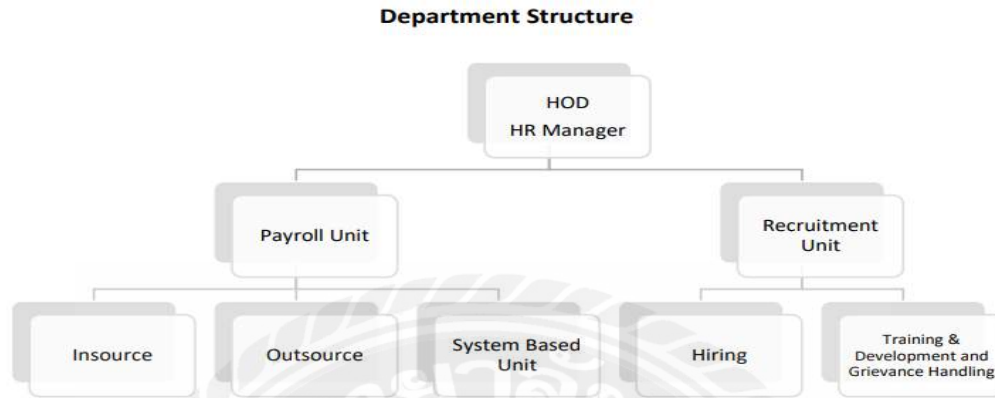


Figure 1: Organizational Structure of HR Department

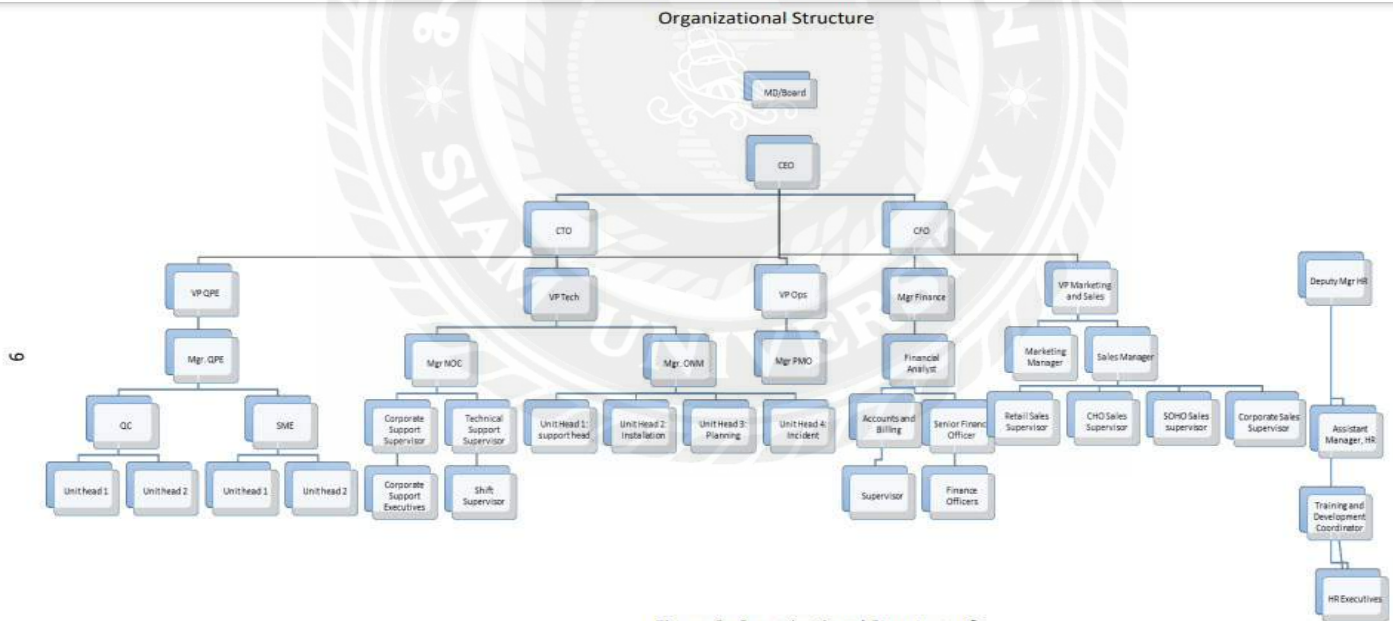


Figure 2: Organizational Structure of Vianet Communication

1.2.2 Job Position

I joined the company as an Intern for the Human Resource Department. The major responsibility of that position is the data management of all the employees of all the branches of the company. The company had a policy to not assign any core business activities to an intern which limited the tasks that I could carry out. This issue was solved when less than a month of working as an intern, I was allowed to work as an HR Associate for the company.

The major tasks of an HR Associate were to schedule interviews, keep in touch with the happenings of the branches, insinuate the new hires into the system, keep track of employee data, manage CUG, handle employee grievances, provide contracts, and record the new hires and terminated employees.

1.2.3 Job Position in the Company's organizational structure

Finance, Retail Sales, Operation, HR, and Marketing are the vital departments of the company, and as such the HOD has a major say in how the activities of the organizations are carried out. The HR department is responsible for the efficient management of the employees of the company through, hiring of skilled labor, decreasing labor turnover, grievance handling, providing motivational skills and activities to the employees, and introducing the employees to their Job Descriptions. My position was to help my supervisor and my department head carry out the activities required of the HR Department as efficiently as possible.

1.3 Intention and motivation to choose the company

Vianet is a well-established ISP company in the country that has successfully managed to introduce itself as a brand to almost every household in the country. It has gained a strong reputation in the market, making it a very attractive workplace for job seekers. so it was the first company that I enquired about an opening for an internship. Some of the other reasons for joining the company are:

a) Learning opportunities: Working in Vianet offers great learning opportunities as employees get the chance to work under supervisors and mentors with years of experience in the industry. Vianet also operates in different areas of the country so the opportunity to work with people from all across the country was a chance I could not pass up on.

b) Strong reputation and figurehead: Vianet is a very well know ISP company in the country being the first to introduce internet in the country. The CEO of the company, Mrs. Sewa Pathak was also a great inspiration to work under the Vianet Brand. She is a very well-known figure in Nepal and has played a significant role in establishing Vianet as a leading ISP in the country. Her passion for promoting innovation and creativity in the workplace was also a motivating factor for me to choose Vianet.

c) Dynamic work environment: Vianet is a fast-paced company that values innovation and adaptability. And working in such a dynamic work environment can help an employee develop their skills and be more efficient in their roles. And learn from the fast-paced work environment and pushing to work more efficiently convinced me to join Vianet.

d) Career Growth: Vianet has a culture of promoting from within, which means employees have opportunities for career growth within the company and this was a great motivator.

e) Employee benefits: Vianet offers its employees various benefits such as Social Security Fund, performance-based incentives, flexible work schedules, work SIM cards, and data. These were quite attractive benefits.

In short, Vianet Communication offers a great work environment, learning opportunities, and career growth potential for job seekers looking to develop their skills and advance their careers in the ISP industry.

1.4 Strategic Analysis of the Company

It is a strategic planning technique that is used to identify strengths and weaknesses of the internal environment and opportunities and threats of the external environment The SWOT analysis of Vianet is given below:

1.4.1 SWOT Analysis:

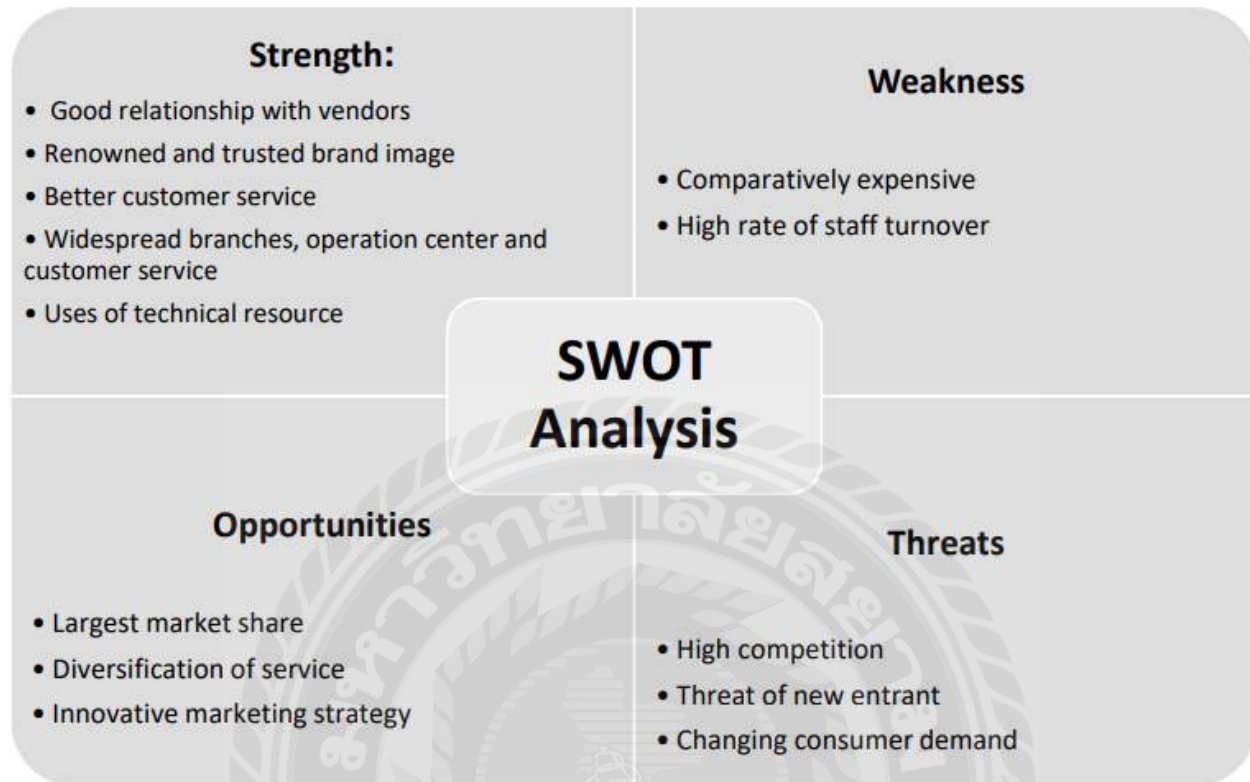


Figure 3: SWOT Analysis of Vianet Communication Pvt. Ltd

1.5 Major market and customers

Internet has become a necessity for everyone which exponentially increases the market base of ISP companies. Having such importance, Vianet has attracted large customers from all over the country. The user of the service is also spread from child to adult to old age people. Vianet was able to capture a major market during the Pandemic which is why it has expanded to various cities throughout the country. Vianet has 64 branches throughout the country. Major branch locations along with customer service locations below:

Branch Office Inside Valley	Branch Office Outside Valley
Panipokhari	Biratnagar
Lalitpur	Birgunj
Bhaktapur	Birtamode
Chabahil	Butwal
Kalanki	Chitwan
Banepa	Dadeldhura
Gwarko	Simara
Kalanki	Surkhet
Baneshwor	Damak

Table 1: Inside valley and outside valley branches of Vianet

1.6 Types of products and services provided by the organization

Vianet, being an ISP, is largely based on providing service to the customer rather than a product. Their major services to offer are listed below:

- a) Home Plan: A home plan is a personalized service that is based on individuals/families. This plan is generally simple as it is mainly focused on customer satisfaction which is achieved through entertainment and social media.
- b) SOHO Plan: SOHO Plan is a business service that is based on small-sized Nepali businesses. They are small LANs (Local Area Networks) that consist of less than 10 computers. This service is a good fit for small businesses in Nepal and young entrepreneurs are highly attracted by this plan.

c) Corporate Plan: It is a corporate service that is meant for large business enterprises. It provides quality service with no compromises with uninterrupted connectivity as much as possible. The service includes internet, intranet, Zoom, Via TV, WIFI Hotspot, Internal Networking, and Web Hosting.

d) Via TV: Via TV is Vianet's own IPTV platform. TV is the latest technology providing TV service. IPTV means broadcasting Television channels, videos, and movies through local Internet networks rather than the traditional analog TV cable network. This revolutionizes the way people watch TV because, in the past, analog cable TV service customers could only watch whatever content was being played on the mentioned channel number. So with their service, customers can choose to pause live, rewind live TV channels and never miss a show, and watch movies or videos on demand at their convenient time. Via TV has replaced the NETTV service provided by Vianet previously.

e) Web Hosting: Web Hosting by Vianet allows you to design and develop your websites. Web hosting is the process of renting or buying space to house a website on the World Wide Web. Website content such as HTML, CSS, and images has to be housed on a server to be viewable online.

1.7 Financial Structure

Mr. Binaya Bohara is the major shareholder of the company holding 75% of the stake. He is also the Managing Director of the company. Similarly, Mr. Om Bikram Thapa holds 25% of the stake and is the CTO of the company. The financial structure of the company is confidential. Except for the higher-level authorities and the concerned department, data related to finance are not publicized to anyone.

CHAPTER- 2 JOB PROFILE AND ACTIVITIES PERFORMED

2.1 Job Responsibilities and Work Duties

Working as an Intern in Vianet I had various responsibilities that were handed over to me by my supervisors. The responsibilities gradually increased the more time I spent working in the company. Some of the responsibilities and work duties are explained below:

2.1.1 Post Vacancy and Sort candidates for interview

Recruiting was a major responsibility assigned to me during my co-op period. When a certain vacancy opened up in any branch of the company, I would post the Vacancy on portals such as LinkedIn and Vianet webpage. After receiving C.V, I had to sort through them and find the candidate matching the Job description for the post and follow up with the candidate for interview.

2.1.2 EDF Entry

The major task assigned to me was mostly related to EDF. EDF is the Employee detail form, all newly recruited staff needs to fill up on printed paper consisting of detailed information like personal history information, organizational information, educational qualification information, and work experience information. In the initial days, I was only given the task to provide EDF to the newly recruited staff and then filing them. But after a few weeks, more tasks were added. I also had to keep all that information in the system of HRM portal. So from this duty assignment, I became the point of contact for all the new staff.

2.1.3 Approval of terminated and new staff

The next work under my job description was to communicate with the branch admins and managers to stay updated on the termination and recruitment part. If any of the employees resign, then I had to approve the termination status which is submitted by the branch admin or managers. Similarly, if any new members join in, they would contact me for approval as my major task was putting EDF in the system of the HRM portal. After approving the ticket, I communicate with the employee engagement unit to collect the exit form and clearance form.

2.1.4 Sort shift, Supervisor, and Weekly Day-off

The head office of the company was also responsible for adding the designated shifts, their respective supervisor, and their weekly day-off date into the HRM portal and the RIGO software of the company. Various changes to the old employees were also made if an employee had any sort of role change or preferred to take different shifts and day-offs.

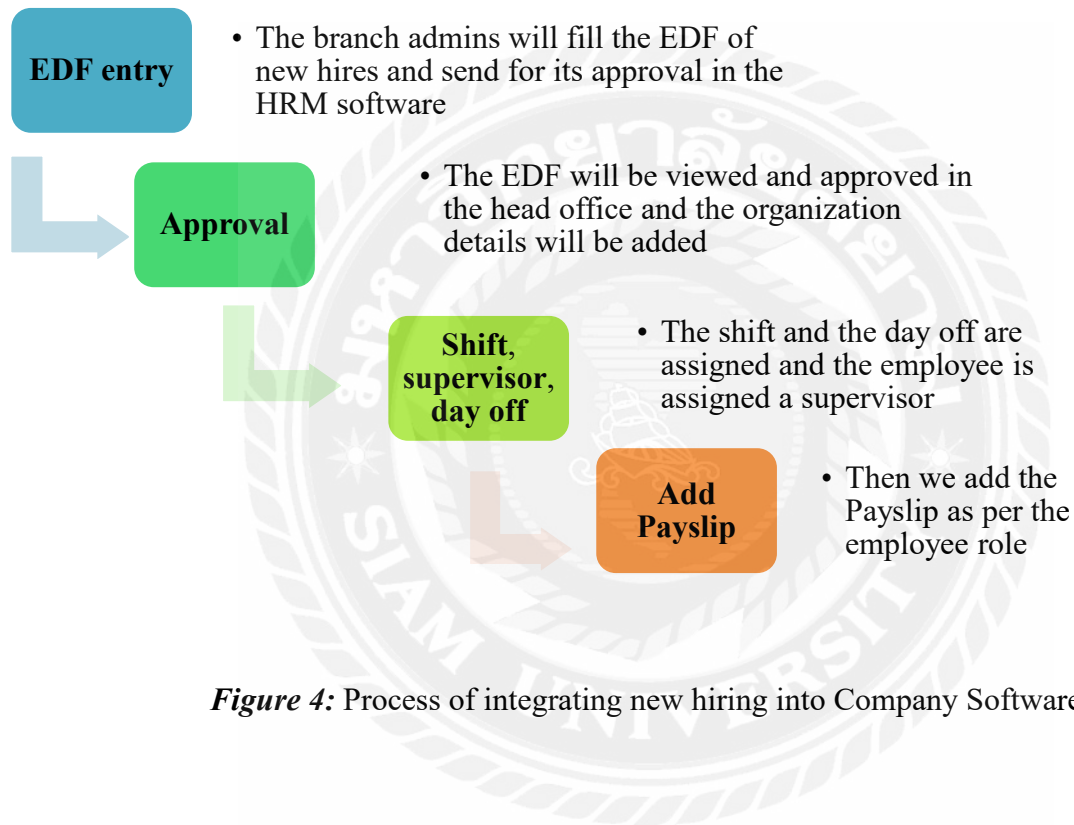


Figure 4: Process of integrating new hiring into Company Software

2.1.5. Assisting in drafting policy (Company BYLAWS)

Employee productivity, motivation, and retention are dependent upon individuals working in jobs that are well-suited to their interests. The company offers and encourages transfer opportunities where possible, supporting employees who desire to enhance their skills or develop new competencies to pursue different or greater responsibilities internally. Based upon the availability of roles and opportunities per the business needs, the HR department along with the respective supervisor recommends and offers suitable work placement for the employee. Staff performance evaluation is recorded by the administration. The activity of all employees is

checked, analyzed, and evaluated by the branch administration of the department, whether the employees are in the rules and regulations of the company or not. During this entire process, I helped them by documenting and recording the files like the transfer 17 form, role change form, and EDF of the staff. I coordinate with the branch admins and schedule the time for the role change exam.

2.1.6. Input the Pay slip of the employees

When new employees are hired, their contract is provided to them and the salary details and the allowances that the company provides them are input into the company software which is then used to process the salary of the individuals during the salary processing time.

2.1.7. CUG Management

The company offers employees a designated Sim card with allocated data, talk time, and SMS functions based on their job requirements. As an HR Associate, I was responsible for managing the administration of these Sim cards. This involved coordinating with all company branches to provide new Sim cards for new hires and terminate that of former employees through the company portal.

After receiving requests from branches, I collected the data and calculated the costs and taxes for all the CUG numbers. I then created a summary sheet that included the total amount due to the network providers for the finance department. Additionally, any payables left from the previous month were also added to the summary sheet.

Then the cheque is to be provided to the network providers. Through this process, I ensured that all employees had the necessary resources to perform their job duties while also managing costs efficiently for the company.

2.1.8. Scheduling termination

If an employee is resigning from the company then we had to enter the last working date of the employee that the employee provides. In various cases where an employee leaves the company without notice or serving the notice period then we set the last working date that was taken from the biometrics.

2.2 Contribution as a Co-op student in the company

As an HR Associate, I was able to make several contributions to the company primarily to the HR Department. The contributions I made are as follows:

- a) Scouted skilled employees: I actively searched for skilled employees within and outside of the company who were suitable to fulfill the vacancy and had the skill and potential to further increase the company's efficiency. This involved keeping an eye on the performance of employees, reviewing their job descriptions and responsibilities, and taking feedback from supervisors.
- b) Analytical findings: The department conducted a survey to assess the JD and KPI of various employees of various departments. [The findings of the survey were presented to the HOD, which convinced them of the importance of providing detailed job descriptions to their employees and following up with them to revise and change them as required.
- c) Revise employee handbook: Collaborated with the HR team to revise and update the employee handbook and policies to align with the current laws and best practices.

2.3 Work Performance during the internship period

Working in Vianet has been a learning curve full of skill sharing and opportunities to further improve myself. Initially, I joined Vianet as an intern for my co-op education but was thankful enough that the company promoted me to a contractual employee after a short period of starting in the company.

I started the internship by helping with data sanitization of employees from the survey that we had conducted JD&KPI survey. I had to then present the findings that were a fun learning experience as I got to know about the different JD of different positions within the company. The survey was conducted to gather information about the employees and to know whether the employees were aware of their Job description and whether their day-to-day activities encompassed it. I had to present my findings to my supervisors and HOD which in itself was a skill gained. And I was also assigned to fill up an EDF of new employees hired in the company and gather all the documents required by the company from the newly hired employee.

Initially, the internship was full of observing and learning as much as I could. My supervisors introduced me to the various segmentation within the HR department in itself and the various sectors that looked after the various departments within HR. And I even learned the tax

slabs from which the tax of the employees was segregated into. My supervisors even taught me various new Excel functions such as VLOOKUP, IF, SUMIF, and such which as I continued my job were found to be very essential functions that make the workings so much easier.

The work difference as an official employee greatly varied from an intern as I was given access to the HRM portal that the HR department uses to sort out the different functionalities of the department. Vianet uses Rigo for its HRM functions which are HR and Payroll Software in Nepal. Rigo is HR software that helps keep track of employees as it incorporates the new hires, shift details, weekly holidays of employees, supervisor detail, OT assignment detail, payroll access, employee retirement data, and such. Learning to use Rigo software was a huge help and knowledge boost.

2.4 General Environment/culture at Vianet Communication

The working environment is one of the prominent factors for employees to stay working. If there is great teamwork, then employees too would be motivated to work. During my internship period, I too observed a similar situation:

- a) Infrastructure: The general layout and the infrastructure of the company were very accommodating. Different departments had their own working space and were divided. Each employee had a cubicle to work comfortably and a locker to store all the belongings. The office was also equipped with a kitchen with all the amenities like a microwave, refrigerator, water filter, cutleries, and so on. The office also provided a maid who served tea to the employees.
- b) Friendly staff: The employees of the company were very friendly and easily welcomed a new employee. They were very willing to help whenever the need for it arose. If I needed help to learn something or did not know something then most of the employees were more than happy to teach me how to do certain things.
- c) Coordination amongst the HOD: There was good coordination among the leaders of all departments. Every morning the departments conducted a huddle session where the necessary information was connected which helped the departments work together in tandem. There was no discord among the departments.

d) Job rotation: There was effective job rotation among the interns enabling us to learn something from each department of the organization. Various employees of various departments were very welcome of teaching and share their knowledge with any interns.

e) Learning environment: There was a learning environment in the company where various seminars were conducted by various department heads and the employees of other departments were also invited. For instance, the finance department held an Excel training session where willing employees from any department were welcome to take the session that was a very motivating factor.

f) Motivation: Various motivating activities were carried out in the company. Gaming days were organized where different departments competed against each other which did help the departments to grow closer and work as a team. Not just that but the company also conducted parties to celebrate various occasions: for instance, on women's day all the women in the company from every branch were provided a bottle customized with their name and we even cut a cake with the CEO on the occasion.

g) No unnecessary pressure: The employees were not given unnecessary pressure by their supervisors or the HOD. Various goals were set by the HOD and the timeline to complete those goals was in detail discussed with the other members of the department to finalize the deadline. The employees were not forced onto a set deadline and given the pressure to stay overtime and complete it.

CHAPTER 3: LEARNING PROCESS

3.1 The problems faced during the internship

The internship period was fruitful. I got an opportunity to learn a lot under the supervision of HR managers and other team members. Aside from the lesson-learning period, there were some difficulties that I faced during the internship. Some of the problems that I faced are listed below:

a) Lack of Proper Experience: As an Intern, I had very limited knowledge of the HR field, which made it a bit difficult to understand the operation of the department. Various terms and practices used in the department were quite foreign to me at the beginning.

b) Communication Barrier: As an intern, it was difficult to talk to communicate properly with other employees and supervisors. The admins of the various branches were unwilling to communicate their issues and problems with the new intern which made it a little difficult to get the message across.

c) Time management: Time management took a bit of getting used to while working as an intern. The HR department was very specific on timelines i.e. salary processing time which started on the 26th of each month before which all the necessary information should be input into the system and the necessary documents received. Similarly, the CUG data plan was renewed on the first of every month before which we had to extract the information of the employee using the different data plan and talk time and provide it to the Network provider. So time management was a must.

d) Task prioritization: Starting in the workforce I did not have the proper knowledge and experience to know which task and assignment to give priority and complete which first. This did create a bit of a jumble when starting.

e) Understand the system: The department used two software's to manage various tasks, The HRM software, and the RIGO software. Knowing the different functionality of the two software took some time to understand and get used to. Various confusions regarding the software did arise.

f) Managing misplaced data: Sometimes it was necessary to file certain data and find the data that was filed some time ago which was a complicated process when the data was misplaced or lost due to various circumstances.

3.2 Cultural dilemmas faced working in the HR Department

Aside from problems faced while adapting myself to the new company system and rules, there were various cultural dilemmas that I faced as well while working in the HR department:

- a) *Be task-oriented or relationship-oriented:* Should I spend time building relationships within the working environment or instead complete the pending workload?
- b) *Hierarchical authority or autonomous participation:* Should I acknowledge and follow every decision made by my superiors or do I input and cross certain decisions?
- c) *Private and work life:* How much should I involve my private life in my work life and vice-versa?

3.3 Solving the Problem

While I did face certain dilemmas and problems, I was however able to find solutions for them as well. The solutions to the problems came naturally the more I spent time in the company and some were encouraged by my supervisors

- a) *Lack of Knowledge and Experience:* As the internship was my first professional job, I was lacking knowledge on various subjects which I had to remedy. I had to involve myself in various training and skill-sharing activities that took place in the office. I also questioned my supervisors constantly on how certain stuff worked and on any topics that I was unsure of. What helped me to overcome this problem was to research the different HR concepts, laws, and practices to improve my knowledge of the matter. For instance, I had to research the different stages of recruitment and the Laws regarding the minimum pay of an employee.
- b) *Overcoming communication barriers:* Communication barriers can be overcome the more you try to communicate with any company peers or supervisors. For me, I spent the first few days actively listening to my supervisors and asking them for feedback on any activity. Then slowly I started to communicate more proactively by adjusting my communication style accordingly.
- c) *Managing time and prioritizing Tasks:* Managing time was a daunting practice, especially while working in the HR department which I slowly overcame by setting goals and deadlines to complete certain tasks before certain dates. Prioritizing the tasks became easier when I started creating a to-do list and setting a timeline beside it. Google Calendar was a much-needed help. Knowing which tasks to complete before which dates were made clear after communicating with my supervisors and seeking their guidance.

d) Asking for the right help: Starting the internship I was pretty confused regarding the working of the systems and the department. The confusion did lead me to make various mistakes. I was however able to receive the proper help I needed to properly understand the software tools of the company by the software department. The software team was able to teach me all about the software from scratch. The little session about the do's and don'ts of the software made working on the software much easier.

e) Adapting to the company culture: Every company has different cultural requirements that an employee may have to understand and adapt accordingly. It helps to adapt easily by observing and asking colleagues about them.

By following these solutions, I was able to overcome the problems I faced during my internship which helped me have a fulfilling and successful experience.

3.4 Learning's during the co-op studies

Working in HR, I have learned to understand the various aspects that constitute a working environment. I understood the importance of details. Working as an HR Intern was a great experience from which I could learn a lot and develop. I believe that the skills and knowledge that I learned during that period will be helpful for my future career as well.

Some of the key skills and attitudes learned by working in the HR department of Vianet Communication Pvt. Ltd as an intern are:

a) Human Resource Management: In university, we were only briefly introduced to the concept of Human Resources and the ways how different companies go about managing it. By working at Vianet I was able to clearly understand the ins and outs of Human resource management and its practices.

b) Technical Skill: I had taken various classes which improves my skills in various softwares like Excel and Microsoft. But working in the company gave a clear picture of which tools are best suitable to complete which sort of tasks in a company. I also learned how to use HRM software like Rigo which I'm sure will be helpful in the future.

c) Communication Skill: I improved my communication skills by interacting with employees, managers, and supervisors. As my major task was to work with the new employees and branch admins, it helped me understand the importance of socialization. I learned how to share the

information that I want others to understand more clearly and effectively, both verbally and in writing. I also learned that listening to others when required was also a form of communication.

e) Interpersonal Skill: I developed interpersonal skills to communicate with others easily because at my workplace, I have to talk and understand every employee and I have to know and answer their demands and queries.

f) Behavioral Skill: I learned about the behavior of various employees who visit or give a phone call to us. The behavior of employees based on the different situations was a lesson to be learned. I learned to behave friendly, cordially, and respectfully with every individual involved in the organization.

g) Professionalism: My first time working in a professional setting, I learned that it's quite different compared to learning how to act professionally in a company. I believe there is a different way a company expects you to act professionally. It could very well differ from company to company. I did learn to work on my professional behavior and habits.

3.5 Skills for understanding the meaning of theoretical and practical education:

As an intern at Vianet Communication Pvt. Ltd, I learned that there is a vast difference between learning in a practical environment and learning theoretically from books. Dealing with real-life situations in a practical setting prepares us much better for working in that environment than just learning the concepts from books. While theoretical concepts may boost our learning speed in practical settings by providing familiarity with the terms and concepts, they cannot create a lively environment and help with the cultural aspects presiding in the company. Theoretical learning often excludes minor details, such as when we study customer service, which only gives a general concept that is applicable in limited contexts. Theory can also limit our thinking by forcing us to accept others' ideas, whereas practical learning helps to generate our ideas, views, and thoughts. Additionally, learning in a practical is retained in the long term, whereas theoretical learning tends to be retained for only a short duration of time.

In addition to the points made above, I also understood that internships help bridge the gap between educational knowledge and professional work practices. It allowed me to practice the theories in real-life scenarios that allowed me to grasp a deeper picture of the workings of HR and its practices.

Furthermore, the internship period also helped me improve my soft skills by providing me a hands-on experience to use these software tools. And I believe it is mainly important to help develop communication skills as it helps us achieve a professional mentality.

Overall, the experience taught me that while it is necessary to understand the various practices and workings of the department from books and understand the case studies, it is also necessary to practice that knowledge and put them to use for us to be able to get a well-round education. One helps us build our foundation while the other helps us to grow and gain more skills.



Chapter 4: Conclusion

4.1 Summary of highlights Co-op Studies

Internship in Vianet Communication Ltd was a valuable experience that provided me with practical knowledge and skills in various HR functions. I was given numerous opportunities to gain an understanding of the host organization's core operations in a complex business environment, working with a diverse mix of staff from various backgrounds and professions with profound knowledge, and receiving an experimental and holistic learning experience. The on-hands experience would help me in the future. The experience was informative and a skill-gaining experience mainly because it aligned with my area of interest.

As an introvert, it was a coming out of my box experience to get the opportunity to talk with employees from almost every department and learn about the problems and shortcomings of the departments. Not just that but being able to communicate with employees from different branches from all over the country was also a good learning experience that was gained which hopefully will help me to adapt easily to companies from different places.

The major weakness that I found in the Co-op study was being unable to properly communicate in detail exactly what I wanted to say which thankfully my supervisors helped me through getting a platform like Vianet to start my working experience greatly helped me enhance my adaptability skills and helped me gain an overall experience of working in an organization. I learned how to recruit and select candidates, conduct employee orientation and training, manage employee performance, handle employee relations, and administer payroll benefits. I know that these skills that I have learned will be further polished and used in my future career.

In conclusion, I was able to gain the practical skills and knowledge necessary to start a professional career. I was able to develop and work on a lot of my weaknesses and improve on my strengths. I also learned that we get to learn more when we make mistakes and question our supervisor on any queries that we may have. It was a new experience that I could learn and put to use all that we learned in the three and half years that we studied at the university.

4.2 Evaluation of the work experience

Category	Detail
Job Position	<ul style="list-style-type: none">• HR Associate
Career Goal	<ul style="list-style-type: none">• Aligned with Job Position and company's Job Description
Learning	<ul style="list-style-type: none">• Gained first-hand experience in how the work sector operates
Understanding	<ul style="list-style-type: none">• Different Work divisions in the HR department
Knowledge	<ul style="list-style-type: none">• Core responsibilities of an HR employee
Future Outlook	<ul style="list-style-type: none">• Prepared for starting a career in HR
Overall	<ul style="list-style-type: none">• Memorable experience

Table 2: Evaluation of the work experience

4.3 Problems faced during the Co-operative Education Preparation Courses

Through the co-op program, I gained a lot of skill-set and experience and understood the importance of it. Despite its benefits, it also has certain limitations. The limitations that I noticed were:

- The classes regarding the co-op studies were given concerning the work industry of Thailand so we were starting with no guidance on the Nepali working environment.
- The number of co-op classes was insufficient to cover all the necessary material and were not taught concurrently with the co-op working period.
- There was very little guidance regarding the type of job that we should pursue and we were given no counseling regarding our career objective which took some time to figure out and see a clearer picture.

4.4 Recommendation for the improvement of cooperative Education Preparation Courses

- Counseling or consulting session regarding the career objective and the job types the student can find.
- Be more in touch with the students to get an update on how the co-op period is going.



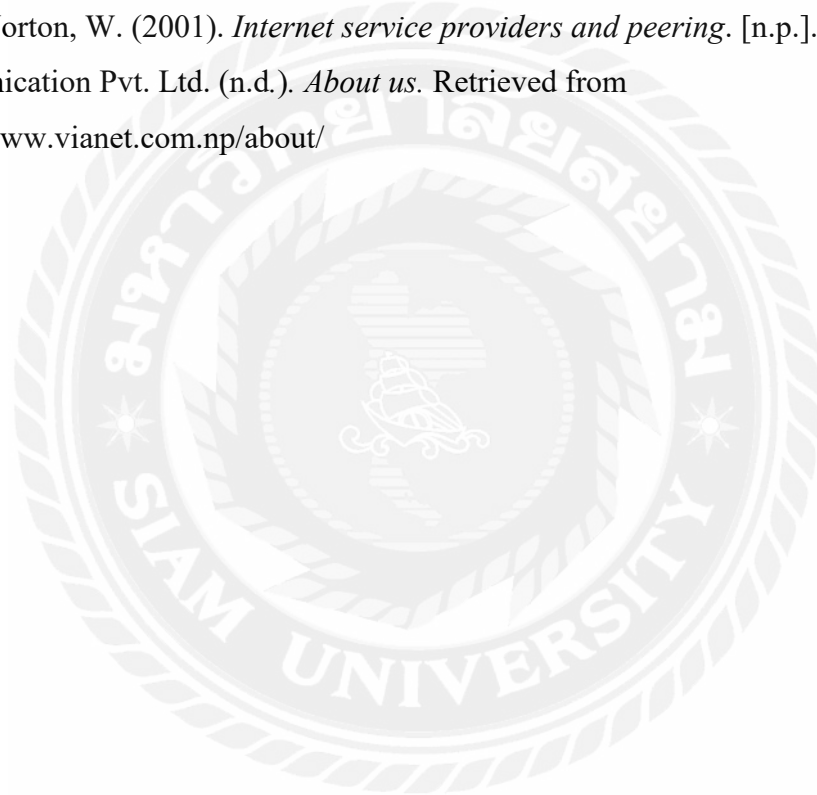
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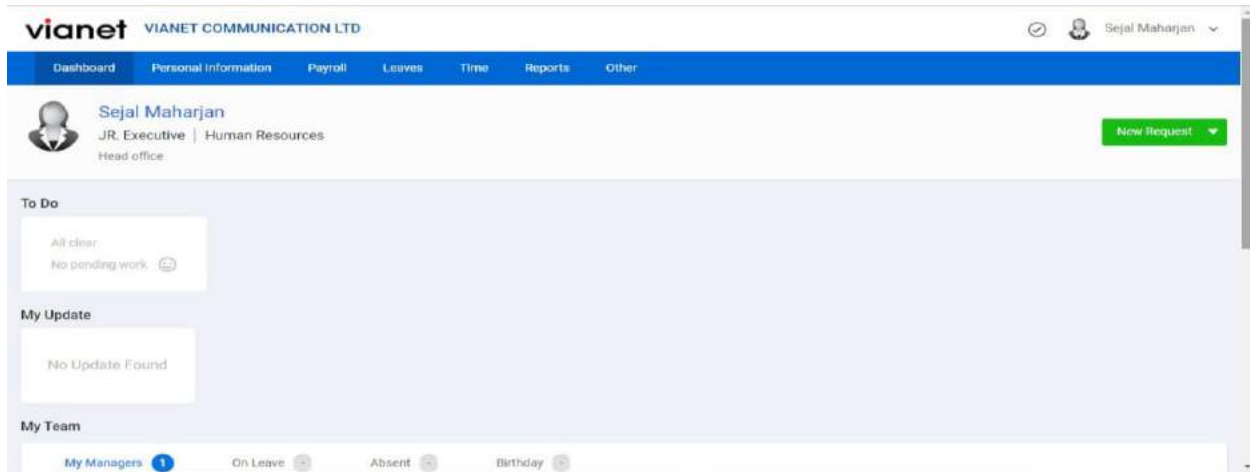
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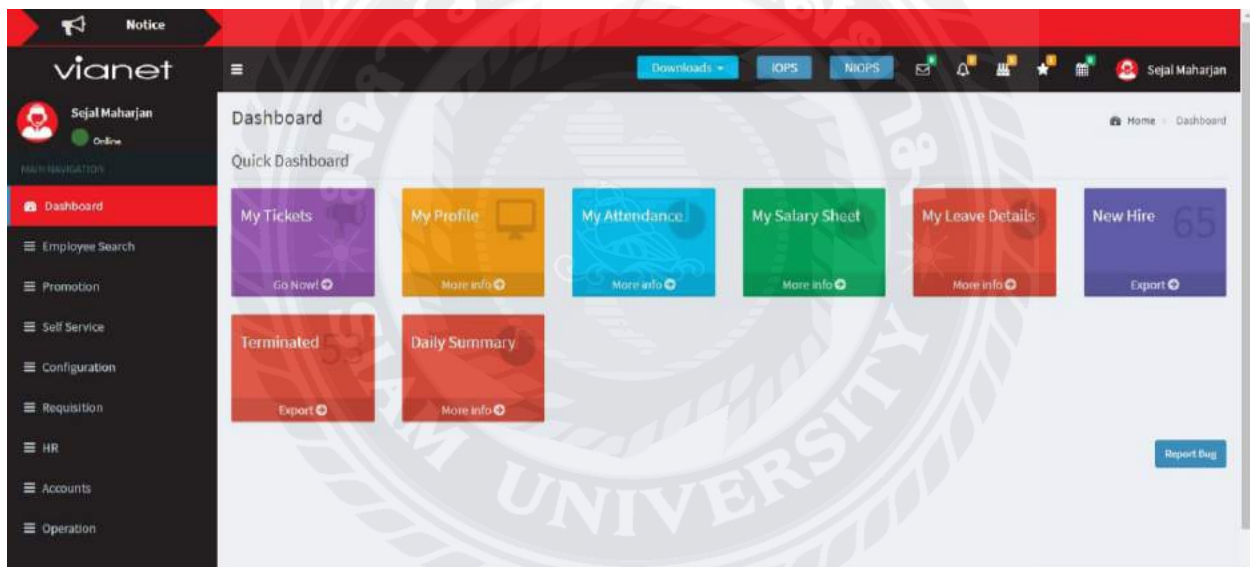
Picture 1: Vianet headquarter in Jawalakhel



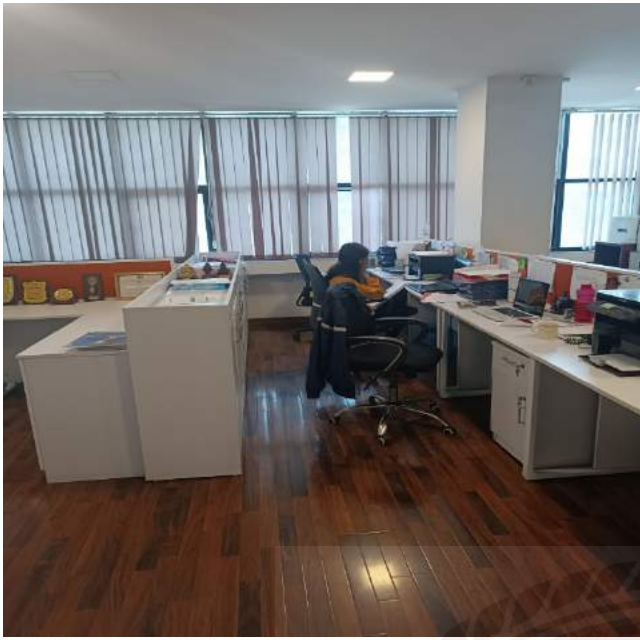
Picture 2: My Work Desk



Picture 3: RIGO HRIS Software



Picture 4: HRM Software used by the company



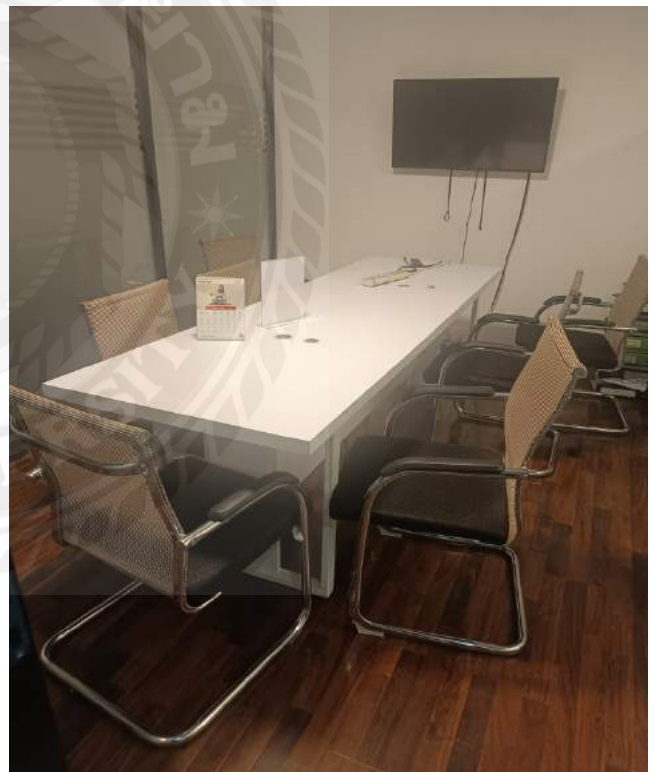
Picture 5: HR Department



Picture 6: Department Head Office



Picture 7: Biometric Device



Picture 8: Meeting Room



Picture 9: CEO Mrs. Sewa Pathak Receiving an Award



Picture 10: Received personalized bottle on Women's Day



Picture 11: Celebrating Women's Day with our CEO, Mrs. Sewa Pathak