

Report On  
Human Resource Management Practice of Mehmud Industries (Pvt.) Ltd.

By

Ahanaf Hossain Akif  
19364036

An internship report submitted to the Graduate School of Management in partial fulfillment of the requirements for the degree of  
Master of Business Administration

Graduate School of Management  
BRAC University  
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## Declaration

It is hereby declared that

1. The internship report submitted is my/our own original work while completing degree at Brac University.
2. The report does not contain material previously published or written by a third party, except where this is appropriately cited through full and accurate referencing.
3. The report does not contain material which has been accepted, or submitted, for any other degree or diploma at a university or other institution.
4. I/We have acknowledged all main sources of help.

**Student's Full Name & Signature:**



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**Ahanaf Hossain Akif**  
19364036

**Supervisor's Full Name & Signature:**

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**Akbar Ali Khan, PhD**  
Professor, Graduate School of Management  
BRAC University

## **Letter of Transmittal**

Akbar Ali Khan, PhD  
Professor,  
Graduate School of Management  
BRAC University  
66 Mohakhali, Dhaka-1212

**Subject: Internship report on “Human Resource Management Practice of Mehmud Industries (Pvt.) Ltd.”**

Dear Sir,

It is my pleasure to inform you that I have successfully completed my internship report and submitted the report on "Human Resource Management Practice of Mehmud Industries (Pvt.) Ltd." I hope that my internship report gives you a good idea of how the human resource department of Mehmud Industries (Pvt.) Ltd. works and how important it is in the present situation. This report was written based on my experience as an HR Intern.

For me, the study was both fascinating and instructive. I did my best to make the report as helpful and error-free as possible. I would like to thank you for your unwavering support and helpful suggestions, which helped me stay motivated to finish my report. I am providing this report for your consideration, and I would appreciate your advice and assistance in this regard.

Sincerely yours,

---

**Ahanaf Hossain Akif**  
**19364036**  
**Graduate School of Management**  
**BRAC University**  
**Date: 16/01/2022**

## **Non-Disclosure Agreement**

This agreement is made and entered into by and between Mehmud Industries (Pvt.) Ltd. and the student at BRAC University.

I certify that I will keep information confidential and will not disclose any information that may affect or breach any confidential policy of Mehmud Industries (Pvt.) Ltd.

Ahanaf Hossain Akif

19364036

Graduate School of Management

BRAC University

Date: 16/01/2022

## **Acknowledgement**

First and foremost, I would like to thank the Almighty God for providing me with the strength and health to complete this report amid varying job pressures and in the midst of an unprecedented pandemic situation.

Then I'd want to thank my internship supervisor, Akbar Ali Khan Sir, for his invaluable assistance. His suggestions and guidance gave me a clear path to completing this report flawlessly.

I am really thankful to Md. Aktaruzzaman, one of my Mehmud Industries (Pvt.) Ltd. supervisors, for his outstanding guidance, mentorship, and collaboration over the entire time period.

Finally, I would want to thank all of the staff at Mehmud Industries (Pvt.) Ltd. for their support and teamwork, as well as my fellow MBA program mates for providing me with adequate knowledge, assistance, and advice when required.

## **Executive Summary**

Mehmud Industries (Pvt.) Ltd. is one of Bangladesh's most well-known spinning mills. They have been implementing human resources practices since the factory's beginning. The human resources department of Mehmud Industries (Pvt.) Ltd. is dedicated to the advancement of each and every employee.

The purpose of this report is to gain an understanding of how human resource management is performed at Mehmud Industries and to determine how well it aligns with my educational program. The working environment of the factory is designed in such a way that workers may receive excellent training while gaining valuable practical experience. The training session lasts three or four days and is based on purpose of the training. Generally, an employee's probation term lasts three months. Mehmud Industries (Pvt.) Ltd. Bangladesh evaluates employee performance in various of ways. Salary increases are determined by the time of year and the performance of the employee. The study focuses on an overview of Mehmud Industries (Pvt.) Ltd.'s human resources practices and policies. It includes information about the organization's history, mission, strategy, organizational structure, recruiting policy, employee appraisal policy, and motivation policy, along with other issues.

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# **CHAPTER 1**

## **INTRODUCTION**

My internship experience at Mehmud Industries (Pvt.) Ltd. offered me a variety of opportunities for growth and development. It was my first professional experience in any company, and I consider myself fortunate to have gained that experience from one of the top organizations in the country. People who work for Mehmud Industries (Pvt.) Ltd. are their most important asset. During my three-month internship, I saw how a business develops bright leaders from rough and raw human resources. In order to maximize the potential of its employees, Mehmud Industries (Pvt.) Ltd. maintains a standard and adheres to international regulations. In this regard, it is a great learning environment from the perspective of human resource development.

Nowadays, there isn't a single firm that does not have a human resources department. An organization cannot function without adequate manpower and proper human resource practices. Mehmud Industries (Pvt.) Ltd. places a high value on human resource management in order to maintain a seamless operation. The primary objective of this study is to recognize the human resource practices of Mehmud Industries (Pvt.) Ltd.

## **1.1 Reasoning of the study**

The primary goal of this report is to familiarize you with Mehmud Industries (Pvt.) Ltd.'s human resource policies and practices. We all know that practical knowledge is always preferable to theoretical information. HR is a critical component of Mehmud Industries (Pvt.) Ltd's success, just as it is for any other company in this field. Training and employee development are especially vital for employees of this company since they must learn new skills, enhance their knowledge, and overcome technological difficulties in order to achieve excellent performance. This report, "Human Resource Management Practices of Mehmud Industries (Pvt.) Ltd." has been written to meet a part of the MBA program's requirements. While preparing the report, I had an excellent opportunity to learn about the real corporate environment and all of Mehmud Industries (Pvt.) Ltd.'s business activities.

## **1.2 Objectives of the Report**

### **1.1.1 Primary Objectives**

The primary objective of the report is to understand the functional activities of how the human resource department functions inside the company and to complete the partial requirement of gaining a postgraduate degree from the Graduate School of Management, BRAC University.

### **1.1.2 Secondary Objectives**

- The purpose of this report is to conduct a study about Mehmud Industries (Pvt.) Ltd.'s human resource management practices.
- To understand how the company's human resources activities are carried out.
- To learn about their recruitment and selection, training and development, and performance appraisal and compensation policy.
- To make some recommendations based on the problems.

## **1.3 Scope of the Study**

This paper will provide a clear picture of the "HRM Practices of Mehmud Industries (Pvt.) Ltd." and the effectiveness of the company's HR policies and processes. It will provide us a broad overview of HR operations, including recruiting and selection, training and development, performance appraisal, and compensation management.

## **1.4 Methodology**

The study requires a methodical strategy throughout, from topic selection through final report preparation. The data sources had to be identified and gathered, then classified, processed, reviewed, and presented in a methodical manner, with key points highlighted. The methodology's general process is as follows:

### **1.1.3 Research Design**

This report is entirely descriptive in nature. This report summarizes the Human Resource Management department's actions. Additionally, it is compiled using secondary data. The report is created by compiling data from a variety of sources and analyzing it using a specified technique. This is an analytical report.

### **1.1.4 Sources of Data**

#### **Primary Data**

- What I've learned from my internship experience in terms of practical knowledge.
- From other employees of Mehmud Industries (Pvt.) Ltd.

#### **Secondary Sources:**

- Reports and publications related to the study.
- What I've learned from my major HRM courses.
- Internet-based web assistance.

## **1.5 Limitations of the study**

I work in the Human Resources Department and have the full cooperation of all Mehmud Industries (Pvt.) Ltd. employees.

**Time Limitation:** The study's duration was limited. The time constraint made it impossible to learn details regarding Mehmud Industries (Pvt.) Ltd.'s human resource management.

**Area Limitations:** Due to a confidential matter, I was unable to contact some sections of Mehmud Industries (Pvt.) Ltd's human resources management department.

## **CHAPTER 2**

**Mehmud Industries (Pvt.) Ltd. Profile.**

**MEHMUDINDUSTRIES**

## **2.1 About The Group**

Mehmud Industries (Pvt.) Ltd. Is sister concern of Anwar Group. Anwar Group has built its strength on more than a century of experience. Established in the year 1834 by Late Lakku Mia, Anwar Group started with the trade of 'Hides & Skins'. The cornerstone of the group's success is sharing knowledge to create relevant solutions in order to reflect the ideas of a new age. Our business strategy places considerable emphasis on speed, efficiency, flexibility, and innovation in all aspects of the Company's operations. From product development to production, from procurement to distribution, the Anwar Group is committed to addressing client expectations. (AGI, 2021)

ANWAR GROUP has several divisions:

- Textile Division.
- Building Material.
- Polymer Division Real state.
- Automobile.
- Jute Division.
- Furniture & Home Décor.
- Financial Division.

Textile Division consists of:

- Hussain Dyeing & Printing Mills Ltd.
- Anwar Silk Mills Ltd.
- Anwar Yarn Dyeing Ltd.
- Mehmud Industries (Pvt.) Ltd.

## **2.2 Background of Mehmud industries (Pvt.) Ltd.**

Mehmud Industries (Pvt.) Limited is a 100% export oriented spinning mill. The Textile Division completed its vertical integration in 1994 when Mehmud Industries (Pvt.) Ltd., a cotton yam spinning mill, was set-up equipped with rotors, ring spinning and auto-cones. Mehmud Industries

(Pvt.) Ltd. is now yet another expansion to keep-up with demand for its wide range of cotton yarn amongst its users in the domestic and export market.

The triumph of Anwar Group's Textile Division and its continued commitment to quality control has been well recognized by the Oeko-Tex Standard 100 Certification. This achievement is certainly a landmark for the nation's textile industry.

**Cotton Unit:** A 22,000 spindle cotton and blended yarn-spinning unit was set up in 1994. The Mill's unique quality and product range in both cotton and blended yarn has made it very popular amongst both, domestic and export-oriented knitters and weavers.

**Acrylic Unit:** Established in 2004 with a capacity of 10,000 kg per day of quality Acrylic yarn for the Sweater Industry of the Country. As a result, the country's reliance on imports is reduced, and valuable foreign currency is saved.

**New Journey:** On December 25, 2015 Mehmud Industries started its new journey with the latest and modern technology in textile machinery, such as auto doffing and auto transferring, which included 47,136 spindles.

### **At a Glance**

Name of Mill	: MEHMUD Industries (Pvt.) Ltd.
Head Office	: Baitul Hossain Building (14th Floor) 27 Dilkusha Commercial Area Dhaka - 1000, Bangladesh
Factory Location	: Pagar, Pathanpara, Tongi, Gazipur.
Established	: 1994
E Production	: 23 Tons/Day
Type of Yam	: Card Yarn Combed Yam Slub Yam



	Compact Yam
E Capacity	: 47,136 Spindles(Ring)
Group Name	: ANWAR GROUP
Group Chairman	:Manwar Hossain
MIPL Managing Director	:Hossain Mehmood
Website	: <a href="http://www.anwargroup.com">www.anwargroup.com</a>

### **2.3 Different departments**

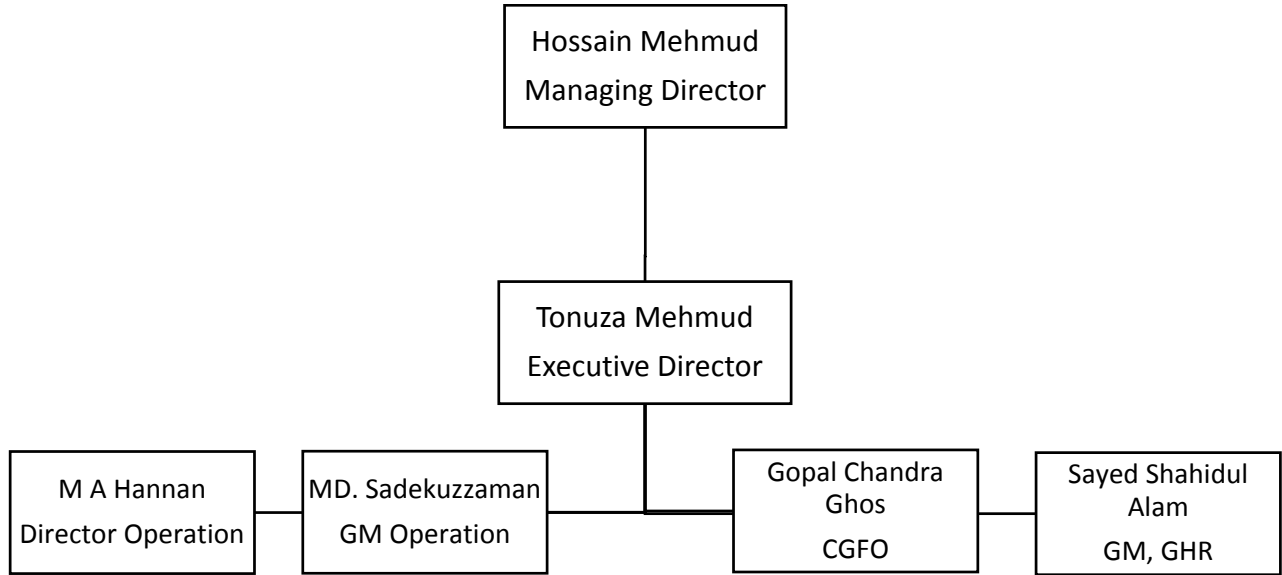
Mehmud Industries (Pvt.) Ltd. is organized into three major parts- Factory, Sales & Production and Finance & Accounts of which the factory consists of following departments:

- Production Department.
- Quality Control Department.
- HR Department.
- Utility Department.
- Maintenance Department.
- Administration.
- Automobile.

## 2.4 Operation Management of the Company:

At the top, the board of Directors which is constituted as mentioned below:

Board of Directors of MIPL



*Figure 1: Management Organogram*

**Company mission:** This company believes in evolution, modernization, continuous learning, and anticipation of the new changes. The group also believes in sound planning, close analysis, and study of opportunities and that successful performance is a result of a clear vision, effective management, and competent individuals.

**Company Vision:** For over two centuries, the Anwar Group of Industries has been a key partner in the development of the homeland. Now, at the turn of the twenty-first century, the group is more equipped than ever to meet the new millennium's demanding expectations. The group's highly trained management team, contemporary management approaches, and R&D have enabled it to be a leader in the country's economic advancement. As part of its ambition, the Anwar Group wants at least one of its products to be available in every home in Bangladesh. The group will be at the forefront of heralding the next millennium.

Mehmud Industries (Pvt.) Limited is a well-known export oriented spinning industry in our country. They process many goods, and their project is well developed with a large amount of investment and earns a lot of foreign currency as well as contributing to the economy of our country. They are planning to expand their existing plan by adding some modern yarn projects.

## **2.5 Job Details as an Intern at Mehmud Industries (Pvt.) Ltd.**

As I previously stated, I worked for Mehmud Industries (Pvt.) Ltd., a sister concern of the Anwar Group. I worked as an intern in the Human Resource and Administration Department for 12 weeks. During my internship, I worked under the supervision of the Deputy General Manager, Assistant Manager, Executives, and others in the Human Resource and Administration Department. While working here, I was able to observe a variety of activities taking place in this department. There are certain human resource functions in this organization. This role assists the organization in ensuring the appropriate number and kind of people are present at the appropriate moment, allowing the company to achieve its overall goal and objective more efficiently and effectively.

I was assigned to the Human Resource and Admin Department of Mehmud Industries (Pvt.) Ltd. as an intern, and I was also given the freedom to work independently inside Mehmud Industries. Periodically, I was assigned a certain duty that was really vital and required for my department as well as my internship program. As an intern, I worked on a variety of projects. As an HR intern, I have to do the following important work activities and responsibilities:

**Activation of ID cards:** It is required to collect the proper data from employees in order to activate the ID card. name, designation, division, signature, photograph, and so forth. The completed forms are subsequently sent to the relevant departments.

**Replace out-of-date files:** Previously, all workers' files were kept on paper, which posed several challenges to maintaining since it required a lot of room, paper, a cabinet to store them in, time to search for them, and the biggest issue was the possibility of losing them. So now we're going to move it from paper to the computer. Also, look for any papers that are missing and add them.

**Creating New Files:** Multiple people can join an organization at the same time, and each of them has their own set of files created by us. We have a lot of paperwork to gather with new files, such as joining forms, disclosure forms, declaration forms, gratuity forms, conflict of interest, medical reports, pre-employment medical tests, CVs with certificates, job advertisements, manpower requisition forms, CV shortening criteria, approval notes, appointment letters, and so on.

I also have additional responsibilities, such as conducting various sorts of interviews, calling candidates, assisting the recruiting team, and so on.

# **CHAPTER 3**

## **Literature Review**

The term "human resource management" refers to all decisions and practices made by managers that have an impact on or influence the people who work for the company. In recent years, more attention has been paid to how organizations manage their Human Resources. An understanding that an organization's employees help it achieve its goals and that the management of these human resources is important to the success of an organization (Vermeeren et al., 2014).

Human resource management is a word that refers to the process of managing employees, recruiting new employees, and retaining existing employees in an organization. It is primarily concerned with matters concerning to employee recruiting, firing, training, benefits, compensation, motivation, and management, along with other things. It assists management in providing assurance regarding employee satisfaction as well as improving performance in order to boost productivity through higher efficiency.

### **3.1 Objectives of Human Resource Management**

The following are some of the ways in which HRM contributes to organizational effectiveness:

- Contributing to the achievement of the organization's objectives.
- Appropriately staffing the position based on the employees' talents and abilities.
- Providing highly qualified and motivated employees to the organization
- Improving employee job satisfaction and self-actualization to the greatest extent possible
- Ensuring that all employees are aware of HRM policies and procedures.
- Assisting with the implementation of ethical policies and social responsibility.
- Managing change to benefit individuals, groups, businesses, and the general public.

Human Resources Management (HRM) is a field of study that deals with how to manage people. Because every organization is made up of people, getting their services, developing their skills, motivating them to do well, and making sure they stay committed to the organization are all important to achieving the organization's goals. These are all things that HRM is a part of in any kind of business, managerial activity, or person.

## 3.2 Functions of HRM

The scope of HRM represents all HRM functions. These activities include the following:

- 1. Human resources planning:** It is the initial phase in the management of human resources. HRP is a process through which an organization evaluates its present manpower, including the number of people employed, the availability of jobs, and whether there is an excess or shortage of employees, and creates plans and policies to deal with these issues. (Calltutors Team, 2021) It also forecasts manpower requirements in the future. It aligns workforce supply and availability with the company's goals and assigns the best individual for the position.
- 2. Job analysis design:** The process of defining and deciding in detail the specific work duties and specifications, as well as the value of these duties for a given job, is known as job analysis. It assists a company in determining which employee is best suited for a particular position. In other words, job analysis is the process by which a job analyst decides the responsibilities of various roles within a company as well as the characteristics of the individuals who will be hired to fill them. It enables human resource managers to determine the best direction for employers seeking to advance their careers and compensation. It is mentioned that, job analysis focuses on the job, not the person. Job analysis is used in the creation of job requirements and qualifications, which aid in the selection of qualified candidates for the position. The aim of a job analysis is to determine and record the job's requirements.
- 3. Job Evaluation:** It serves as the basis for determining wages and salaries. To assess the relative relevance of different positions inside the company, different jobs are compared and evaluated. The jobs are ranked, assessed, and compared. Position evaluation establishes how much compensation should be assigned to a certain job based on its value in the organization's operation. This aids in determining fair compensation and salary, as well as a reasonable pay structure.
- 4. Recruitment and selection:** Based on human resource planning and job analysis, the organization analyzes staff requirements and investigates various internal and external sources from which manpower may be acquired. This is referred to as recruiting. The proper individual is chosen and assigned a job. A well-structured recruitment strategy is

essential. It motivates potential candidates to apply for the position. The recruiting process ensures that the applicants are qualified, experienced, and capable of taking on the necessary duties.

- 5. Orientation and induction:** After hiring, an induction or orientation session is conducted. This is an important and effective aspect of human resource management. Employees are briefed on the company's history, told about the corporate culture, principles, and work ethics, and introduced to their coworkers.
- 6. Training and development:** Each employee is subjected to a training program that teaches him how to perform better on the job. Additionally, a training program is conducted for experienced workers. Employees who obtain essential training are better prepared to accomplish their jobs. The training will inform the employee of their obligations within their work, which will help them develop confidence. Their total performance will improve as a result of the training, which can only benefit the organization. Competent employees who stay current with changing industry standards allow your organization to maintain a position as an industry leader and a strong competitor. A company's investment in training demonstrates to employees that they are appreciated. A training program enables employees to develop the abilities they need to improve. When a business introduces training courses, productivity often rises. Increased process efficiency ensures project success, which benefits the company's revenue and potential market share.
- 7. Performance appraisal:** It is a method for assessing the performance of employees in a methodical way. When it comes to personnel, this helps identify their strengths and weaknesses. It's a method of monitoring employee performance and taking corrective action if the actual performance falls short of the standard set by management. It aids management in making decisions about promotions and pay increases that may be awarded if an individual achieves or exceeds established performance metrics. When it comes to training and development for employees, this information helps the company's management figure out what they need.
- 8. Employee Compensation:** There are several compensation rules. The HR department is in charge of remuneration and compensation planning. Compensation is the most significant aspect for both an employee and an organization since it is one of the most important tools for motivating people to perform for the firm. Actually, compensation



refers to a specific remuneration that employees receive based on the work they have completed. Compensation also refers to different types of recompense, which might be monetary or non-monetary. Compensation encompasses all types of income received by employees as a result of their job (Dessler, 2012). Employees receive both intrinsic and extrinsic benefits for executing their work, which are represented through compensation (Guirgis, 2007)

- 9. Motivation, welfare, health and safety:** In order to sustain the number of employees in the organization, motivation becomes vital. It is the HR department's responsibility to explore the various strategies for inspiration. Aside from that, precise safety and security rules must be followed for the benefit of the employees. The HR department handles this as well. There are compelling financial, legal, emotional, and moral reasons for directors to prioritize safety and security. The monetary reasons for ensuring a safe working environment are as follows: it reduces accidents, provides protection, enhances worker relations, and motivates representatives to commit to quality targets. Representatives have a legal right to operate in a safe and secure environment. A good working environment that promotes health may have a significant positive impact on the mental health of the relationship. It is stated that people who knowingly contribute to the causation of business-related illnesses might be regarded ethically responsible for their actions.
- 10. Industrial Relation:** Labor unrest, disagreements within work groups, and between employees and management over issues such as low wages and poor working conditions are typical concerns that must be handled carefully by striking a balance between the interests of the workers and those of the organization and management. Human resource management takes into account the formation and maintenance of a healthy and cordial relationship between the employer and the employees.

### **3.3 Limitations and problems of human resource Management**

Forecasting, developing, and regulating human resources are all part of human resource planning. It will ensure that it has the correct number and kind of people in the right position at the right

time, doing the task that is most economically beneficial to them. It will aid in the elimination of superfluous workers. There are several limitations and problems in human resources and management which are as follows:

1. **Limitations of forecasting:** Human resource planning entails forecasting human resource demand and availability. It is impossible to accurately track current and future trends and turn them into actionable recommendations. It indicates how many employees are needed to operate a firm or organization. Both the needed labor and forecasts have some limits. A shift in the external environment will result in a shift in the company's model.
2. **Employers and employees' traditional bias and apathy:** In order to develop policy, sometimes employers' perspective is all we need to consider. Sometimes they say that they didn't need a long-term plan regarding employees. Again, in terms of employees, they may question why they should give their all to an organization when they will only be there for 2 to 3 years. In order to develop policy, sometimes employers and employees' perspectives have to be considered by top level management.
3. **Change causes resistance from employees:** In every company, it is the old workers' reaction to change. When change strategies are adopted in a company, workers immediately react by voicing concerns, slowing down work, threatening to strike, and so on. However, the change management expert must take care to overcome the resistance. Any change that is proposed may be met with opposition. It's not a bad thing. To overcome it, the company must follow a procedure and plan.
4. **Changes in government demand:** For the majority of the time, government regulations continue to evolve. While organizations are granted a lot of freedom, certain rigid norms and rules have also been developed. The government has also supported disinvestment in certain groups, which has caused workers to feel concerned about their jobs. The HR director's challenge is to persuade employees that their advantage will not be forfeited.
5. **Incidence of absenteeism:** Employee Absenteeism is defined as an employee's absence from work. It's a big issue that nearly all employers nowadays are dealing with. Employees are absent from work, and as a result, the quality of the job diminishes. Employee absenteeism causes backlogs, stacking of work, and therefore job delays. The top

management team may devise a plan for staff development that is both short-term and long-term.

6. **Illiteracy and paucity of labor:** Low labor productivity is due to the prevalence of illiteracy and the slow rate of growth of skilled categories. Manpower planning is affected by low productivity. Illiteracy in terms of particular knowledge or particular experience. We do not have that particular manpower that we want to recruit.

### **3.4 Importance of Human Resource Management:**

In today's business world, human resource professionals are essential to the success of any business. Their jobs need an unprecedented level of competence in human resource management. Not surprisingly, their functioning within the organization has also increased. The name, too, has changed. Although the terms "personnel" and "human resource management" are frequently used interchangeably, it is important to note that they refer to very different things. Previously a single person in charge of the personal function, the human resources department head nowadays may be a vice president who sits on executive boards and participates in the creation of the overall business strategy (Boon et al., 2019).

Several businesses increasingly prefer human resource management over personnel management since HRM plays an important part in keeping a high-quality team of working professionals. Furthermore, it has various implications, which are described further below.

1. **Increase productivity and profit:** Human resource management provides the appropriate quality and quantity of staff in the workplace, as well as the possibility to assist and inspire individuals and groups of employees to grow and progress in their careers. Motivated workers work hard to achieve their personal and professional goals, which has a direct impact on the organization's productivity. The principle of productivity is to minimize costs while boosting profits.
2. **Match demand and supply of human resource:** Human resource management periodically checks to see if the organization has enough staff. When a firm lacks human

resources, HRM takes actions like recruiting and selection to fill the gap. It also fires inefficient staff when the organization has too many.

3. **It makes it easier for employees to advance their careers:** When human resource policies are implemented properly, employees receive thorough training, which prepares them for advancement opportunities in the future. It is possible to make use of their skills not only at the firm where they are presently employed but also in other companies that the employees may choose to work for in the future.
4. **Improvements in labor-management relations:** Healthy human resource management practices can assist a business in maintaining a cooperative relationship with labor unions. Union members begin to realize that the organization is likewise concerned about their well-being and will not discriminate against them; as a result, the likelihood of a strike is lowered significantly.
5. **Assigning jobs to the appropriate people:** In order to pick the most qualified candidates for each position, it is necessary for the organization to use suitable recruiting and selection processes. When this occurs, the number of individuals who leave their jobs will drop because they will be more content with their jobs, resulting in a reduction in labor turnover.
6. **Improves the economy:** The economy benefits from effective human resource practices because higher earnings and better performance by enterprises provide the opportunity to enter new markets and launch new ventures, resulting in increased industrial growth and an improved economy.

## **CHAPTER 4**

### **Human Resource Practice of Mehmud Industries**

**(Pvt.) Ltd.**

Without effective Human Resources, an organization cannot establish a good team of working professionals. As a result, it must not be treated lightly. Human resources are vital to businesses in a variety of ways, from strategic planning to company identity. With its modern business attitude, Mehmud Industries (Pvt.) Ltd. believes in and implements a corporate work culture that is a classic combination of efficiency and equity. Mehmud Industries (Pvt.) Ltd. believes in corporate growth via increased staff efficiency, and, as a result, provides an ideal atmosphere and support for skill and knowledge development. Mehmud Industries (Pvt.) Ltd. considers productivity to be the unintentional contribution of Human Resources. For Mehmud Industries (Pvt.) Ltd., Human Resources and Strategic Human Resource Development Programs are the fuel that accelerates them to the height of achievement. Mehmud Industries (Pvt.) Ltd. represents a unique blend of professionalism and sharing the stress and success as a family, with each member having deep concern, sentiments, and pride for their own organization.

**Manpower set up of HR and Compliance department of Mehmud Industries (Pvt.) Ltd.**

<b>Designation</b>	<b>Number of Post</b>
Manager	01
Asst. Manager	01
Executive and Jr. Executive	08
Welfare officer	01
Medical officer and Paramedic	03
Others	05
<b>Total</b>	<b>19</b>

*Table 1: Manpower set up of HR and Compliance department of Mehmud Industries (Pvt.) Ltd.*

HR guarantees a strong supporting role in the development and implementation of HR policy guidelines to ensure continuous operation and spontaneous involvement in order to accomplish corporate goals and meet employee demands. I've attempted to cover all of the topics and information I've obtained. I found the following human resource practices at Mehmud Industries (Pvt.) Ltd. in Bangladesh:

1. Recruitment and Selection.
2. Training and Development.
3. Performance Appraisal.
4. Compensation Plan.
5. Admin and Discipline Management.

## **4.1 Recruitment and selection process of Mehmud Industries (Pvt.) Ltd.**

Recruitment is a key issue for any company. Recruitment and selection enable a company to examine a vacancy and select the best candidates to lead it in the future. As a result, the company should place a greater emphasis on employee recruitment. A person who can help the organization move forward in terms of development, values, and ethics. Knowledge-based, efficient workers are the most valuable resource for any company. To assure quality and integrity, corporations should be extremely careful about this issue (Hamza et al., 2021).

In general terms, the recruitment process refers to the hiring of a person or group for a certain role. It may also be defined as an activity that connects an employer with a job applicant. Mehmud Industries (Pvt.) Ltd. has a highly transparent and up-to-date recruitment procedure. When the recruiting process begins, the HR department posts an online job posting on a job portal such as bdjobs.com as well as in the daily newspapers. Also, e-mail and postal applications are accepted. After the deadline has passed, Mehmud Industries (Pvt.) Ltd. conducts a written test, from which short-listed applicants are invited to an interview, and after the interview, chosen candidates are requested to undergo a medical examination. If the shortlisted candidates pass the medical examination, the management committee recruits them for the position.

## Employee Status Analysis Report:

<b>MIPL</b>			
<b>Description</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>
<b>Labor (As per approved Organogram )</b>			
Required/Org positions	913	895	896
Vacancies (Avg. monthly)	56	74	28
Opening number	857	847	868
Separation during the year (Avg. monthly)	93	79	89
Joining during the year (Avg. monthly)	94	79	88
Closing number	862	821	867
Turnover rate	11%	9%	10%
Average service life of who left (Month)	7.68	5.72	8
<b>Factory Management &amp; Supporting Staff (As per Approve Organogram )</b>			
Required/Org positions	96	109	95
Vacancies (Avg. monthly)	15	21	14
Opening number	81	84	82
Separation during the year (Avg. monthly)	3	3	3
Joining during the year (Avg. monthly)	3	2	2
Closing number	81	84	81
Turnover rate	4%	4%	4%
Average service life of who left (Month)	25	14	18
<b>Factory Turnover</b>	<b>5%</b>	<b>4%</b>	<b>5%</b>

*Table 2 : Employee Status Analysis Report*



## **Mehmud Industries (Pvt.) Ltd. Bangladesh follows several steps for recruitment:**

**Step 1- Vacancy Created:** First and foremost, when a department vacancy occurs, the Department Coordinator informs the Human Resources department of the fact via an employee requisition form. Then the appropriate individual in the Human Resources department begins the recruitment process.

### **Step 2- Sources of Recruitment:**

- **Internal Recruitment:** Existing workers and volunteers are given the opportunity to apply for job openings using internal recruitment methods. It has a connection to succession planning and professional growth. It is possible to recruit from inside an organization through promotions to higher-level positions and lateral movements to lower-level positions. Mehmud Industries (Pvt.) Ltd. believes that current workers are important sources of recruiting, particularly for entry-level positions. Internal candidates are well-versed in the organization's organizational roles and regulations.
- **External Recruitment:** When Mehmud Industries (Pvt.) Ltd. is unable to recruit a suitable employee within the company, they look for a suitable candidate outside the company. External recruitment is done by these steps.
  - Recruitment via the Internet.
  - Employee Referrals.
  - Advertising.
  - Employment Agencies.
  - Offshoring and Outsourcing Jobs.

**Step 3 - CV Shorting:** CV sorting is the process of excluding individuals from consideration based on a series of more extensive evaluations of their resumes. The goal is to find the most qualified candidates for a position that has become available. When a job advertisement is posted, the process of screening through resumes begins. The CVs are sorted by the human resources department according to the job requirements and the status of the company.

**Step 4 - Written Exam:** Candidates are called for a written exam once their CVs are shortlisted. The written test is administered by the Human Resources department. The exam consists of

questions connected to his position as well as others, with the goal of ensuring that the candidate has a thorough understanding of the position and work. The written test covers topics such as English, general knowledge, analytical abilities, and job knowledge, among others. Exams can be written or taken on a computer. Which candidate's computer knowledge at the time is justified? The department head determines whether or not a written test is required. The length of the exam is determined by the department. The questions are sent to HR by the head department, and HR takes the exam.

**Step 5 – Interview:** Only one day is allotted for the interview. Normally, it's HR. Personal interviews are conducted, although for top positions (Chief Engineer, Assistant Manager), the interview is conducted by the appropriate person. However, every interview session position is regarded as one of the top levels of the hirer level. Managing Director, Deputy Managing Director, or Executive Director are just a few examples. And the interview process is conducted in a unique way. The Chairman, Vice Chairman, and other Executives and Directors participate in various interviews. There are two stages to the interview. The first is a screening interview, followed by a more in-depth interview. The first stage is to conduct a standard interview with the candidate, in which generic questions are asked to assess the individual's intelligence and anxiety. Make an inquiry regarding the job in the second phase. Also, significant questions are asked to determine the candidates' job expertise. There is no set timing for the interview. Everything depends on the interviewer's assessment of the candidate, as well as the candidate's cooperation with the interviewer.

**Step 6 – Job offering:** Finally, the position is offered to the candidates and the organization's policies are explained. Furthermore, a discussion took place, and the applicant was asked whether he agreed with the organization's terms and conditions, as well as the proposed salary, and if he did, he was instructed to join as soon as possible.

**Step 7 – Appointment:** The candidate is eventually appointed if he or she is physically fit and agrees to all of the terms and conditions.

## 4.2 Training and Development of Mehmud Industries (Pvt.) Ltd.

Mehmud Industries (Pvt.) Ltd.'s HR department provides employees with the skills they need to succeed, which in many cases involves providing new employees with intensive orientation training to help them adjust to the company's culture. All newly recruited staff are given thorough training. Mehmud Industries (Pvt.) Ltd. places a great value on staff training and development and strives to increase their skills and potential in order to meet organizational and individual objectives.

- This procedure includes testing and assessing training participants.
- The process of determining and recognizing the requirements of learners in relation to the company's ultimate goals

The learning and development team is formally in charge of enhancing employee work standards and preparing them to be future leaders. The T&D team's main job begins when the recruitment team has successfully recruited an employee. To make the recruit's journey with Mehmud Industries (Pvt.) Ltd. smoother, the T&D team provides a variety of orientation and training programs.

### Training Topics organize in Mehmud Industries (Pvt.) Ltd. and their participant:

Sl. No	Topics	Participants
1	Basic Concept of Productivity	All Officer & Above
2	Improve Employee Productivity	All Officer & Above
3	5s Technique	All Departmental Head & 2nd Men
4	Kaizen Practice	All Departmental Head & 2nd Men
5	Just-In-Time (JIT) Management	All Officer & Above
6	Operation Management	All Departmental Head & 2nd Men
7	Industrial Engineering	All Officer & Above
8	Productivity Improvement	All Officer & Above

*Table 3 : Training topics and their participant*

#### **4.2.1 Training Needs Analysis (TNA) and Types of Training in Mehmud Industries (Pvt.) Ltd.**

The process of identifying and understanding the requirements of learners in relation to the organization's overall business objectives. To manage the training process, the company needed to take a few steps. The processes begin with identifying a training need, devising and producing an appropriate training solution, implementing the training, and assessing the training program's performance to see if the original goals were met. The "training cycle" is a common term for these processes, and many training studies agree that they are important to assure training efficiency. (bin Arshad et al., 2015). Mehmud Industries has developed a model that describes the processes and procedures connected with conducting a training program. During this procedure, training participants are tested, and the training requirements of Mehmud Industries workers are identified and evaluated. When Mehmud Industries conducts a training session, the TNA is used to assess the actual abilities that workers possess as well as the skills that they need to develop in order to execute their jobs more efficiently and effectively and to meet the organization's goals and objectives. TNA is a vital step in determining where their talents are lacking and how to close the gap.

##### **Types of Training process :**

- In House Training.
- Induction program.
- Online Training.

**In House Training:** This training program was carried out by Mehmud Industries' own staff. The head of the T&D team frequently participates in the in-house training of the employees. Some upper-level managers also participate in the training. They do not provide any further compensation to their own trainers, except for the fact that it contributes to their performance matrix. For upper-level managers and staff, they have key performance indicators (KPIs) to use in training their subordinates, and depending on those KPIs, promotions and wage increases are implemented. The training sessions are organized with selected workers; each batch consists of 40

people, and the training is often held during the weekdays. They also engaged outside resources and the finest trainers in order to help employees enhance their performance, which in turn led to an increase in the overall productivity of the organization.

**Induction program:** Induction is a one-day training program designed to familiarize new employees with Mehmud Industries and its regulations, as well as their specific job role and duties, attendance standards, and other relevant information. In this program, they also complete the necessary paperwork for new employees and, at the conclusion, they organize a motivational session to ensure that the new employees are enthusiastic about their new positions and contribute to the achievement of the organization's goals.

**Online Training:** We are all aware that a pandemic scenario exists, and that every organization is attempting to cope with it through the employment of new technologies, some of which have already presented themselves in the virtual world. Mehmud Industries also used Zoom to conduct their training sessions online during the pandemic crisis, which was beneficial to the company. When it came to performing their online training, they chose to use Zoom. A total of 90 participants are invited to participate in their online session, and throughout the session, they ask participants questions in order to determine how engaged they are in the online session. Unless there is an emergency, they prefer video during training.

## **Training Summary of Mehmud Industries (Pvt.) Ltd.:**

**Mehmud Industries (Pvt.) Ltd.**  
**Pathan Para, Pagar, Tongi, Gazipur.**

**Training & Development Program 2021**

SI N	Training Topics	Trainer Name	Training Category		No of Trainees	Training Hours	Total Hours	Remarks
			Functional	Soft Skill				
01	Communication & Soft Skills, HRM, Operations Management, Marketing, Supply Chain, Textile Studies, Product Development, Compliance & CSR, Environmental Management, Industrial Engineering & Merchandising.	Butex	F	S	2	78	156	Executive Development Program (EDP)
02	Fire Fighting & Emergency Preparedness	Abu Shaheen & Md. Aktaruzzaman	F		250	4	1000	
03	Important definition of Yarn Manufacturing Technology, Flow chart of spinning process & Objectives of different machinery, Classification of Fiber, Raw material of Spinning, Important tools of Spinning factory, Bale Management, Bale dressing & Laydown, Apply OHS Practices in the work place, Introduction of Blow room machinery & its function, Spinning preparation in Breaker & Finisher Drawing M/C, Spinning preparation in Lap former, Work & responsibilities of comber machine Operator, Ring frame operation, Spinning calculation & Quality control	Md. Abu Sayem & Moshiur Rahman	F	S	50	120	6000	BTMA-SEIP Skill Development Program
04	City Live	Head Office	F		4	2	8	
05	Online Approval	Head Office	F		13	4	52	
06	Microsoft Excell	Head Office	F		3	4	12	
<b>Grand Total</b>					<b>322</b>		<b>7228</b>	

**Total No of Trainees = 322    Total No of Hours = 7228 Hours**

**Table 4 : Training & Development Program 2021**

**Mehmud Industries (Pvt.) Ltd.**  
**Pathan Para, Pagar, Tongi, Gazipur.**

**Training & Development Program 2020**

SI N	Training Topics	Trainer Name	Training Category		No of Trainees	Training Hours	Total Hours	Remarks
			Functional	Soft Skill				
01	Customs & Vat Papers Procedure	NBR	F		2	16	32	
02	Managerial Skills, Communication & Supervisory Excellence	Saif Noman Sir		S	12	16	192	
03	Communication & Soft Skills, HRM, Operations Management, Marketing, Supply Chain, Textile Studies, Product Development, Compliance & CSR, Environmental Management, Industrial Engineering & Merchandising.	Butex	F	S	2	192	384	Executive Development Program (EDP)
04	Personal Excellence	Azazur Rahman		S	9	16	144	
05	ERP Tally	AGI Head Office	F		3	3	9	
06	Fire Fighting & Emergency Preparedness	Abu Shaheen & Md. Aktaruzzaman	F		136	2	272	
07	Important definition of Yarn Manufacturing Technology, Flow chart of spinning process & Objectives of different machinery, Classification of Fiber, Raw material of Spinning, Important tools of Spinning factory, Bale Management, Bale dressing & Laydown, Apply OHS Practices in the work place, Introduction of Blow room machinery & its function, Spinning preparation in Breaker & Finisher Drawing	Md. Abu Sayem & Moshir Rahman	F	S	72	120	8640	BTMA-SEIP Skill Development Program

	M/C, Spinning preparation in Lap former, Work & responsibilities of comber machine Operator, Ring frame operation, Spinning calculation & Quality control							
08	Job Description & Work Procedure	Md. Nabiul Islam	F		25	6	150	
09	OHS	BTMA-SEIP		S	2	8	16	
<b>Grand Total</b>					<b>263</b>		<b>9839</b>	

**Total No of Trainees = 263**

**Total No of Hours = 9839 Hours**

*Table 5 : Training & Development Program 2020*

#### 4.2.2 Need for Training

**Mehmud Industries follows four types of training requirements as follows:**

- **Newcomer Training:**

Acquaint them with company's vision and purpose statements as well as its laws and regulations and the working environment.

- **Educating and training the existing workforce:**

It is necessary to renew, update, and improve one's knowledge and abilities.

- **Training in new technology or process:**

All of the personnel receive training in the proper usage of equipment and work practices.

- **Developmental training for both individuals and organizations**

Training is provided so that individuals are prepared to share the duties of a higher-level position when the opportunity arises.



### **4.2.3 Set the objectives:**

Based on the TNA report, the T & D team selected types of training such as functional, soft, or technical after analyzing the demand. They critically examine the report and assign points to the sorts of training that received the most responses, based on which the priority of training type is determined. Furthermore, the team decided on the training technique, such as doing the training both online and offline, owing to the pandemic. If the training is for soft skills, they choose to set it up online due to the pandemic, and the location of the training is also chosen. If the training is for a factory, the location is chosen, and they also attempt to deliver technical training through Zoom because of COVID 19. To add to that, they choose the trainer, who may be internal or external, after deciding on the venue.

### **4.2.4 Designing and Implementation of the training program:**

The T&D team then begins to build the training program, which involves preparing training content, such as the areas of the topic they should concentrate on, based on the general managers' recommendations. A module is then created, and a training timetable is established. They sent out invitations two days before the training and contacted the selected participants as a reminder. This applies to both online and offline training. After completing all of the essential procedures, the training program is put into action, which includes scheduling the training and coordinating the training with both the participants and the trainer.

### **4.2.5 Evaluation of the training:**

Following the training, the T&D team circulates the post so that they can compare the pretest and post test to see whether any changes in their current skills knowledge have occurred as a result of the training. They distribute the Google Doc questions as a type of post-test to the participants in the Zoom while COVID-19 is still going on. About 10 to 15 questions are set, and due to time constraints, the trainer may ask direct questions to the participants to determine their post-training knowledge, which can include both online and offline training. To mark them, a dedicated T&D team member is present, who writes down the participants' names and assigns points.

#### **4.2.6 Feedback of the training:**

After the training, the T&D team gives the participants a training assessment form to see if the training was beneficial. It enables them to create a training summary report that is shared with the Head of HR and the HOD, and it also identifies training programs that need to be changed if the training assessment does not go as planned. Top achievers are recognized, and they also send out letters of thanks as well as little gifts such as books. With the gifts of the Head of HR and the HOD, a mug was given as a mark of appreciation.

### **4.3 Performance Appraisal process of Mehmud Industries (Pvt.)**

#### **Ltd.**

Performance appraisal is a human resource management procedure in which organizations determine how effectively employee's complete tasks. It is mostly for executive staff, with the goal of identifying shortfalls and characteristics, as well as opening opportunities for development and potential enhancement. Employees and organizations can benefit from performance appraisals because they define objectives and expectations while also encouraging open communication. The greatest performance appraisals include a discussion between management and employees and provide positive comments and suggestions for development (Gesme & Wiseman, 2011). Mehmud Industries is a results-oriented organization. Mehmud Industries' performance appraisal is the single most significant instrument for the company to assess an individual's performance and plan his or her career growth. The main purpose of the performance assessment system at Mehmud Industries is to optimize the efficiency of the company's objectives while providing direction to fulfill each member's career goals. All full-time employees' competencies are assessed through the performance appraisal system, which is fully structured. To begin with, management approves appraisal forms to be circulated throughout the organization.

**Mehmud Industries executes performance appraisal in a systematic manner that includes:**

- Mehmud Industries' management evaluate employee compensation based on performance and compare it to the company's objectives and goals.
- The managers assess what components should be implemented in order to boost employee performance. Supervisors are responsible for motivating staff to achieve higher levels of performance.

#### **4.3.1 Objective of Mehmud Industries Performance Appraisal**

**The following are the objectives of implementing the performance appraisal method inside the organization:**

- To determine the difference between actual and predicted performance.
- It strengthens the relationship between managers and employees.
- To assess an individual's strengths and weaknesses in order to identify training and development requirements.
- To provide employees with feedback based on their prior performance.
- Evaluating an employee to decide on pay packages, wage structure, and salary increases, among other things.
- Assess a person's potential for further development and progress.

#### **4.3.2 Performance Determiner.**

The variables that should be present in every business in order for employees to perform better are known as performance determiners. Employee performance will be affected if a company lacks any of these. As a result, every organization should ensure those aspects before evaluating its success.

**Required KSA:** Knowledge, skill, and ability are abbreviated as KSA. These are unique credentials and personal characteristics that are required for a certain job. At the time of recruiting,

Mehmud Industries Bangladesh seeks to determine if candidates are intelligent, skilled, or not. Employees have the guidelines from the training session even after they have been hired. They can provide supervision on how to strengthen KSA in relation to associated tasks.

**Good working environment:** Every employee needs a good working environment in order to do their job successfully. Employees must be provided with all of the tools they need to do their jobs. Not only is equipment essential for work, but so is a pleasant working atmosphere. Mehmud Industries strives to provide a pleasant working environment for all of its workers. Here, the peers enjoy positive and pleasant interaction. Mehmud Industries Bangladesh has a few facilities that provide employees with extra time to work while also providing them with refreshment. They provide a pleasant environment that allows employees to work comfortably and productively throughout the day.

**Motivation:** Individual demonstrations and practices are coordinated by inspiration, which motivates the general public to act with enthusiasm to achieve goals. This is predicated on the premise that executives cannot anticipate extraordinary execution from employees unless and until representatives are roused. Employees at Mehmud Industries are rewarded in a variety of ways. They always praise the individual who does well at work. The best performer receives a promotion and the CEO's recognition. Money bonuses are frequently used by corporations as a form of motivation and remuneration for extra labor. Bonuses are usually agreed upon individually on a case-by-case basis and paid out with the monthly salary unless otherwise agreed upon.

### **4.3.3 Performance Appraisal Tools**

In most companies, performance assessments are a given for employees and managers. Employee assessments, when taken seriously and handled correctly, may help people grow and contribute to greater results for a company as a whole. Mehmud Industries uses a variety of performance appraisal tools. Mehmud Industries uses the following tools:

#### **Goal Review:**

The goal review process evaluates the job that the employee has to do. The review goal aids in gaining an understanding of personnel actions. Every employee at Mehmud Industries is given a short-term target to achieve. The employee's superior determines the goal. The goal is divided into three sections.

- **Task Oriented:** Every employee's line manager assigns a goal for them to meet in order to complete the task. These are the employee's primary work tasks. These tasks are assessed in order to determine their quality. Employees are given a grade based on this.
- **Organizational Oriented:** Some tasks are assigned to employees that are organizational in nature. Those tasks will contribute to the organization's well-being, and they are fundamentally distinct from routine tasks.
- **Person Oriented:** There are some tasks that are more focused on the individual. Those tasks provide a greater emphasis on personal development and enrichment. Those responsibilities are assigned to employees who are qualified for them at Mehmud Industries. People that have the specific expertise to accomplish the job concentrate on tasks that are focused on people. The goal review must be specific and relevant to the organization's objectives. The aim must be determined in consultation with both management and employees. Mehmud Industries' employees aim to achieve the target within a certain time frame.

**Peer Review:** Coworkers have a unique perspective on an employee's performance when hierarchies fade out of the picture, making them the most relevant evaluator. These evaluations aid in determining an employee's capacity to work effectively with others, take initiative, and contribute consistently.

All employees at Mehmud Industries are required to do peer reviews. Every employee is required to provide feedback about their coworkers. The production department of Mehmud Industries needs to assess the employees that work in production. Mehmud Industries also has a manager evaluation system. Every employee is required to provide feedback to their immediate supervisor. They provide a form on which the employee must mark next to each member of their team's name. No employee has access to what other employees have said about them. Only HR has access to information regarding employee evaluations. It gives you a lot more information about your staff.

Peer feedback is simpler to understand and relate to. This aids employees in recognizing their weaknesses and improving their performance. Along with self-evaluation and management assessment, peer review is an aspect of the 360-degree assessment.

**Timesheet Review:** Every employee fills out a timesheet to keep track of their current workload. This time sheet contains details about their work projects, including which project they began when. There's also information on how long they'll need to complete the project. This page allows managers to see how many hours' workers have worked in the past. Individual contributions are required for performance evaluation. The time sheet review is performed to determine the individual contribution. Every employee keeps track of how much time they need to complete their tasks on a time line sheet. This sheet is also accessible to the customer. That sheet is also required by HR in order to assess the employee's performance.

**Management by Objectives (MBO):** This strategy involves managers and employees working together to develop goals for the employees, reviewing their performance on a regular basis, and rewarding them based on the results.

#### **4.3.4 Performance Management**

The HR culture of Mehmud Industries (Pvt.) Ltd. is robust. As a business organization, it has its own evaluation system. They evaluate the performance of their employees in a variety of ways. Employee performance is evaluated using matrices, and the results are presented in a report. Then it's decided whether the employee requires more training or development. Mehmud Industries makes every effort to ensure that the evaluation process is fair. Employees are given feedback twice a year. Employees judge themselves initially, and the final assessment is based on a conversation with supervisors. Employees can express their dissatisfaction with their evaluation on their evaluation form. Despite the fact that these processes are in existence, employees seldom mention them in their evaluation sheets for fear of compromising their relationships with their supervisor. Performance, capability, responsibility, and attitude are the parameters of evaluation. Employees profit from this evaluation since their success is reflected in annual salary reviews and

consideration for accomplishment. Mehmud Industries adheres to all performance evaluation functions, procedures, and processes, as well as the plan as a whole. They attempt to enhance their staff's performance, which is evaluated twice a year by the HR department.

#### **4.3.5 Use of performance appraisal system:**

**Development:** Mehmud Industries' Performance Appraisal System determines which employees need to improve their performance and what training programs they require.

**The Basis for Reward Allocation:** It is used to determine how much money should be given out as a reward. It assists the organization in determining who receives salary raises, providing acceptable reasons for promotions, and other fringe benefits.

**Motivation:** Individuals at Mehmud Industries are motivated by the availability of a well-organized assessment process. It promotes activities, raises awareness of others' expectations, and motivates people to do better.

**Compensation:** It provides information that may be used to determine how much to pay and what constitutes an equitable monetary deal.

**Communication:** Assessment is a reason for constant discussion regarding employment-related concerns between the line manager and the employee. As a result of their cooperation, the parties grow more familiar with each other. Mehmud Industries is prioritizing this viewpoint.

### **4.4 Compensation Management:**

Employee compensation is expected to play a critical role in attracting and retaining talent in the company. The compensation system is one of the most significant instruments for businesses to use in order to carry out company management and achieve business success. In today's tough market competitive climate, the corporation's core capabilities are critical to the enterprise's

survival and success. A scientific and suitable compensation structure may assist businesses in developing core skills and achieving joint development of their businesses and workforce. (Hong, 2017) Setting fair and equitable compensation to provide similar pay for an identical position, as well as keeping wage levels in line with competitive units to retain present personnel, is all part of compensation management. It will also draw in competent and experienced workers. Supplementary compensation will pay employees variable amounts dependent on their output or the output of a group as a whole. If employees fulfill the organization's goals, they will be paid more, given more incentives, and given more privileges.

Mehmud Industries (Pvt.) Ltd. has been paying its employees well for years, and their demand is increasing by the day. One of the most astounding things I've seen is that Mehmud Industries has always gone out of their way to keep their top workers by providing the best pay scale in contrast to their competitors. As a result, employee turnout at Mehmud Industries is exceedingly low. The compensation goal of Mehmud Industries is to focus on a certain activity or set of duties performed by employees, depending on which wages are maintained or scaled, such as maintaining a combination of cash, benefits, retirement, and gratuities as a comprehensive compensation package.

#### **4.4.1 Compensation Method:**

Mehmud Industries is continually pushing and encouraging employees to enhance their professional and personal lives. If an employee can demonstrate their value, they will be properly compensated. As a result, they use a merit-based compensation system. The method aids HR in keeping track of employees and their performance. This merit system allows HR to assess an employee's personal goals. Every employee must achieve their goal in order to receive higher compensation.

**Salary strategy:** Like others, Mehmud Industries created several denominators to calculate the compensation range. The pay structure is influenced by the job requirements as well as the individual's knowledge, ability, and aptitude. Salary is determined by a combination of factors, including performance and experience.



**Pay structure:** The salary structure is kept confidential. However, as compared to payments to employees in other industries, the payout to employees is a few percent higher. It shows that Mehmud Industries has made a substantial payment.

**Salary and Benefits:** As mentioned earlier, the starting wage is above average. Gross salary is the term used to describe the pay at Mehmud Industries. This consists of two parts: the basic salary and the allowances. A significant portion of the wage (60 percent of the gross salary) is covered by the compensation. Allowances include things like rent, medical expenses, and transportation.

**Employees are eligible for two types of benefits:**

- **Increment:** In the case of an increment, employee performance records and the Annual confidential report (ACR) help in the selection of personnel to approve the increment. If the record on a report isn't up to par, special supervision keeps the report for a time. The amount of an increase may vary from year to year if an employee's performance is regarded as satisfactory. This is disputed since managerial considerations influence employee motivation.
- **Bonus:** Bonuses are determined by the company's profitability. Every year, the industries generate a profit, according to the annual report. As a consequence, they are eligible for a performance bonus. In addition to raises and bonuses, Mehmud Industries also provides incentives, allowances, promotions, and leave fares.

**Performance Bonus:** If the company makes a profit, employees will be eligible for a performance bonus of of the company's pre-tax earnings. Half of such incentives are based on an employee's basic wage, while the other half are dependent on an individual employee's performance. Employees are evaluated through performance reviews based on criteria provided by management from time to time.

**Gratuity and Provident Fund:** Mehmud Industries employees are also eligible for a provident fund. Each employee's basic income is taken 10% for the provident fund, with the firm contributing another 10%, resulting in a total of 20% installed as a provident fund contribution. Following their employment, this money is paid to their employees. If an employee departs before completing

three years of service, he will get a 10% provident fund incentive based on his service term, but he will be ineligible for the remaining 10% provided by the company.

**Annual Increment:** Mehmud Industries has a provision for a 10% annual increase based on performance. It serves as an incentive for people to perform at their highest level. As a result, each employee does all necessary to guarantee that the structure of their basic income is well-defined.

**Travel Allowance:** The company also provides a travel allowance to its employees. If an employee goes to any area in Bangladesh on company business, they will be reimbursed for the money they spent, but the cost will be certified by HR personnel, and they will receive a request for the money.

**House Rent Allowance:** The company also pays the rent for permanent staff in management positions. This encourages potential employees in the market to work with Mehmud Industries.

**Promotion:** Mehmud Industries operates in the same manner as other businesses. There is a demand for more transparency. This brings up the issue of pay. One of the most gratifying parts of working for a company is promotion. Employees that meet the promotion requirements and receive a reference from top management are promoted openly at Mehmud Industries. Furthermore, his promotion might be canceled if any other department has something against him. As a result, another topic of compensation emerges.

**LFA (Leave Fare Assistant):** Leave Fare Assistant is a fifteen-day leave with a one-month net wage amount. This payment and installment will be deducted from monthly salary. Each employee will be allocated to this office permanently after one year of administrative confirmation. Mehmud Industries provides this as a mental and physical distraction for its representatives, and it is required of all employees. Those who have served the company for a full year prior to installation will get the entire amount of LFA, while those who have not served the company for a full year will receive LFA proportionate to their service time for the relevant year.

#### **4.4.3 The Value of a Compensation or Reward System for Employees:**

- It is important to remember that the compensation or incentive system in place at the company has the greatest influence on employee motivation.

- Representative compensation and incentive framework difficulties were, by and large, the primary basis for mechanical questioning in the past.
- A good remuneration structure in the organization will help to preserve the organization's harmony and congruity by limiting current issues.
- In representative weakness, the compensation structure plays a critical role.
- The compensation structure has a significant influence on employee retention in the organization.
- The majority of employee satisfaction is based on salary and the company's reward system.

## 4.5 Admin and Discipline Management.

The rules and regulations at Mehmud Industries (Pvt.) Ltd. are strict, and everyone is held responsible for all administrative tasks. Under admin and discipline management, the following actions are carried out.

### 4.5.1 Code of Conduct

The following areas are subject to severe company rules: Failure to follow these policies will result in instant dismissal.

**Alcohol and drugs:** Having, using, or being under the influence of alcohol or drugs during work hours is absolutely prohibited.

**Harassment:** Harassment of employees, coworkers, or management is completely prohibited, and there is no tolerance for it. If a member of staff believes they have been harassed, they should follow the measures outlined in the Problem-Solving Process section. Harassment cases will be treated seriously, and the Operation Head and CEO will handle them.

**Attendance:** When a member of staff understands they will be unable to work during normal business hours; they should notify management as soon as possible. Because the firm relies on its

employees to complete client work, it's critical that management be prepared to handle any difficulties that arise as a result of absences. Staff members should email the appropriate team email address two weeks ahead of time if they are going to be absent. Failure to provide adequate notice jeopardizes the employee's ability to get leave. Staff employees must contact their line manager as soon as possible if they are unable to work due to illness or severe weather.

**Dress Code:** There is no set dress code for employees, but they are advised to dress appropriately, and male employees must wear shoes rather than sandals. On Fridays, male workers may only wear sandals if they are dressed in Punjabi.

### **Incomplete Shift and Lateness.**

Staff members must call their line manager or team leader at least one hour prior to the start of their shift if they are running late. Staff employees are obliged to clock out after a minimum of 8 hours of being present at their allocated site of work, unless otherwise indicated.

### **Working from Home While on Unplanned Leave:**

If a staff member is unable to come to work but can cover the day's work from home on the same day, their paid vacation days will not be removed, but their attendance score in their performance evaluation will be negatively affected. On such a day, employees must notify their line manager or team leader as soon as possible in the morning by calling or, as a last option, sending a text message to his or her smartphone.

### **Accessing company email from a distance:**

Employees will be able to check their work email from their own mobile device or laptop, but they will not be able to access files or documents. Accessing data in an unlawful manner is a criminal offense under the Bangladesh Information Communication Technology Act 2006, and the corporation and its law firm are prepared to take legal action against employees who access data remotely without written authorization.

### **Disciplinary Procedure:**

**Disciplinary action will be decided on a case-by-case basis, generally by following the method below:**

**A verbal warning has been issued:** The line manager informs a staff member that he or she has broken a rule or regulation and that the infraction will not be tolerated. If the line manager believes Human Resources or the Operation Head and CEO should be contacted, it is up to them.

**A written notice is issued:** A written notice to a staff member that he or she has broken a rule or regulation. Human Resources, as well as the Operation Head and CEO, must be copied on the official notifications made through email.

**Termination:** The employee's working connection has been dissolved. Please keep in mind that, as previously said, the foregoing is a basic approach that may vary based on the situation.

#### **Procedure for Problem-Solving:**

The organization has a procedure in place for dealing with problems, both personal and work-related. To solve problems, one needs to follow the steps below:

- Email or speak with the line manager. They'll get back to you as soon as possible with a plan of action for resolving the problem, which usually starts with a one-on-one meeting to go through the details of the problem.
- If one is still unhappy with the response offered or if the issue involves a staff member's line manager, please contact Operation Head via email, who will investigate the situation. His decision is definitive in this case.

During the problem-solving process, the employee should not publicly voice his or her opinions or take any actions that will disrupt the company's operations.

#### **4.5.2 Confidentiality of Information**

Because the organization handles private data for its clients, employees must treat client information with the utmost care. In addition, without the permission of management, company data should not be shared with third parties. With the help of its law office in Bangladesh, the

company has taken efforts to ensure that it is fully prepared and willing to take legal action against anyone who reveal customer or company personal information. If a member of staff is unsure whether or not some material is secret, they should consult their line manager. If a member of staff believes confidentiality has been violated, either purposefully or accidentally, they must notify management promptly.

**CHAPTER 5**

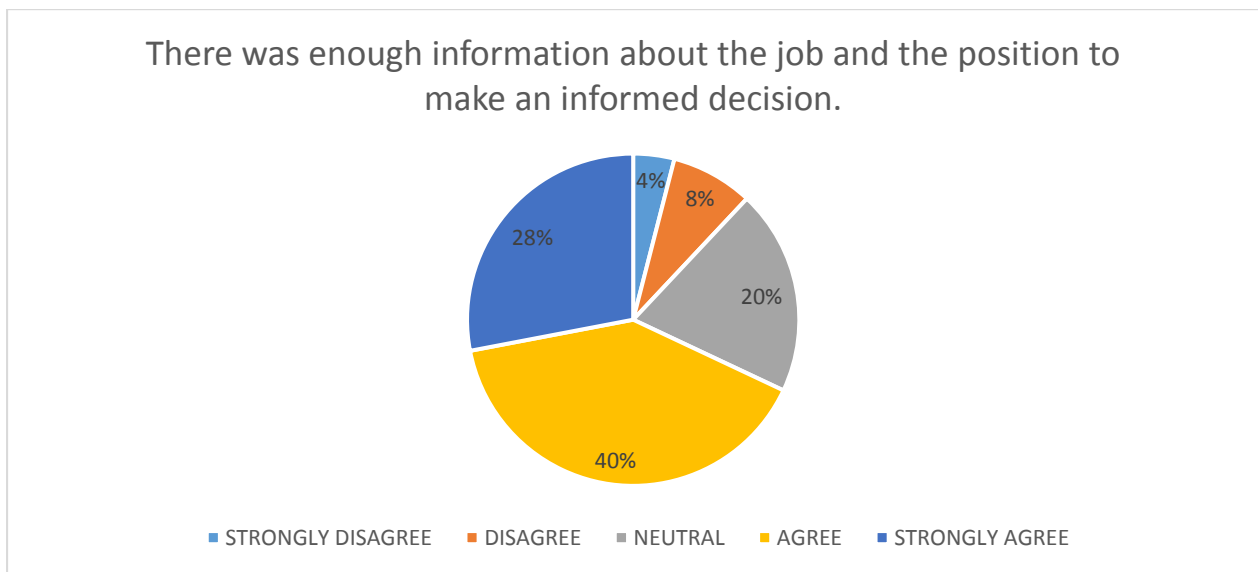
**FINDINGS, RECOMMENDATIONS AND**

**CONCLUSION**

## 5.1 Analysis and Findings of the Project:

I conducted a survey of 25 Mehmud Industries employees to determine the effectiveness of their human resource policies, which include references, gender discrimination, and job placement. I asked 12 questions in my questionnaire to learn more about Mehmud Industries' recruiting and selection policies and Training and Development process.

### **QN 1: There was enough information about the job and the position to make an informed decision.**



*Figure 2: There was enough information about the job and the position to make an informed decision.*

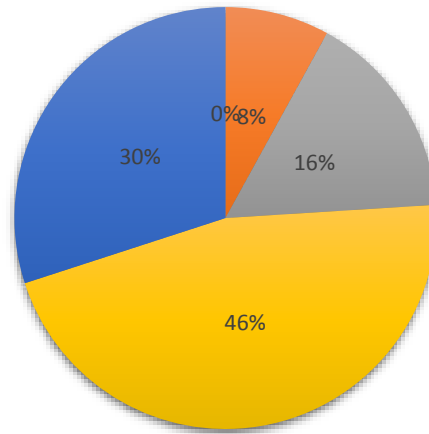
Employees agree that There was enough information about the job and the position to make an informed decision. According to the pie chart (Figure 2), 40 percent of employees agree with the statement, 28 percent strongly agree, 20 percent neutral, 8% disagree, and 4% strongly disagree.

### **QN 2: During the recruiting process, there is no distinction between males and females.**

According to the results of the survey, the majority of female employees were not in agreement with the question asked. They believe there is discrimination, however the male employees do not believe this to be the case.



**During the recruiting process, there is no distinction between males and females.**



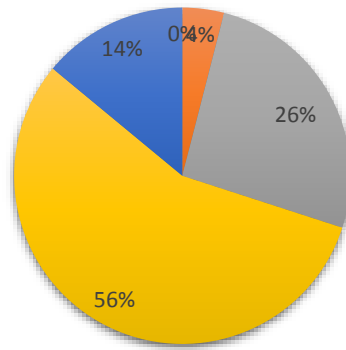
■ STRONGLY DISAGREE ■ DISAGREE ■ NEUTRAL ■ AGREE ■ STRONGLY AGREE

*Figure 3: During the recruiting process, there is no distinction between males and females.*

According to the pie chart (Figure 3), 46 percent of employees agree that there is no discrimination between male and female candidates during the recruiting process, 30 percent strongly agree, 16 percent neutral, 8 percent disagree with this statement.

**QN 3: The recruitment procedure provides the company with a diversified pool of qualified job prospects (male and female).**

**The recruitment procedure provides the company with a diversified pool of qualified job prospects (male and female).**

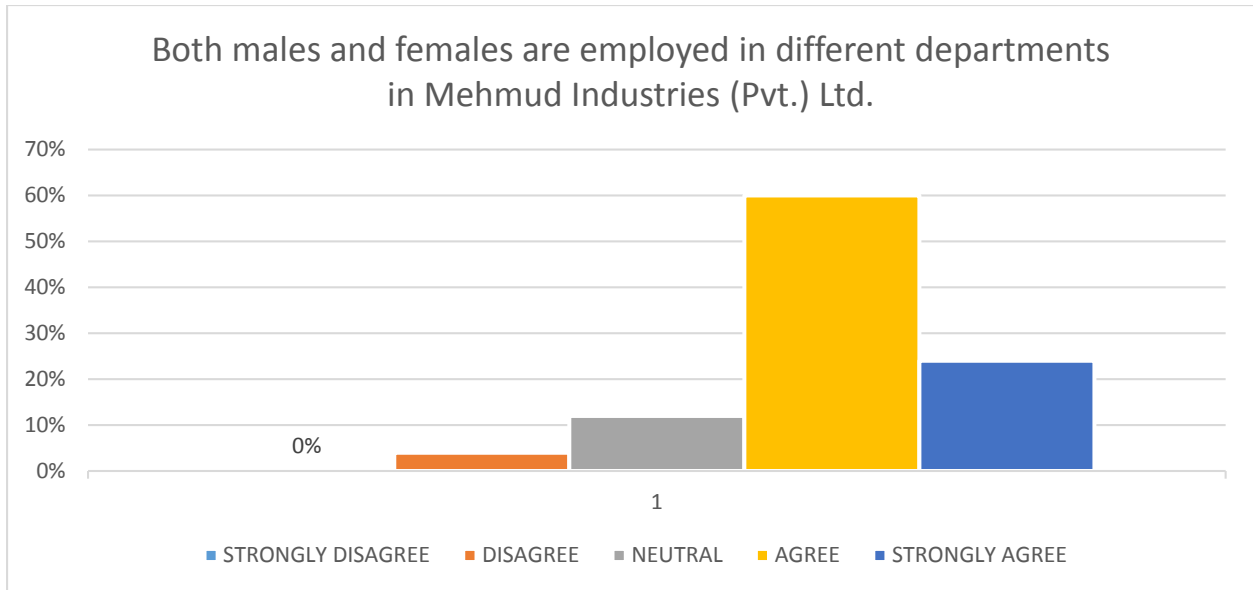


■ STRONGLY DISAGREE ■ DISAGREE ■ NEUTRAL ■ AGREE ■ STRONGLY AGREE

*Figure 4: The recruitment procedure provides the company with a diversified pool of qualified job prospects (male and female).*

Employees agree that the recruitment procedure provides the company with a diversified pool of qualified job prospects (male and female). According to the pie chart (Figure 4), 56 percent of employees agree with the statement, 14 percent strongly agree, 26 percent neutral, 8% disagree with the statement.

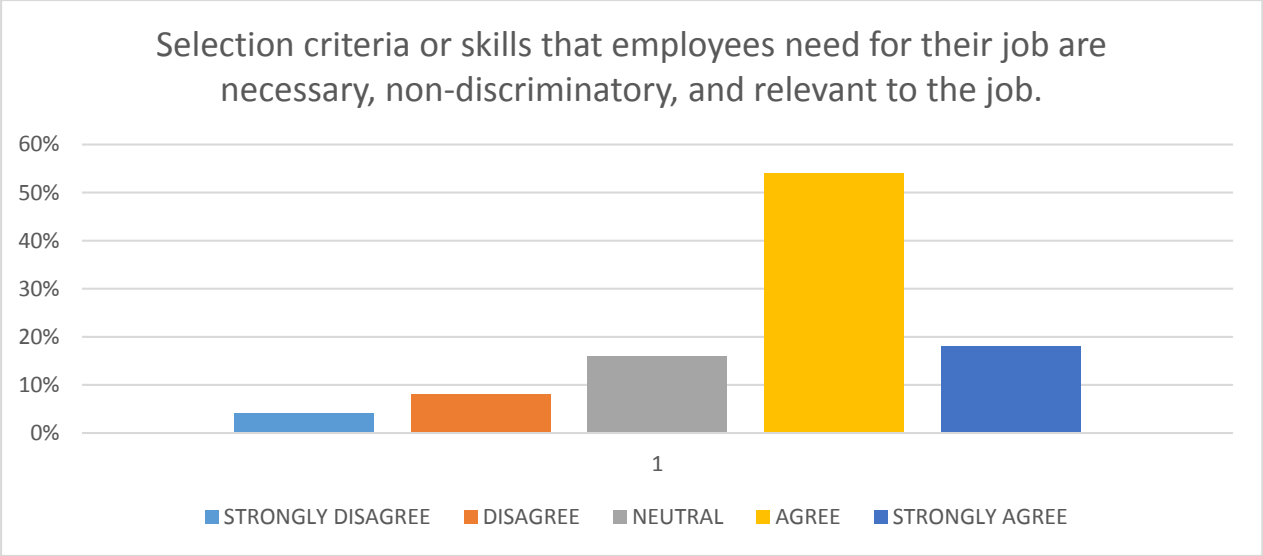
**QN 4: Both males and females are employed in different departments in Mehmud Industries (Pvt.) Ltd.**



*Figure 5 : Both males and females are employed in different departments in Mehmud Industries (Pvt.) Ltd.*

The bar graph (Figure 5) shows that 60 percent of employees agree that both males and females are being appointed in different departments in Mehmud Industries, 24 percent strongly agree, 12 percent neutral and 4 percent disagree.

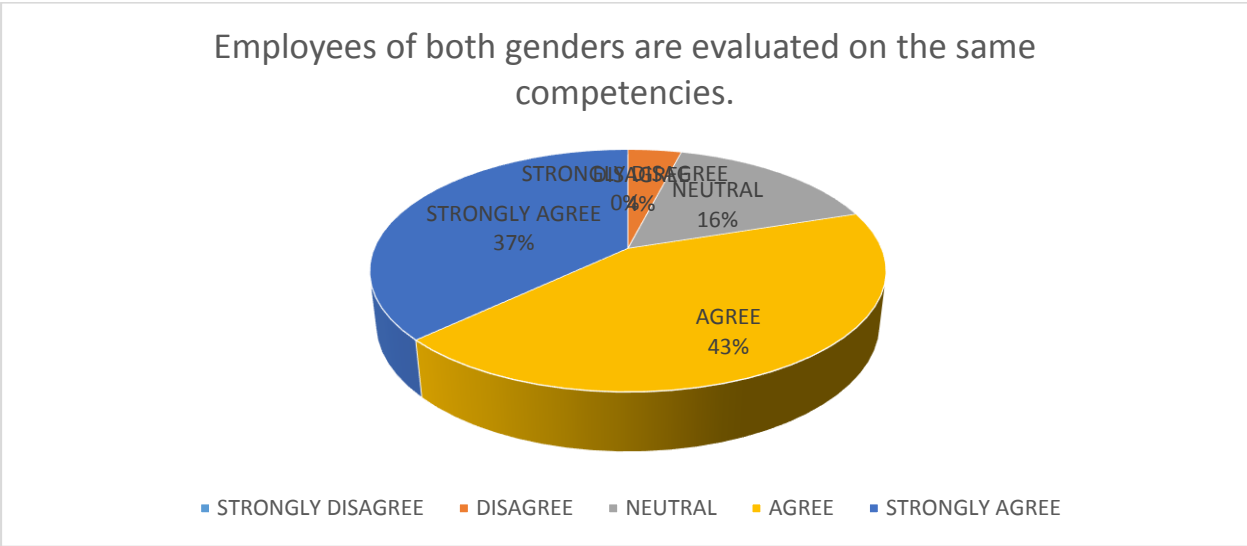
**QN 5: Selection criteria or skills that employees need for their job are necessary, non-discriminatory, and relevant to the job.**



*Figure 6 : Selection criteria or skills that employees need for their job are necessary, non-discriminatory, and relevant to the job.*

The bar graph (Figure 6) shows that 54 percent of employees agree that Selection criteria or skills that employees need for their job are necessary, non-discriminatory, and relevant to the job in Mehmud Industries, 18 percent strongly agree, 16 percent neutral, 8 percent disagree, and 4 percent strongly disagree.

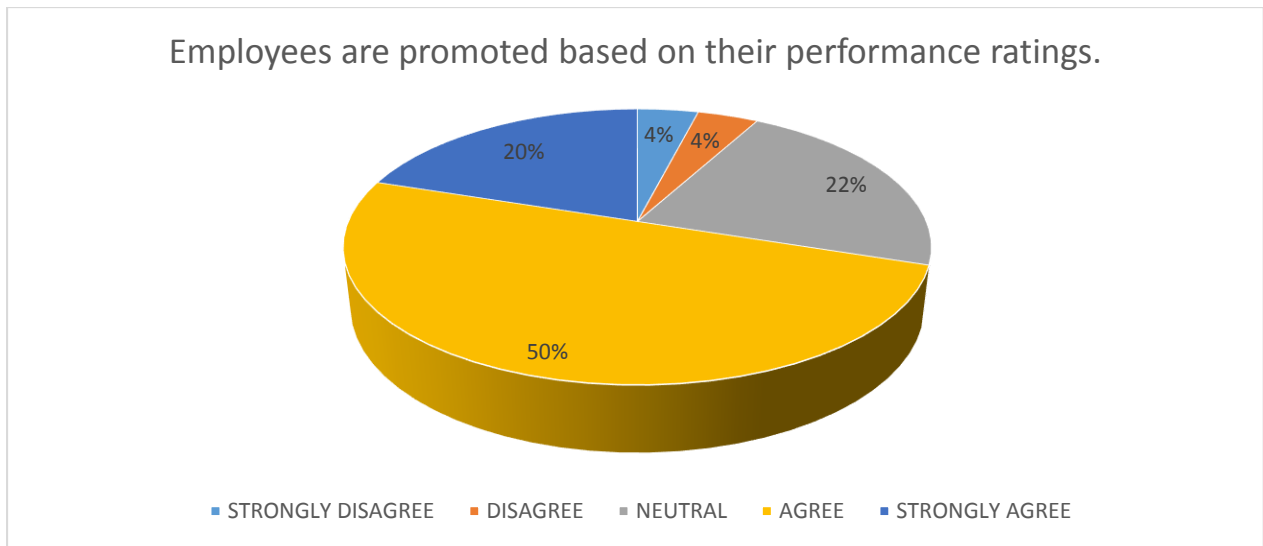
**QN 6: Employees of both genders are evaluated on the same competencies.**



*Figure 7: Employees of both genders are evaluated on the same competencies.*

The question is supported by the majority of employees, who either agree or strongly agree. According to the pie chart (Figure 7), 43 percent of employees agree and 37 percent strongly disagree that employees of both genders are evaluated on the same competencies. On the other hand, 16% of employees are neutral, and 4% of employees disagree with the term.

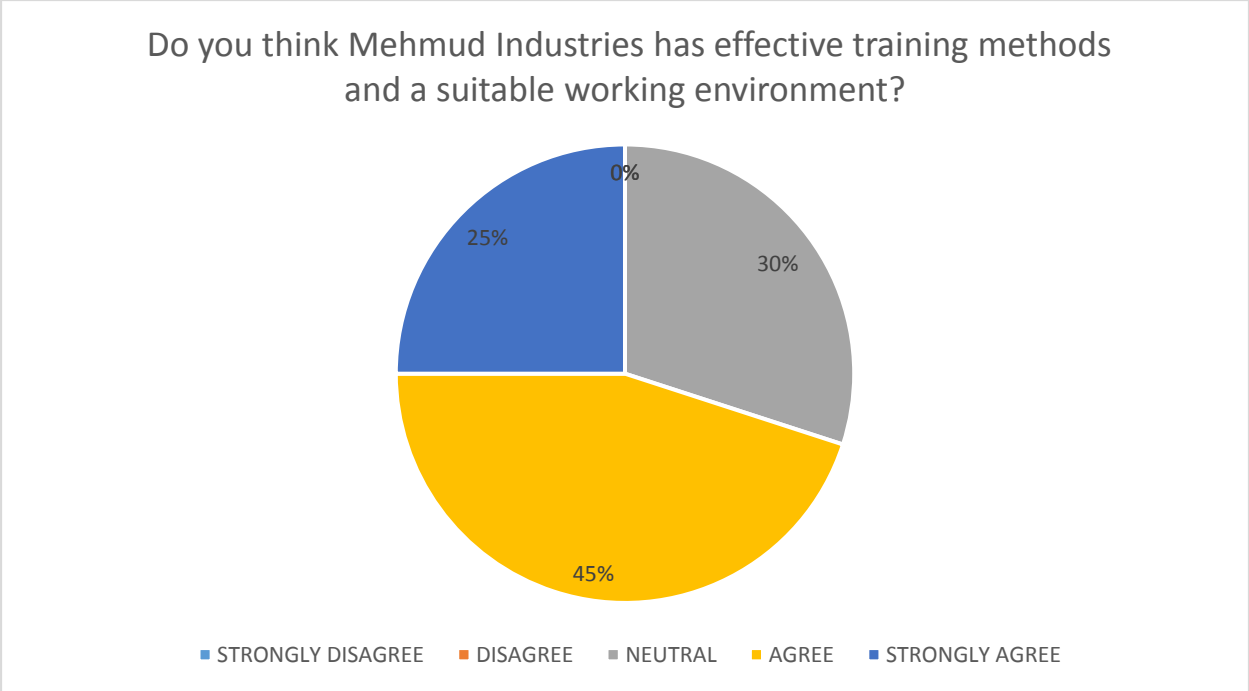
**QN 7: Employees are promoted based on their performance ratings.**



*Figure 8: Employees are promoted based on their performance ratings.*

The pie chart (Figure 8) shows that 50 percent of employees agree that they are promoted based on performance evaluation. 20 percent strongly agree, 22 percent employees neither agree nor disagree, 4 percent disagree and 4 percent of employees strongly disagree.

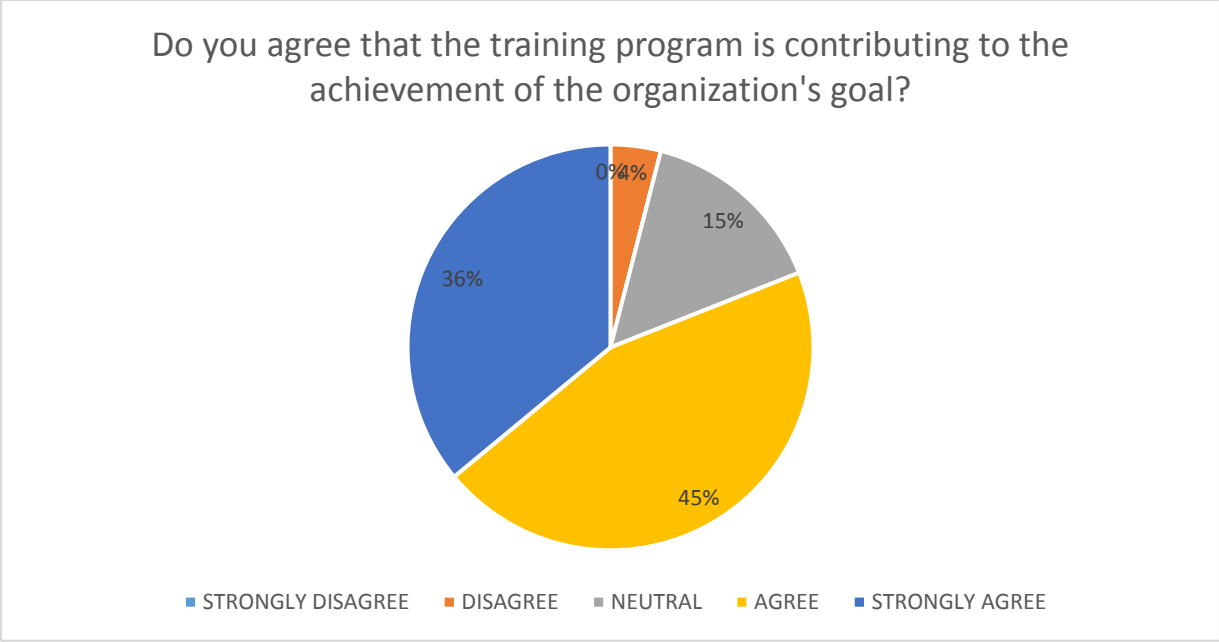
**QN 8: Do you think Mehmud Industries has effective training methods and a suitable working environment?**



*Figure 9: Do you think Mehmud Industries has effective training methods and a suitable working environment?*

Approximately 45 percent believe the training facility has an excellent training environment, 25 percent strongly agree, and 30 percent believe the surroundings are moderate.

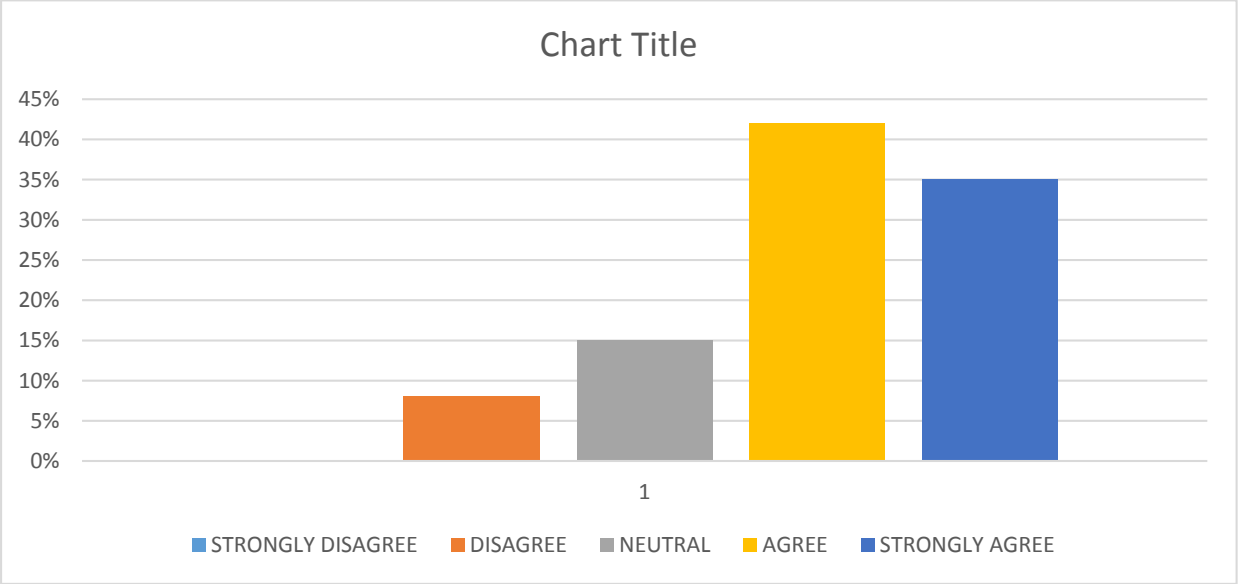
**QN 9: Do you agree that the training program is contributing to the achievement of the organization's goal?**



*Figure 10: Do you agree that the training program is contributing to the achievement of the organization's goal?*

45 percent of employees believe that the training program is helping the company accomplish its goals, 36 percent strongly agree, and 4% disagree. The remaining 15% was neutral.

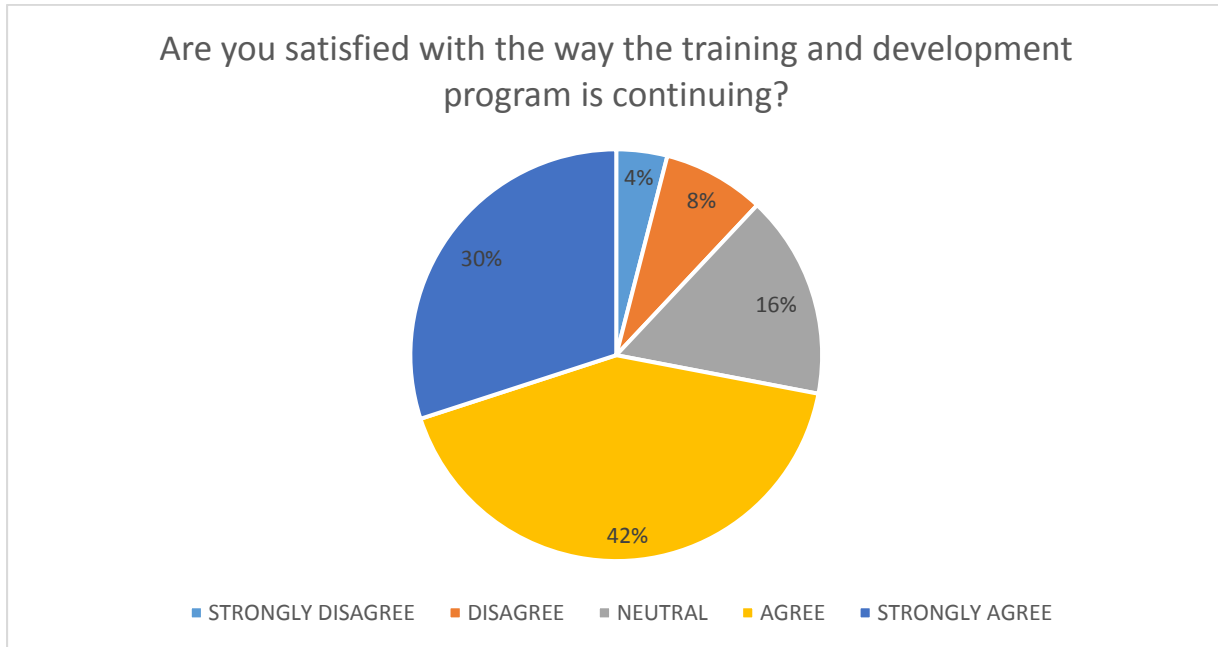
**QN10: The duration of the training and development process is sufficient enough.**



*Figure 11: The duration of the training and development process is sufficient enough.*

In this case, 42 percent of employees agree, with 35 percent strongly agreeing, and they believe the training program's time duration was sufficient, whilst others are of a different opinion.

**QN 11: Are you satisfied with the way the training and development program is continuing?**

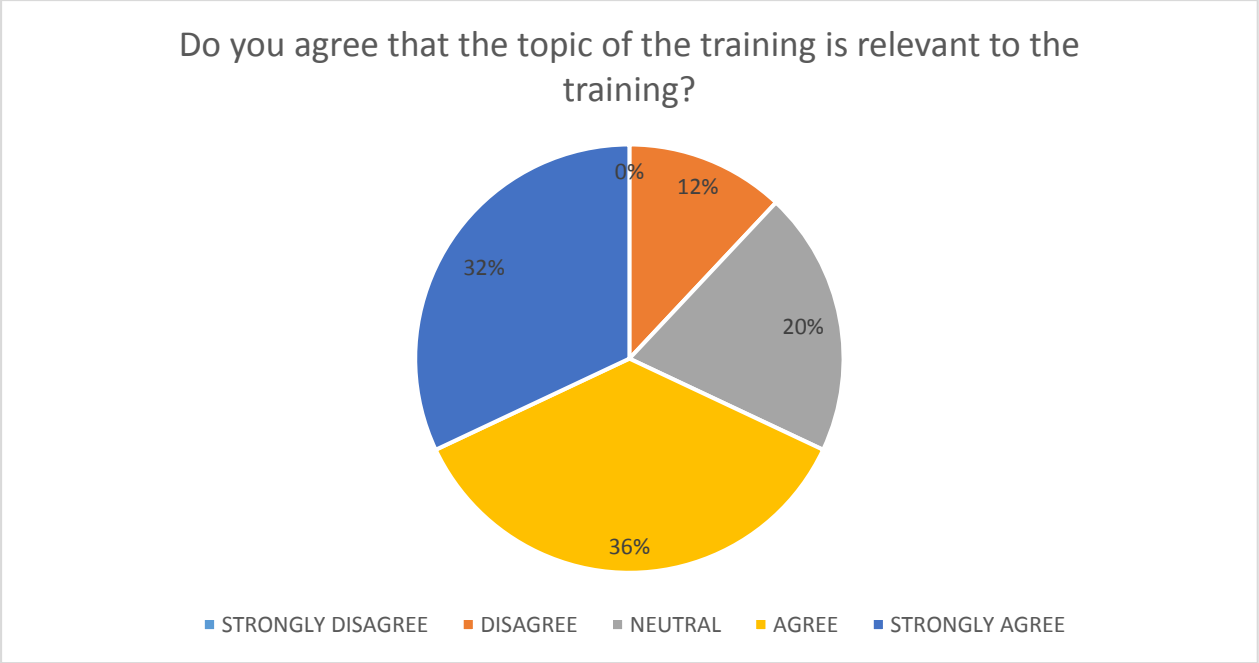


*Figure 12: Are you satisfied with the way the training and development program is continuing?*

The pie chart (Figure 12) shows that 42 percent of employees agree that they are satisfied with the way the training and development program is continuing. 30 percent strongly agree, 16 percent employees neither agree nor disagree, 8 percent disagree and 4 percent of employees strongly disagree.

**QN 12: Do you agree that the topic of the training is relevant to the training?**





*Figure 13: Do you agree that the topic of the training is relevant to the training?*

The pie chart (Figure 13) shows that 36 percent of employees agree that the topic of the training is relevant to the training in Mehmud Industries, 32 percent strongly agree, 20 percent neutral and 12 percent disagree.

**5.2 Findings**

After analyzing the entire organization's operations, HR function, and employee work satisfaction, I found several positive and negative aspects of Mehmud Industries.

- Mehmud Industries (Pvt.) Ltd. has a flat organizational structure, which allows each employee to work directly with their supervisors. It enables employees to learn directly from their supervisors.
- Employee-employer relations at Mehmud Industries are excellent. Some staff have been with Mehmud Industries since the beginning and have no desire to quit.

- Employees are becoming more reliant on on-the-job training. Few employees want to do off-the-job training.
- Despite the organization's team-oriented work culture, some employees want to be recognized as individuals.
- Management has a habit of overlooking people, especially new ones.
- The firm recruits from both internal and external sources. It's important for Mehmud Industries to have a workforce that reflects the diversity of its people. Equal job opportunities are important to Mehmud Industries. It opposes all forms of discrimination.
- For external sources, the company advertises, uses employment agencies (just for the technology department), conducts campus recruiting, arranges internships for students, and hires employees through personal contacts or employee leasing.
- The company fills the vacancy by elevating current staff. However, it usually recruits from the outside.
- Some employees believe that the training procedure is a waste of time since they are required to participate in a lengthy training program.
- Like any reputable and well-managed firm, the process of performance appraisal is a routine one that must be completed on time.
- Employees at Mehmud Industries are encouraged to enhance their performance via training.
- They provide an appealing package that is in line with current market practice in the same industry. Bonuses and annual increments are also available.
- They also offer leave planning for employees, which includes several types of leaves based on the needs of the employees. Aside from that, Mehmud Industries offers other benefits such as disability insurance and others.
- To assure equity—that is, that all employees are treated fairly—Mehmud Industries conducts annual performance appraisals of employees to ensure efficient performance and reward them, or to take disciplinary action against those who perform poorly or break regulations.

The majority of employees are extremely motivated and content with their work environment, both with their superiors and with their subordinates. However, in order to avoid any form of mismanagement, management must be more concerned with dealing with employee complaints.

### **5.3 Recommendation**

The HR department of Mehmud Industries needs to be more efficient in order to retain the responsibilities of the company. However, because I have only worked here a few times, I believe they have a sector in which they need to recover or rebuild the system. The following are examples:

- To overcome all of the shortcomings of the current recruiting method, Mehmud Industries' top management should make the entire recruitment and selection process easier and speedier. This will ensure that managers cut down on superfluous administrative regulations and processes.
- Mehmud Industries should be extremely cautious throughout the recruitment and selection process so that the turnover rate is lower than the previous year, since Mehmud Industries is experiencing a problem with field force turnover.
- Mehmud Industries may hire from outside the industry for top-level roles. To add variety to the workforce and culture, overseas recruiting may be used.
- Employees should be encouraged to participate in training programs and to see the organization's goals as their own.
- A thorough examination is required to solve the problem and eliminate the inefficiencies in the training program.
- They should place a greater emphasis on technical training and encourage employees to expand their technology skills.
- Mehmud Industries should recruit more efficient staff in their various departments to accomplish the duties more promptly and efficiently.
- Employees should receive appropriate feedback, and a uniform assessment procedure should be implemented to improve employee performance.

- Employees must wear their ID cards and keep them visible while on the job. It must be followed. ID cards are used to verify a person's identity and are also a component of HR rules.
- Pay should be designed in such a manner that workers properly understand it and acknowledge it as fair, equal, and consistent.
- Benefits and service programs should be structured to provide more security for employees and their dependents in the future.
- Mehmud Industries offers a variety of training programs both locally and internationally. Every year, a large number of employees are sent to these programs. They should compare their past performance to their performance after training to see where improvements might be made. It will assist the company in determining which training program is most beneficial for which skill development.

As HR operations are not effectively used in Bangladesh, Mehmud Industries could serve as an example by implementing proper HR policies. Here, the new and updated HR tools must be used. The incentive system should be more well-organized. There are other procedures that should be followed to cope with staff turnover. It is necessary to organize the workforce.

## **5.4 Conclusion**

It is essential for students to have an internship as part of their education. We learn the value of reality and how things are in the current world. It serves as a link between the academic and practical areas of education and everyday life.

This practical experience has taught me a lot. I appreciated working with the HR Department of Mehmud Industries (Pvt.) Ltd., which made my work exciting and successful. Its pleasant working atmosphere made me feel emotionally engaged with the company and inspired me to give it my all. It feels fantastic to be working with the HR department, considering it is my major. I also believe that it is a once-in-a-lifetime opportunity for me to learn about practical work and the HRM system at a reputable organization. This internship has significantly increased my understanding

and approach towards the profession. I learnt a lot of the topics I mentioned previously throughout my internship period.

During my internship, I gained a more practical understanding of the human resource management process, but I also had some problems in writing my report since some human resource department materials are private and I was not authorized to seek them. However, I created this report based on the job experience and information I gained throughout my internship. I feel that the work knowledge, code of conduct, real-world work pressure experience, laws and regulations, and policies that I gained throughout this internship program will assist me in fulfilling my duties in my professional life in the future.

Mehmud Industries (Pvt.) Ltd. has always placed more importance on creating a strong supervision system in order to meet its business goals. Mehmud Industries has gone a long way towards achieving these goals through listening to the demands of clients, learning real-time lessons from previous projects, inventing, and cooperating. Finally, I want to thank BRAC University for the values and knowledge it has given me, as well as for the chance to use my knowledge practically in professional life.

## **ABBREVIATIONS**

AGI = Anwar Group Industries.

LTD = Limited.

PVT = Private.

PLC = Public limited company.

CEO = Chief Executive Officer.

MBO = Management by Objectives.

HRP = Human Resource Planning.

HR = Human Resources.

HRD = Human Resources development.

HRM = Human Resource Management.

PDP = Performance and Development Plan.

HOD =Head of Department.

T&D= Team Training and Development Team.

PMS= Performance Management System.

KPI= Key Performance Indicators.

GM =General Manager.

TNA = Training Need Analysis.

## **Appendix**

### **Appendix-1**

This research is conducted for academic purposes only. So please do not hesitate to answer. Your information will be kept confidential.

#### **Personal Information**

1. Male  Female

2. Age:

15-25

26-35

36-45

46 and above

3. Income per month:

16000-25000 Taka

16000-25000 Taka

36000 and above

4. Designation: \_\_\_\_\_

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<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neutral</b>	<b>Agree</b>	<b>Strongly Agree</b>

**Please circle the number that most closely corresponds to your thinking.**

QN 1: There was enough information about the job and the position to make an informed decision.

**1 2 3 4 5**

QN 2: During the recruiting process, there is no distinction between males and females.

**1 2 3 4 5**

QN 3: The recruitment procedure provides the company with a diversified pool of qualified job prospects (male and female).

**1 2 3 4 5**

QN 4: Both males and females are employed in different departments in Mehmud Industries (Pvt.) Ltd.

**1 2 3 4 5**

QN 5: Selection criteria or skills that employees need for their job are necessary, non-discriminatory, and relevant to the job.

**1 2 3 4 5**

QN 6: Employees of both genders are evaluated on the same competencies.

**1 2 3 4 5**

QN 7: Employees are promoted based on their performance ratings.

**1 2 3 4 5**

QN 8: Do you think Mehmud Industries has effective training methods and a suitable working environment?

**1 2 3 4 5**

QN 9: Do you agree that the training program is contributing to the achievement of the organization's goal?

**1 2 3 4 5**

QN10: The duration of the training and development process is sufficient enough.

**1 2 3 4 5**

QN 11: Are you satisfied with the way the training and development program is continuing?

**1 2 3 4 5**



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