Thesis Paper
on

Human Resource Practices in Bangladesh: A Case Study on Business Connection Limited

Submitted by
Tasnim Alom Mojahid
ID: MBA2303030014
Program: Master of Business Administration (MBA)
Major: Human Resource Management (HRM)
Semester: Fall-2024

Submitted to
Department of Business Administration
Sonargaon University (SU)
Submitted for the partial fulfillment of the degree of
Master of Business Administration

Sonargaon University (SU)
147/I, Green Road, Tejgaon, Dhaka-1215, Bangladesh.

Date of Submission: January 07, 2025

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Submitted to
Md. Rasel Hawlader
Assistant Professor
Department of Business Administration
Sonargaon University (SU)

Sonargaon University (SU)
147/I, Green Road, Tejgaon, Dhaka-1215, Bangladesh

Date of Submission: January 07, 2025

Letter of Transmittal

January 07, 2025
To
Md. Rasel Hawlader
Assistant Professor
Department of Business Administration
Sonargaon University

Subject: Submission of Thesis Paper on Human Resource Management Practices in Bangladesh: A Case Study on Business Connection Limited.

Dear Sir,

With due respect and gratitude, I am submitting my Thesis Paper on " Human Resource Management Practices in Bangladesh: A Case Study on Business Connection Limited." that you allotted me. It is an excellent chance for me to gather vast amounts of information and grasp the subject matter in a proper manner. I found the report to be extremely interesting, valuable, and insightful.

The report includes a detailed evaluation of Business Connection Limited's past history and accomplishments, organizational capacities and techniques, human resource planning and recruitment process. I put in every effort to prepare an effective and credible report. The report provides a clear understanding more about activities of "Human Resource Management In Business Connection Limited," and I appreciate your placement in this type of organization, which will allow me to discover more and broaden my knowledge. I anticipate that you will take into consideration any errors that may occur in the report despite my best efforts.

_____

Tasnim Alom Mojahid
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Letter of Authorization

I, Md. Rasel Hawlader, Assistant Professor, Department of Business Administration, Sonargaon University (SU) hereby certify that the Report work entitled as "**Human Resource practices in Bangladesh: A Case Study on Business Connection Limited**" has been prepared by Tasnim Alom Mojahid, ID: MBA2303030014, Department of Business Administration, Sonargaon University (SU) and submitted as a requirement for the partial fulfillment for the degree of the Master of Business Administration (MBA) with major in HRM. To the best of my knowledge, the above-mentioned work has been conducted by the student himself. Any option and/or suggestion made in this study are entirely that of the author of this thesis paper. The report is an original work and prepared as a partial requirement of the degree the Master of Business Administration (MBA).

_____

Md. Rasel Hawader
Assistant Professor
Department of Business Administration
Sonargaon University (SU)

Declaration of Student

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

Moreover, I was inspired and instructed by my supervisor Md. Rasel Hawlader, Assistant Professor, 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

_____

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Certificate of Supervisor

This is to certify that the thesis paper **Human Resource Management Practices in Bangladesh: A Case Study on Business Connection Limited."** has been prepared as a part of completion of the MBA program from Department of Business Administration, Sonargaon University (SU), carried out by Tasnim Alom Mojahid, bearing ID: MBA2303030014 under my supervision. The report or the information will not be used for any other purposes.

Md. Rasel Hawader
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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, Assistant Professor, 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 Business Connection 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 Md Jamir Sikder, GM, HR & Admin, Head Office, Business Connection 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 Business Connection Limited. 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

Business Connection Limited is a well-known trading company in Bangladesh. Steel trading, equipment trading, and export financing (ECA) are the primary activities of Business Connection Ltd. We also offer innovative, water-saving firefighting systems. Business Connection Limited's human resources department is committed to every single employee. Goal of this paper is to enhance my knowledge of how human resource management is done at Business Connection and to see how well it coincides with my academic curriculum. The workplace and factory environments are created in such a way that employees can receive topnotch training while acquiring hands on experience. The training program lasts three to four days, depending on the purpose of the training. In most cases, an employee's probation period lasts three months. In its Bangladesh office, Business Connection analyzes employee performance in a variety of ways. Remunerations are obtained by determining of year as well as the contribution to the organization. The research focuses on an overview of Business Connection Limited's human resource practices. It contains information about the organization's history, mission, strategy, organizational structure, recruiting policy, employee appraisal policy, and motivation policy, among other things.

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Chapter: One
Introduction

1.1Introduction

Business Connection Limited in the Human Resource Management (HRM) cycle as well as in any organization, the training and development system plays an important and vital role in achieving organizational mission and vision, goals and objectives. Organizations today consider the HR department as the critical source of making development amongst the employees to lead the organization to success.

This report delves into the comprehensive Training and Development program implemented within our esteemed company. By exploring the various facets of our T&D strategy, we aim to showcase the significant role it plays in nurturing talent, enhancing employee capabilities, and ultimately contributing to the achievement of our organizational goals.

The primary objective of this report is to provide an insightful overview of our company's T&D initiatives, including the methodologies, tools, and resources used to facilitate learning and skill development. By sharing real-world examples and success stories, we aim to demonstrate the positive impact of our T&D efforts on individual career growth, team collaboration, and overall organizational performance. As an integral part of the T&D team, I had the unique opportunity to witness firsthand the careful planning, execution, and evaluation of our training programs. Throughout this report, I will draw on my experiences and observations to provide a comprehensive analysis of our company's commitment to fostering a culture of continuous learning and development.

By investing in our employees' growth and professional development, our company acknowledges the significance of cultivating a workforce equipped with the latest industry knowledge, technical expertise, and leadership capabilities. Furthermore, our T&D program aims to ensure that our employees remain engaged, motivated, and empowered to take on new challenges and embrace opportunities for personal and professional advancement.

1.2 Objectives of the Study

Every research work is conducted to achieve some objective of this report to fulfil the requirements of the thesis paper. The performance management system makes sure that.

The objective of this report there are two types of objectives:

- ❖ General Objectives
- ❖ Specific Objectives

General Objective

The study is to know about Training & Development practices of Business Connection Limited.

Specific Objectives

The principal objective of training and development division is to ensure the availability of a skilled and willing workforce to an organization.

There are some other supportive objectives are as follows:

- To identify the training and development practices in organization
- To know the objective of the training and development of the organization
- To identify the training method of the organization
- To know the opinion of the employee regarding and development program of the organization
- To identify the problems of training and development of the organization.
- To suggest some possible recommendations to overcome the problem relating to training and development of the organization.
- To know the methods of identifying training needs.

1.3 Methodology of the Study

The data were collected using a survey method, conducted among 120 employees of Business Connection Limited RMG Sector in Bangladesh. The research was conducted from June 2023 to August 2023. The characteristics of the respondent are age, gender, educational qualification, year of experience, level of skill, etc. Stratified random sampling is used for data collection. Chi- square test was used to analyses the data in IBM SPSS and other statistical tools were used to analyses the data. The information has been collected from primary and secondary sources.

Primary Sources

Information has been collected-

- Mainly through a survey on questionnaire.
- The company's training manual.

Secondary Sources

Information has been collected from-

- Various study reports.
- Relevant books, journals and printed materials.
- Website of the company.

1.4 Limitations of the Study

The study has suffered from a number of barriers:

- Time was a major limitation or factor while preparing the report.
- Most of the employees are not very willing to give the answers to the questionnaire. They take it as a threat to their job.
- The employees were afraid of providing the correct answer due to lack of confidentiality.
- Some of the respondents copied the answers from the other respondents.
- The time given was not enough to complete the report.

Most of the time the officials were busy and were not able to give much time

Chapter: Two
Literature Review
&
Theoretical Discussion

2.1 Literature Review

The effectiveness of HRM practices is one of the major concerns of HR department in particular and of the organization as a whole. There are many ways and indicators through which the effectiveness of HRM can be measured such as skills and performance of employees, motivation and satisfaction level of employees, quality of production and service delivery, retention rate of qualified employees and so on. The present study selected the HR practices such as compensation administration, training and development, and retention of qualified as well as skilled employees in order to assess job satisfaction of employees. The effectiveness of HRM, in this study, has been measured identifying the level of job satisfaction among the employees in terms of compensation, training and retention in the Company. In a study, Absar et al. (2010) found significant relationship between the HR practices and job satisfaction where human resource planning (HRP), and training and development (TND) had positive impact on job satisfaction. The study also found the TND had the greatest positive influence on the job satisfaction of employees.

Researchers have studied various components of job satisfaction in order to measure their importance for employees and organizations. These kinds of researches also try to identify how different components influence the productivity of employees and ultimately of the organizations. There are different motivating factors which influence the level of satisfaction and performance of employees. Some of those are achievement, performance, recognition, promotion and things related to the job and personal development. Herzberg (1959) explained motivating and demotivating factors, whereas motivating factors contribute to job satisfaction for the employees, and on the other hand, protective factors contribute in dissatisfying them. Maslow (1954) explained the existence of satisfaction through the idea of maintained classified needs. These include different kinds of needs such as: physiological (resting, drinking, eating, etc.), the need to and for love (cooperative environment, friendship etc.), security (health insurance, pension etc.), self-esteem (to be given importance, self-confidence, recognition etc.) And finally the need of self- actualization (ability development etc.)

Every organization is composed of people and managing those valuable resources is the main responsibility of HR department. HRM in the organization is a collection of policies, practices, and strategies which has a great influence on the behavior, attitude, and performance of employees (Noe et al., 2007). Various factors such as an employee's needs and desires, social relationships, style and quality of management, job design, compensation, working conditions, perceived long range opportunities, and perceived opportunities elsewhere are considered to be the determinants of job satisfaction (Byars and Rue, 1997; Moorhead and Griffin, 1999).

2.2 Objectives of Human Resource Management

The primary objective of human resource management is to ensure the availability of a competent and willing work force to an organization. Some other objectives are:

1. Helping the organization to achieve the goal

Like other departments in the organization, the main objective of HR department is to achieve the goal of the organization by providing committed and motivated employees.

2. Employing the skills and abilities of the workforce efficiently

Every employee possesses some unique skills and abilities. It is the duty of HRM to understand the various skills and abilities and give them opportunity to employ the same.

3. Providing the organization with well trained and well-motivated employees

The duty of HRM is to recruit employees and develop them by providing the adequate training and executive development programmers. It helps to groom their career in the best possible way.

4. Increasing to the fullest the employees' job satisfaction and self-actualization

Developing and maintaining quality of work life. The employee who is satisfied and happy can give his/her best effort to the organization. HRM helps the employees to realize their potential. It motivates the employees by providing quality of work life.

5. Communicating HRM policies to all employees

All the employees in the organization should know about the HRM policies of the organization. HRM should create ambience for effective communication between various levels of management and between management and workers regarding HR policies, procedures, rules and regulations. HRM has responsibility to communicate with the outside environment of the organization, by arranging several meetings with clients by organizing workshops and seminars etc.

6. Assisting to maintain ethical policies and socially responsible behavior

It is the responsibility of HRM to watch and ensure that organizations manage human resources in ethical and socially responsible manner by ensuring compliance with legal and ethical standards.

7. Managing change

HRM should flexible enough to adopt new and innovative practices for the mutual benefit of individuals, groups, the enterprise, and the public.

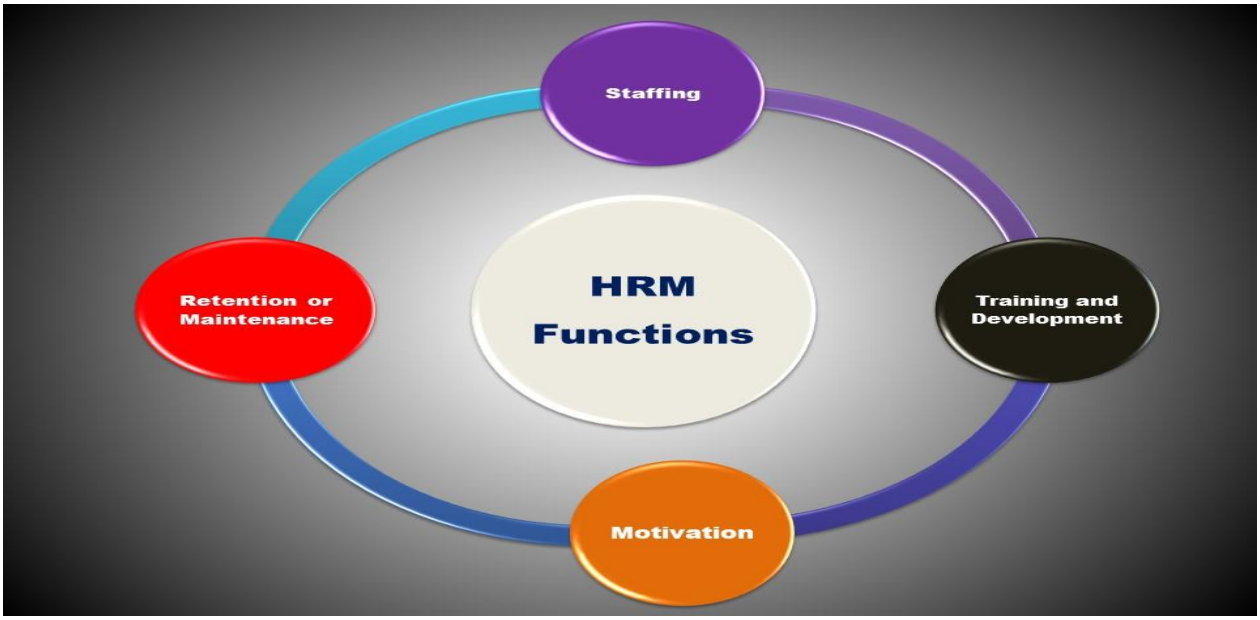
The Ways an Organization Can Gain Competitive Advantages through HRM

1. Selecting the right person
2. Training and Development
3. Motivation

4. Providing bonus and incentives
5. Ensuring of freedom
6. Providing job security
7. Ensuring working environment
8. Career growth and opportunities
9. Profit sharing
10. Worker's participation in management

2.3 Basic Functions of HRM

There are some basic functions in human resource management. These are called core functions of human resource management. These are given below



1. Acquisition or Staffing

The combination of some activities like human resource planning, recruitment, selection and socialization is called acquisition or staffing. To gather or collect human resources from different sources.

- **Human Resource Planning:** Determining organization's human needs is called human resource planning. The process by which an organization ensures that it has the right number and kind of people in the right places at the right time.
- **Recruitment:** Attracting a pool of candidates towards the organization for the job.
- **Selection:** Choosing the best candidate for the organization from a pool of candidates.
- **Socialization:** The process of informing and adapting with organization's rules and regulations for the newly appointed employees.

2. Training & Development

Training means altering behavior of employees. Increasing technical knowledge especially for newly appointed employees is called training. Training refers to the process of imparting specific skills. Increasing technical knowledge especially for newly appointed employees. It's a short term process. It is concerned towards job. Development means increasing knowledge, skills and abilities. Increasing conceptual knowledge especially for mid or top level managers. Development refers to those learning opportunities designed to help employees grow. Development is not primarily skill-oriented. It is a long term process and concentrated towards career.

3. Motivation

Making people to do the job. The desire to do the job. The process of inspiring employees to do the assigned job is known as motivation. It is the combination of some activities like performance appraisal, reward and compensation, employee benefit etc. Activities in HRM concerned with helping employees exert at high energy levels.

4. Maintenance

The last phase of the HRM process is called the maintenance function. The process of maintaining and retaining the employees within the organization is called maintenance. Activities in human resource management concerned with maintaining employee's commitment and loyalty to the organization. The components of the maintenance function include safety and health issues, and employee communications. The goal of the maintenance function is to help competent, adapted employees with up-to-date skills, knowledge, and abilities and exerting high energy levels to maintain their commitment and loyalty to the organization.

2.4 Principles of Human Resource Management

1. Putting the right people on the right place at the right time
2. Treat people with dignity and respect
3. Make people feel that they are important
4. Do not underestimate the potential of individuals
5. Supply people with all relevant information
6. Reward should be earned not be given
7. Provide opportunities for growth and development
8. Ensure worker's participation in management
9. Provide training and development



2.5 Globalization

The process of interaction and integration among the people, companies and government of different nations is called globalization. Globalization is the spread of products, technology, information, and jobs across national borders and cultures. It describes an interdependence of nations around the globe fostered through free trade.

- Doing business in more than one country
- Operating and expanding the business throughout the world
- Establishing manufacturing and distribution facilities in any part of the world
- Global organizational structures, organizational culture & strategies

2.6 Talent Management

The goal-oriented and integrated process of planning, recruiting, developing, managing and compensating employees is known as talent management. The methodically organized, strategic process of getting the right talent onboard and helping them grow to their optimal capabilities keeping organizational objectives in mind. Talent management is a constant process that involves attracting and retaining high-quality employees, developing their skills, and continuously motivating them to improve their performance. The primary purpose of talent management is to create a motivated workforce who will stay with your company in the long run. The exact way to achieve this will differ from company.

2.7 Equal Employment Opportunity

Equal Employment Opportunity means equal access to jobs, benefits, and services for all employees and prospective employees in the workplace. It aims to ensure fair and equitable outcomes in all areas of employment which relate to recruitment, selection, and access to information, supervision,

promotion and management. Equal employment opportunity is a right every job applicant has throughout a hiring process. It refers to the protection job candidates have against discrimination on the basis of their race, religion, national origin, among other qualified characteristics. Employers may not judge or decide a person's suitability for a job on any of these bases.

2.8 Glass Ceiling

The glass ceiling is an invisible barrier existing in today's organizations that keeps minorities and women from ascending to higher employment levels in the workplace. The term glass ceiling refers to a metaphorical invisible barrier that prevents certain individuals from being promoted to managerial- and executive-level positions within an organization or industry. The phrase is commonly used to describe the difficulties faced by women and minorities when trying to move to higher roles in a male-dominated corporate hierarchy. The barriers are most often unwritten, meaning that these individuals are more likely to be restricted from advancing through accepted norms and implicit biases rather than defined corporate policies.

2.9 Functions of HRM Practices

The main functions of this department are selection of right person at right position, training & development, wage & salary administration, employee Welch slices, environment, health and safety & disciplining the employees. HRM deals with the following affairs to achieve the objectives of the organization as well as the goal of this department.

- Recruitment, selection, and placement of the employees.
- Promotion, transfer, demotions & disciplinary action of the employees.
- Leave of the employees.
- Lunch for the officer and staff.
- Maintenance of personnel records.
- Procurement, washing & repairing the uniforms.
- Arranging medical facilities for the employees.
- Induction of newly appointed employees.
- Government liaison.
- Job design and job analysis.
- Employee hiring and selection.
- Employee training & development.
- Compensation and benefits.
- Employee performance management.
- Managerial relations.
- Labor relations.
- Employee engagement and communication.
- Performance management.
- Learning & development.
- Succession planning.

Chapter: Three
Profile of the Organization

3.1 Company Overview

With its initial concentration on international trade company, Business Connection BV began its adventure in 2005. With more than USD 80 million in annual revenue, 100+ employees, and presence in 5 countries—Netherlands, Hong Kong, China, Bangladesh, and the United Arab Emirates—it is a cosmic conglomerate of various companies today. Dr. M Nahid Hasan is the chairman of Business Connection BV and a self-made businessman. Additionally, he has stock in RR Commodities, Dryden Aqua Asia, North East Agrovet AS, Bio vista Bangladesh, Vector Consultants Limited, and North East Agrovet AS in Bangladesh (Hong Kong). These companies are either partners in joint ventures, fully owned subsidiaries, or collaborations. With strong vision and direction, the company has expanded into new business sectors such export financing, trading in prime steel materials, RMG manufacture, biotechnology, the agro-feed industry, and industrial project management.

3.2 Background of the Company

Business Connection B.V., a limited liability business governed by Dutch law, was established in 2009 as a sole proprietorship and changed its status to limited liability in 2014. In just five or six years, it has expanded into Bangladesh's largest structural steel and marine grade steel trader. The corporation participates equally and actively in commercial ventures with some of the biggest companies in Bangladesh's private and public sectors. Bangladesh is home to its representative office.

Major Business Area:

- Trade of Steel (Finished goods and Raw materials for steel industries)
- Base Metals (Lead and Lead Alloys)
- Agro and Biotech products

3.3 Vision

Business Connection demonstrates a high level of loyalty, honesty, integrity, dependability, approachability, and appreciation for one another in the conduct of their business, and this quality will be evident in their interactions with their clients, suppliers, contractors, financiers, employees, and even the entire society. Being a top-tier, dependable international trading organization that provides stakeholders with long-term value is their objective.

3.4 Mission

The mission of Business Connection is to focus on providing customers with excellent services and specialized qualifications when trading internationally. Establish new markets and goods to grow the company in industrial raw materials, commodities, technology to operate, and developments. Serve as an effective tool for promoting social commitment and public policy

3.5 Product

Business Connection Limited is a trading company in Bangladesh that offers a variety of products and services, including:

- **Steel trading:** Business Connection Limited trades in steel
- **Equipment trading:** Business Connection Limited trades in equipment
- **Export financing:** Business Connection Limited offers export financing

Water-saving firefighting systems: Business Connection Limited offers innovative water-saving fireflies

3.6 SWOT Analysis Business Connection Limited

A SWOT analysis considers both internal and external factors, as well as what is going on within and around Business Connection Limited. Through this analysis Business Connection Limited will have some control over some of these elements while others will not. In either case, once they have find out and evaluated as many aspects as possible, the best approach will become clear.



Strength:

Business Connection Strengths are abilities and resources that can be used to gain a competitive advantage.

- Easier to Procure
- Availability of raw materials
- Experienced manpower
- Market Position
- Specialist Marketing Team
- ECA Financing

Weakness:

Weaknesses are characteristics of a company or brand that should be changed for the better. Some of

Business Connection Limited's major flaws are as follows:

- Absence to accept technological progress.
- Taxation at a high rate
- Suppliers quality issues
- Less investment in R&D
- Dependence on Export & Import

Opportunity:

Opportunities are important opportunities in which a company can improve its outcomes, increase sales, and profit. The following opportunities are available through Business Connection Limited:

- Increasing demand for steel, batteries
- Global expansion
- Local currency payment
- LC opening facilities for others customer
- Price & Benefits

Threats:

Threats are external forces that may have an effect on a company's growth. Some of the threats to Business Connection Limited are as follow:

- Increased Dollars rate
- Changes in the government and environmental regulation
- Diversification
- Uncertainty in shipment process
- LME price decreasing
- Fluctuation of market and export possibilities in China
- Global steel price decreasing

3.7 Core Values

The business Connection believes that upholding its core principles has contributed to its success and will continue to foster robust growth.

Partnership

For more over 60 years, Rahim Afrooz has been a partner in this country's progress. They have expanded into foreign markets while maintaining their domestic market dominance and today export to more than 65 nations. We have a close relationship with Bangladesh's leading battery manufacturer. We provide all of the raw materials (both lead and non-lead) for their battery manufacture under this arrangement. Additionally, we purchased their export products and re-

exported it to several nations. Because of the collaboration, they get more resources, knowledge, as well as expertise at their disposal, allowing them to create better quality products and reach a bigger market. All of this, when mixed with 360-degree feedback, has the potential to propel their business to new heights.

Commitment

Business Connection is dedicated to assisting traders in performing at their peak levels in both retail and business settings. Their culture, brand, and habits are supported by respect for secrecy, capital preservation, and ongoing profitability. Customers are so prioritized by them at the Indicator Warehouse.

Innovation & Entrepreneur

The business constantly broadens its perspectives via entrepreneurship and innovation. They can create and deploy superior services that can anticipate future market demands by having insight into the path that their market will go in the future.

Integrity

Business Connection are concerned with the caliber of their work, the relationships they build, and the contributions they make to their business, the communities they operate in, and the industries they support. Even if it means ending a relationship or a business, they constantly seek to act morally.

Teamwork

The culture of Business Connection is one that values collaboration. Their genuinely significant accomplishments have all been the result of collaborative work.

Profitability & Growth:

Profitability helps them to reward their staff and make future investments in the business. Growth gives employees the chance to progress their careers and gives them access to a wider range of talent and system resources. Growth and profitability serve as both a means to an end and an end in itself.

3.8 Different Departments

Business Connection Ltd. Is organized into three major parts- Procurement, Sales and Finance & Accounts of which the business consists of following departments:

- Administration
- HR Department
- Documentation Department
- Export Department

Chapter: Four
Analysis of the Study

4.1 The HR Practices of Business Connection Limited

Every organization must effectively manage its human resources. Organizations would be unable to quickly and effectively hire and retain employees, grow and develop the business, or maintain a positive, welcoming working environment if human resources management was not in place. Business Connection Ltd. adopts and upholds a corporate work culture that is a traditional fusion of efficiency and equality with its contemporary business mentality. Business Connection Ltd. fosters a supportive environment and offers resources for skill and knowledge development since it thinks that increasing employee productivity will lead to greater business success. According to Business Connection Ltd., productivity is the unintended benefit of human resources. The engine that propels Business Connection Ltd. to the pinnacle of performance is human resources, together with strategic human resource development programs. Business Connection Ltd. exemplifies a special blending of professionalism and enjoying success and stress together as a family, with each member having a strong sense of responsibility, emotion, and pride for their own company.

Manpower set up HR and All department of Business Connection Ltd.

Designation	Number of Post
Operation Manager	01
Sales Manager	01
Procurement Manager	01
Finance Manager	01
Manager (Export)	01
Manager (Import)	01
Manager (Accounts & Admin)	01
Assistant Manager (Sales)	02
Assistant Manager (Procurement)	01
Assistant Manager (Finance)	02
Assistant Manager (Export)	01
Assistant Manager (Import)	01
Executive and Jr. Executive	12
Others	10
Total	36

Table 2: Manpower set up HR and All department of Business Connection Ltd

In order to assure continuous operation and spontaneous participation in order to achieve corporate objectives and satisfy employee expectations, HR ensures a strong supporting role in the formulation and execution of HR policy guidelines. I've made an effort to cover all the material and data I could. At Bangladesh's Business Connection Ltd., I discovered the following human resource policies:

1. Recruitment and Selection
2. Job Analysis

3. Job Design
4. Training and Development
5. Performance Appraisal
6. Compensation Plan
7. Admin and Discipline Management.

4.2 Recruitment and Selection process of Business Connection Ltd.

Recruitment

Recruitment is the process of searching for and obtaining applicants for jobs, from among whom the right people can be selected. The process of attracting a pool of candidates towards the organization for the job is called recruitment. It involves attracting and obtaining as many applicants as possible from eligible job seekers. Recruitment is a positive process of searching for prospective employees and stimulating them to apply for the jobs in the organization. When more persons apply for jobs then there will be a scope for recruiting better persons.

Factors Affecting Recruitment Process

Recruitment is an important function of the Human Resource Management in an organization, and it is governed by a mixture of various factors. Proactive HR Professionals should understand these factors influencing the recruitment and take necessary actions for the betterment of the organization. When the market condition changes, the organization also needs to monitor these changes and discover how it affects the resources and analyze these functions for making recruitment an effective process. We have Internal Factors as well as External Factors that influence the recruitment process. In this chapter, we will be discussing these factors in detail.

1. Internal Factors

Organizations have control over the internal factors that affect their recruitment functions.
The internal factors are −

1) **Size of Organization**
   The size of the organization is one of the most important factors affecting the recruitment process. To expand the business, recruitment planning is mandatory for hiring more resources, which will be handling the future operations.
2) **Recruiting Policy**

Recruitment policy of an organization, i.e., hiring from internal or external sources of organization is also a factor, which affects the recruitment process. It specifies the objectives of the recruitment and provides a framework for the implementation of recruitment programs.

3) **Image of Organization**
   Organizations having a good positive image in the market can easily attract competent resources. Maintaining good public relations, providing public services, etc., definitely helps an organization in enhancing its reputation in the market, and thereby attract the best possible resources.
4) **Image of Job**
   Just like the image of organization, the image of a job plays a critical role in recruitment. Jobs having a positive image in terms of better remuneration, promotions, recognition,

good work environment with career development opportunities are considered to be the characteristics to attract qualified candidates.

2. External Factors

External factors are those that cannot be controlled by an organization. The external factors that affect the recruitment process include the following −

1) **Demographic Factors**
   Demographic factors are related to the attributes of potential employees such as their age, religion, literacy level, gender, occupation, economic status, etc.
2) **Labor Market**
   Labor market controls the demand and supply of labor. For example, if the supply of people having a specific skill is less than the demand, then the hiring will need more efforts. On the other hand, if the demand is less than the supply, the hiring will be relative easier.
3) **Unemployment Rate**
   If the unemployment rate is high in a specific area, hiring of resources will be simple and easier, as the number of applicants is very high. In contrast, if the unemployment rate is low, then recruiting tends to be very difficult due to less number of resources.
4) **Labor Laws**
   Labor laws reflect the social and political environment of a market, which are created by the central and state governments. These laws dictate the compensation, working environment, safety and health regulations, etc., for different types of employments. As the government changes, the laws too change.
5) **Competitors**
   When organizations in the same industry are competing for the best qualified resources, there is a need to analyze the competition and offer the resources packages that are best in terms of industry standards.

Approaches of Staffing

There are four primary approaches that multinational companies use in staffing decisions, including ethnocentric, polycentric, geocentric, and egocentric approaches.

- **Ethnocentric**
  All the key positions are being field by Parent Country Nationals (PCN). The ethnocentric staffing approach heavily focuses on the norms and practices of the parent company where upper management positions are typically held by corporate personnel from the home country. These managers are considered parent company nationals, or PCNs. Japanese and Korean firms follow this approach quite often.
- **Polycentric**
  All the key positions are being filled by Host Country Nationals (HCN). The polycentric staffing approach heavily focuses on the norms and practices of the host company where upper management positions are typically held by corporate personnel from the local country. These managers are considered host country nationals, or HCNs. European firms often follow this approach.

- **Geocentric**
  The most qualified person is selected for the position. All the key positions are being

filled from different countries without any identity. The geocentric staffing approach does not focus on one nationality over the other. Instead, upper level management positions are held by the most qualified employees selected form a global pool of candidates. These managers are considered third country nationals, or TCNs The most qualified candidates are selected, but no single nationality is stressed.

3. Regional

All the key positions are being field by Third Country Nationals (TCN). Like geocentric approach but maintain a specific region or area. The egocentric staffing approach, a more recently identified approach, is where upper level management positions are held by employees from a particular region (North American region, European Region, Asian region, etc.). This approach is similar to the polycentric approach, but it reflects a specific region rather than a specific country. For instance, a U.S. company in Mexico may consider hiring an employee from Canada to fill a management role.

Sources of Recruitment

1. Internal Sources

Internal recruitment seeks applicants for positions from within the company.
The various internal sources include:

- **Promotions and Transfers**
  Promotion is an effective means using job posting and personnel records. Job posting requires notifying vacant positions by posting notices, circulating publications or announcing at staff meetings and inviting employees to apply. Personnel records help discover employees who are doing jobs below their educational qualifications or skill levels. Promotions has many advantages like it is good public relations, builds morale, encourages competent individuals who are ambitious, improves the probability of good selection since information on the individual's performance is readily available, is cheaper than going outside to recruit, those chosen internally are familiar with the organization thus reducing the orientation time and energy and also acts as a training device for developing middle-level and top-level managers.
- **Employee Referrals**
  Employees can develop good prospects for their families and friends by acquainting them with the advantages of a job with the company, furnishing them with introduction and encouraging them to apply. This is a very effective means as many qualified people can be reached at a very low cost to the company. The other advantages are that the employees would bring only those referrals that they feel would be able to fit in the organization based on their own experience. The organization can be assured of the reliability and the character of the referrals. In this way, the organization can also fulfill social obligations and create goodwill.
- **Former Employees**
  These include retired employees who are willing to work on a part-time basis, individuals who left work and are willing to come back for higher compensations. Even retrenched employees are taken up once again. The advantage here is that the people

are already known to the organization and there is no need to find out their past performance and character. Also, there is no need of an orientation program for them, since they are familiar with the organization.

- **Internal Notification (advertisement)**
  Sometimes, management issues an internal notification for the benefit of existing employees. Most employees know from their own experience about the requirement of the job and what sort of person the company is looking for. Often employees have friends or acquaintances who meet these requirements. Suitable persons are appointed at the vacant posts.

2. External Sources

External recruitment seeks applicants for positions from sources outside the company. They have outnumbered the internal methods. The various external sources include:

- **Educational Institutions**
  Direct recruitment from educational institutions for certain jobs (i.e. placement) which require technical or professional qualification has become a common practice. A close liaison between the company and educational institutions helps in getting suitable candidates. The students are spotted during the course of their studies. Junior level executives or managerial trainees may be recruited in this way.
- **Private Placement Agencies**
  Placement agencies provide a nationwide service in matching personnel demand and supply by charging fee from both sides. Management consultancy firms recruit technical, professional and managerial personnel for the middle and top level executive placements.
- **Professional Association**
  Many associations provide placement service to its members. It consists of compiling job seeker's lists and providing access to members during regional or national conventions. Also, the publications of these associations carry classified advertisements from employers interested in recruiting their members. These are particularly useful for attracting highly educated, experienced or skilled personnel. Also, the recruiters can zero on in specific job seekers, especially for hard-to-fill technical posts.
- **Advertisement**
  It is a popular method of seeking recruits, as many recruiters prefer advertisements because of their wide reach. Want ads describe the job benefits, identify the employer and tell those interested how to apply. Newspaper is the most common medium but for highly specialized recruits, advertisements may be placed in professional or business journals. Advertisements must contain proper information like the job content, working conditions, location of job, compensation including fringe benefits, job specifications, growth aspects, etc. The advertisement has to sell the idea that the company and job are perfect for the candidate. Recruitment advertisements can also serve as corporate advertisements to build company image.
- **Walk Ins and Write Ins**
  The most common and least expensive approach for candidates is direct applications, in which job seekers submit unsolicited application letters or resumes. Direct applications can also provide a pool of potential employees to meet future needs. From employees'

viewpoint, walk-ins are preferable as they are free from the hassles associated with other methods of recruitment. While direct applications are particularly effective in filling entry-level and unskilled vacancies, some organizations compile pools of potential employees from direct applications for skilled positions. Write-ins are those who send written enquiries. These jobseekers are asked to complete application forms for further processing. Talk-ins involves the job aspirants meeting the recruiter (on an appropriated date) for detailed talks. No application is required to be submitted to the recruiter.

- **Labor Union**

  In certain occupations like construction, hotels, maritime industry etc., (i.e., industries where there is instability of employment) all recruits usually come from unions. It is advantageous from the management point of view because it saves expenses of recruitment. However, in other industries, unions may be asked to recommend candidates either as a goodwill gesture or as a courtesy towards the union. Apart from these major sources of external recruitment, there are certain other sources which are exploited by companies from time to time. These include State employment, Voluntary organization etc.

Constraints on Recruitment Efforts

- **Government Influence:** Government can interfere in the working of organizations particularly in the Government, (Central & State) local bodies and quasi-government organizations. For example, reservation for special groups has to be observed while recruiting the candidates for jobs regardless of the fact that more qualified and suitable candidates are available. This ties the hands of the recruitment managers.
- **Internal Organizational Policies:** If the organization follows a policy of filling vacancies through internal promotions, it may often come in the way of searching for qualified hands in the broader job market in an unbiased way. However, in case of new jobs, people will be attracted towards this organization because of future growth prospects. Similarly, in organizations, where trade unions are powerful, management will have to select candidates on the basis of issues like caste, religion, race, friendships etc. regardless of the merit of the candidates.
- **Recruiting Cost:** Recruitment of candidates from outside requires money. Sometimes, because of limited budget available, the organizations may not carry out the recruiting efforts for longer periods of time. This may constrain the HR manager's efforts to attract the best person for the job.

Selection

Selection is the process of identifying an individual from a pool of job applicants with the requisite qualifications and competencies to fill jobs in the organization. This is an HR process that helps differentiate between qualified and unqualified applicants by applying various techniques. Selection is the process of putting right men on the right job. It is a procedure of matching organizational requirements with the skills and qualifications of people. Effective selection can be done only when there is effective matching. By selecting best candidate for the required job, the organization will get quality performance of employees. Selection is the process of carefully screening the candidates who offer

themselves for appointment so as choose the most suitable persons for the jobs that are to be filled. It is the process of weeding out unsuitable candidates.

Steps of Recruitment & Selection or Staffing Process

(Recruitment steps)

1) Find out the vacancy
2) Job analysis
3) Human resource planning
4) Job advertisement
5) Reception of application (Selection steps)
6) Short listing
7) Application blank (Preparing database)
8) Employment test (Written, Viva, IQ)
9) Call for interview
10) Checking reference
11) Medical examination
12) Hiring decision

1.Factors of Selection

1) Situational Factors
2) Country cultural requirement
3) Language
4) Multinational enterprise requirement

2. Individual Factors

1) Technical ability
2) Cross-cultural suitability
3) Family requirement

3. Other Factors

1) Dual career couple
2) Family consideration
3) Work permit/ refusal

4.3 Job Analysis of Business Connection Limited

Job analysis is the process of collecting job related information. Such information helps in the preparation of job description and job specification. The process of fixing up minimum requirements, duties & responsibilities and wages or value of the job is known as job analysis.
Job analysis is the combination of three terms:

1. Job Specification

The capabilities that the job-holder should possess form part of job specification. Education, experience, training, judgment, skills, communication and the like are a part of job specification. In short, minimum requirement of the job is called job specification. Job specification is also known as employee specifications, a job specification is a written statement of educational

qualifications, specific qualities, level of experience, physical, emotional, technical and communication skills required to perform a job, responsibilities involved in a job and other unusual sensory demands. It also includes general health, mental health, intelligence, aptitude, memory, judgment, leadership skills, emotional ability, adaptability, flexibility, values and ethics, manners and creativity, etc.

2. **Job Description**

Job description involves- tasks and responsibilities tagged on to a job, job tittle, duties, machine, tools and equipment, working conditions and hazards form part of job description. In short, duties and responsibilities of the job is known as job description. Job description includes basic job-related data that is useful to advertise a specific job and attract a pool of talent. It includes information such as job title, job location, reporting to and of employees, job summary, nature and objectives of a job, tasks and duties to be performed, working conditions, machines, tools and equipment to be used by a prospective worker and hazards involved in it.

3. **Job Evaluation**

The job evaluation process starts with defining objectives of evaluation and ends with establishing wage and salary differentials. In short, fixing up the minimum worth or value of the job is called job evaluation. Job Evaluation is a systematic process of determining the worth of one job in relation to another job in the organization. During job evaluation, the relative worth of various jobs are assessed so that wages can be paid depending upon the worth of the job.

4.4 Job Design of Business Connection Limited

The arrangement or rearrangement of duties and responsibilities for a specific position is known as job design. It involves conscious effort to organize task, duties and responsibilities into a unit of work to achieve certain objective. Job design in hrm can be understood as the process through which the job process is defined, the work of the group is organized, which involves structuring the workplace on the basis of the job analysis. An HR manager should have a keen interest in the design and specification of individual jobs within the organization.

4.5 Training and Development of Business Connection Ltd.

- **Through training, individuals are developed**

A company that successfully hires will have a team that is eager to learn and grow. Employees who are enthusiastic about their professions and occupations want to discover skills that will enable them accomplish better and learn more about their company and industry. Training is a win-win situation for everyone concerned, according to employers that aim to maximize employee value and promote loyalty and retention. Training initiatives improve leadership knowledge and understanding. Business Connection recognizes the significance of training in increasing efficiency and profitability. The Organization's training policy covers all employees and intends to ensure that the appropriate training will be provided to assist people in performing to the Company's satisfaction. In response to the needs of certain workers, Business Connection creates and delivers high-quality learning and offers additional appropriate activities. Employees are encouraged to take charge of their own growth while they place a

strong emphasis on training and development opportunities. They devote a lot of time and energy to the personal and professional development of their staff members since they view them as our most precious asset. By offering pertinent training and courses both domestically and overseas, Business Connection helps its staff members be the best.

➢ Training & Development

Business Connection is well informed about the crucial role of training in sustaining company effectiveness and profitability. The goal of the company's training procedure, which applies to all workers, is to make sure that the right training is readily accessible so that people may perform at a level of satisfaction in their professions. Business Connection creates and executes top-notch learning and expansion programs that are suitable for each employee's needs. While the organization places a high priority on human resources, including training and development opportunities, employees are urged to take charge of their own growth. Even though they regard their employees as their most valuable asset, they devote a significant amount of time and energy to assisting one another in their advancement both personally and professionally. Through appropriate training programs and workshops both domestically and overseas, Business Connection motivates its workers to provide their maximum effort and helps them in doing so. The Business Connection Training team organizes and delivers the training program in accordance with the categories determined by the Training Needs Assessment (TNA).

Types of Training Process:

- In House Training
- Induction Training
- Online training

In House Training: When training is provided on-site for staff, it is referred to as in-house training. The Business Connection trainer conducts these classes. Typically, the company contracts with those trainers.

Induction Training: An entire day of training is devoted to induction, which is intended to acquaint new hires with Business Connection and its policies as well as their unique job responsibilities, attendance expectations, and other pertinent information. In this training, they also perform the appropriate documentation for new hires, and at the end, they arrange a motivational session to make sure the new hires are fired up about their new jobs and eager to help the company reach its objectives. Online Training: We are all aware that there is a pandemic scenario and that every institution is working to combat it by utilizing new technologies, some of which have already manifested in the virtual realm. During the pandemic crisis, Business Connection also used Zoom to conduct their training sessions online, which was advantageous for the business. They decided to employ Zoom to carry out their online training. They invite 90 individuals in total to take part in their online session, and they offer participants questions to gauge their level of participation at various points during the session. When conducting training, they favor video unless there is an emergency. Still we did training or monthly meeting online to maintain with our Chinese and Netherlands team.

Feedback Form of Training and Evaluation

This form is used for employees that attend training-

We appreciate your participation in this training very much. Your opinions and suggestions would be greatly appreciated. Please take a few more minutes to answer the questions below. The Human Resource Department will utilize your comments to assess our future training requirements.

Please answer each question carefully and choose the corresponding checkbox for each answer.

Name: Department: Designation:	
Date:	
Participant Name:	
Title Training:	
Trainer Name:	
Training Category:	➢ In house ➢ Foreign ➢ Online
Supervisor Name:	

At the conclusion of the course, were the training objectives achieved?

○ Certainly	○ Periodically	○ Not entirely

Will you be able to put the information you acquired during the course to use?

○ Certainly	○ Periodically	○ Not entirely

Are you pleased with your trainer?

○ Certainly	○ Not entirely

4.5.1 Need for Training

The four different training criteria that Business Connection follows are as follows:

- Fresher Training: Introduce them to the company's mission and vision statements, rules and policies, and working conditions.
- Training the Existing Workforce: Renewing, modernizing, and enhancing one's knowledge and skills are essential.
- Training for New Technology or Process: Training is provided to all employees on how to use tools and conduct themselves at work properly.
- Organizational and individual development training: When the chance occurs, training is given so that employees are ready to share the responsibilities of a higher-level role.

4.5.2 Feedback of the Training

The T&D team sends the trainees a training evaluation form to determine whether the training was successful. If the training evaluation does not go as expected, it helps them to identify training programs that need to be adjusted and allows them to prepare a training summary

report that is shared with the Head of HR and the HOD. Top performers are acknowledged, and they also send letters of gratitude and small presents, like books. A mug was provided as a token of appreciation along with the presents from the HOD and the Head of HR.

4.5.3 Objective of Business Connection Performance Appraisal

The following are the goals of introducing the performance evaluation system inside the company:

- To measure the discrepancy between efficiency as projected and as actually experienced.
- It improves the relationship between employers and workers.
- To determine the need for training and growth by evaluating a person's strengths and shortcomings.
- To give staff member's recommendations based on their previous performance.
- Assessing a worker to make decisions on compensation plans, pay scales, and salary increments, among other things.
- Determine a person's potential for growth and advancement.

4.5.4 Performance Determiner

Performance determiners are the elements that any company has to have in order for people to perform better. Any of these deficiencies will have an impact on employee performance. Therefore, before assessing its performance, every company should make sure those conditions are met. Required KSA: KSA is the abbreviation for knowledge, skill, and ability. For a certain career, these particular qualifications and personality traits are necessary. Business Connection Bangladesh looks to assess a candidate's intelligence and skill level before hiring. Even after they are hired, employees are still bound by the training session's rules. In regard to related duties, they can offer guidance on how to enhance KSA.

Good working environment: To do their jobs effectively, every employee requires a pleasant working atmosphere. All of the equipment required for employees to do their duties must be given. Workplace comfort is just as important as having the right tools. All of Business Connection's employees work in a comfortable environment. The peers engage in enjoyable and constructive conversation here. There are a few amenities at Business Connection Bangladesh that provide staff members more time to work while also giving them refreshments. They offer a comfortable setting that enables workers to do their best job all day long.

Motivation: Inspiring others to behave enthusiastically in pursuit of objectives coordinates focus areas and demonstrations. This is based on the idea that until representatives are stirred, managers cannot expect outstanding performance from their workforce. At Business Connection, employees get compensation in a number of ways. Every time someone performs well at work, they are complimented. A promotion and the CEO's appreciation are given to the top performer. Corporations frequently use financial bonuses as a form of incentive and payment for extra work. In most cases, bonuses are individually negotiated on a case-by-case basis and paid out along with the monthly salary unless otherwise agreed.

The following factors are taken into account while considering an employee for promotion:

1. Increasing role complexity and role dimension
2. Resources are categorized (key resource, critical resource among others)

3. an individual's record of performance
4. Market dynamism
5. Leadership quality
6. Behavior and attitude
7. Mobility
8. Vintage

4.6 Performance Management of Employees of Business Connection Ltd.

The Business Connection Ltd. HR department has a strong culture. Its own evaluation process is what makes it a business organization. Many different methods are used to assess employee performance. In a report, the findings from the matrix-based evaluation of employee performance are provided. The employee's growth and/or further training needs are then determined. The review procedure is fair, and Business Connection goes above and above to assure this. Every two years, employees receive feedback. First, employees evaluate themselves, and then they consult with their managers to make their final judgment. On their assessment form, staff members can express their displeasure with their appraisal. Although these procedures exist, staff members seldom report them in evaluation forms out of concern for their relationships with their supervisors. The criteria for evaluation include behavior, aptitude, accountability, and attitude. Since their achievements are recognized in yearly salary evaluations and merit raises, employees gain from this appraisal. Business Connection follows the plan's overall guidelines as well as all performance evaluation techniques, processes, and activities. The HR department evaluates the performance of their workers twice a year, so they try to improve it.

4.7 Compensation Management of Business Connection Ltd.

The technique of managing a company's employees' total pay and benefits is known as compensation management. This program makes sure that a firm's salary and incentives always stay fair inside the company and competitive within the sector. It also entails supervising the company's benefit plans, ensuring that job classifications are correct, hazard are minimized, and the benefits package meets the families' and general workforce needs. One of the key factors influencing an employee's decision to stay with a firm or hunt for a new one is the remuneration package offered by the organization. Since it has been compensating its employees properly for years, Business Connection Ltd. has seen a steady rise in demand. One of the most amazing things I've observed is how Business Connection has consistently gone above and above to retain its top employees by offering the finest pay scale in comparison to their rivals. As a result, Business Connection has extremely low employee turnout. When determining whether salaries are retained or reduced, Business Connection's compensation aim is to concentrate on a particular task or group of tasks carried out by employees. For example, maintaining a mix of cash, benefits, retirement, and gratuities as a whole compensation package.

4.7.1 Compensation Method

Employees are continuously encouraged and pushed by Business Connection to improve both their personal and professional life. An employee will receive fair compensation if they can show their worth. They thus employ a merit-based remuneration scheme. The technique helps HR monitor workers' performance. The HR department can evaluate a worker's personal

objectives thanks to the merit system. Every worker must succeed in order to earn more money.

Salary Strategy: Business Connection developed a number of denominators to determine the pay range. In addition to the person's knowledge, skill, and aptitude, the compensation structure is determined by the work requirements. Performance and experience are only two of the many elements that go into salary determination. Pay Structure: There is confidentiality around the pay scale. The compensation to employees is, nevertheless, a few percent greater when compared to salaries paid to workers in other sectors. It indicates that a sizable payment from Business Connection has been paid.

Salary and Benefits: As was already indicated, the starting pay is above average. At Business Connection, compensation is referred to as a "gross wage." The base wage and the allowances are the two components of this. 60 percent of the gross pay, or a sizeable chunk of the wage, is covered by the compensation. Rent, medical costs, and transportation are examples of goods that are covered by allowances.
Two categories of benefits are available to employees:

- Increment: When there is a need for an increase, the Annual Confidential Report (ACR) and employee performance data are used to determine which employees will approve the raise. When a report's record is subpar, special supervision retains the report for a while. In the event that an employee's performance is deemed to be adequate, the amount of an increase may change from year to year. This is contested since management factors affect employee motivation.
- Bonus: The profitability of the business affects bonuses. According to the yearly report, the industries make money each year. They are therefore qualified for a performance bonus. Business Connection offers incentives, allowances, promotions, and leave tickets in addition to pay hikes and bonuses.

Performance Bonus: Employees will be qualified for a performance incentive out of the business's pre-tax earnings if it is profitable. These incentives are split in half, with half depending on an employee's base pay and the other half determined by their performance. Based on standards occasionally supplied by management, workers are assessed through performance evaluations.

Provident Fund and Gratuity: Employees at Business Connection are also qualified for a provident fund. 10% of each employee's basic salary is deducted for the provident fund, and the employer adds another 10%, for a total installed contribution to the provident fund of 20%. These funds are given to their staff after they have been hired. If an employee leaves the firm before three years have passed, he will get a 10% provident fund incentive based on his service term, but he will not be entitled for the remaining 10% supplied by the company. Annual Increment: The performance-based 10% yearly raise for business connections is provided. For people to provide their best effort, it acts as a motivator. To ensure that the structure of their basic income is clearly stated, each employee takes all essential steps.

Travel Allowance: Employees are also given a travel allowance by the firm. If an employee travels to any location in Bangladesh for work-related reasons, they will be paid for their expenses; however, the expense will be verified by HR staff, and they will get a request for the money.

House Rent Allowance: For permanent employees in managerial roles, the corporation additionally covers half of the rent. This promotes job candidates to work with Business Connection in the market.

4.7.2 The Benefits of a Pay or Reward System for Employees

- It's crucial to keep in mind that the company's remuneration or incentive program has the most impact on employee engagement.
- The main cause of mechanical inquiry in the past was often issues with representative salary and incentive frameworks.
- Employee retention in the company is significantly impacted by the remuneration plan.
- By reducing present problems, an effective organizational compensation system will help to maintain the harmony and congruity of the company.
- The pay system is a key factor in representational weakness.
- Most employee happiness is determined by pay and the company's incentive program.

4.8 Work Environment and Employee Relation of Business Connection Ltd.

The context, social dynamics, and physical factors make up a workplace. These factors could impact employee health, relationships at work, teamwork, and overall well-being. Moving toward a thorough strategy for establishing a healthy workplace is one of Business Connection's objectives. Individuals and the organization as a whole will benefit from this. In order to maintain a balance between their professional and personal interests, employees benefit from flexible working hours. Business Connection ensures that internal health and safety standards and procedures are followed in the workplace. Additionally, it establishes guidelines for health and safety training and creates, plans, and implements methods to avoid diseases and injuries at work. In this context, it organizes for immunization programs, monthly health checks by a designated doctor, and training in firefighting. Additionally, Business Connection offers hospitalization insurance to protect the whole medical security of its personnel, and group life insurance plans cover the unanticipated danger of demise as well. Additionally, the HR and Compensation Committee reviews any unique accidental circumstances involving the employee and his or her family in order to provide them with the best compensation available.

4.8.1 Work Environment at Business Connection

The highest standards of professional quality and honesty are valued at Business Connection, along with efficient internal communication, the open exchange of ideas, creativity, and innovation.

4.8.2 Equal Opportunity for All

Business Connection has always vowed to uphold an environment at work that is welcoming to all employees and devoid of any form of prejudice based on gender, age, ethnicity, religion, or creed. In terms of hiring, choosing, promoting, training, growing, and rewarding, we guarantee equitable opportunity for everyone.

4.8.3 Positive Work Environment

In order to inspire workers to perform at their highest level and contribute to Business Connection's full potential, they constantly work to maintain a welcoming and courteous workplace. They have fostered a culture of trust and support throughout the firm to enable everyone to work as a team while also encouraging people to be imaginative and creative within their respective responsibilities. Senior Management is always available to answer questions, offer advice when needed, and support creative initiatives that advance ongoing company success.

They are glad to note that the number of female employees at Business Connection is steadily rising thanks to attractive job responsibilities, a comfortable work environment, and suitable maternity benefit programs.

4.8.4 Safety and Health of Business Connection Employees

Business Connection personnel' health and safety are always top priority. In light of this, Business Connection frequently schedules routine health examinations for workers. Additionally, the business offers group life insurance coverage and hospitalization insurance to protect its employees' health and cover unanticipated mortality risks. Ensure that there is no discrimination or harassment at work based on a person's race (including color, nationality, ethnicity, or place of origin), creed, religion or lack thereof, sex, handicap, age, sexual orientation, or any other characteristic

4.9 Admin Discipline Management of Business Connection Ltd.

Everyone is accountable for carrying out all administrative duties at Business Connection Ltd., where the laws and regulations are severe. The following operations fall under administration and disciplinary management.

4.9.1 Code of Conduct

Strict corporation regulations apply to the following areas: These policies must be followed or you will be immediately fired.

Alcohol and Drugs: It is strictly forbidden to possess, use, or be impaired by alcohol or drugs during working hours.

Harassment: There is zero tolerance for harassment of staff members, coworkers, or management. Staff members should take the steps listed in the Problem-Solving Process section if they feel they have been harassed. Cases of harassment will be handled by the Operation Head and CEO and will be taken seriously.

Attendance: If a staff member knows they won't be able to work during regular business hours, they should let management know as soon as feasible. Management must be ready to handle any issues that develop as a consequence of absenteeism because the company depends on its personnel to finish client work. If an employee is going to be away, they should notify the relevant team email address two weeks in advance. The employee's eligibility for leave is put in jeopardy if not enough notice is given. If they are going to be absent from work due to illness or inclement weather, staff members must notify their line manager as soon as feasible.

Dress Code: Employees are not required to adhere to a certain dress code, although they are urged to do so. Male employees are also required to wear shoes as opposed to sandals.

Working from Home while on Unplanned Leave: A staff member's paid vacation days won't be taken away if they can make up the job they missed that day from home, but their attendance score in their performance assessment will suffer. Employees on such a day must telephone or, as a last resort, send a text message to their line manager or team leader as soon as possible in the morning to inform them of their plans.

Chapter: Five
Finding of the study

5.1 Major Findings of the Study

After analyzing the data the result of data findings are being summarize below

1. Majority respondents (56%) said better communicate with the employees and 20% respondents said strongly agreed the company communicate with the employees.
2. The majority 52% of employees got a disagreed level of support from organizations.
3. Employees expect to get expected remuneration. Employees were asked whether they are satisfied with the remuneration provided. 28% of employees replied that they are disagreed. 56% are satisfied and 8% respondents said neutral level of satisfaction.
4. Which of the following recruitment sources are followed for recruitment and selection in the organization. 48% respondents said Internal, 28% respondents said External and 24% respondents said both Internal and External recruitment sources are followed for recruitment and selection in the organization
5. Out of 100% respondents of 60% of the employees under survey mentioned that by measurable result organization evaluate training program, (36%) mentioned about knowledge acquire and 04% are agree with learners reaction.
6. Majority (72%) of the employees under survey mentioned that organization give training after recruitment and (28%) are disagree with this statement
7. Out of 100% respondents of 20% respondents said strongly agreed, 60% respondents said agreed the training and development program in regular basis.
8. Out of 100% respondents of 68% said agreed satisfied with the leaves given in the organization, 20% respondents said strongly agreed and 12% respondents said disagree this statement.

Chapter: Six
Recommendations and Conclusion

6.1 Recommendations

In order to continue carrying out the duties of the firm, Business Connection's HR division has to be more effective. The system needs to be recovered or rebuilt, though, and that is something they are focusing on as I write this. Instances include the following:

1) In-house candidates may be hired by Business Connection for entry-level and mid-level positions. It may be used to recruit coming from external sources to diversify the workforce and culture.
2) It is important to motivate staff members to take part in training initiatives and identify with the company's objectives.
3) In order to reduce the likelihood of any unfavorable events, Business Connection should raise the bar for human resource planning. In order to create a win-win scenario for the firm and the employees, policies should be examined and developed in this way.
4) A session where staff members may discuss issues and what they want from the organization should be organized by HR.
5) Workdays and hours should be reconsidered by HR at Business Connection. In contrast to Bangladesh's office, which is open for six days, China and the Netherlands are open for five.
6) To boost employee performance, it is important that they receive the right feedback and that a consistent evaluation process is used.
7) Business Connection should provide adequate knowledge-sharing opportunities and skill- development workshops and seminars to keep staff member’s current on industry trends and demands.
8) In order for pay to be fair, equitable, and consistent, it must be well understood by employees.

6.2 Conclusion

The internship is a crucial component of the education of all students. We gain an understanding of reality's worth and how the globe functions now. It connects the theoretical and applied aspects of education with daily living. Because of the discussion in this report, we were able to understand the purpose and value of human resources. Deciding which asset is best for the business is a serious responsibility. Many executives rise to the pinnacle of their profession during this process, and at some point, they take the helm of the emerging corporate period. I've learned a lot from this real-world experience. I enjoyed working with Business Connection Ltd.'s HR department and in the operation of export-import since it contributed to the success and excitement of my job. My emotional connection to the business was sparked by the workplace's welcoming environment, which motivated me to give it my all. Considering that human resources is my area of study, it feels great to be working in that field. Additionally, I think that this is a once-in-a-lifetime chance for me to get knowledge about real-world work and the HRM system in a respected company.

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