

**Internship Report On**  
**Human Resource Policies and Performance Appraisal System of**  
**Global Immigration Consultants Limited**





Inspiring Excellence

**Internship Report On**  
**Human Resource Policies and Performance Appraisal System Of Global Immigration**  
**Consultants Limited**

**Prepared For**  
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## **Letter Of Transmittal**

**2<sup>nd</sup> August 2018**

Mr. K. M. Nafiul Haque  
Internship Supervisor  
BRAC Business School  
BRAC University.

### **Subject: Submission Of Internship Report**

Dear Sir,

I would like to inform you that as a requirement of my graduation, I have completed my internship at “Global Immigration Consultant Limited. It is a great pleasure for me to submit to you the report on my experiences and learning from my internship at **Global Immigration Consultants Limited**. Being a student of management, all the time I realized the importance of having some practical exercise besides theoretical knowledge. In my internship I realized this need even more as I faced the practical environment of the real business world.

Finally, I would like to show my gratitude towards you for giving your valuable time, all the support and guidance during internship.

Sincerely,

-----  
**Tanisha Das Arpa**

**ID: 14104165**

BRAC Business School

BRAC University

## **Letter Of Endorsement**

This is to certify that Tanisha Das Arpa, ID 14104165, BBA program, BRAC Business School, has done this report on the” **Global Immigration Consultants Limited**”: HR policies and performance appraisal” system for the purpose of completing BBA Internship Program. I accept this report as a final internship report.

I wish u a very successful prosperity for your upcoming career life.

---

**K .M . Nafiul Haque**

**Lecturer**

BRAC Business School

BRAC University.

## **Acknowledgement**

At First, I am thankful to Almighty God for making me successfully complete my internship. I would like to thank my internship supervisor Mr. K.M. Nafiul Haque for his guidance, monitoring and constant encouragement throughout the course of this report. Without his kind supervision, this report would not be completed.

I am really thankful and blessed to have MS. Fatema-Tuz-Zohra, Head of HR operations as my organization supervisor for giving me the opportunity to work under her supervision. Even I would like to express my utmost gratitude to all the people, who have supported me to make this report and sharing their knowledge and information with me. I am also thankful to our Managing Director Mr. Salman Omar and Chairman Simab sarker for giving me suggestions and sharing many information regarding the company.

Finally I am blessed to have such a friendly environment and wonderful people as my colleagues.

## **Executive Summary**

The report I am submitting is for my internship in Global Immigration Limited, first limited and ISO certified immigration company in Bangladesh. The Principal purpose of this report is to demonstrate my internship experience which would enable me to understand the operation, functionality and overall efficiency of the department. I was assigned to the HR department of Global Immigration Consultant Limited. This department basically deals with benefits, payroll, training program, recruitment process, internal safety, performance appraisal system. This report contains the summary of Human Resource practiced by Global Immigration Consultant Limited.

All the information presented in these report has been gathered based on my internal and external analysis. For internal analysis, I interviewed CEO of the company and my supervisor. For external analysis I took help from various sources e.g. company website , company annual KPI report. The importance of this report is to gain practical knowledge of HR activities in Global Immigration Consultant LTD. This report also encompasses particular sections which are dedicated to portray my personal view points, experiences, tasks, observations, and realization from my internship in the company These sections are Personal development learnt from internship, difficulties faced during my Internship and how I overcome them.

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# **Part-I**

# **Company Overview**

## **PART - 1**

### **Company overview**

With vast knowledge in immigration and education sector, Global Immigration was developed and established first in 2008 at UK. From April 2013, Mr. Kamran Sarker (chairman) and MD. Salman Omar (Managing Director) started its journey in Bangladesh as Global Immigration consultant with the vision of becoming a respected brand for any immigration queries. From the period of 2011 – present, both aforementioned individuals were responsible for numerous in-country change of status for students and immigrants residing in United Kingdom, and with that GIC is opened both as a strategic expansion and business model for the market in Bangladesh. Now it is one of the leading Consultant firm for immigration and student migration to help them explore their higher education in abroad and secure their life forever. Global Immigration is one of the few companies in Bangladesh who are working with the government registered solicitor lawyer of Canada and Australia, for Canada Global Immigration is ICCRC registered and for Australia it is MARA registered. company is equipped with many advanced training and test facilities for students. Apart from student counseling and Immigration perspectives we also offer professional courses on graphics design, web design, game development, and English test preparation courses as part of supplementary studies. All of the consultants are well trained to provide informative and professional advice on a variety of topics relevant to studying in different parts of the world. The Strategic decisions were as follows: Set up new company dealing with immigration and student consultancy, keep standardized and simple working model throughout GIC offices, develop own Academic Programs and Courses Get accreditation from recognized Accrediting bodies, Affiliation with top ranking universities all over the globe, strive for the quality, Promote Trans-national deliveries. Offer Pathways to Universities abroad, which is affordable and flexible to the local and international students. Exporting brilliant minds for the future. To do so, substantial expansion of student services, facilities and programs are required which in turn would help us deliver the best product to the mass. Currently, In Bangladesh GIC has 2 branches one is in Gulshan for Immigration Purpose and other one is Panthapath for student Consultancy and 1 branch is in Chittagong Agrabad. Besides GIC has its Branch in Singapore and Thailand. Currently they are promoting different immigration options for both students and professionals. We have affiliation with different colleges, universities & institutes around the globe. We are offering immigration solutions for students and professionals who are interested to go to United Kingdom, Netherlands, Canada, USA, Australia New Zealand, Malaysia and other countries. We have all sorts of colleges and university options available for students who are interested to study in those countries. Apart from student visa and immigration solutions we are also providing English Language Preparation Courses for students or professionals who want to prepare themselves for higher study and work abroad programs. Moreover, we are running online courses both bachelors and master's programs under recognized UK university. Currently our most popular products are UK Student Admission and entrepreneurship visa, Canada Work Permit, UK work permit, Netherlands green card scheme etc. (Company Profile, 2013)

### **Executive Body Overview**

1. A.B.M. Kamran Sarkar (Chairman)
2. Salman Omar (Managing Director)
3. Shamsul Omar (Shamim) (Executive Director)
3. Laverne Atkinson (Executive Director)

### **Advisory Board**

1. Mrs Kawser Perveen, Deputy Director, Bangladesh Bank Bangladesh
2. Mr Md. Golam Faroque, Managing Director, Haque Travel Services Ltd. Bangladesh
3. Advocate Md. Zakir Hossain, Lawyer, Company Law & legal Services, Bangladesh
4. Mohd. Meherullah Sarker, Director, Sales and Marketing, Bengal Inn, Bangladesh
5. Imran Sarkar, Manager, HSBC South Kensington Branch, London, United Kingdom

# **PART 2**

# **INTRODUCTION AND LITERATURE REVIEW**

## **INTRODUCTION**

### **Rational of the study:**

Internship Program is a partial part for completing BBA degree in BRAC University. This Program is a perfect link to match the gap between theoretical and practical knowledge. For internship program, I was assigned to an organization named “**Global Immigration Consultants Limited**” for three months and I worked in their HR department. As a result, I have decided to write a report on "**Human Resource Management Policies and Performance Appraisal System Of Global Immigration Consultants**, which has been supervised by K.M. Nafiul Haque, lecturer of BRAC University. During these three months of work experience with Global Immigration Consultant Limited I got opportunity to have practical knowledge of professional environment.

### **Objectives of the study:**

- To get realistic knowledge about Human Resource Management practice and performance appraisal system
- Classifying the factor which is valuable for the employees and its impact on employee satisfaction, job retention etc.

### **Specific Objectives:**

- To examine the performance appraisal process of Global Immigration Consultant.
- To pinpoint any weakness (if any) in the performance appraisal system of this company.
- To provide necessary recommendations for improving any kind of deficiency (if any) in executing the performance appraisal system at Global Immigration Consultant.

### **Scope**

It is a life time experience to work in such human resource activities. This report deals with the HR practices in terms of theoretical point of view and the practical use. The study will allow learning about the HR practices, its importance in an organization and how to make it more efficient. Moreover, the study will help to differentiate between the practice and the theories that direct to realize how the organization can improve their HR practices for the betterment of their employees.

## Limitations

It was a nice experience for me as an Intern at Global Immigration Consultants Limited. All the staff members, employees from top level to bottom level, were very helpful it was really a friendly environment.

Still I have experienced some limitations while preparing this report. These are:

- As an intern it was not easy for me to collect information about the company's internal policies as it was highly confidential.
- It was quite difficult to collect information from the different employees due their time constraints.
- In practical life many things change so the theories and real implications might differ.

## Organization Background:

Global immigration consultants limited (GICL) is formed with the goal of ensuring a well thought out process for the immigration market in Bangladesh and abroad. We would like to assist students and migrants to help them explore the higher education opportunities and education opportunities available both home and abroad. Global Immigration Consultant has opened the door for immigrants and migrant to help them find the suitable places from wide ranges of institutes and immigration option. We are specialist in providing professional advice and guidance starting from finding and choosing the right institute or right country to getting the visa. We believe with our help we can ensure people to move abroad for better future with a brighter career and happier family. Global immigration consultants limited currently located in Dhaka, Bangladesh, has offices in Malaysia and London as well.



## Malaysia



ISBAUK



Nirwana College



ASA College



Lincoln university college



MAHSA  
UNIVERSITY  
Mahsa University



aimst  
AIMST UNIVERSITY  
AMIST university

**Mission:** To expand globally and provide consultancy services all around the world and helping people building a bright future by moving abroad. We have a strong commitment to ensure our students all around the world are successful not just in their studies but also them become the “leaders of tomorrow” and become successful & responsible citizens. This will mean us raising the bar of consultancy through which they would visit / study / immigrate to different countries. We want all our clients to be proud to be associated with GICL.

**Vision:** Ensure a brighter future for people with our services.

### Core values:

|                  |       |   |
|------------------|-------|---|
| COMMITMENT       | _____ | C |
| RESPECT          | _____ | R |
| EXPERIENCE       | _____ | E |
| SOCIAL AWARENESS | _____ | S |
| CUSTOMER SERVICE | _____ | C |
| EXPERTISE        | _____ | E |
| NON-CONFORMING   | _____ | N |
| TEAMWORK         | _____ | T |

## Services:

### **Immigration Consultancy:**

Offering Consultancy service related to skilled migration to countries such as Canada, Australia and Denmark. They are legally authorized to deal immigration to Canada as a representative of Immigration Consultant Of Canada Regulatory Board (ICCRC) member MS. Elvira Gangte. They help Individuals with family to apply for Immigration based on their eligibility along with services such as document preparation and applying for visa.

### **Student Consultancy:**

We assist student in applying to Bachelor and Masters program in countries such as USA, UK, Australia, Canada, Malaysia and China. GIC represent many institution all over the world which provides Bachelors and Master degree to international students. They assist student in choosing the program that fits them most and helping and helping them applying to the institution to get admission to that program. Once being accepted by the institution they assist students in preparing documents for visa application.

### **IELTS Workshop and Registration:**

Individuals applying for both immigration and university programs abroad needs to provide English language proficiency by completing IELTS examination. We assist them by providing weekly workshop which will help them prepare better for the examination. We are registered with British Council as an Official registration partner for IELTS.

## Activities

**Immigration seminar:** We conduct events such as seminar for immigration to Canada, Australia ever monthly which is free for everyone to attend. People interested these seminars gain important information regarding the criteria and requirement for applying to such program and the process involved in apply0 for them. These seminars help us to reach our prospective clients for immigration and give them detail information regarding the immigration program we are assisting in and how our service could benefit them.

**Student Information Session:** We conduct session for students who are interested to study abroad in bachelors or master's program. They are informed about their studying option in different countries and what requirement they have to fulfill in order to apply for these programs. This session is provided free of charge to anyone interested to know about bachelor or master program at various countries.

**Student Information Session:** We conduct session for students who are interested to study abroad in bachelors or master's program. They are informed about their studying option



in different countries and what requirement they have to fulfill in order to apply for these programs. This session is provided free of charge to anyone interested to know about bachelor or master program at various countries.

**One on one Counseling:** We offer free one on one counseling to clients who visit our office or even during the seminar or events. This one on one counseling session helps clients to get in depth details about their application and which program fits them the most. Many of our clients come to our office and speak to our counselor on a daily basis and the counselors assess them and provide them option on moving abroad either by immigration or by studying abroad. (GIC company profile)

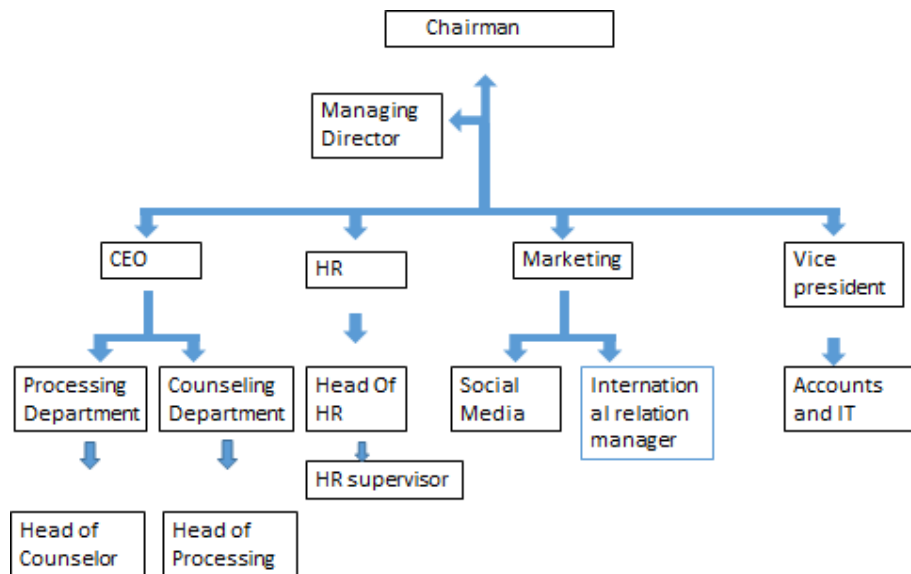
### **GIC Quality Policy:**

GIC Quality Policy is founded on the commitment of all its employees to provide the best services that will satisfy our customers. GIC management will provide the direction and means to implement this Quality Policy by using the following objectives:

- Understand customer needs & expectations and strive to fulfill them
- Honor all the commitments we make with our clients.
- Provide our customers with only top quality services with free counseling
- Provide those services on time, utilizing efficient methods.
- Provide our clients with the best value for our services.
- Verify that our services meet the agreed requirements.
- Provide open, effective communications with our promising clients
- Provide systematic validation and control of our operational and quality processes to those who have start processing their file with us
- Provide a system of continuous improvement across all disciplines by motivating and training GIC Personnel in new techniques and innovations.

GIC follows international standards on quality management system to ensure consistent quality services to achieve client satisfaction. The company will periodically review its performance to keep on improving in all areas so that it remains the best registered Consultant firm in Bangladesh, and continues to transform the peoples’ dream to build their future in abroad.

## Organogram of the company:



**Figure: GIC Lifecycle (Global Immigration Consultant LTD, 2015)**

### **Counseling Team:**

Team of counselor offer free consultation service to any clients visiting our office. Consultation are provided on basis of programs for studying abroad and immigration purpose. Counselors asses each individual clients and determines which program fits them most. Counselor's main role is offer genuine information to clients who wants to moveabroad for studying or immigration purpose and guide them through initial process.

### **Processing Team:**

Processing team are involved in the documentation and preparation of the application. Once an applicant for student program or immigration program starts their application process, the processing team guide them through the process. Instructions are provided to each individual clients on basis what documents are required for the application process and processing team also assists them in preparing those documents by given sample format. Once documents are submitted, they are verified by the processing team if it's in the correct format before submission of application.

### **Marketing and International Team:**

Marketing team are equipped with up to date knowledge regarding online marketing and individuals working in this team develop the core marketing strategies of marketing on a daily basis. Social Platform such as Facebook, Youtube are used to promote the services provided by GIC to prospective clients. Communication tools such as mobile messaging or emails are used by the marketing team to contact with the clients who are interested to apply for student or immigration program.

International Relation manager as a part of the international relation team develop relationship with international partners such as universities or institutions offering student program. The role of international manager is to communicate with international partners and provide them information regarding our services and what scope will it provide to ensuring growth on both side by the partnership.

### **HR and Operations Team:**

HR team of GIC overall manages the systematic policy and procedures of company rules and give training to employees for maintaining those policies. They also handle employee relations, payroll, benefits and coordinate the administrative functions of the company.

Operation Team consists of operation manager who is responsible for management of members of each of the other three departments and monitor their progress of working as a team. Operation manager resolve issues related the operation of the company and ensure service provided to prospective clients are sustained at a higher level. Operation manager reports to the management about the progress of the company time to time.

### **Management Team**

Management Team consists of Chairman, Managing Director and the Executives Directors, Their vision and goals is of continuous growth of the company and taking initiatives to take the company to the next level. They lead all other teams and then analyze the success and failure of the company and take steps in to developing newer strategies to ensure success or eliminate failure. Management team also analyze finance of the company and develop newer finance strategies to ensure financial sustainability.

### **Company Achievement so far:**

**Gaining the reputation for as one of the best consultancy firm for immigration in Bangladesh:** We have successfully gained the reputation of being one of the successful organization in providing immigration program in countries like Canada and Australia. We have helped over 100 of applicant to apply for Canada immigration under authorized ICCRC solicitor and fly to Canada with their family. With time, we have improved our services with clients and immigration.

Helping people apply to program which fits them best: We work with different program all around the world. Be it North America, Australia or even Asia, since the program we assist in applying are worldwide, people have more choices.

**Helping people apply to program which fits them best:** We work with different program all around the world. Be it north America, Australia or even Asia, since the program we assist in applying are worldwide, people have more choices. We check the eligibility of each and every client

and sort out their every possible option, whether its immigration or studying abroad. This helps individuals to gain better assurance in their application since we are there to assist them.

**Creation of a successful brand image through online marketing:** We use online marketing platform such as Facebook and YouTube to contact with our clients by providing valuable information and helpful trips regarding application abroad. Through our effecting marketing approach of building audience through social media resulted in creating a brand image in perspective of potential clients. This help us reach more clients worldwide and serving them with best of our abilities.

## **Literature Review**

### **Human Resource Management:**

Human Resource Management (HRM, or simply HR) is the management of an organization's workforce, or human resources. It is responsible for the attraction, selection, training, assessment, and rewarding of employees, while also overseeing organizational leadership and culture and ensuring compliance with employment and labor laws. In circumstances where employees desire and are legally authorized to hold a collective bargaining agreement, HR will also -serve as the company's primary liaison with the employees' representatives. (Dessler, Human Resource management, January 10,2012)

HR is a product of the human relations movement of the early 20th century, when researchers began documenting ways of creating business value through the strategic management of the workforce. The function was initially dominated by transactional work, such as payroll and benefits administration, but due to globalization, company consolidation, technological advancement, and further research, HR now focuses on strategic initiatives like mergers and acquisitions, talent management, succession planning, industrial and labor relations, and diversity and inclusion. (Dessler, Human Resource Management, 2015-2016)

### **Purpose of Human Resource Management:**

The purpose of HRM is to ensure that the employees of a company are used in such a way that the employer obtains the most possible benefit from their abilities and the employees obtain both material and psychological and motivational rewards from their work.

All global companies are focused on retaining the talent and knowledge held by the workforce. All companies are focused on lowering the employee turnover and preserving

knowledge. Employee relations generally deal with avoiding and resolving issues concerning individuals which might arise out of or influence the work scenario. Strong employee relation depends upon healthy and safe work environment. Healthy employee relations lead to more efficient, motivated and productive employees which further lead to increase in sales level. (MSG Management Study Guide, n.d.)

### **Functions of Human Resource Management:**

Main functions of HRM include procurement, development, compensation, integration and maintenance. These functions can be described as:

1. **Procurement:** It means hiring right number of people and right kind of people. Procurement includes following sub activities as job analysis, manpower planning, recruitment, selection, placement, induction, promotion, demotion and separation.
2. **Development:** It means enhancing knowledge, skills, attitude, and abilities of employees in order to attain organizational objectives. It includes sub activities like performance appraisal, training of operations, development, career planning, succession planning, dress code
3. **Compensation:** It means providing fair and equitable remuneration to employees, it includes sub- activities as job evaluation and wages and salary administration.
4. **Integration:** It means co-ordination, co-operation interaction and unity within teams like counseling team and processing team, between employee and employer, organization and government. In order to maintain harmony and harmonious relationship between them, it includes sub-activities as motivation, job satisfaction, grievance redressed, workers participation in management, collective bargaining and disciplinary procedures.
5. **Maintenance** HRM is also responsible for maintaining employee welfare like proper and hygiene food, rest rooms, health of the employee, safety of the employee, social security and job security of the employees. (Human Resource Management(Objective and Function), 2015)

### **Objectives of Human Resource Management:**

The primary objective of HRM is to take care of the work life of the employees from the time they join the company to the time they leave it, while ensuring their best possible co-

operation in achieving the organizational goals and objectives. This broad objective of HRM can be classified into the following specific ones:

- To help the company reach its goals.
- To ensure effective utilization and maximum development of human resources.
- To- ensure respect for human beings.
- To identify and satisfy the needs of individuals.
- To ensure reconciliation of individual goals with those of the organization.
- To achieve and maintain high morale among employees.
- To provide the organization with well-trained and well-motivated employees.
- To increase to the fullest the employee's job satisfaction and self-actualization.
- To develop and maintain a quality of work life.
- To be socially responsive to the needs of society.
- To develop overall personality of each employee in its multidimensional aspect.
- To enhance employee's capabilities to perform the present job.
- To equip the employees with precision and clarity in transaction of business.
- To inculcate the sense of team spirit, team work and inter-team collaboration. (Human Resource Management(objective and function), 2015)

### **Scope of Human Resource Management:**

The scope of HRM is very wide and far reaching:

1. **Personnel aspect-** This is concerned with manpower planning, recruitment, selection, placement, transfer, promotion, training and development, layoff and retrenchment, remuneration, incentives, productivity even it also includes performance appraisal, allowances, disbursement of wages etc.

2. **Welfare aspect-** It deals with working conditions and amenities such as canteens, rest and lunch rooms, housing, transport, medical assistance, education, health and safety, recreation facilities, etc.

3. **Industrial relations aspect-** This covers union-management relations, joint consultation, collective bargaining, grievance and disciplinary procedures, settlement of disputes, etc. (Juneja)

### **HR Practices and its Importance in an Organization:**

There is not a single HR Practice which a company aspires to retain its employees. There are different HR Practices which a company combines to manage its HR system. A company should always combine “Number of Best HR Practices” which they should implement for the survival and sustainability of the organization. “Best practices” in HR are subjective and transitory. The fact that HR practices are related to firm performance has been well documented. Substantial research on the HR Practices performance relationship has demonstrated that HR practices are related to a number of firm performance measures such as Market Value. (A.Huseild, 1995) Return on Equity and operational measures of performance. While the literature establishing an HR performance relationship is substantial, what is lacking is empiric-al research examining the mechanisms through which this relationship works. Authors have referred to this as the “black box” problem, and many have called for more theory and research on the mediating mechanisms through which HR practices influence organizational performance. A recent stream of thinking in this area has focused on the ways in which HR practices can elicit organizational commitment from employees, a construct which is argued to impact their motivation and desire to stay with the firm. However, recent advances have been made in the conceptualizations of both HR practices and organizational environment. (Doty, 1996)

### **Performance Appraisal**

Performance Appraisal is an important of Human Resource management. Without HR, performance appraisal will not work. Performance appraisal aims at achieving the organizational goals and objectives. It focuses on minimization of cost and maximization of benefits and profits. It is:

- ✓ Goal oriented
- ✓ Result Oriented
- ✓ Enhance the performance
- ✓ Achieve the organizational goals

Performance appraisal is a systematic and objective way of judging the relative worth of ability of an employee in performing his task. Performance appraisal helps to identify those who are performing their assigned tasks well and those who are not and the reasons such performance. Performance appraisal is generally done in a systematic way which is as follows:

1. The supervisors measure the pay of employees and compare it with targets and plans.
2. The supervisor analyses the factors behind work performance of employees.
3. The employers are in position to guide the employees for a better performance.

## **Human Resource Policies And Procedures of Global Immigration consultants:**

### **HR policy of GIC**

#### **Yearly leave details:**

| <b>Credential</b>     | <b>Details</b> |
|-----------------------|----------------|
| Annual Leave          | 21 days        |
| Sick/ Emergency Leave | 10 days        |

#### **Annual Leave Policy: -**

1. Employee need to send e-mail to line manager and keeping cc to management minimum 7 working days earlier
2. Line manager will check & consult with management (For Line Manager Management will take decision) and accordingly will give decision
3. At a time, employee can apply for maximum 7 days
4. During exceptional cases these 7 days can be increased to 14 days. However, in these cases employee need to inform line manager (For Line Manager Management) minimum 15 working days earlier.



5. Employees are allowed to convert their remaining annual leaves in a year to additional paid salary if he/she does not consume all the leaves in a year. This amount will be calculated in a per day basis.
6. Companies may give common annual leave during the Eid vacations with prior notice so that everyone can have long vacations. The common leaves will be adjusted from the employee's allocated annual leaves of the year.

**Roaster Leave: -**

1. Roster leave is only applicable for permanent employees.
2. After three month provision period they will be eligible for Roaster leave
3. Employees are allowed to take Roaster Leave two days in each month. Roaster leave will be set my Head of HR.

If an employee has a sick leave or annual leave in a month then that leave will be adjusted from the given roaster leave of the month. If the roaster leave is already fully consumed or partly consumed, then the adjustments will be done from his or her next roster leave.

**Sick/ emergency leave policy: -**

1. Due to illness if the employee cannot come to office, that needs to be notified to the line manager (For Line Manager Management) at least one hour before the working hour starts.
2. For consecutive 2 days of sickness applicant must submit doctor's certificate & other documents
3. Due to major illness if employee needs to be absent for more than 10 days in a year, further leaves will be deducted from annual leave
4. In case of total consumption of annual & sick leave, employee will be eligible for unpaid leave in case he/she is sick.
5. If an employee is on sick leave then the next day he/she arrives need to seat with line manager /HR and justify the cause/s of sickness.

**Unpaid leave structure: -**

1. Unpaid leave are the ones which was not approved by line managers or management for both sick leave or annual leave or guidelines provided above was not followed.
2. If employee takes 1-day of unpaid leave in one month than 20% amount of total commission will be deducted
3. If employee takes 2-day unpaid leave in 1 month than 40% amount of total commission will be deducted
4. If employee takes 3 days of unpaid leave in 1 month, 80% amount of total commission will be deducted
5. If employee takes 4 or more days of unpaid leave in 1-month employee will not be eligible for any commission for that month

6. If in a month there is no commission available the same rule will follow for basic salary.
7. Please refer to attendance policy of the company for further details if needed.

**Festival Bonus: -**

1. Pohela Boishak Bonus, Permanent Employees will be Eligible for 3000 taka and Probation Period Employees will be Eligible for 2000 taka.
2. Employees will be eligible for 1.5 months „salary bonus as Eid Bonus in a year if he/she is working with the company for at least 1 year or longer.
3. If an employee is working with the company for less than 1-year time then he/she won't be eligible for any festival bonus.
4. The first bonus (1-month salary) will be paid during Eid-UI-Fitr and the payment will be dispatched along with the salary of that month.
5. The rest of the ½ month salary bonus will be paid during Eid-UI-Adha and the payment will be dispatched along with the salary of that month.

**Profit Sharing: -**

1. All the departments will have additional bonus target as part of company profit sharing mechanism. The department targets will be set by management and will be available to all the employees who are eligible to receive such bonuses.
2. Employees who are permanent will only be eligible to received profit sharing amount.
3. The management holds the right to change the structure of the bonus target at any time with 7 days“ notice and can also decide to stop it anytime if needed.

**Notice of Leave: -**

1. If Employees wants to Leave GIC he/she must give at least 30 days“ prior notice to the company. They also must provide valid reasons behind leaving the company so that the management can try and sort out the issues if possible.
2. If the employee does not follow 30 days“ notice period policy GIC Management will have the right to adjust 30 days full salary including any bonus amount from the final payment of the employee.
3. GIC Management can terminate an employee if their performance is not at the expected level or if the employee conducts anything that violates company policy or hamper company branding /image. On this occasion GIC management will give at least 1-month prior notice to that employee or else company can give up to 1-month basic paid leave to that employee if required.

### **Salary Increment: -**

1. After every one year an employee will be eligible to apply for salary review appraisal. An employee needs to send an email or write a letter to the management stating their
2. performance for the last 1 year which should make them eligible for the salary increment. After reviewing the application GIC management will decide to apply salary increment based on previous 1 year's performance. Salary increment structure will be based on employee life cycle document which can be changed/ updated anytime by management with 7 days prior notice if required.

### **Promotions: -**

1. All Employees will be eligible for promotions as per guidelines provided at the employee life cycle document which can be changed/ updated anytime by management with 7 days prior notice if required.

### **Probation Period Policy:**

1. Probation period 3 months is applicable for new recruitment employees. Employees in probation period will receive salary as per as structure. Company has full right to take any decision during probation time for an Employee. Regarding any kind decision 7 days before will be priory notified. (HR Policy of GIC, 2017)

## **Recruiting Process Of GIC:**

External recruiting process:

1. CV submission: Interested candidates interested in joining the organization are required to send their complete curriculum vitae
2. Application Evaluation: The HR evaluates all incoming applications, against prerequisite abilities and skills set for all current openings.
3. Ability Test: Candidates those who are called for the 1<sup>st</sup> session interview are tested based on verbally in English proficiency and computer.
4. Capability based Interview: To ensure that whether the recruitment process is fair and consistent, all candidates who are successful at the 1st session exams are invited for a capability based interview. Interviews are based against capabilities, required for each

position for which the candidate is interviewed for. A capability or competency is an ability described in terms of skills & behaviors that are essential to effectively perform within a job and this is basically a test where an imaginative situation will be given to the interviewee where they need to act professionally based on that with proper examples.

5. Job Offer: If a candidate effectively pass the capability stage, a position offering is made in conjunction with a competitive reward package. Internal selection is done through competency based recruiting, succession process. GIC uses some external sources for recruitment. These are

- Internet
- Advertising
- Off shoring
- Referral

## **Selection**

A mail is sent to the candidate for the interview session, they will invite to the office location. Face-to-face selection is done in the head HR departments“ office where the job is described eventually. A candidate gets opportunity to meet and find out as much as possible about their experiences. Here candidates to be able to make an informed decision a candidate should receive an offer. There are some techniques that follows:

- Face-to-face interview
- Presentation

This is our opportunity to see how candidates perform in a number of different situations, against clearly defined criteria.

## GIC Code Of Conduct

### Dress code

Every organization has some particular standard of dress code, GIC also have some sort of dress code

| Male  | Female  |
|---|---|
| Tucked- In long sleeve shirt with tie and formal pant.<br>Formal shoes and socks<br>Jacket/ Blazers/ Suit/ Sweaters | SalwarKameez/Sarees/<br>Jacket/Shawl/Blazer/Sweaters<br>(When and where required) |

Employees are restricted not to wear Jeans for both male and female.

### Training & Development

If an organization considers its employees to be human assets, training and development represents an ongoing investment in these assets and one of the most significant investments an organization can make. It is recommended that each employee should have opportunity to refresh their understanding and ability through HRD interventions which may include getting ready, workshops, exposures, exchange visits and some other sort of change opportunity given by the Company.

### Training Needs assessment

The training program-for employee skills development started with a training needs assessment where the actual need of the training for employees was identified. Human resource department came up with this training program which could enhance the communication skills of the existing employees and to get updated version of the immigration policies and procedures. Among various needs of employees, improving communication skills at work was most desired. Therefore, in accordance with the training needs assessment, a training program on communication and negotiation skills was required for the employee's better job performance as proper communication can lead to better team performance and achieve goals as well as targets. The leaders of the team were responsible for conducting the training needs assessments and further procedures for counseling team and processing team and every three months later a session training is conducted with whole team based on immigration enhancing knowledge with the registered lawyer of both Canada and Australia through video chat.

### Employee Development Plan and Budget

Employee Development/Training Need Assessment is a constant procedure and need to be done before making of yearly costs plan. Every Department will present a yearly Training

Plan and Budget at the season of spending planning. Each Department will display a duplicate yearly arrangement to HR Training and Development Section in December (every year) to blend in the Company's Annual Training Plan.

### **Selection of Employees for Training and Authority of Selection**

It is the responsibility of the supervisors to decide when or who should receive training. For local level training, respective supervisors will recommend nomination to the HR Head for approval. Training will generally be provided within the country in the office. Exceptionally there may be need for some overseas training/visit for some employees. For overseas training/visit final selection and approval will be made by Chief Executive Officer(CEO) and Director of the company.

### **Categories of Employee Development Interventions:**

**Local Training:** The trainings procedures and outlines are prepared by the HR operations. Every three months after a training program is placed so get the updated versions of immigration procedures and some technological training. For new recruiters a one-week training session is organized which is run through the team leader.

**Overseas Training:** This will refer to those events and interventions that will enable further growth and development of employees and may require travel out of the country. This will be coordinated and arranged by Head of HR and director where team leaders need to go abroad for further training with the ICCRC lawyers of Canada and MARA lawyers of Australia.

**Training Report:** Upon completion of training an employee must submit a complete Training Report to the supervisor with a copy to HR. This includes participation in workshops, seminars, conferences.

# **PART 3**

## **Activities Undertaken (The Main Project Part)**

## Activities Undertaken

Internship is a kind of training where students and fresh graduates experienced the practical view of job life and what they learn all through their graduation. Every company have unique and has its own culture. People share the values, visions, norms, working language, systems and habits and work as a group who work and stay together. A good employee develops and manages his or her company's culture and structure. In every employee provide a key role which is at the core of a company's success.

As an intern, first I worked under HR department and sometimes I had to work for Counseling department. My duties were to communicate with employees of both processing and counseling team and monitor their work activities, work on the performance, training activities. Under the supervision Head of HR operations Miss Fatema-Tuz-Zohra. As an intern I had to work under different departments of the organization to familiarize myself with GIC activities

- Learn about the organization, its background, mission and vision
- Learn about the services of Global Immigration Consultant LTD
- Observe the work culture in the organization
- Establish references
- Get exposed to real work experience
- Assisting my supervisor in her work
- Get an idea on how to make successful career in consulting firm.

## Specific Responsibilities

In the first month of my internship program I have assigned different tasks from time to time which has helped me to know the company more, how the systems works internally in the HR wing. The first week was more like orientation and training regarding what types of work need to do by the supervisor. I was assigned my first task to prepare the employee handbook where all the GIC policies and procedures of HR has been described. The hand book contained the following things:

- Yearly leave policy
- Code of conduct
- Working hours
- Salary increment and bonuses
- Promotions policy
- Attendance Policy
- Termination of employees

In the second month I have prepared seminar outline for both inside and outside of Dhaka with the help of my supervisor and prepared goody bags for the applicants or participants where following things were inside the goody bags:

- Pen and pad



- Brochure of the company
- Registration card
- Here is the sample outline of the seminar:

| Time and Discussion  | Content to cover   |
|--|--|
| 10:00-10:30am<br>Icebreaking session and introduction of the seminar program | <ul style="list-style-type: none"> <li>• Introduction of the Facilitator and the participants.</li> <li>• Icebreaking session</li> <li>• History of GIC</li> <li>• Purpose of the seminar</li> </ul>   |
| 10:30-11:30am<br>Immigration Process Of Canada                               | <ul style="list-style-type: none"> <li>• Basic Requirement</li> <li>• Eligibility Requirement</li> <li>• About the Registered lawyer panel\</li> <li>• Explanation of achieving the eligibility points 67</li> <li>• Express Entry requirement</li> <li>• Provincial Nominee Program(PNP) Requirement</li> </ul> |
| 11:30am-12:00pm  | Refreshment Break  |
| 12:.30-1:30pm<br>Immigration Process Of Australia                            | <ul style="list-style-type: none"> <li>• Options to Migrate In Australia</li> <li>• Visa Categories for migrations</li> <li>• Explanation of achieving the eligibility points 65</li> </ul>  |
| 01.300am-02.30pm   | Lunch break  |
| 02.30am-03.00pm  | Question Answer session.   |
| 03.00am-04.00pm  | Warm up and evolution the session  |
| 04.00am-4.30pm   | Fill up the survey questionnaires  |
| 4.30am-05.00pm   | Refreshment  |

Other activities I have performed are:

- Performance and strategy evaluation

- File sorting
- Training activities
- Bill cross checking and clearance

Recently I worked on the training activities where I had to outline the training activities.

File sorting was the main challenging task. GIC maintains a file for each of the employees containing all necessary documents of the employees and every employees Key Performance Indicator KPI's record. I had to review the salary statements and documents in the files and even need to review the employees work update file before handing over to the supervisor. According to the company's policy firstly, I observed the current pattern that the company uses to prepare performance and evaluation strategy for their employees. This strategy contains information about the area of working on the basis of what the employees will be evaluated. During my internship I was taught how the organizations carries out the performance appraisal and I am honored to know the process with the help of my supervisor.

## **Performance Appraisal**

Global Immigration Consultant Limited (GIC) views performance management as an integral part of a comprehensive human resource management strategy. It's systematic evaluation of an employee's performance and commitment to an organization. Companies utilize performance appraisal to provide employees with feedback on their work and to justify pay increment and rewards, as well as termination decisions.

GIC conducts performance appraisal in organized ways which includes:

- Compensation of employees based on performance and contrasts it with their organization's objectives and goals.
- Evaluate what components should be established to improve the performance of the employees and supervisor play the role to make it superior performance.

Objectives of Performance appraisal method:

- To identify the gap between the actual and expected performance.
- Reinforce the connection between supervisors and employees
- To give feedback to the employees based on their previous performance.
- To analyze the qualities and shortcomings of the individual as to identify the training and developments needs of the future.
- Evaluating the potentiality of a person for advance development and improvement.
- Evaluating an employee to determine remuneration packages, wage structure, salary raises etc.

## **Performance Appraisal Technique:**

GIC use the below tools to evaluate their employees performance:

**Graphical Rating scale:** It is used frequently to evaluate the performance of employees. In this method, head of HR rates the performance on a Likert scale such as excellent, good, average, fair and poor. The scores are meant to separate employees into tiers of performers, which can play a role in determining promotions and salary adjustments.

**Management by objectives (MBO):** This method is a customized process according to the company, where managers and employees jointly set objectives, periodically evaluate performance and reward according to the results. The MBO method concentrate on actual outcomes. (8 performance appraisal methods you should be aware of, 2018)

**Balanced Scorecard:** A balance scorecard defines what management means by ,, performance appraisal procedure includes a requirement that individual development plans be determined and discussed, individuals can then make good decisions about the skills and competencies they need to acquire to make a greater contribution to the company. As a result they increase their chances of promotion and lower their odds of layoff.

### **Importance of Performance Appraisal:**

1. Feedback: This provides a structured format for the discussion of performance issues on a regular basis
2. Motivating Superior performance: Performance appraisal helps to motivate people to deliver superior performance in several ways.
3. Counseling poor performance: Not everyone meets the organization's standards. Performance appraisal forces supervisors to confront those performance is not meeting the company's expectations.
4. Setting and Measuring goals Goal setting has consistently been demonstrated as a management process that generates superior performance.
5. Determining Individual Training and Development Needs: If the performance appraisal procedure includes a requirement that individual developments plan be determined and discussed, individuals can then make good decisions about the skills and competencies they need to acquire to make a greater contribution to the company. As a result they increase their chances of promotion and lower their odds of layoff.

### **A balanced Scorecard Approach:**

A new approach to strategic management was developed in the early 1990's by Drs. Robert Kaplan (Balanced Scorecard) and David Norton (Balanced Scorecard Collaborative) (Norton, 1990). They named this system the 'balanced scorecard'. Recognizing some of the weaknesses and vagueness of previous management approaches, the balanced scorecard approach provides a clear prescription as to what companies should measure in order to 'balance' the financial perspective.

The balanced scorecard is a management system (not only a measurement system) that enables organizations to clarify their vision and strategy and translate them into action. It provides feedback around both the internal business processes and external outcomes in order to continuously improve strategic performance and results. When fully deployed, the balanced scorecard transforms strategic planning from an academic exercise into the nerve center of an enterprise.

Kaplan and Norton describe the innovation of the balanced scorecard as: "The balanced scorecard retains traditional financial measures. But financial measures tell the story of past events, an adequate story for industrial age companies for which investments in long-term capabilities and customer relationships were not critical for success. These financial measures are inadequate, however, for guiding and evaluating the journey that information age companies must make to create future value through investment in customers, suppliers, employees, processes, technology, and innovation."

The balanced scorecard suggests that we view the organization from four perspectives, and to develop metrics, collect data and analyze it relative to each of these perspectives:

- The Learning and Growth Perspective
- The Business Process Perspective
- The Customer Perspective
- The Financial Perspective

**The Learning and Growth Perspective:** This perspective includes employee training and corporate cultural attitudes related to both individual and corporate self-improvement. In a knowledge-worker organization, people -- the only repository of knowledge -- are the main resource. In the current climate of rapid technological change, it is becoming necessary for knowledge workers to be in a continuous learning mode. Government agencies often find themselves unable to hire new technical workers and at the same time is showing a decline in training of existing employees. This is a leading indicator of 'brain drain' that must be reversed. Metrics can be put into place to guide managers in focusing training funds where they can help the most. In any case, learning and growth constitute the essential foundation for success of any knowledge-worker organization. Kaplan and Norton emphasize that 'learning' is more than 'training'; it also includes things like mentors and tutors within the organization, as well as that ease of communication among workers that allows them to readily get help on a problem when it is needed. It also includes technological tools; what the Baldrige criteria call "high performance work systems." One of these, the Intranet, will be examined in detail later in this document.

**The Business Process Perspective:** This perspective refers to internal business processes. Metrics based on this perspective allow the managers to know how well their business is running, and whether its products and services conform to customer requirements (the

mission). These metrics have to be carefully designed by those who know these processes most intimately; with our unique missions these are not something that can be developed by outside consultants. In addition to the strategic management process, two kinds of business processes may be identified: a) mission-oriented processes, and b) support processes. Mission-oriented processes are the special functions of government offices, and many unique problems are encountered in these processes. The support processes are more repetitive in nature, and hence easier to measure and benchmark using generic metrics.

**The Customer Perspective:** Recent management philosophy has shown an increasing realization of the importance of customer focus and customer satisfaction in any business. These 28 are leading indicators: if customers are not satisfied, they will eventually find other suppliers that will meet their needs. Poor performance from this perspective is thus a leading indicator of future decline, even though the current financial picture may look good. In developing metrics for satisfaction, customers should be analyzed in terms of kinds of customers and the kinds of processes for which we are providing a product or service to those customer groups.

**The Financial Perspective:** Timely and accurate funding data will always be a priority, managers and supervisors will do whatever necessary to provide. In fact, often there is more than enough handling and processing of financial data. With the implementation of a corporate database, it is thought that more of the processing can be centralized and automated. (Vliet, 2010)

## **Analysis of Performance appraisal system In Global Immigration Consultant :**

GIC follows the performance appraisal and analyze the key performance indicator very strictly. They evaluate their employees on the basis of their performance, mainly what are the targets given to the employees and how they are achieving it. Employees are given weekly targets to achieve the goals. They evaluate their employees because they want to know:

- Whether they are fulfilling their duties and responsibilities.
- Whether they achieved the target or not
- To give employees a handsome remuneration, promotion and rewards.
- To motivate and encourage and make best output and effective at work.

### **Performance Development plan:**

Objectives are set for the year through the Performance Development Plan. It helps employers to evaluate the execution of employees efficiently. Based on the PDP employees recommend employees to build up their skill, knowledge and ability which will likewise help employees to improve the quality level and the proficiency of the organization. GIC's PDP program incorporate the tools that are proposed to state, compute, assess and remunerate

employee performance. The procedure comprises of setting targets and performance measure.

GIC's performance appraisal is conducted at the end of every month. All Supervisors CEO managers, counseling and processing department sit together and analyze the performance consistently. Evaluating the performance force for the following factors are considered: target accomplishment, service quality, Customer relations, selling aptitude, information of rivalry, accomplishment of work authorized, capacity to sort out work, activity, nature of reporting, behavior towards bosses and peers, dynamic interest in conference and meeting , viable usage of promotional materials, dependability and honesty and attention to safe working.

Here evaluation is done on each of the items on a point scale – Excellent, Very good, Good (Performance superior to expected standard) Improvement Needed (Expected standard of performance), Unsatisfactory

### **Key Performance Indicator Of GIC:**

Level- E(Excellent):

- To make certain the business targets according to the management set up
- Includes exceed all job requirements
- Contribute outstanding achievements

Level-V (Very Good):

- Business targets are up to mark
- Contribute normal achievement
- Most Job requirements is exceeded

Level-G (Good):

- Meets performance standards of the job

Level-I (Improvement Needed):

- Only perform some of the job requirements
- Needs improvement

Level-U (Unsatisfactory):

- Unable to meet any of the requirements
- Consistently falls to expectations and standards

### **KPI for Counseling and processing department:**

1. Minimum file opening: Each counselor need to open 15 files.

2. Minimum 20 counseling a day. If less than one counseling 3 calls to the potential clients for further discussion
3. Ensuring to answers all the phone queries of the file that has been taken for the assessments.
4. Ensuring replies of the e-mail, Facebook message reply, and SMS reply of the clients
5. Ensure to check all the documents of the clients before giving it to per lawyer decision
6. Ensuring calling previous clients those who are eligible to apply for immigration.
7. Daily update and follow up process as per JD provided by HR
8. For processing department, after the opening of the file they need to ensure the clients about documents authentication. And minimum 30 files per month needs to complete the second step of document preparation. (Consultant, 2018)

### **Policy for Performance Evaluation :**

#### **New appraisal system of GIC**

1. The total evaluation is done by Head of HR and team leader of each departments
2. Employees are judged by matrices depend on job descriptions.
3. The whole KPI system is analyzed by head of HR through the graphical rating system for both the counseling and processing department.
4. After each month the whole team seat together to discuss about their performance feedback
5. According to the final analysis the employee will get reward or punishment according to his/her performance. For Excellent:4 Increments + Incentives. For Very Good :3 increments. For Good: 2 Increments. For Improvement needed: General Increment. For Unsatisfactory: No increments will be given, he/she might get warning or get fired.
6. If both the team fulfills their given targets every month each department will be given an amount money to have a get together or dinner party.
7. For giving promotions employee must need to work at least 1.5 years or 2 years within the company neither cannot get promotions, only will get increments and incentives and basic salary will remain same.

#### **Uses Of Performance Appraisal:**

Performance appraisal is crucial tool in the hands of the management to bring about greater agility and responsiveness in human resources of organization. Performance appraisal is the foundation of much human resource decision. Therefore, it has multifarious uses as depicted below:

- **Performance Improvement:** Performance feedback allows the employee, manager and personnel specialists to intervene with appropriate actions to improve performance.
- **Placement Decisions:** Promotions, demotions are usually based on past or anticipated performance. Often promotions are a reward for past performance
- **Training and development needs:** Poor performance may indicate the need for retaining. Likewise, good performance may demonstrate undiscovered potential that should be developed.
- **Compensation adjustments:** Performance evaluations helps leaders or team operations to figure who should receive pay raises.
- **Informational inaccuracies:** poor performance may indicate errors in job analysis information, human resource plan or other part of the personnel management information system.
- **Job design errors:** Poor performance may be a symptom of ill- conceived job designs. Evaluation helps analyze these mistakes.
- **Equal employment opportunity:** Accurate performance appraisal is that actually measure job related performance ensures that internal placement decisions are not discriminatory.
- **Feedback to human resources:** Good/bad performance throughout the organization indicates how well the human resource function is performing advertisements
- **External Challenges:** Sometimes performance is influenced by factors outside the work environment such as family, financial, health or other personal matters.

#### **Difference between the Past and Present Performance appraisal System Of GIC:**

1. Only used the traditional approach for performance appraisal system in their past appraisal system.
2. There was no such type of KPI target like work update, message reply, Facebook message reply, follow up call, only file target was there in the past appraisal system.
3. In past performance appraisal leadership styles was directional and evaluative, in the present appraisal system leadership style is facilitative.
4. Reward policy was totally individualistic in the past appraisal system, a huge change took place by the top management that the reward policy is the team target where the team will be given a target and if they cross that particular target all the members of that department will be distributed their bonus equally.
5. Recently they introduced crest and certification money for the employee of the year and for the employee of the month a handsome amount of money will added with basic salary which was not included in the policy before.
6. The previous rating scale was uneven, but the new balance scale and MBO method are making employees highly motivated towards their work even it fosters a comfortable climate in the workplace.



# Strengths and Weaknesses Of Performance Appraisal Of GIC

## Strengths

- **Employments of Appraisal Technique:** Global Immigration Consultant(GIC) utilizes MBO strategy which is extremely proficient. Businesses and representatives endorse what methods will be used to survey accomplishment and disappointment.
- **Consistent Appraisal System:** GIC keeps up execution evaluation often with the goal that representatives perform well. There is a continuous process of observation, follow-up and providing positive feedback to the sub-ordinates
- **Mentoring and Development to Motivate Employee:** It is utilized as a part of advancement evaluations and also remuneration and motivator choices. Thus, it is important in coaching and development of workers. Regular and review sessions and discussion between supervisor and supervisee.

## Weakness

- **Lack in Graphical Rating Scale:** Difficult to use in making compensation and promotions decision.
- **Unpredictability in Assembling Final Grade:** Officers' execution assessment depends on the recurrence of event set apart in a particular section. The raters have the chance to be one-sided.
- **Personal Biases:** In GIC raters have the freedom to review any number in any evaluating accordingly there is a possibility for tolerance or cruelty mistake.

# **PART 4**

## **Constraints and proposed Course of Action for Improvement:**

## Major Challenges/Constraints and proposed Course of Action For Improvement:

### Identified/Observed in the organization

Working at Global Immigration Consultant Limited was a great experience for me. Global Immigration Consultants Limited is a midlevel company. I was able to learn many things throughout my internship period. I think it will help me to build my career in future. Internship program gave me an opportunity to know the real working environment and get real life experience. It allowed us to know, what types of difficulties we are going to face in the future and how to get rid from those difficulties as well. From my internship period I have observed few things and from my little knowledge I have made some recommendation for the Company.

One of the gaps I have found is lack of diversity as the companies in modern day constantly brings diversity in the performance process, where the performance system is changing many times. The very first difficulty I faced was adjusting me with the corporate environment of the company. Another difficulty I faced was regarding my inefficiency in multitasking. Following the advice from my supervisor I adopted the technique of prioritizing my tasks according their stipulated time.

The officers were very co-operative but they were extremely busy so there might be some lacking in collecting information. Moreover, they have to deal in a very competitive environment based on money related activities. Every task has some limitations. I faced some usual constraints during the course of my internship. These are as follows:

- **Shortage of time:** I had to complete this report within a short period of time. So, the time constraint of the study hindering the course of vast area and time for preparing a report within the mentioned period is really difficult.
- **Busy working environment:** The officials had limited time to provide information because of their huge routine work.
- **Insufficient data:** Some desired information could not be collected due to confidentially of business.
- **Highly corporate information:** Some information are highly corporate that they were not able to share those with internee like me.

## **Academic Preparations:**

During the last 4 years of my studies, BRAC Business School has prepared me well if I talk about the theoretical part of the preparation. When I came to working in a corporate culture, the theories and experiences gained during my work for various subject term paper did really help to perform my task in regular basis.

From my perspective, I think that if there was a real life corporate experience on some of the business courses then it would be really helpful for me during my learning stage. Since internship is a very short time course, it was hard to select data which are important and which are not.

# **PART 5**

## **Lessons Learned from the Internship program**

### **Major Findings:**

- Performance appraisal is a routine work, strictly followed within the time frame and well managed
- The employees are well aware of what is expected of them.
- Good and effective performance appraisal strategies applied
- All the objectives are fair and objective
- Good performance leads to annual increments and promotions
- Number of HR personnel is very little as it is a midlevel company to run all the activities and as a result some works are prolonged to be completed and creates unsettled situation at times.
- Employee turn-over rate is very high which is a major problem

### **Implications to Organization/Company:**

Internship is a program through which fresh graduates can avail a gateway in corporate world. This is a great opportunity which accustomed us with corporate culture. Moreover this enables us to learn new things and gain in hand experience. Under this development aspect I have come across many things during my long three months internship in the company. It has helped to develop myself in different ways. Firstly most important that I want to mention is that I have become more punctual and professional. Another skill that has also developed in which I was lacked before i.e. the ability of multitasking. In corporate world often an employee has to engage himself or herself in multiple tasks simultaneously. I carefully observed how the persons in my department used to handle such situations. I learned the prioritizing tasks according to their deadline and give importance to tackle such pressure carefully. Later I implemented this technique in my work and accomplished my tasks as an intern successfully. Without any doubts this self -motivation thing matters a lot in the corporate world. The reason is in the corporate world stressful situations appear on a regular basis and everyone's actions in such situations are observed by the people around them.

### **Implications to University's Internship Program:**

About the whole internship program, sometimes it was difficult for me to complete the report as I had to work 6 days in a week per day more than 8 hours. I had the idea of maintaining my regular office and having regular communication with my advisor which was really tough for me and complicated as well. But luckily my advisor made it really easy for me to complete my assigned task. Although internship program is a short period time it is always necessary to have a good relationship with everyone in a workplace. So, I believe that if the students are given prior exposure to a corporate environment during their courses, they will definitely stay a head of the other competitors in the job market.

**PART- 6**  
**Concluding Statements**



## Concluding Statements

### Recommendations:

1. Performance Management is a very powerful process if implemented correctly. Mistakes can be avoided by consulting experts who have had experience across multiple companies.
2. Employee should know about the policy and the reward system clearly that they can take it more seriously.
3. Needed to create awareness for all employees about the company's goals and strategy.
4. More training should be provided.
5. A consistent corporate culture needs to be established thoroughly. Building a corporate culture that requires employees to be an integral part of the organization can be an effective way of getting the most from the talents or competencies brought to the company by each employee.
6. They should use 360 degree performance appraisal system by which we can come to know what their peers and subordinates think about the employee.
7. They should go for self-branding as they are new at market place. With the help of self-branding, they can create buzz among clients and people.
8. HR policies need to be maintained properly
9. More employees need to be recruited for the HR purpose.
10. Need more cooperation and good relation within the departments.
11. Be sure that you are paying employees the fair going wage for their work (or better) and offer them competitive benefits.
12. Today employees crave a flexible life/work balance. That impacts retention directly. In fact, a Boston College Center for Work & Family study found that 76% of managers and 80% of employees indicated that flexible work arrangements had positive effects on retention. (Ph.D, 2018, Vol.8, No.1)
13. Employee happiness is a key indicator of job satisfaction, absenteeism and alignment with values—just for starters. Investing in the happiness of your employees will pay dividends in engagement, productivity and yes, retention.

## CONCLUSIONS

The study reveals that all the employees are not aware of the performance appraisal system. As the performance appraisal system motivates the employees to achieve the goals, the management should make the systems of performance appraisal more clearly to the employees. Most of the companies do not practice HR policies and the performance appraisal system fairly. Every company should have established HR department which will work on different HR related issues. Like Development of HR policies, Training and development, should ensure proper implementation of the policies.

The target of GIC is to expand globally and provide consultancy services for migration and ensure bright future for students to study in abroad. At this moment the company is in developing position. They are trying to make the HR strategies more strong. The company should be more careful on the issue to ensure quality and ethics.

Based on the study and analysis from my practical work I can say that the Top management role needs tremendous change towards the role of facilitator. Positive performance appraisal, motivates the employee to improve on the other hand give an opportunity to the corporate houses to identify the area of improvement/development in their assignments.

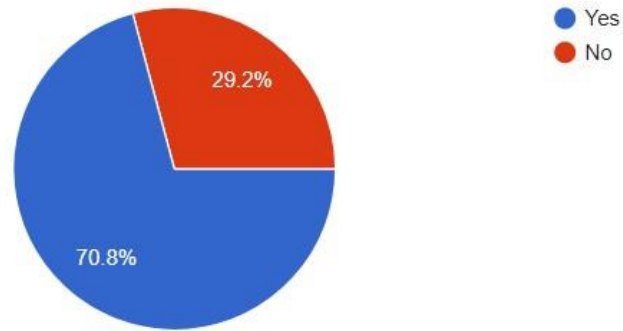
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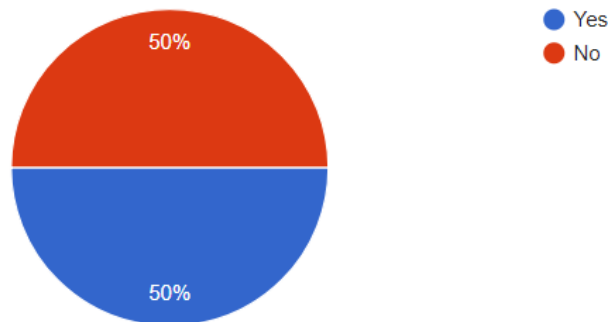
## APPENDIX

### Diagram Chart Obtained From Primary Survey

Do the performance appraisal system conducted properly?

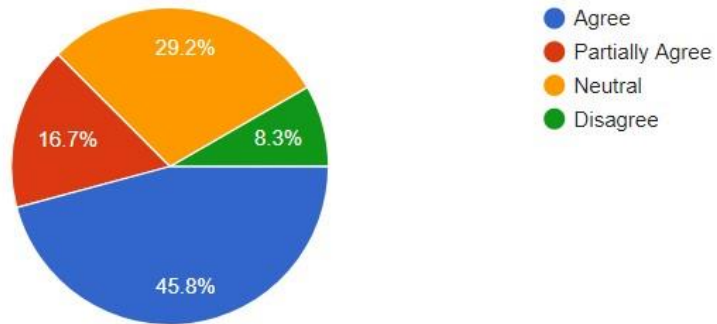


Are you satisfied with the current HR Practices?

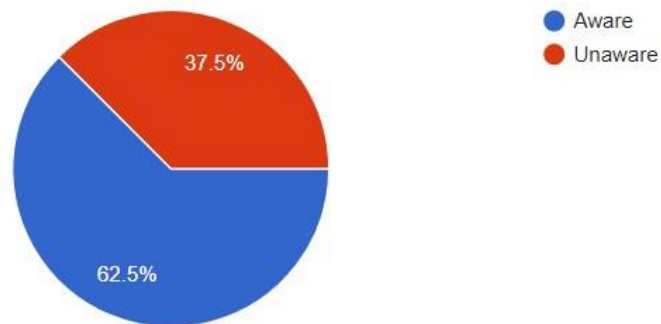


Is the current appraisal system is an effective tool for evaluating employees performance?

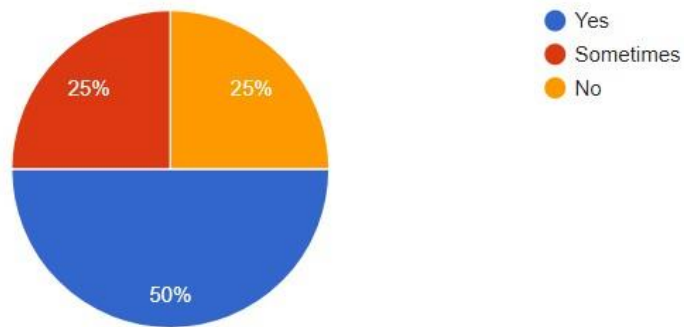
24 responses



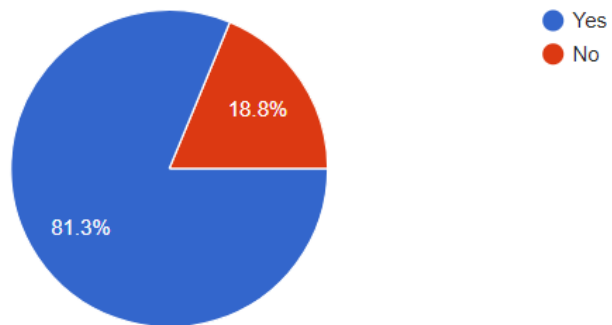
Are you aware with the current performance appraisal system of Global immigration Consultant Limited?



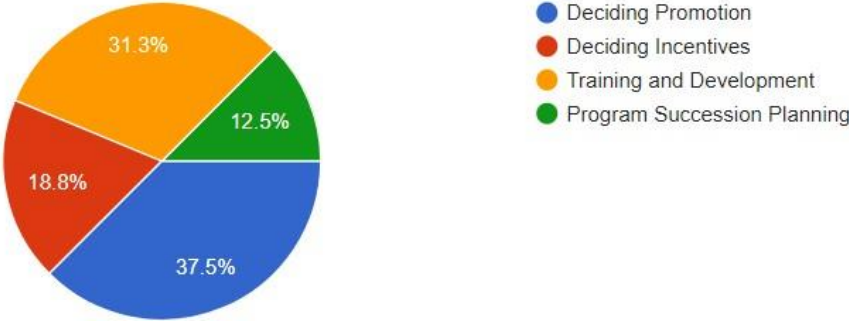
Does the management consult with the employees before taking any major decision?



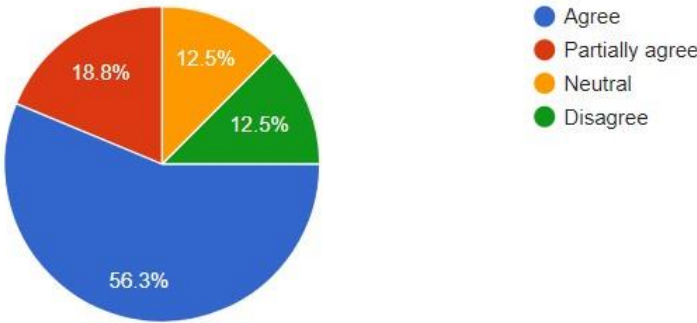
Are you getting regular feedback from your appraisal?



What is your opinion in the relevance of "performance appraisal system"?



Do you think that existing "performance Appraisal System" help full in wholesome development of employee?



Are you satisfied with the current performance appraisal system?

16 responses

