

Internship Report On
Overall Human Resource Policies & Practices

Metro Express

A Courier and Parcel Service Company

By

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ID: 18104184

An internship report submitted to the BRAC Business School in partial fulfillment of the requirements for the degree of Bachelors of Business Administration

BRAC Business School
BRAC University
June, 2021

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Declaration

The following declaration is made:

1. The internship report I/we submitted was created while pursuing a degree at BRAC University.
2. The report does not include material that has been previously published or written by a third party, unless it is properly cited with complete and accurate referencing.
3. The report does not contain any material that has been accepted or submitted for any other university or other institution's degree or diploma.
4. I/We have acknowledged all major sources of assistance.

Student's Full Name & Signature:



Ashfaque Mahmud
Student ID 18104184

Supervisor's Full Name & Signature:

Mr. Feihan Ahsan
Lecturer, BRAC Business School
BRAC University

Letter of Transmittal

Mr. Feihan Ahsan

Lecturer,

BRAC Business School,

BRAC University

66 Mohakhali, Dhaka-1212

Subject: Submission of Internship Report.

Dear Sir,

With gratitude and admiration, I am presenting my internship report on "Overall HR Policies & Practices of Metro Express." I completed the internship at Metro Express as part of my partial fulfillment of the requirements for the undergraduate degree. It will be a pleasure for me to complete the internship report under your supervision.

As part of the requirement to prepare an internship report based on a practical situation in a company, I have selected Recruitment as my main concentration, along with a few other HR practices that I encountered by the time of my internship program. So I have made a report on Metro Express's "Overall HR Policies & Practices." I hope that this report reflects on current issues in Human Resource Management that companies in Bangladesh are dealing with.

I would like to request that you approve my internship report for further review.

Sincerely,

Ashfaque Mahmud

ID: 18104184

BRAC Business School

BRAC University

Date: 18th June 2021

Non- Discloser Agreement

Metro Express and the undersigned student of BRAC University, Ashfaque Mahmud, ID of 18104184, have made and entered into this agreement.

Acknowledgment

Gathering experience from the internship at Metro Express has been a fantastic learning experience for me. Firstly, I would like to express my deepest gratitude to the Almighty Allah for making everything bearable and enabling me to finish my entire report in the allotted time.

Secondly, I would like to praise my internship supervisor Mr. Feihan Ahsan sir, who guided me in every step and helped me by giving valuable solutions to solve any kind of problem I have faced during the internship period. I am also grateful to my faculties who have taught me in my four years of the academic program and enlighten me with their superior knowledge.

Furthermore, I would like to appreciate Md. Mahmud Siddik, Asst. Manager (HR & Admin Dept.) and Mr. Pizush Kanti Sarkar, HOD (HR & Admin Dept.) at Metro Express for supporting me throughout the journey and providing necessary information to prepare this report.

My parents deserve special recognition for their unwavering support and love throughout my life. I would also like to thank my relatives and friends for their unwavering help throughout this process. I will be able to use this experience that will help me plan my future career as well. This endeavor, I believe, has prepared me to take on new challenging opportunities in the long run.

Finally, I believe that this report will inspire me to take on more initiatives and large projects in the future, as well as provide me with the satisfaction of having completed such a large project in a timely and efficient manner.

Executive Summary

In this complex situation, it is critical to analyze today's business world as a student of business administration. It is important to review all the theoretical and practical fields of knowledge. Before completing my four-year BBA program, I was required to participate in an internship program to gain practical experience in the business world as part of my undergraduate degree. I attempted to focus both my theoretical and practical knowledge of Human Resource Management practices in this report. "Overall HR Practices & Policies of Metro Express" is the title of my project. I attempted to identify this organization's HRM practices and policies, as well as how they are affecting the organization's progress.

This report discusses some of the most important issues in Metro Express's human resource management field. The study was based on the current HR management strategies, practices, and outcomes of this company's Human Resources activity.

As a result of the findings of this study, we can see that HR strategies are human interactive, formalized, and aligned with a variety of rules and strategies on a national level. However, HR strategies formulated at a central level at the level of the various local governments (not covered by this study) could be far removed from the actual Human Resource processes and practices in Metro Express.

I have attempted to prepare this report using the proper methodology, which is critical in uncovering the truth hidden behind the curtain. The goal of this report is to reveal the organization's system and procedure step by step. Finally, the report includes an organizational overview, the state of HRM practice in Bangladesh's courier and parcel service sector, as well as findings and recommendations.

Before jumping to any conclusions based on this report, keep in mind that it was written in a very short amount of time and may be lack of data. Though, the report may be beneficial in the design of any future study to evaluate Metro Express's HR services.

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List of Acronyms

ME	Metro Express
HRD	Human Resource Department
HOD	Head of Department
MD	Managing Director
MRF	Manpower Requisition Form
JD	Job Description
KPI	Key Performance Indicator
CSF	Critical Success Factor
EEO	Equal Employment Opportunity
TRF	Travel Request Form
TCF	Travel Claims Form

Chapter 1

Introduction

1.1 Introduction

Internship is an important part of the Bachelor of Business Administration (BBA) program. The only part where students can connect theoretical knowledge with practical work is after they have completed all theoretical courses. Internship is a research project that focuses on practical work-life planning. A student will be able to comprehend and learn about real-life situations. For a student, this is the start of his or her professional career.

I consider myself extremely fortunate to have been offered the position of HR & Admin intern at Metro Express (ME). Metro Express is a reputable courier and parcel service company where many people work as interns and gain valuable work expertise.

In my undergraduate internship program, I was selected by ME HR & Admin department and began to start work on December 1st, 2020 until February 28th, 2021. The internship was full-time. I had to work at ME's headquarters from 9 a.m. to 6 p.m. Md. Mahmud Siddik (Asst. Manager, HR & Admin Department) and Mr. Pizush Kanti Sarkar (HOD, HR & Admin Department) were my supervisors.

My Report topic is "Overall Human Resource Policies & Practices of ME": A Study of Metro Express".

1.2 Background of the Report

The internship program at BRAC University is required for undergraduate BBA students. For my graduation, I should have complete the internship program and work as an intern in a company. As a result, I have chosen "Metro Express." I have worked there for three (03) months as a Human Resource and Administration intern. Through this internship program, I gained real-world work experience.

The main goal of an internship application is to expose a student to the corporate world. As an intern, one of the most difficult tasks I have had is translating theoretical concepts into practical work experience. My goal for this internship was to learn not only about HR-related work but also about the company's culture.

Metro Express's "Overall Human Resource Policies and Practices" is the title of the report. This report is addressed to Mr. Feihan Ahsan (Lecturer) of BRAC University's BRAC Business School. This report is written by Ashfaque Mahmud, a BRAC University student for his internship course (BUS400).

1.3 Objectives of the Report

I have made this report on the basis of two objectives: Primary and Secondary.

1.3.1 Primary Objective

This report's main objective is to achieve a BBA degree and the experience in real life. I wanted to see how a company manages its HR department because my major was at HRM.

1.3.2 Secondary Objective

- To determine what HRM policies and practices Metro Express is implementing.
- Identifying ME HRP and how HR runs its HRP process.
- To identify Metro Express' strengths and weaknesses of HRM.
- To concentrate on ME recruitment and selection.
- To Focus on How ME evaluated their employees.
- To know the performance appraisal system of ME.
- To define the various ways in which ME HRM policies can be improved.
- To propose strategies for the improvement of ME HRM policies.
- Recommend the steps needed to overcome problems.

1.4 Methodology of the Report

This report is carried out in a systemic way from the selection of the subject to the preparation of the final report.

1.4.1 Data Sourcing

For the report, I have used both primary and secondary data.

1.4.1.1 Primary Source

- Organizational observation and gathering experience while working in the department of Human Resource.
- Collecting information by interacting with our supervisor and coworkers
- ME internship orientation, various short session programs, and meetings assist in the gathering of information.

1.4.1.2 Secondary Source

- ME website
- ME Annual Review
- Various books, newspapers, newspapers, data and so on.

1.4.1.3 Methods of Data Collection

- **Observations:** I have collected so many data by way of observation. I have observed the staff of the company, the environment of the company and also the candidate for various positions.
- **Documents and Records:** I checked the ME documents and records and made some documentation for ME when I worked at ME. This helps me to gather information.
- **Oral Stories:** I gathered information about ME through my fellow workers when I worked in ME.

1.5 Scope of the Report

The report is based entirely on my observation of a three month internship at Metro Express. The company has provided accurate information and knowledge on this topic. This report has several scopes. Those are as follows:

- Hands-on experience with real-world work and corporate life.
- Helps to link theoretical knowledge to the real situation and concepts.
- Assists in comprehending corporate culture.
- To gain real-world experience in the corporate world.

This research looks into almost every aspect of Metro Express's HR policies and practices. Based on the findings, I attempted to make some recommendations to improve Metro Express's HRM policies and practices.

1.6 Limitation of the Report

Major limitations that I have found while preparing the report are:

- **Timeline for Study:** All the needed data collection in such a short period of time was very difficult. For me.
- **Inadequate Data:** Despite the fact that all of the officials did their best to help me, due to their work pressure, they were sometimes unable to provide me with the needed data for this report. Even the company's website is lacking in content as they are new in the market. If these limitations had not existed, this report would have been more useful and effective.

1.7 Ethical Considerations

In order to protect the environment and protect natural resources, an ethical consideration shall consider all social and environment factors in its normal operations. For example, this report was created solely for the purposes of the study.

- All of the information and assessments were in accordance with ethical and moral standards.
- The confidentiality of report participants was ensured.

Chapter 2

Organizational Part

2.1 Overview of Metro Express

Metro Express, formerly known as DAK Express Ltd., has arrived to make your shipping experience as simple as possible. They provide the best-in-class solution by leveraging the most recent technological innovations and a dynamic team. They are here to revolutionize the domestic express market by providing the safest and quickest solution throughout the country. It is dependable, and the label is a reliable name to all who have used, are using, or will use the services of this company. They equalize all customers in a democratic way, so there is no prejudice and they have encouraged them to repeat services with similar wishes. Due to their presence in every remote area of this country, many people found it highly comfortable to ease and receive, and this has led to many competitors who are in similar trade being targeted by Metro Express.

Metro Express has strong ties with many customers as its greatest achievement. The few important properties of Metro Express, which have strengthened the image of the company across the industry, are its capacity, credibility, dependability and credibility.

2.2 Key Facts About Metro Express

Legal Name	Metro Express (Previously named as DAK Express Ltd.)
Address (Head Office)	Al-Razi Complex, Suite# C/304, 3 rd Floor, 166-167, Shaheed Syed Nazrul Islam Sarani, Bijoy Nagar, Dhaka- 1000
Phone	01810007676
Website	www.metroexpress.com
Sector	Parcel & Courier
Founded	May, 2020


Managing Director	Md. Riazul Islam
Staff Number	250+
Logo	
Departments	HR & Admin, Accounts & Finance, Sales & Marketing, Operations, Logistics, IT & Web, Audit and Call Center.
Competitors	Sundarban Courier Service Ltd., SA Paribahan, USB Express, DHL Bangaldesh, FedEX Bangladesh, Rainbow Express, Janani Express Parcel Service, RedX and others.
Membership	COURIER SERVICES ASSOCIATION OF BANGLADESH (CSAB)
Client Type	Business to Business (B2B), Business to Consumer (B2C), Customer to Customer (C2C)

Table 1 : Key Facts about Metro Express

2.3 Mission

"To be the only solution, offering all customers a high level of service and an excellent service-oriented approach that ensures comprehensive satisfaction. Building relationships with our customers by gaining a comprehensive understanding of their business in assessing our current and future needs, sharing their vision and helping them to develop and achieve our vision. In our list of strengths, we first rate integrity."

2.4 Vision

"Becoming the most reliable and efficient parcel and courier service provider with a wide range of related products and services, committed to excellence and renowned to our integrity and delivery ability."

2.5 Goal

“We are constantly striving to significantly improve the speed of the Courier Market in Bangladesh. We have a realistic understanding of our competition and the difficulties that come with it. As a result, we are preparing for conquests. We investigate cutting-edge technologies and conduct research to develop new products, services, and methods to make our customers' jobs easier.”

2.6 Primary Human Resource Strategy

Proper documentation is the core Human Resources strategy of Metro Express. Each system and process are documented here in Metro Express. Whenever it is time to take an decision, it must be properly documented. The key safeguard for HR is that documentation are correct and easy to locate. It is kept strictly by the HR department at Metro Express.

2.7 Human Resources Division

Metro Express acknowledges the necessity for leadership in the market that serves to achieve productive and motivated labor. In this supporting environment of confidence and openness. Metro Express deals with dignity and respect in order to fulfill its full potential to people of diverse backgrounds. The organizational human resources policy emphasizes job satisfaction, advancement opportunities and recognition of outstanding results. A healthy working environment reflects great employee loyalty and commitment and encourages them. In this regard, ME has placed great emphasis on the ongoing evolution of its personnel, identifies employees' strength and weakness in assessing their individual needs for training and is sent to self-development training. In order to orient themselves, ME personnel improve their expertise, both internally and externally.

Metro Express's Human Resources Division takes care of all functionality of all the employees. The principal functions of the Human Resource Division are:

- Recruitment and Selection
- System of Pay-rolls
- Employee Turnover
- Training and Development
- Evaluations of Performance

2.8 Human Resources Philosophy

Metro Express values its employees' contributions and treats them fairly and consistently in all aspects of their work.

- ✓ To give managers and employees with a standard reference in terms of understanding and fulfilling their rights.
- ✓ To provide guidance and clarity on day-to-day human resources management.
- ✓ Foster continuity and coherence in the management and implementation of policies on human resources.

The HR policy manual is the key reference document used to communicate and explain Metro Express's human resources policies and procedures.

2.9 Major Responsibilities of HR

HR's main responsibilities at Metro Express are as follows:

- **Human Resource Policy formulation**

Metro Express stresses the design of HR policies for either the department itself or other departments.

- **Planning for Human Resource**

Metro Express provides the organization with short and long term planning.

- ✓ **Short Term Human Resource Planning**

ME recruit its personnel largely for the current era to support Strategic Personal Planning.

- ✓ **Long Term Human Resource Planning**

Here ME is looking forward with various training and development programs to create long-term resources with loyal relationship.

- **Analysis, design, and evaluation of work and job**

Metro Express has work job analysis, task analysis design, and evaluation for each job and task to ensure that occupations are clearly defined.

- **Recruiting and Hiring**

Metro Express's recruitment and selection processes are equally crucial. Every recruiting and selection procedure begins with the submission of a manpower demand form by the concerned department (MRF).

- **Career Management**

Metro Express emphasizes career management as well. Every employee's position is examined for long-term potential after one year.

- **Training and Development for Employees and Managers**

Employees at Metro Express can participate in a variety of internal and external training programs.

- **Discipline, Counseling, and Separation**

Metro Express feels that its personnel can be properly advised on challenges or prosperity. In disciplinary measures and processes of separation it is likewise highly strict. ME conducts proper investigations and separation of employees is extremely polite and fast for every complaint.

- **Salary and Benefits**

Metro Express pays its employees well and offers a good benefits package, making it a profitable company in the market.

- **Quality and Performance Monitoring**

The performance of each employee is monitored by his or her line manager and evaluated by the HR department.

- **Health and Safety in Employment**

Metro Express provides a 24/7 all kind of health and safety support to ensure the health and safety of its employees.

2.10 Human Resource Activities of Metro Express

Metro Express has many Human Resources activities. Like,

- ✓ Selection and Recruitment
- ✓ Training and Development
- ✓ Appraisal of Performance
- ✓ Compensation
- ✓ Employee Relations (ER)

These five ranges of HR activities are quite significant for a firm. These are all jobs that are person-oriented and must be done by the HR department. Metro Express has a very efficient structure for long-term performance in these five sectors.

2.10.1 Recruitment and Selection

In order to enable HR to start recruitment at all times during the year, the HOD/Manager must undertake the steps listed below.

I. Requisition of manpower

- The Manpower Requisition Form (MRF) (Annexure-I) will be used for indenting the Manpower, Job Description (Annexure-II), and Justification for the requirement.
- Obtain approval from the appropriate approving authorities for the MRF (as shown in the Recruitment Approval Template below).
- Send the MRF and JD to HR once those are approved.

MANPOWER REQUISITION FORM

Manpower Requirement Information			
Title/ Position:	Dept:	Date:	
Status of Employment			
<input type="checkbox"/> Planned	<input type="checkbox"/> Additional	<input type="checkbox"/> New	<input type="checkbox"/> Replacement
Job Title :		Salary Range: BDT	
Expected date of work commencement:			
Job Announcement Channel: BD Jobs /Newspaper/ Internal Circulation/Social Media			
Requested No. of Manpower:			
If replacement, for whom:			
Justification:			
Reporting to:			
Proposed by		Recommended by	
Name:		Name:	
Designation:		Designation:	
	_____ Signature		_____ Signature
Qualification			
Educational Qualification:		Experience required:	
Job Responsibilities:			
•			
Other Special Requirements: (e.g. Licenses, Certificate, etc)			
Recommendation		Approval	
Comments (if any):		Comments (if any):	
	_____ Head of HR & Training		_____ Managing Director

Annexure-I



ROLE PROFILE

Job Title :
Reports To :
Department :
Location :
Job Grade :
Date :
Purpose Statements:

--

Principal Accountabilities:

SL#	Duties / Activities	Priority (on Scale 05)	Time Spent

Working Relationships:

Concern	Target	Purpose
Internal		
External		

Key Success factor:

--

Acknowledgement: I have received a copy of the Job Description and have read and understood its contents. Management reserves the rights to revise and expedite its contents and require tasks be performed when the circumstances of the changes.

.....

Signature

.....

Date

Annexure-II

II. Recruitment Approval Template

The relevant authorities shall approve any recruitment of staff across the organization, at any level/function, according to the template below:

Positions/ Roles/ Designations	Interviewing Authority	
	Preliminary	Final
HOD	Managing Director	Managing Director
Manager/ Asst.Manager/ HOD	Managing Director	Managing Director
Sr. Eeecutive/ Executive/ Jr. Executive	HOD	Managing Director
Office Support Staff	HOD & Manager/ Asst. Manager	HOD & Manager/ Asst. Manager

Table 2: Staff Recruitment Approval Template

III. Sourcing Procedure

➤ Internal Sourcing

The Department of Human Resources will publish an internal vacancy notice inviting staff to make applications. Employees may apply to the Department of Human Resources pursuant to the Transfer or Promotion Policy. HR informs all employees in this context through e-mails to fill vacant positions within the organization (through internal sourcing).

➤ External Sourcing

If it is deemed that external recruitment advertising is essential, one or more external recruiting sources that is/are judged to be acceptable and cost-effective are adopted by the Department for Human Resources. Furthermore, current employees may suggest their friends or family to the Human Resources Department if they are interested in the open position. Referrals will be evaluated with other candidates and will go through the same selection process.

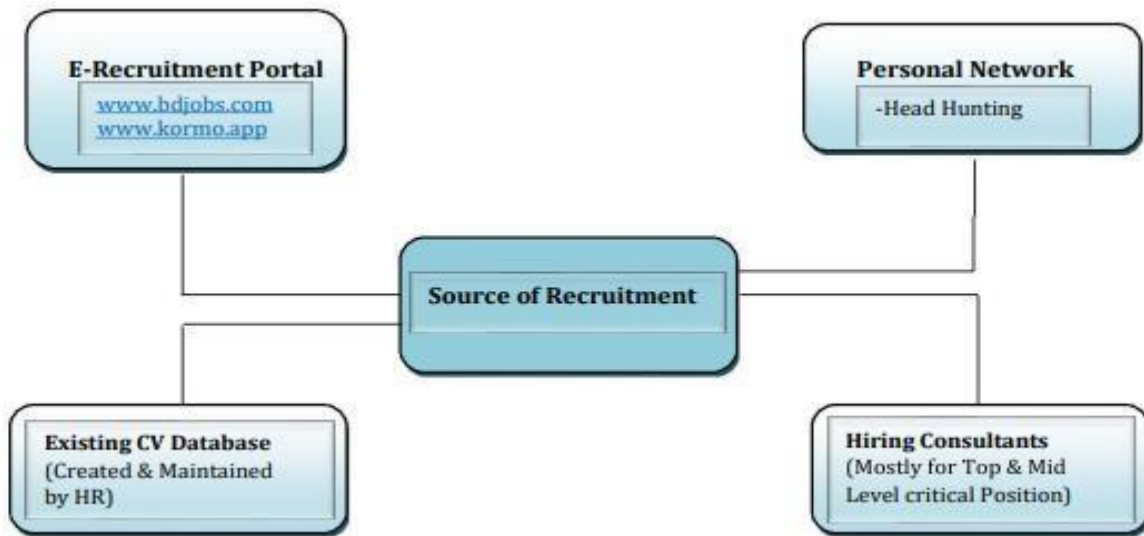


Figure 1: Source of Recruitment

IV. Criteria for Shortlisting

The following variables should be considered while shortlisting applicants for interviews:

- Academic qualification, technical and professional skills
- Previous work experience
- Job knowledge and technical expertise
- Management expertise is required for management jobs.

Age, sex, marital status, pregnancy, family situation, handicap, color, nationality or religion will not be discriminated against unless these impair the capacity of potential employees to fulfill their ordinary tasks. All applications, regardless matter whether they are recommendations or direct candidates must be evaluated similarly and identically.

V. Interview Process

To guarantee equal opportunities for all candidates to submit their appointment cases, and to make the choice on the appropriate criteria for the job, the selection group base the decision.

- ✓ For the majority of the vacant positions, HR would be in charge of arranging, initiating, and coordinating the preliminary rounds of interviews.
- ✓ After the preliminary rounds are finished, the short-listed candidates' CVs and feedback notes should be forwarded to HR for further processing.
- ✓ HR would coordinate the final interviews with the appropriate interviewing authority.

VI. Written Test Policy

Depending on the Job Nature, there is a provision for written test for Junior Office Staff. HR will develop the questionnaire with the help of respective HOD. If the incumbent can successfully pass the written test, he/ she will now go through the Preliminary Interview session.

VII. Interview Policy

- ✓ The interview panel shall comprise the HOD where the vacancy exists; authorized representative of the Department with whom the candidates shall have the maximum interface and HR.
- ✓ For Senior Positions, Manager and above the Candidate has to be seen and approved by the MD. The Panel could interact with the candidate either together or separately.
- ✓ The interview should also be used to clarify with the applicant any ambiguities or lack of information in the written application.
- ✓ Applicants must not be asked irrelevant questions regarding personal circumstances that are not applicable to the requirements of the position.

VIII. Interview Report

The interview Evaluation Form (Annexure –III) shall be completed by the Panel /Interviewers after the interview. The interview assessment sheet will contain the following information:

- The recommended salary and benefit
- Place and the date of joining
- Details of any special requirements or conditions relating to the appointments
- Assurances of any wage rise / re-appointment at the conclusion of the proof of employment and the joining costs may be provided to the candidate.



Interview Evaluation Form

Candidate's Name:	Date of Interview:
Position:	Department:

***PLEASE MARK THE APPROPRIATE RATING USING THE SCALE:**
5: Exceptional, 4: Better than average, 3: Average, 2: Poor, 1: Not acceptable

SL#	Attribute	5	4	3	2	1
1	Relevant educational background	5	4	3	2	1
2	Related work experience	5	4	3	2	1
3	Related computer skills	5	4	3	2	1
4	Verbal & Written communication skills	5	4	3	2	1
5	Judgment, Decision making	5	4	3	2	1
6	Job Knowledge	5	4	3	2	1
7	Potential to grow	5	4	3	2	1
8	Leadership Quality & Team Building	5	4	3	2	1
9	Interpersonal skills	5	4	3	2	1
10	Dressed appropriately	5	4	3	2	1

Score Achieved: Out of 50

- *Recommended action by interviewer:**
- Hire
 - Hold
 - Reject
 - Refer for another position as _____

- *Source of Candidate:**
- Reference: _____
 - Advertisement: BD Jobs/Newspaper/Social Media

***Candidate's key information:**

Present Position:	Present Salary:
Total Years of Experience:	Expected Salary:

***Negotiation details with Candidate:**

Employment Type	Regular (Full Timer)	Part-timer	Contractual
		Time:	Year:
Salary Negotiated	1. As per HR policy		
Benefits Negotiated	2.		
Tentative Date of Joining	3.		

***Additional comments (by interviewer):**
Reason for Selection: _____

Head of Department (HOD): **Head of HR & Training:** **Managing Director:**

Annexure-III

IX. Offering the Job

When a suitable applicant is discovered, HR will consult with the relevant HOD/Manager. Following variables will be considered when calculating a prospective employee's entrance grade and salary.

- Academic, professional, and technical qualifications, as well as work experience
- Expertise in employment and technological knowledge
- Market accessibility of appropriate applicants
- Market availability of appropriate people
- Metro Express's Internal Relativity
- Vacant employment rating and pay range

X. Approval

In order to ensure that all roles are recruitable, the selection process and approval authority should involve at least two levels.

Positions	Authority for Approval
HOD reporting to the Managing Director	Managing Director
Employees reporting to HOD	HOD and MD
Other Employees	HOD and Managers

Table 3: Approval Authority

XI. Reference Check

With written consent of the new workers, immediately upon acceptance of the job offer from

Metro Express, Metro Express shall do reference checking with its former employer, as far as feasible. This ensures that the information given in your application by employees is correct and their managers are sensitive to unfavorable remarks at an early stage. If a reference check with their most recent employer is not feasible, firstly a reference check with their second most recent employer will be done in time, followed by a reference check with their most recent employer as soon as the workers arrive for their job. Metro Express may terminate an employee's employment without cause if it is discovered that the employee provided false information, misrepresented, or failed to disclose any important facts in his application. Unless the employee can provide a reasonable explanation, Metro Express may terminate the employee's employment without cause.

XII. Recruitment Time Cycle

HR would follow a particular project deadline of 30 days (from the day it got the authorized Manpower Requisition) to hire a new employee to provide additional vitality and effectiveness to the recruiting process. The following is the process-specific schedule fragment:

Phase	Activities	Time Frame (Days)
i.	Developing JD, Role identification and CV sourcing	14
	HR screening and short listing initial	3
ii.	Taking written test	2
	Organizing the preliminary interview	3
	Organizing the final interview	4
iii.	Preparing offer letter, Salary proposal, Negotiation	2
	Issue the appointment letter	2

Table 4: Recruitment Cycle Time

PHASE-I: PRE-SELECTION

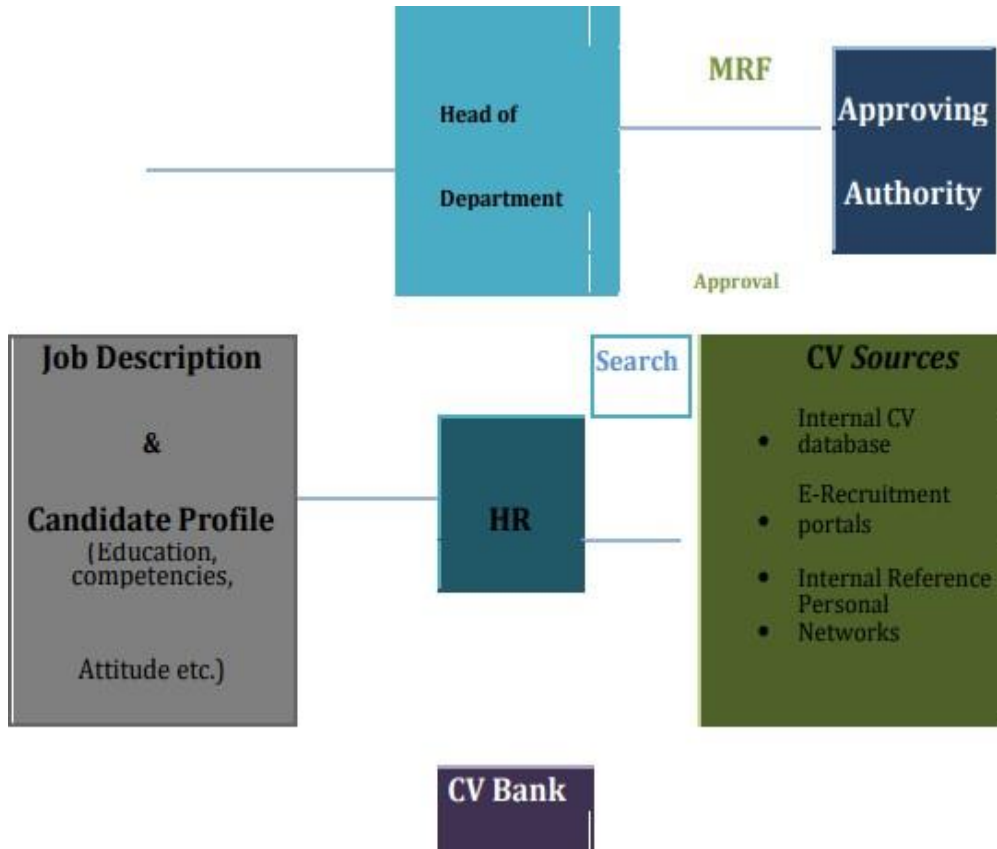


Figure 2: Pre Selection Stage of Recruiting

PHASE-II: SELECTION

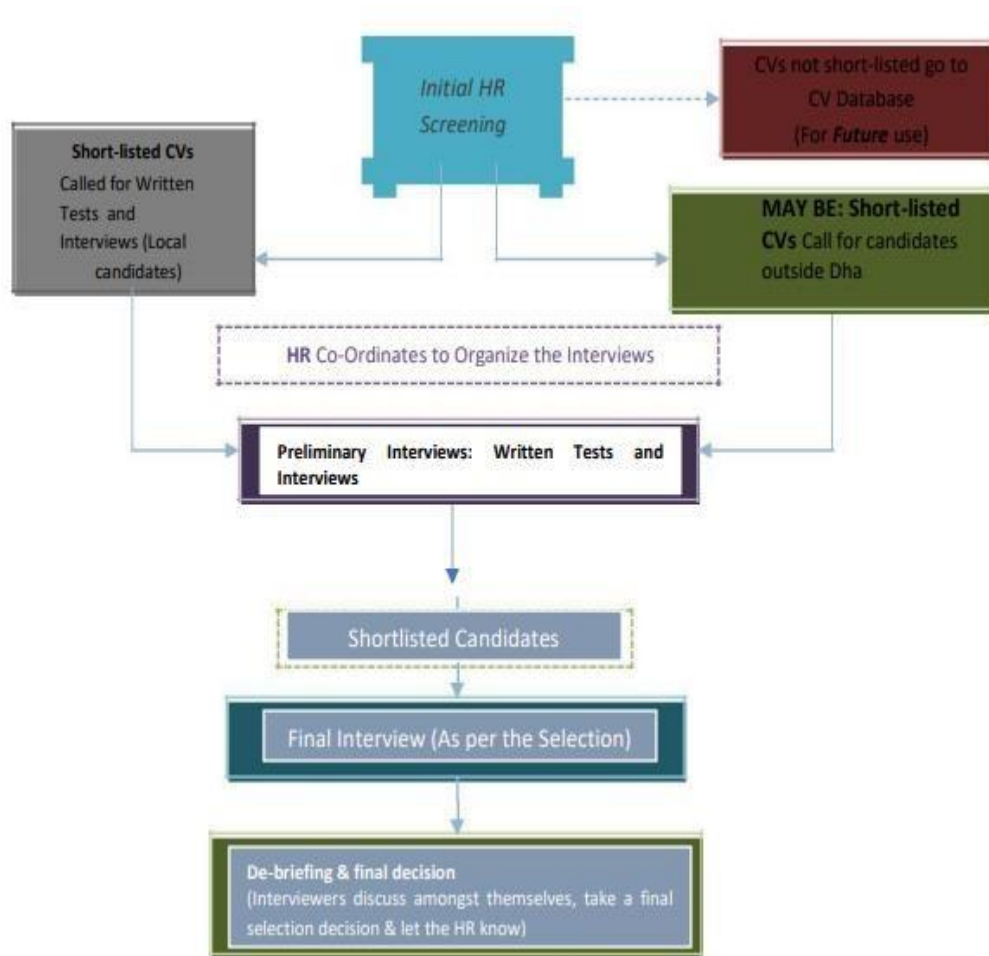


Figure 3: Selection Stage of Recruiting

PHASE-III: POST-SELECTION

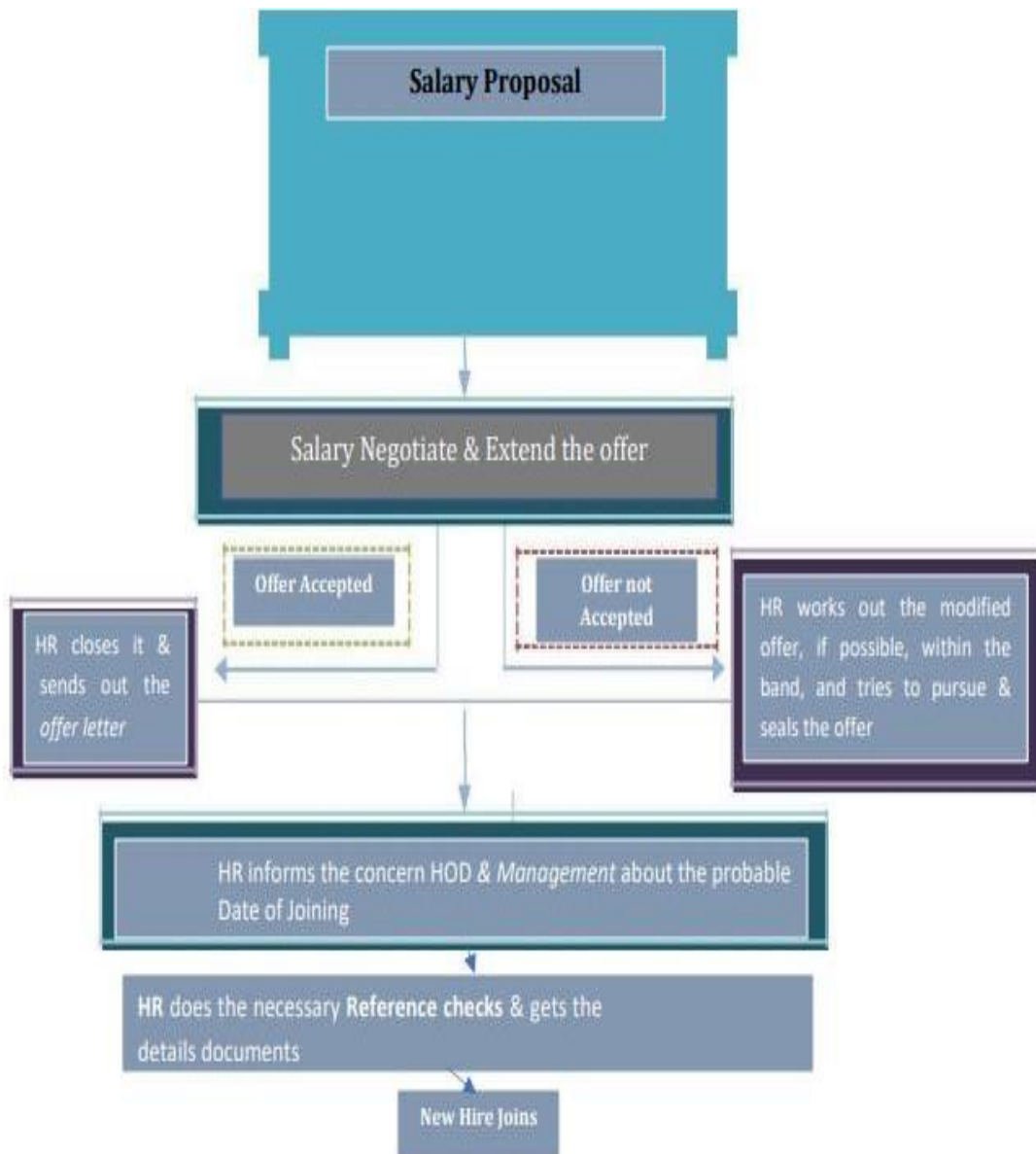


Figure 4: Post Selection Stage of Recruiting

XIII. Recruitment Process

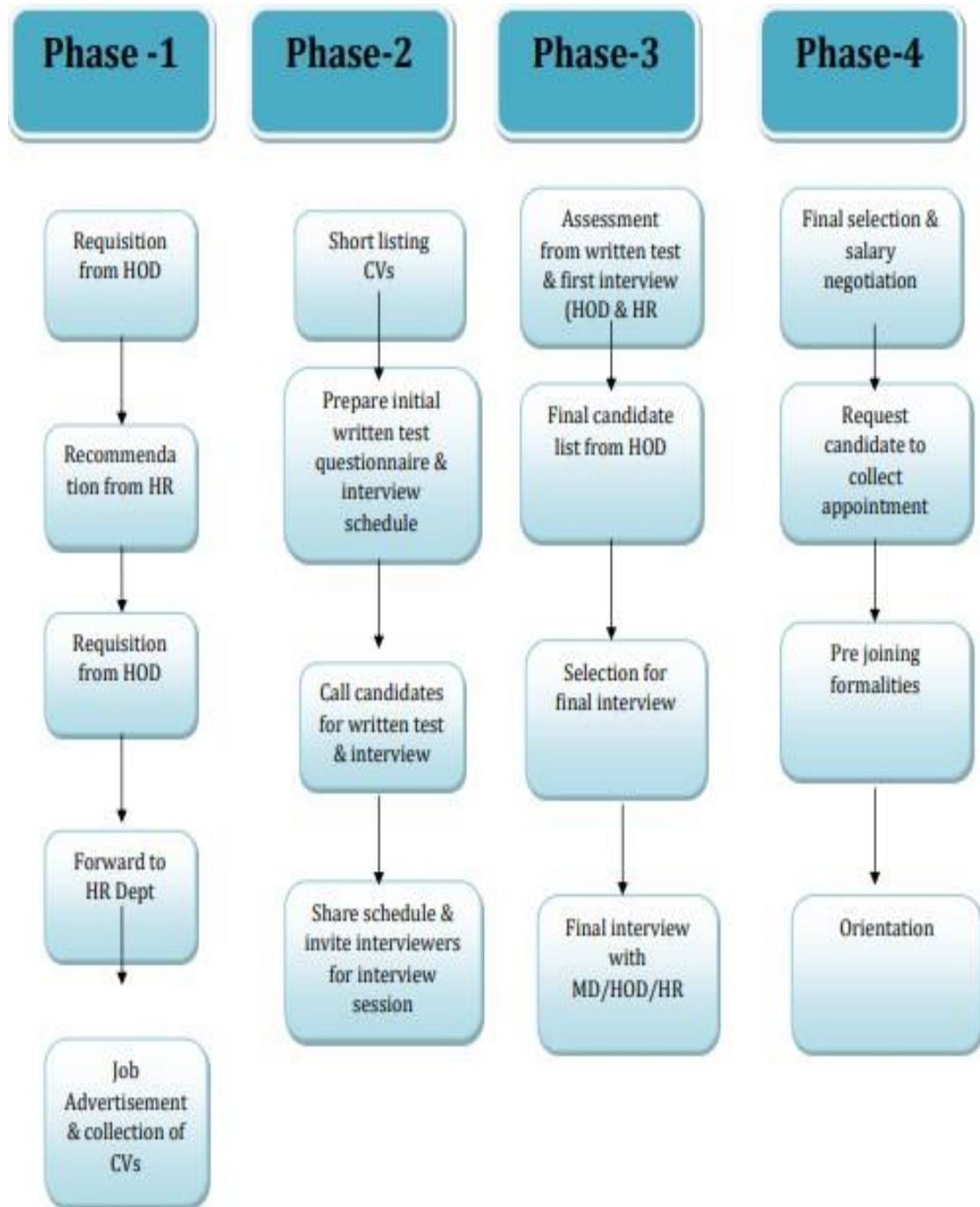


Figure 5: Recruitment Process

2.10.2 Training and Development

Training is one of the most important components of each employee's job. It leads to their growth, and therefore to the development of the company. Metro Express has an employee training program that is available both internally and externally.

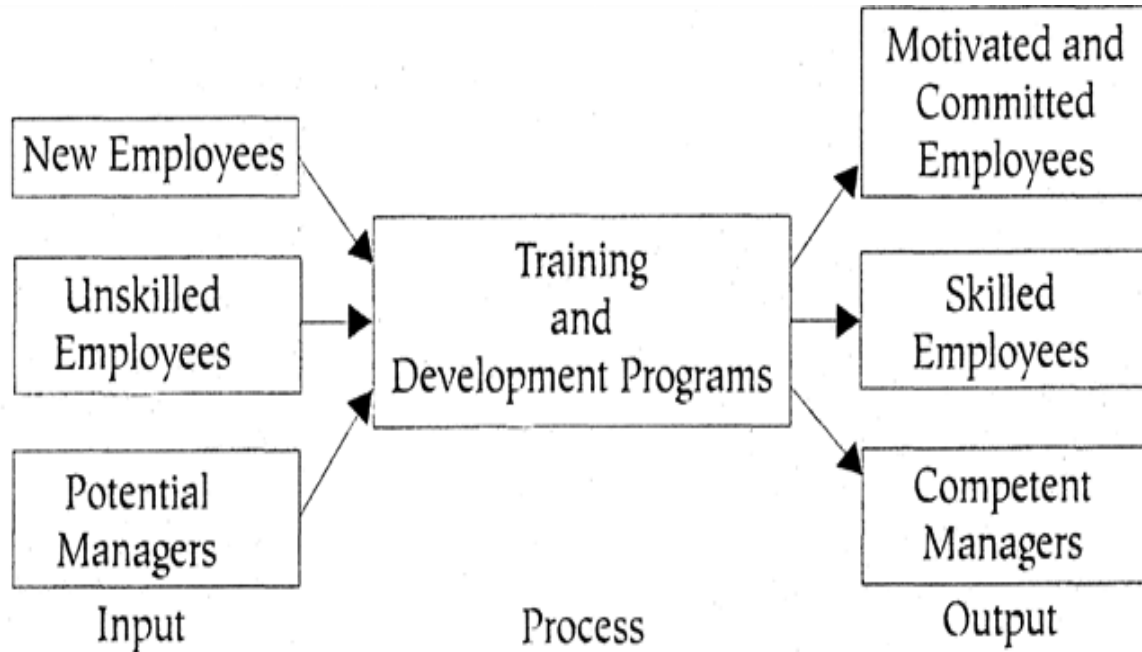


Figure 6: Training and Development

➤ **Applicable for**

The training and development policy is applicable for the all the staffs of Metro Express

➤ **Objective**

Because they work in the service business, Metro Express employees must be trained on a regular basis to maintain their effectiveness and efficiency, as well as cope with and adapt to new job-related activities and practices. Riders and members of the operations team, in particular, must stay informed in order to provide great service. Metro Express focuses on improving the skill level of its personnel, which will help the company grow and flourish. This policy was created to provide a clear framework for how training should be delivered to employees and riders.

➤ **Basis**

Employees should be considered one of the most valuable resources in any company. Keeping this in mind, Metro Express strives to improve the skill level of its employees so that they can make a good contribution to the firm. Training will not only increase the performance of the

company, it will also help employees to identify and understand the various facets of today's workplace that help them progress their own career. In ME, for drivers/ riders, the training is a must thing as they represent the company while they interact with the customers and merchants. There are some norms of the service providing like Metro Express which must be followed by all the drivers/riders to enhance the reputation of the company.

➤ **Policy**

Employees should be trained depending on their unique needs and their level of responsibility. All employees will eventually receive training, but drivers will receive the highest priority. Employee training is divided into three categories for easier understanding and tracking, which are as follows:

- a. Staffs(All)
- b. OperationStaffs
- c. Drivers/Riders

Employees who are newly joined, orientation program and training program will be held at Metro Express HEADOFFICE for them.

➤ **Regulations & Procedures**

Training on necessary technical expertise, behavioral and motivational factors is provided to the Office personnel. System training, application training, functional training, technical training, customer/merchant handling abilities, functional areas, behavioral factors, and motivation will be provided to operational employees. Riders will receive skill upgrading and etiquette instruction, as well as common-sense development and language skills, in addition to everyday do's and don'ts. Their module will also include a safety driving manual, customer complaint management, merchant dealing, general traffic rules, and so on. The drivers/riders will be given a Bangla version of the instruction booklet. The newly-joined staff will receive guidance and policy communication training and training from the HR staff. As input from employees, a short quiz will be collected. The materials shall be prepared and inspected and the registration processes performed for the external training courses. In the event of internal training. Following the training, trainees should be assessed on the basis of the employees' satisfied or unsatisfactory feedback and performance.

➤ **Responsible Parties**

The Department of Human Resource, HODs and Experts will determine whether there is any

need of training or not and will be also responsible for carrying out the training sessions.

2.10.3 Appraisal of Performance

The performance assessment method of Metro Express is extremely effective in assessment. The primary goal of the system is to evaluate the performance of a person at work. The performance of an employee is assessed after a year of service in the company. If the performance is successful, Metro Express will reward employees based on the assessment. If the performance of the employee does not match, the individual may be warned and asked to improve the performance.

Employee performance is rated on a scale of 1 to 5: unsatisfactory, marginal, target, superior, and excellent at Metro Express.

Note: If an employee receives a score of 1 or 2 for two years in a row, he or she may be subjected to special management action as determined by upper management.

The CSF (together with the number of KPIs) is defined at the start of the year. There is a learning agreement and person to person development plan for all staffs based on this appraisal. Each individual's learning agreement will be planned by the line supervisor. If additional training is required, the supervisor will recommend that the employee discuss it with him or her. HR arranges the training schedule for the following year after the training has been approved. Following the training, the documentation of the training is prepared, and all of the records are filed in the individual's personal file. Orientation sessions for new workers are another example of HR's training operations.

The above-mentioned performance appraisal technique is used to determine all increments. PMDs (Performance Management Documents) are examined at the end of the year. At the EMC (Executive Member Committee) meeting, the increment rate against the performance rating is decided. They take into account three main factors:

- Evaluation of performance
- Performance of the Company
- The country's inflation rate

2.10.4 Compensation

One of the primary concerns at Metro Express is compensation. The HR department follows manual process to calculate compensation for all employees. In this case, each

employee's salary payment is divided into two parts: addition and deduction. The additional half is divided into 45 percent basic salary and the remaining 55 percent is divided between house rent, medical facilities, transport cost, and other charges. Deduction part includes provident funds, income tax, absence and leave without pay deductions.

2.9.5 Employee Relations

Metro Express emphasizes excellent relationships with employees in a long-term perspective, making sure employees remain with the company for many years. Metro Express pays close attention to ethics, fairness, and fair treatment of all employees in order to maintain good working relationships. There are various policies in place to ensure ethical behavior. There are number of policies to make sure ethical values in the work place. Examples are:

- **Equal Employment Opportunity Policy**
 - ✓ Metro Express is a non-discriminatory employer. This policy's goal is to put these ideas and mandates into action in compliance with anti-discrimination law.
 - ✓ Metro Express has eliminated all types of harassment and discrimination in the workplace and ensured EEO to all employees and applicants, regardless of color, race, sex, sexual orientation, religion, gender identity or expression, age, pregnancy, national origin, disability status, genetic information, and any other legally secured characteristic.
 - ✓ Metro Express abides by all applicable rules and regulations, both in text and spirit.

The Equal Employment Opportunity (EEO) and anti-discrimination policy includes: recruitment and support for employees, transfers, promotion, working conditions, training, wage management, employee benefits and all aspects of the relationship between Metro Express and its workers.

- **Physical and Sexual Harassment**
 - ✓ The definition is that of any situation in which an individual is physically menaced by another coworker for any form of physical hurt and ask for or forcefully try to get sexual favors.
 - ✓ Inflicting any type of harm on another colleague.

- ✓ Striking, pressing or exerting a forceful impact on the other person with some portion of his/her body.

- ✓ Aggressively touching, pushing, hitting, or striking any one.

- **Psychological/Mental Harassment**

- ✓ Not granting leave to someone who is sick and genuinely can use the leave.

- ✓ If anyone verbally abuses any employee, for any reason, also threatens someone even jokingly.

- ✓ Someone who requires leave due to a family emergency but is unable to obtain it.

- ✓ Mocking for any kind of physical disability and limitation.

- ✓ Unnecessary publicity or disclosure of a flaw committed by a person to individuals who do not need to know about it.

- ✓ In the absence of a person, destructive criticism and gossip.

- **Policies & Procedures of Lodging Complaints**

- ✓ If anyone face any problem they can immediately issue a complaint via email.

- ✓ Employee who has faced such situations or has apprehensions that he/she will be exposed to such situations in the office premises may immediately report it with one or more witness to the HR Department.

- ✓ After enquiry, appropriate action will be taken.

- ✓ At the time of a false accusation the employee claiming to be a victim and the witness will be liable for disciplinary action.

These policies demonstrate Metro Express's strong commitment to workplace ethics. Metro Express is committed to treat its workers fairly in all aspects of their work life. Metro Express is also highly concerned about justice. Metro Express guarantees that all workers are treated fairly in all situations. In the event of an incidence, Metro Express examines thoroughly and perseveres.

2.10.6 Other HR Activities and Policies of Metro Express

The HR department also handles various additional HR tasks.

a. Policy Works

SL No.	Policy Name	Remarks
1	Lunch & Snacks	Active
2	Mobile SIM Card	Active
3	Recruitment	Active
4	Physical and Sexual Harassment	Active
5	Holiday	Active
6	Leave	Active
7	EEO	Active
8	Confirmation	Active
9	Provident Fund	Active
10	Increment	Active
11	Bonus	Active
12	Accident	Active
13	Conveyance	Active
14	Business Travel	Active

Table 5: Active Policy Works

b. Leave Management

Metro Express's leave benefits are intended to relieve its employees from work-related stress and to provide them with time off in cases such as illness, marriage, and pregnancy. Full-time permanent employees are eligible for the leave benefits. Application for leave is subject to Metro Express's approval and must be accompanied by relevant documents demonstrating the employee's eligibility. Metro Express Management reserves the right to make changes to the policy at any time.

Leave period is from 1st January to 31st December excepting for the staffs who is under the Provision Period. The staffs under provisionary period there are no allocated leave with pay. But if management consider there will be leave with pay.

TYPES OF LEAVE

- Annual Leave/ Earned Leave

Entitlement	Twenty (20) Working days per year.
Eligibility	All permanent employees [a pro-rata will be calculated for new employees after getting confirmation after six (6) months]
Carry Forward	Maximum 07 days are allowed to be carried over to the next year.
Encashment	Maximum 05 days of encashment is allowed if year-end leave balance is minimum 06 days.

Table 6: Annual Leave/ Earned Leave Policy

- Casual Leave

Entitlement	Ten (10) working days per year.
Eligibility	All permanent employees [a pro-rata will be calculated after getting confirmation for new employees]
Carry Forward	Not Allowed
Encashment	Not Allowed

Table 7: Casual Leave Policy

- Sick/Medical Leave

Entitlement	Ten (10) working days per year.
Eligibility	All permanent employees [a pro-rata will be calculated after getting confirmation for new employees]
Carry Forward	Not Allowed
Encashment	Not Allowed

Table 8: Sick/ Medical Leave Policy

PRO-RATA CALCULATION

No. of allotted Leave x No. of months

12 months

On the date of confirmation of service, proportionate to the period up to 31stDecember.

EXAMPLE 1:

Date of Joining : 01.04.2020
Date of Confirmation : 01.07.2020

Eligibility : $(10 * 6 / 12) = \mathbf{05 \text{ DAYS}}$

EXAMPLE 2:

Date of Joining : 17.04.2020
Date of Confirmation : 17.07.2020

Eligibility : $(10 * 5 / 12) = \mathbf{04 \text{ DAYS}}$

- Maternity Leave

Entitlement	Up to continuous 180 days with full pay; entitled two times during her service with the organization.
Eligibility	All female Metro Express employees who have completed 24 weeks of continuous service.
Encashment	Not Allowed

Table 9: Maternity Leave Policy

- Paternity Leave

Entitlement	05 days with full pay, entitled two times during his service with the organization.
Eligibility	All Male Metro Express employees who have completed 52 weeks of continuous service.
Encashment	Not Allowed

Table 10: Paternity Leave Policy

- Leave During Probation Period

Entitlement	05 days with full pay during probation period.
Eligibility	Employees in probation period.
Carry Forward	Not Allowed
Encashment	Not Allowed

Table 11: Leave during Probation Period Policy

- Compensatory Leave

- ✓ If an employee works on any Government holiday, he/she will be entitled to take replacement leave equivalent to the number of those additional hours of work for a planned activity upon approval from the HOD. For every 4 (four) hours of such work, the employee will be eligible for taking one half day leave.
- ✓ In case any employee (excluding the HODs) works on a government or a public holiday for providing special support to the company (for unplanned/ad-hoc activities), he/she will be paid on an hourly basis, based on his or her basic salary. The minimum duration of work will have to be 1 hour for which the payment will be made.
- ✓ Approval for such compensatory leave/encashment of additional working hour has to follow below matrix:

Requested by Employee → Verified by HOD → Recommended by HOD → Supported by HR → Approved by MD.

c. Conveyance Allowances Management

Employees of Metro Express who are traveling for business have access to vehicles that meet reasonable and adequate (but not lavish) standards. When it comes to expenses charged to Metro Express, employees are expected to use discretion and good judgment. All Metro Express employees are responsible for adhering to the policies and procedures. The following allowances are included to cover the needs of the business.

From	To (and Back to Office)	Executive and below (Taka)	Assistant Manager and above (Taka)
Office	Gulshan 1 & 2	100/120	300/ 350
Office	Banani (Based on Location)	120/140	350/400
Office	Tejgaon (Based on Location)	50/60	200/250
Office	Baridhara (GP)/ Basundhara R/A	160/180	350/400
Office	Baridhara DOHS	140/150	350/ 400
Office	Uttara (Based on Location)	180/200	400/500
Office	Rampura/Badda	50/80	100/120
Office	Malibag	60	100/120
Office	Palton/Motijheel/Dilkusha	80/100	80/100
Office	Panthopoth/Dhanmondi	60/100	60/100
Office	Mirpur (Based on Location)	150/170	350/400

Table 12: Conveyance Allowances Management

Note: If there is any uncovered area of travel, then the travel area ceiling will be subject to supervisor approval.

d. Attendance Tracking System

Keeping track of corporate employees' time and attendance may be a challenging chore for any company. Exact records must be kept to guarantee that all employees are paid the exact amount on each paycheck and that their earned or taken sick and vacation time is correctly documented. It can be tough to keep track of all of this information for each employee, but adopting HR software to assist with the process can make monitoring employee time and attendance much easier and more effective. It creates tailored reports for HR and department heads to examine.

e. Security

Users can use their corporate email credentials to log in to the system. This application can only be accessed from within the company's intranet. MD5-based 64-bit encryption was used for password protection. As a result, not even the developer can decrypt the password.

f. Health and Safety at Work

Before employing in this organization, a young worker or employee needs to evaluate possible health and safety risks. The following types of work are subject to special restrictions:

- Work you are unable to do physically or mentally.
- Work that puts you in contact with toxic chemicals, radiation or chemical agents.
- Work that poses a health risk.

They are permitted to perform the tasks under the following conditions.

- Where employee training is required.
- When they are being supervised by an experienced individual.
- When any type of risks are reduced in all possible ways.

g. Night work

There are restrictions on night duties. Employees do not usually work in the time frame of 10 p.m. to 6 a.m., but those in departments such as HR, Accounts & Finance, Operations, Logistics, and Support Service can work in the night shift if necessary.

h. Living Allowance

This is given when an employee chooses to stay with extended family while travelling and will be given only in case of a night stay. Employees can claim either. Hotel Stay or Living Allowance but not both. In case of discrepancy in calculate in the number of days, the decision of the HOD will be final.

Domestic Travel- allowed means of transportation

Mode of Transportation	For Executive and Below	Assistant Manager and above
By Train	1 st Class (Seat)	1 st Class AC (Seat)
By Launch	1 st class (Cabin)	1 st class AC (Cabin)
By Air	N/A	As Per Management Decision
By Bus	Any Bus	Any AC Bus

Table 13: Transportation Management Policy for Travelling

Process

- Employee must fill a Travel Request Form (TRF) and get an approval on the same from HOD for Domestic Travel.
- On return from the business trip the employee must submit the travel claims using a separate Travel Claims Form (TCF) and submit to his/her HOD all the relevant bills and documents, in original within 7 days.
- The HOD will use his discretion to approve/reject the TRF submitted by the employee. If approved the same will be forwarded to the HR department.
- On receiving the relevant bills and documents the HR department will verify the same and advice the Finance & Accounts department for payment as per eligibility and entitlement.

Chapter 3

Internship at Metro Express

As part of my undergraduate program, I have been taken the opportunity to work as an intern at Metro Express for three months, from the 1st of December, 2020 to the 28th of February, 2021. I worked as an intern in the Human Resource & Admin department, where I learned about Metro Express's Human Resource policies and practices and many administrative works.

3.1 Description of the Job

- **Biodata Collection**

One of the major duty of mine was to collect bio-data and resume of different candidates for different vacancy of posts and for that I had to always collect with bdjobs and kormo website as well as the company CV box. Moreover, I had to post on social media as well if there was any vacancy of any specific post like intern, customer care executive and all.

- **Biodata Screening**

We received a significant amount of CVs because ME was employing a large number of individuals. Age, education, and location were among the factors to be considered when screening CVs. If anyone wants to apply for a job here in ME, a candidate must be at least 18 years old. Candidates for Associates and responsible positions must be graduate students who are also intelligent. Candidates for driver must have a S.S.C. degree, while candidates for helper must have a Class 8 or J.S.C.

- **Setting Interview & training date**

We were to arrange the interview date for each branch after screening the CVs and classifying them, and I was to schedule the training date for the selected applicants after the interview. To do so, I had to confer with the Training department regarding the training batches, locate open Training slots, and complete the employee interview and training batch.

- **Calling For Interview**

After screening the CVs and categorizing them by location, it was my job to call the applicants for interviews and tell them of the interview date, time, and place. The interviews took conducted at the offices of Mettro Express. After the interview, I had to phone the chosen applicants.

- **Making Interview Lists**

While phoning the applicants, I had to assign serial numbers to their CVs. It was my job to prepare an interview list that contained the applicant's name, father's name, educational qualification, address, and phone number after I had called the applicants. For the applicant's signature, selected, not selected, and notes, a few columns were left blank. At the bottom of the list were the names of the Human Resource officer and the concerned department manager who were conducting the interview.

- **Creating Employee Profile**

Mettro Express's HR department keeps both manual and electronic records of their employees. After recruiting, I learned how to set up files for new hires. For identification purposes, every new employee is given an ID number. Employee files contain ME's welcome letter, the employee's CV, a photocopy of the employee's educational certificates, a reference letter, and all other required documents.

- **Employee Joining**

When a new employee was hired, I handled all of the necessary paperwork. The tasks include getting all of the necessary signatures and filling out forms.

Besides doing the above mentioned tasks, I have also taken participation in the following sections:

- Total Recruitment and Selection Process
- Total Payroll System and Process
- Development and Formulation of Policy

- Training and Development
- Admin and Department
- Handling of grievance etc.

3.2 Lessons Learned from the Internship Experience

Internship program is a part of our academic life where we can learn about the challenges of working in a corporate sector. This is a procedure that aids in the development of our careers and plays an important role in determining which industry we want to work in. Therefore, my goal was not only gaining knowledge about HR work activities, but also to gain a better understanding of company culture in a real-world setting. Following are some of the most important lessons I have learned from this internship.

- **Various organizational skills**

During my internship, I learned variety of organizational skills. Meeting minutes, meeting deadlines, multitasking, setting achievable goals, meeting supervisor expectations, and, of course, planning HR strategies were among the most important. I also learned how to organize various files, the documentation process, and how to maintain personal files for various employees.

- **Interpersonal and Communication skills**

Working in a parcel and courier service company requires dealing with a wide range of people, so communication is crucial. I had to communicate with various employees from various departments, send official notices to employees via mail, and contact candidates to let them know about interview details. This type of task really help me to gain interpersonal skill and communication skill.

- **Practical Expertise about Courier & Parcel Service Company's HR operation**

Although some might think that HR is all about recruiting and hiring, HR has many things to do in practical life. I learned during this internship different documentation processes, corporate laws and its services, training and performance assessment processes. For a student who has not practically studied business, these variations are not clearly understood. Besides, my internship program enables me to understand the HR operating section, which in different business courses are practically not always covered. For instance, training arrangement,

management of various critical situations, and management decision to keep the office environment sound and healthy.

- **Analytical abilities**

This includes both good reasoning skills and the ability to conduct situational analysis in order to come up with innovative solutions. This is something I've been learning at ME for a long time. It is impossible to survive in a company that works on multiple products at the same time and continues to come up with innovative solutions. As a result, by the end of my internship, my analytical skills had improved.

- **Capacity to work under pressure**

Before joining ME, I was already aware of the need of working under pressure. During my interview, I learned that they valued the company of someone who could handle various jobs and pressure. As a result, I needed to be prepared when I went in. Even after that, the stress of dealing with several clients and working with multiple teams felt overwhelming at first. This challenge, on the other hand, provided me with new perspectives on functioning under pressure with properly managing time.

Chapter 4

Findings & Analysis

4.1 SWOT Analysis

a) Strength

For growth to take place, the strengths of a company are the main components. The following are some of Metro Express' most prevalent strengths today.

- **Recruitment:** They have a strict hiring and selection policy. Metro Express recruits talented candidates from the market by putting them through rigorous testing, which includes a written test, a computer test, and an interview.
- **Work environment:** During my stay, I found the workplace to be very pleasant. Everyone is friendly, helpful, and willing to work together. Internal conflict and politics are less prevalent that helps to maintain a fruitful working environment.
- **Transparency:** ME has a rule book that contains all the rules and regulations that need to be followed by all the employees. The book focuses important points and mentioned all of the company's HR practices. This is very beneficial to both employees and employers because it eliminates the possibility of misinterpretation, bias, and so on.
- **Customer Service:** In every customer center, ME maintain a customer friendly attitude. It also has good contact with its customers. They monitor the process from collection to delivery. If any customer wants he/she can track where their goods are delivered via several tools, including a user-friendly website.

b) Weakness

The following are some weaknesses that ME has at the moment.

- **Insufficient Human Resources:** Its human resources are insufficient to support its service delivery system. To recruit employees, it must adhere to a number of formalities.
- **Small Fund:** As ME is a new startup, thus the fund size is still small and that is one of the big weaknesses of ME compare to their competitors.
- **Lack of Job Analysis:** Job analysis is a vital element of HR practice in a business, but it is not applied at Metto Express, which means they are less knowledgeable about current market trends and may lose prospective talent as a consequence.
- **Lack of Technological Advancement:** Metto Express's services are lacking in technological advancement. As service digitization becomes more prevalent, they must guarantee that they can keep up with the changes, as their competitors are likely to adopt similar technological advancements in order to streamline services.

c) Opportunity

Opportunities are positive external environmental factors in a company. A business should investigate all options available to it. These opportunities are meant to help the company grow. Metto Express can take advantage of the following opportunities to become more aggressive.

- **Recruitment:** The majority of the hiring is done internally, but they can expand the pool of entry-level employees by recruiting on campus.
- **Get cost Effective Fuel:** The Company must enter into agreements with companies that provide fuel. Metto Express will be able to obtain cost-effective fuel by forming partnerships with fuel companies. ME will be able to charge competitive prices for its services as a result of the lower overall cost.
- **Invest in IT:** The business should invest in technology. The company's IT network should be improved. The globalization of ME will be aided by advancements in information technology.
- **Improvise Operations:** In order to compete with their competitors, Metto Express must improve its operations to provide better coverage. The company has numerous resources and opportunities that will provide it with a competitive advantage.
- **Document and Non- Document Market:** Opportunities to expand the document

market in financial sectors such as banks, foreign financial organizations, and remittances. In the fast moving consumer goods sectors, there is also room for growth in the non-document market.

d) Threats

Metro Express should be able to become more competitive in the market by making improvements and properly monitoring threats. They vulnerable to the following threats.

- **Intense Competition:** The courier and package service industry is very competitive, which might have an impact on the company's growth. Companies compete in the sector on variables such as pricing, geographical coverage, dependability, frequency, and the ability to track packages and new service offers. The company's primary competitors are Sundarban Courier Service Ltd., SA Paribahan, USB Express, DHL Bangladesh, FedEx Bangladesh, Rainbow Express, Janani Express Parcel Service, and others. Many of these rivals have adequate resources, lower operational expenses, and superior operating circumstances.
- **Government Policy:** Policy changes associated with the operation of courier service companies have an unfavorable effect on this industry.
- **The Lack of Employee Motivation:** Employees' lack of motivation can sometimes pose a threat to the organization. Staff may be overloaded with duties that are outside of their primary competencies. As a result, the quality and accuracy of delivery tasks may suffer. Employee turnover can have a detrimental influence on the company's overall success.

4.2 Porter's Five Forces Model

By creating its strategies to address the issues highlighted in this Five Forces analysis, Metro Express remains one of Bangladesh's quality full and reliable service companies. The Five Forces analysis of Metro Express identifies the most significant external factors and the impact they have on the business.

- **Threat of Substitute Product: is Low.** Since the shipment of a product across the country has few replacements, the threat to substitute products for ME is low. If you want a goods transported to another place, there's no other alternative. An employee might have the item or product delivered to the appropriate place but it is a highly expensive and inefficient delivery technique. ME offers a service that companies and individuals use and rely on every day.
- **Threat of New Entrants: is Low.** A New Entry Threat measures a new company's level of difficulty for entering the business. The threats to new entry for Metro Express are minimal due to barriers such as high start-up costs and economies of scale accessible to ME. You would require a lot of money in order to start a delivery firm like Sundarban Courier Service. Because we handle so many of the products each day I can afford a cheaper cost on packages because of economical sizes; a much smaller carrier that handles a tiny number of packages would not compete.
- **Bargaining Power of Buyers: is High.** There are two primary pillars in the courier and parcel delivery industry: pricing and service quality. A shipping company's freight rate for the transfer of a container from one place to another is called the price. The buyer has gained the negotiating power in respect to freight rates because of the high degree of competitiveness in that business. In Metro Express, customer demand is strong, and therefore they are in danger of losing consumers owing to the increasing number of operators on the market who have made change prices low.
- **Bargaining Power of Supplier: is Low.** This is primarily due to the standardization of products and services. Furthermore, the ease with which backward integration can be implemented reduces suppliers' bargaining power. The number of suppliers outnumbers the number of buyers. As a result, in order to maintain a high profit margin, the company must maintain good relationships with suppliers.
- **Rivalry among Existing Firms: is High.** Existing Competitors Rivalry refers to rivals

in the same industry who provide the same product or service. Although there are many established competitors such as Sundarban Courier Service Ltd., SA Paribahan, USB Express, DHL Bangladesh, FedEx Bangladesh, Rainbow Express, Janani Express Parcel Service, and others, the rivalry among existing competitors is high for ME.

4.3 Critical Observation

- Direct and indirect compensation are the two types of compensation that Metro Express is most concerned with. They provide an appealing package that is in line with industry standards.
- The HR department at Metro Express does not properly evaluate employee performance.
- The company's officers are competent, even if many of them only know the working procedure for what they are doing but not the philosophy behind it.
- Metro Express's service quality is praiseworthy. It is vital for every company to serve its customers so that it can build a loyal customer base who will repeatedly buy its services and maintain a long-term relationship with the company, as well as work as a spokesperson to promote the company's service to peers, friends, relatives, and so on.

Chapter 5

Recommendations

I have identified some areas for development based on my work at Metro Express. Here are some suggestions for improving Metro Express's human resource policies and practices.

- ME should put more emphasis on their human resources department. The HR department in ME has only two employees, as we can see.
- ME needs to improve the office environment and properly implement their company culture in order to increase employee satisfaction.
- To properly evaluate employee's performance, management should improve to the promotion policy.
- Management should create a client database and keep investors informed of the facilities and possibilities that are accessible in order to achieve a dual objective at the same time: direct marketing and a big database of customers.
- ME Management should hire specialists for each sector.
- ME should provide timely promotion after proper evaluation, which will reduce employee turnover.
- Metro Express may attend job fairs in order to recruit. Through successful participation in job fairs, ME can enhance its image as a potential recruiter.
- Job analysis is the cornerstone of all human resource functions, so the company's HR manager should properly analyze the jobs. The HR manager should assess the different workers' roles side by side in the company in order to develop a well-designed compensation structure.
- When it comes to employee training, the company should use both on-the-job and off-the-job methods. To improve employee performance to its maximum potential, a more intensive training program should be implemented. The HR policy should include certain provisions related to reutilize and use of modern training. Some provisions for reused and modern training could be included in the HR policy.
- As the globe gets increasingly diverse by the day, any organization's HR policies and procedures must be updated and revised. The HR director should maintain a close watch

Chapter 6

Conclusion

A company's true potential can only be understood when all employees and teams are fully aligned, dedicated, and energized to achieve the company's objectives. As a result, every company's goal should be to improve employees' feeling to stay in their current relationship with the company, and HRD plays an effective role in this regard.

Finally, being chosen as an intern for Metro Express was a huge blessing in my life. Metro Express places a high value on its employees, so Human Resource Planning receives additional attention. Human Resource Planning, they believe, is a fundamental process to connect human resource activities to the company's plans and objectives. I was directly involved with all HR practices, policies, planning, and processes at Metro Express. It was a life-changing experience that advanced me both academically and professionally. As a business student, the program has also assisted me in analyzing and understanding what career path I should pursue. I will never forget my time working on their various projects and the lessons I learned from them.

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Contact Persons:

- Shimul Howlader, Office Coordinator, Mettro Express
- Tahsin Khan Himel, Sr. Executive, IT & Web, Mettro Express
- Dipta Kar, Executive, HR & Admin, Mettro Express

Appendix



মেট্রো এক্সপ্রেস কুরিয়ার ও পার্সেল সার্ভিস

Ref: ME/HR/Head-Office/Dhaka/HRI/Spring/ASH1201

Date: 01-12-2020

To,

Ashfaque Mahmud

11/5 Free School Street, Kathalbagan,
East Dhanmondi, Dhaka- 1205.

Subject: Appointment Letter for the position of "Intern, HR & Admin Department".

Dear Mr. Ashfaque Mahmud,

Congratulations!!!

With reference to your application and subsequent interviews with us, the management has decided to appoint you for the captioned post. You are expected to join us on 01-12-2020 at our Head Office Address: Al-Razi Complex, Suite# C/304, 3rd Floor, 166-167, Shaheed Syed Nazrul Islam Sarani, Bijoy Nagar, Dhaka-1000. **Your internship period will be three (3) months that started from 01-12-2020 to 28-02-2021.**

- * The appointment will take effect from the date of your joining in this Company.
- * You will be reporting to **Asst. Manager, HR & Admin Department, Metro Express.**
- * You will get 3,000 TK (Three Thousand TK) per month.

Note: You should note that any information and data collected from you during the course of your internship should be kept confidential at all times.

Welcome to Metro Express and wish you all the very best!!!

Best Regards,

Md. Mahmud Siddik
Asst. Manager, HR & Admin
Metro Express

Copy to:

1. Hon. Managing Director (Desk)
2. Personal File

Head Office: Al-Raji Complex, C/304 (3rd Floor), 166-167 Shahid Sayed Nazrul Islam Sarani, Bijoy Nagar, Dhaka-1000,
Contact: +8802 55111522, info@metroexpress.com, www.metroexpress.com



