Letter of Transmittal

September 05, 2023
Md. Rasel Hawlader
Lecturer
Department of Business Administration
Sonargaon University

Subject: Submission of Thesis paper.

Dear Sir,
I am hereby submitting my thesis Paper entitled **"Human Resource Management Practices in Bangladesh: A Case Study on Glory Group of Companies Limited"** which was assigned to me as a requirement for the completion of the RMBA Program. I have discovered this paper very interesting, beneficial, and insightful.

The entire Paper is based on my practical experience in **Glory Group of Companies Limited**. I expect this paper to be informative as well as comprehensive. This thesis paper will help me a lot in my future career life.

Thank You very much for your guidance and cooperation during the course without which this thesis paper cannot be completed.

Moreover, if you have any further inquiries concerning any additional information, I would be very pleased to clarify that.

Yours Sincerely

Most. Sheuli khatun
ID: RMBA2103024004
Program: RMBA
Major: HRM
Department of Business Administration
Sonargaon University

Letter of Authorization

This is to certify that the thesis report **"Human Resource Management Practices in Bangladesh: A Case Study on Glory Group of Companies Limited"** has been prepared as a part of completion of the RMBA program from Department of Business Administration, Sonargaon University (SU), carried out by Most. Sheuli khatun, bearing ID: RMBA**2103024004** under my supervision. The report or the information will not be used for any other purposes.

_____

Md. Rasel Hawlader
Lecturer
Department of Business Administration
Sonargaon University (SU)

Student's Declaration

This is to notify you that, the thesis paper on **"Human Resource Management Practices in Bangladesh: A Case Study on Glory Group of Companies Limited"**, has been prepared as a part of my dissertation formalities. It is an obligatory part of my RMBA program to submit a thesis paper.

Moreover, I was inspired and instructed by my supervisor **Md. Rasel Hawlader**, Lecturer, Department of Business Administration, Sonargaon University.

I am further declaring that I did not submit this report anywhere for awarding any degree or certificate.

Yours Sincerely

_____

Most. Sheuli khatun
ID: RMBA2103024004
Program: RMBA
Major: HRM
Department of Business Administration
Sonargaon University

Acknowledgment

In the beginning, I would like to convey my sincere appreciation to the Almighty God for giving me the strength and ability to finish the task.

I want to thank my academic supervisor **Md. Rasel Hawlader**, **Lecturer**, Department of Business Administration, Sonargaon University, for providing me with all the necessary help for the completion of this report. I want to give the greatest thanks to her for guiding me as an advisor to start and complete this report successfully.

The opportunity I had with **Glory Group of Companies Limited** is a great chance for deep learning and professional development. I consider myself a very lucky individual as I was provided with an opportunity to be a part of it. I am also grateful for having a chance to meet so many wonderful people and professionals who led me through this period.

I would like to express my deep sense of thankfulness to Provas Saha, GM, HR & Admin, Head Office, **Glory Group of Companies Limited** for his enormous help and endless support throughout the dissertation period.

And last but not the least; thanks to all my office colleagues working at **Glory Group of Companies Limited**. The opportunity I had with **Glory Group of Companies Limited** is a great chance for deep learning and professional development. I consider myself a very lucky individual as I was provided with an opportunity to be a part of it. I am also grateful for having a chance to meet so many wonderful people and professionals who led me through this period.

Executive Summary

This thesis paper explores the human resource management (HRM) practices implemented within Glory Group of Companies Limited, a prominent organization in Bangladesh. The study aims to examine the effectiveness of HRM practices in enhancing employee performance, job satisfaction, and organizational outcomes. The research employs a qualitative case study approach, involving interviews with HR managers, line managers, and employees, as well as an analysis of relevant documents and company records. The paper begins by providing an overview of the theoretical foundations of HRM, including its significance in fostering employee productivity and organizational success. It then delves into a detailed examination of various HRM practices employed by Glory Group of Companies Limited, such as recruitment and selection, training and development, performance management, compensation and benefits, and employee relations. By studying these practices, the research aims to identify strengths, weaknesses, and areas of improvement within the organization's HRM strategies. Furthermore, the study explores the impact of HRM practices on employee performance and job satisfaction. It investigates whether effective HRM practices contribute to higher levels of employee motivation, engagement, and overall satisfaction, thereby influencing their productivity and commitment towards organizational goals. The research also examines the correlation between HRM practices and organizational outcomes, including profitability, customer satisfaction, and employee retention. Overall, this thesis paper serves as a comprehensive analysis of HRM practices within Glory Group of Companies Limited and their impact on employee performance and job satisfaction. The insights derived from this research can guide organizations in Bangladesh and beyond in designing and implementing effective HRM strategies that foster a positive work environment, enhance employee well-being, and contribute to organizational success.

Table of Contents

S.L No.	Name of Contents	Page No.
	Letter of Transmittal	i
	Declaration of Student	ii
	Letter of Authorization	iii
	Acknowledgment	iv
	Executive Summary	v
	CHAPTER 01: Introduction	1-4
1.1	Introduction	2
1.2	Scope of the Study	2
1.3	Objectives of the Study benefits	2
1.4	Methodology of the Study include the following	2
1.5	Limitations of the Study	3
	CHAPTER 02: Profile of the Organization	5-13
2.1	History	6
2.2	Mission	6
2.3	Vision	6
2.4	Strategic Objectives	6
2.5	Core Values	7
2.6	Location	7
2.7	Concerns	7
2.8	Milestone	8
2.9	Product List	8
2.10	Organogram	11
2.11	SWOT analysis of Glory Group	11
2.12	Managing Director's Message	13
2.13	Board of Directors	13
	CHAPTER 03: Theoretical Discussion	14-22
3.1	Concept of HRM	15
3.2	Objectives of HRM	15
3.3	Recruitment Involvement	15
3.3.1	Job Analysis	16
3.3.2	Steps of Recruitment & Selection Process	16
3.4	Types of Recruiting	17
3.5	Selection of HRM	17
3.6	Importance of Selection	18
3.7	Advantages of Selection	18

Table of Contents

S.L No.	Name of Contents	Page No.
3.8	Training and Development of HRM	18
3.9	Traditional Approach	18
3.1	Modern Approach	19
3.11	Strategic HRM	19
3.12	Human Capital Theory	19
3.13	Resource-Based View (RBV)	19
3.14	Performance Appraisal	19
3.15	Performance Appraisal Methods	20
3.16	Performance Management	21
3.17	Components of Compensation Package	21
3.18	Employee Relations	22
	CHAPTER 04: Analysis of the Study	23-30
4.1	Human Resource Planning of Glory Group	24
4.1.1	Job Design in Glory Group of Companies Limited	25
4.2	Recruitment & Selection Process in Glory Group	25
4.2.1	Internal Source: Job-Posting Programs	25
4.2.2	Advertising and Internet	25
4.2.3	External Source	26
4.2.4	Walk-ins and Write-ins	26
4.2.5	Employee Referrals	26
4.3	Training & Employee Development Practices in Glory Group	26
4.3.1	On-the-Job Training	26
4.3.2	Job Rotation	26
4.3.3	Apprenticeship Training	26
4.3.4	Management Development Training	26
4.3.5	Overseas Training and Other Activities	26
4.3.6	Field Forces Training & Development	27
4.3.7	Field Forces Refresher Course	27
4.3.8	Territory Manager Training	27
4.4	Compensation System of Glory Group	27
4.4.1	Incentives in Glory Group of Companies Limited	27
4.5	Performance Appraisal of Employee Relations in Glory Group	27
4.5.1	Employee Safety	28
4.5.2	Employee Health	28
4.5.3	Employee Working Conditions	28
4.5.7	Experience Sample of Job Analysis: Quality Control Manager	28

Table of Contents

S.L No.	Name of Contents	Page No.
4.5.8	Experience and Skills	29
4.6	HR and Social Responsibilities in Glory Group	29
4.7	Performance Management in Glory Group	29
4.7.1	Performance Appraisal Process	30
4.7.2	Approaches to Measuring Performance in Glory Group	30
4.8	Performance Appraisal of Glory Group	30
	Chapter 05: Findings	31-32
5.1	Findings	32
	CHAPTER 06: Recommendations and Conclusion	33-35
6.1	Recommendations	34
6.2	Conclusion	35
	References	36