

Internship Report On
“Impact of Strategic Human Resource Management Approach and
Organizational Performance of Hotshot Automotive”

By
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An internship report submitted to the BRAC Business School (BBS)
in partial fulfillment of the requirements for the degree of
Masters of Business Administration (MBA)

BRAC Business School (BBS)
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.

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Letter of Transmittal

Saif Hussain

Associate Professor

BRAC Business School

BRAC University

66 Mohakhali, Dhaka-1212

Subject: Impact of Strategic Human Resource Management Approach and Organizational Performance of Hotshot Automotive

Dear Sir,

I am pleased to submit my internship report on "*Impact of Strategic Human Resource Management Approach and Organizational Performance of Hotshot Automotive* ", which was required as a part of my MBA program. I would like to thank you for giving me the opportunity to gain so much experience on the job in such a welcoming work environment. I have done my best to finish my report with the necessary data and a proposed plan which I relied on you to do.

I really hope that the report will meet your standards and you will allow me to submit it for the nominated topic.

Thank you so much.

Sincerely yours,

Jenia Rahman

ID: 20364072

BRAC Business School

BRAC University

Date: December 14, 2022

Non-Disclosure Agreement

This agreement is made and entered into by and between [Name of Company] and the undersigned student at BRAC University.

I officially confirm that I will keep information confidential and will not provide any data that may affect or violate Hotshot Automotive's confidential policy.

Jenia Rahman

ID: 20364072

BRAC Business School

BRAC University

Date: December 14, 2022

Acknowledgement

My sincere thanks to Allah for giving me the strength and ability to finish my internship report and submit it on time.

I would like to thank to the respected Sir, Saif Hussain, Associate Professor and Program Director of BBA, BRAC Business School, BRAC University, for all the guidance and support he has given me so far in my academic career. Without his excellent advice, support and active participation throughout the process. I would not have been able to complete the report on schedule and accurately. I also value the opportunity to complete my work under his guidance.

Special thanks to the Human Resource Department, Customer service and Cash departments of Hotshot Automotive for spending the time and effort required to participate in the interviews and survey.

Executive Summary

Businesses are facing various problems these days. So, they come up with solutions. Human resource effectiveness and competitiveness of an organization is very important. According to some experts, the success of an organization depends on both its people and its systems. The strategy for a company's overall competitiveness no longer separates out human resources as a separate element. Therefore, developing and managing an HR system or process in accordance with corporate needs is insufficient. Managers must take the organization's long-term objectives into account. From a strategic standpoint, there is a strong emphasis on how HR affects corporate success. The study discussed in this paper's major goal is to comprehend how Hotshot Automotive's organizational performance may be impacted by SHRM elements.

The first chapter provides about internship experience. The Second chapter discusses the organizational structure of Hotshot Automotive, including its values, range of products and services and human resource development (HRD) strategies, summary of the objectives, parameters, limitations and methodology of the study and the literature review is included in the Third chapter. The relevant research literature and research findings will be presented in this chapter, along with a discussion of how Hotshot Automotive's organizational effectiveness is impacted by strategic management of human resources techniques. Based on the research findings, the fifth chapter of the study provides important details like recommendations and required understanding. The conclusion section of the report follows this section.

Keywords

Strategic Human Resource Management; organizations performance; human resource planning; organizational performance; impacts; compensations; training and development; Organizational citizenship behavior; quality; flexibility; competitive advantage.

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List of Acronyms

SHRM: Strategic human resource management

AHL : Hotshot Automotive

HRM : Human resource management

HRD : Human Resource Development

CHAPTER 01

About Internship

1.1 Prologue

After their academic careers are over, all our professionals must enter the world of work. The ideal way to practice corporate culture and use academic knowledge before dealing with the real world is to work as an intermediary in an organization. I am at Hotshot Automotive Ltd for 12 weeks. I am honored to do this.

I noticed that each desk was assigned a specific task, and by taking on these tasks as well as doing them in collaboration with the people I worked with, I seemed to learn a lot that would benefit both my professional and personal life.

My internship at Hotshot Automotive Limited was really enjoyable for three months, and I worked at Head Office 97, 20 South Padmakanan Road, Dhaka 1214. I had a great time working, and the factory employees were all really kind and helpful.

As an intern, I was only given access to the HR department desk.

1.2 HR Department

I worked in this department for 12 weeks. I was responsible for creating and analyzing personnel files including relevant documents (application information, CVs, joining letters, employment letters, experience certificates, etc.). Also, I was responsible for signing documents like bonds and undertakings.

I fill out the forms for the employee's personal checklist All relevant information regarding any employees is provided in this form. I review the paperwork for the employee's personnel file. I once went to a factory to check how things are made and compliance. I am Hotshot Automotive Ltd. Its consent is familiar with the law.

1.3 Different functions of the organization

Finance & Accounting Department:

Accounting and financial matters are handled by a department of the Hotshot Automotive. This department is made up of dedicated and knowledgeable professionals. The main responsibility of this department is to maintain good recordkeeping in accordance with legislative requirements. The accounting is responsible in accordance with generally accepted accounting

standards, using the acquisition cost concept. This section generates the revenue and expenditure account, the cash flow statement, and the balance sheet for the planned year at the end of the fiscal year.

IT Division:

Apart from Finance, the IT Division is one of the most powerful divisions in the company. As the reliance on the internet, internet sites, and computerized systems management has grown over time, the IT division has worked to ensure that Hotshot Automotive Ltd.'s online shopping system is error-free and reliable. Hotshot Automotive Ltd. can also establish a comfortable and speedy online shopping environment for its traders as a result of this.

Quality Department:

Any Hotshot Automotive's ability to function and grow depends on its ability to do research and development. R&D, and Public Relations are all departments of the Hotshot Automotive Ltd. The operation of this department is the subject of this section.

Marketing Department

The major goal of this part is to raise public awareness by offering various forms of information to the general public, such as news releases, television coverage, and newspaper articles.

Internal Audit Department:

Internal audit department looks into its internal controls, as well as its financial reporting and accounting related works. It ensures that the process of data collection and financial reporting are happening timely and in the right time.

CHAPTER 02

OVERVIEW OF THE ORGANIZATION

2.1 Overview of Hotshot Automotive.

Since our clients are our first priority, our crew is dedicated to working hard to provide you with premium car accessories at affordable prices. Bangladeshi online shop Hotshot Automotive offers authentic vehicle parts and automobile accessories, never compromising on quality. We have collected and curated the best car parts for you to fulfill your wishes. Hotshot Automobiles is your new source for automotive accessories. Aiming to offer premium car accessories at reasonable prices to auto enthusiasts, the company was established in 2020 and granted trade license number: TRAD/DSCC/019938/2020.

Choosing the wrong automobile accessory can affect your budget in addition to your car. Therefore, at Hotshot Automotive, we are committed to providing high-quality car accessories to our customers who have an infinite love for cars. Highlights of 2020

We offer a wide range of premium car parts and accessories. We have a dealership with German based company "Bijl Bangladesh" to supply quality engine oil, engine flush and gear and IL: ' German company Liqui Moly specializes in oils, lubricants and additives. We are Nov site Bangladesh - authorized distributor of premium automotive parts from companies like FN Trading, Little Trees, Bulson Car Care, and 3M Car Care. Also, we are Bangladesh-authorized dealer of Power Stop, Denkerman and Flamingo Car Care.

Additionally, we ensure that items are delivered to our customers as quickly as possible once purchased and confirmed. Naturally, we have successfully completed more than 6,000 orders and we would like to do more in the future. The largest online seller of automotive parts in Bangladesh now serving more than 5000 customers.

We appreciate you being one of our regular customers and helping our company grow.

With an ever-expanding assortment of premium automotive parts, premium car accessories, genuine auto replacement parts and genuine lubricants, we promise to deliver performance that will accelerate both your ride and your excitement.

2.2 Mission and Vision

Mission

To provide superior vehicle accessories at affordable prices to automotive lovers.

Vision

Both your ride and your enthusiasm will be fueled by your ability to maintain your dedication to delivering optimal performance.

2.3 Core Values

Care should be taken while selecting the right automobile accessories as the wrong one can have serious consequences for safety and finances. As a result, Hotshot Automotive is committed to offering customers the highest quality products. We give too much weight to someone's passion for the car.

We offer a wide range of premium car parts and accessories. We also supply genuine vehicle care items from 3M and Flamingo (China) (Thailand). We also have a dealership with full time government corporation "Bijal Bangladesh" to provide quality Auto Engine Oil, Engine Flash and Gear Oil.

2.4 Product and Services

HOME SHOP BLOG DEALS OF THE WEEK 📍 0 🗑️ 0 🛒 0 ₺0.00
















 <p>Novsight A500 N37 H7 Led</p> <p>₺6,800.00</p>	 <p>Novsight A500 N37 H4 Led</p> <p>₺7,000.00</p>	 <p>Novsight A397 F03X Led</p> <p>₺3,800.00 - ₺4,000.00</p>
 <p>Novsight A500 N11 H4 Led</p> <p>₺1,600.00 - ₺3,200.00</p>	 <p>Nighteye A315 S2 Led</p> <p>₺2,600.00 - ₺2,800.00</p>	 <p>Novsight A500 N15 H4 Led</p> <p>₺1,800.00 - ₺3,600.00</p>
 <p>JDA Air Filter For Honda: HR-V, Freed, Vezel, Grace, Shuttle WAV348</p> <p>₺1,100.00</p>	 <p>JDA Air Filter For Nissan: X-Trail, Juke & Honda: Civic AV3756</p> <p>₺1,100.00</p>	 <p>JDA Air Filter For Nissan: X-Trail, Dualis A3775</p> <p>₺1,100.00</p>
 <p>JDA Air Filter For Toyota: Aqua A1433</p> <p>₺1,100.00</p>	 <p>JDA Air Filter For Toyota: Prius WA1428</p> <p>₺1,100.00</p>	 <p>JDA Air Filter For Toyota: Hiace, Commuter WA1424</p> <p>₺1,150.00</p>
 <p>JDA Air Filter For Toyota: Old Cars WA1384</p> <p>₺1,100.00</p>	 <p>JDA Air Filter For Toyota: Hilux Surf, Land Cruiser, Prado WA1402</p> <p>₺1,150.00</p>	 <p>JDA Air Filter For Toyota: Passo, Ractis, Vitz, Raum WA1406</p> <p>₺1,100.00</p>

Figure 2.4: List of Product and Services of Hotshot Automotive.

2.5 Organogram of Hotshot Automotive.

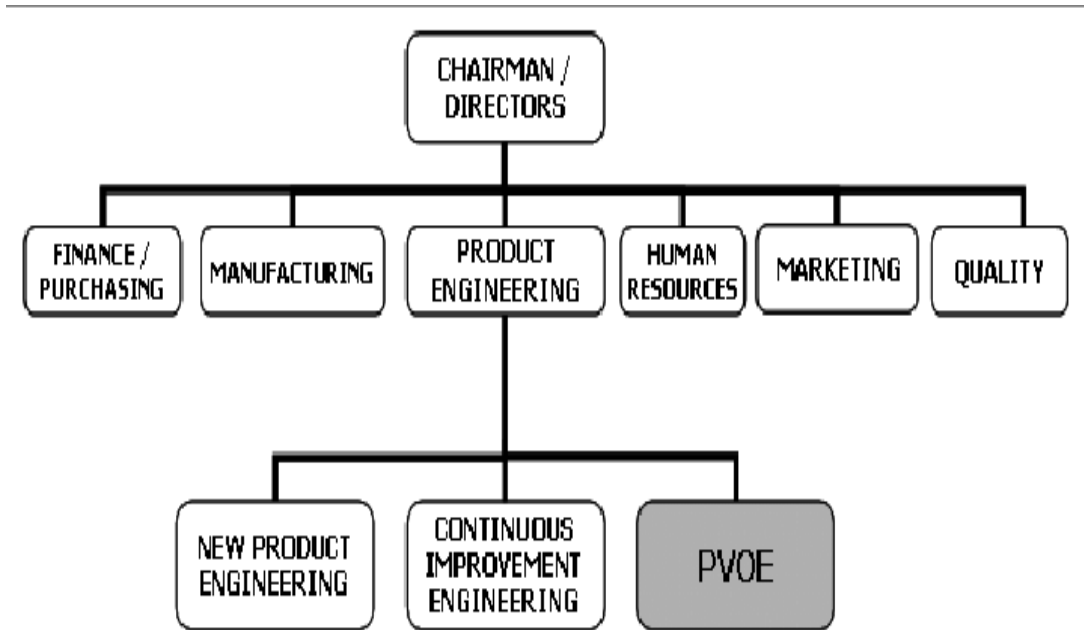
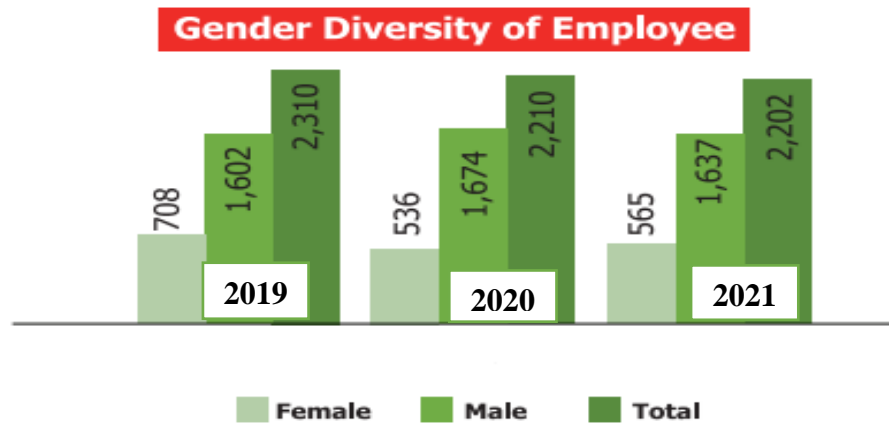


Figure 2.5: Organogram of Hotshot Automotive.

2.6 Department of Human Resource Management & Development

The Hotshot Automotive department is responsible of making certain that company personnel possess the abilities and commitment necessary to give top-notch customer service, in addition to creating the workplace and culture to support this delivery of services. To encourage engagement and have a beneficial impact on corporate operations, Human Resources conducts research, develops strategies and recognizes employee perspectives. Hotshot Automotive has built a safe atmosphere with equal treatment for each of its employees in order to keep a diversified staff.



2.6.1 Strategies Management of Human Resources

- ✓ To create an environment where high performance is valued, to successfully manage performance, to assign responsibilities to the right people, and to continually put the needs of the client first.
- ✓ Using techniques and systems for human resource management.
- ✓ They can work together as a close-knit hotshot family to become more aware of their competitive advantage.
- ✓ Combining development and training can boost performance.
- ✓ Employers can motivate employees to put in more effort by rewarding them financially (giving them raises or bonuses), encouraging them to participate in events planned by the company, etc.
- ✓ If employees want to, they should be given the opportunity to motivate and support the team.
- ✓ Identifying high-value employees and succession planning are essential components of a corporate continuity strategy.

2.7 Corporate Social Responsibility (CSR)

By providing basic necessities like food, healthcare and education. According to Hotshot Automotive, CSR can provide a real platform to meet the basic socio-economic needs of the poor people of the country as well as address the growing environmental challenges. To keep

everyone happy, Hotshot Automotive works hard to give back to the community. Over the years, it has participated in several activities with a social conscience.

Promoting the nation's illustrious artistic, cultural, and sporting history is the company's aim. The Corporation is always there for them and stands by them in times of national crisis.

2.7 SWOT Analysis

The following Strengths, Opportunities, Weaknesses and Threats are obtained by examining the Organization's Performance Appraisal Method (SOWT).

Strengths:

a) Management of Hotshot Automotive Limited is a significant asset. The organization has very strict rules. Additionally, there is a healthy, honest connection between management and employees.

a) Effective management

b) Decorated with taste.

d) It has reputation in the industry

e) Officers have advanced degrees.

Weaknesses

a) Location and scope of organization is conservative. There is not enough space for employees to work independently. Workers are not getting required amount of space.

b) Current paper vouchers

Opportunities

a) It gains credibility as it is a private institution.

b) Informing customers about its work

c) Increasing revenue.

Threats

A) Incumbent government is not benevolent from organizational point of view.

b) Several standard services of the company.

d) The market is very competitive.

e) Political-social unrest

CHAPTER 03

INTRODUCTION

3.0 Introduction

In the modern world, there is a lot of uncertainty and even disruption in the corporate environment due to rapid global and technological development. In order to survive and expand in the long run, industries are looking for innovative ways to boost their adaptability to the complexities from the dynamic world. Businesses all around the world are working diligently to manage their human resources management systems in order to successfully compete in the market. As an outcome, labor management is now simpler than it ever was. Therefore, several old themes were replaced during the procedure with new ones. The term "human resource management" (HRM) refers to new ideas in this field, and it has a more proactive and strategic connotation than prior ideas in this field. Business strategy and human resource management are closely related. In many instances, this may have a considerable effect on business strategy. Strategic management includes an essential element called strategic human resource management. Understanding how SHRM elements may impact Hotshot Automotive's organizational performance is the major goal of the study described in this paper.

3.1 Rationale of the Report

This study focuses on how Hotshot Automotive's human resource strategic policies affect operational effectiveness. The School of Business at BRAC University is requiring the preparation of this report as one of the criteria for earning the Master of Business Administration degree.

3.2 Objectives of the Report

The aim of the sign is to place it on the plane. Have broad and detailed goals.

a) General objectives

The main objective of the study is to know more about the management system of Hotshot Automotive Limited.

b) Specific Objectives

The specific objectives of the study are

- ✓ To determine the overall functions of the management system.
- ✓ To illustrate the processes that businesses use to lend money to clients.
- ✓ Outline specific operating processes used by various HR facilities.

3.2 Methodology of the Report

Data used and analyzed in this study come from two different sources. Below are the details:

3.2.1 Primary Sources

The following methods can be used to get primary data:

- Speaking with Hotshot Automotive personnel.
- A thorough examination of the growth of Hotshot Automotive's human resources department.
- Conducted a poll of more than 52 Hotshot Automotive workers.

3.2.2 Secondary Sources

The report's secondary data sources included the following ones:

- Books and journals that discuss the idea of SHRM activities and practices in Bangladeshi business.
- Hotshot Automotive's website and annual report.

3.4 Literature Review

This chapter reviews earlier research on the subject of this study. The following sections are further divided into sub-sections in accordance with the research purpose:

- Resource Based View (RBV) theory-based conceptual framework.
- A notion of organizational effectiveness.
- The link between SHRM procedures and operational effectiveness.
- SHRM (Strategic Human Resource Management) strategy.

3.4.1 Strategic Human Resource Management (SHRM) Practices

The phrase “SHRM practices” refers to choices made and actions taken in relation to human resource management at all organizational levels as well as the application of tactics meant to preserve a competitive edge (Dimba, 2010). Some of HRM's duties include hiring, training and development, paying employees, and reviewing employees' performance (Armstrong and Baron, 2006).

Every company should use HR strategies that consistently outperform the competition (Peffer, 2001). He asserts that when management approaches such as selective recruiting, incentive programs, employee involvement are applied, all firms see improved productivity and efficiency.

Traditional human resource management (HRM) places a lot of emphasis on the recruitment and selection processes when it comes to luring and keeping employees; The HR planning, competency assessment, and development of remuneration and benefits are more likely to receive SHRM attention.

3.4.2 Organizational Performance

Regardless of a company's long-term objectives, Norton claims that basic financial indicators like profit cannot reliably predict its short-term success.

According to Waiganjo, these variables promote a larger definition of performance that takes into account non-financial measures including efficacy, efficiency, quality, and brand perception. The harmony between a company's financial success and its effectiveness, relevance, and efficiency is known as organizational performance.

When evaluating an organization's performance, it is important to take into account the details provided by its mission, capabilities, and other elements and power structures. According to the requirements of the organization, a company's success should be assessed using a variety of metrics, including customer satisfaction and financial advantages.

Organizational significance is a function of an organization's capacity to change and adapt to its surroundings as well as its capacity to satisfy the needs of its stakeholders. Innovation is the ability of a business to develop new, enhanced methods of doing something. A company's

capacity to raise capital is critical to meeting its operating demands and preserving its financial viability throughout the long, mid, and short terms.

3.4.3 Organizational performance and the use of SHRM practices

Numerous challenges are facing businesses today. As a result, they are trying to develop strategies to overcome these challenges. A company's ability to function and maintain a competitive advantage depends heavily on its human resources. Numerous scholars claim that an organization's effective strategy is influenced by both its internal operating procedures and the contributions of its workforce. Note that RBV has significantly influenced how SHRM is conceptualized in this context (Wight, 2007).

Human resources are increasingly recognized as a crucial component of a company's overall strategy in order to attain a protracted competitive advantage (Huselid, 1995). Therefore, it is insufficient to build and manage a people management process or system based just on business needs. The strategic view of human resources can be used to demonstrate how hr department strategy implementation (Delry, 2001). The strategic utilization of human resources, according to (Wight, 2007), enhances an organization's capacity to chieve its goals.

At the macro-organizational level, it addresses what the functions and goals of human resource management are for the entire company. Human resource management is different from human resource management strategy. Additionally, it considers the impact of the firm's competitive edge on its performance (Trur, 2008).

Incorporating human resource management into the process of strategic management is the goal of strategic human resource management (Wright. K, 2006). Human resources and strategy could potentially be in a binary relationship where one influences the other.

Performance analysis shows how assessments of people and organizations have changed through time in response to their environments. Every organization must assess and gauge its success using a range of metrics in the competitive business environment of today.

Employee, department and organization performance is evaluated both objectively and subjectively. Or to put it another way, it is a measure of how well a business can achieve its goals over a period of time (Porters, 2001). An individual's ability to reach their potential is strongly influenced by how effectively they can integrate the strategic objectives of the

business. A better understanding of an organization's effectiveness and efficiency is possible by regularly analyzing performance.

3.5 Data Collection and Analysis

This chapter goes into depth on how the methods and procedures of this research study were carried out. Issues including questionnaire design, study variables and factors, subject sample size, data collection and data analysis were addressed.

3.5.1 Variables and Research Design

The main objective of the research discussed in this article is to understand how SHRM elements can affect the organizational performance of Hotshot Automotive. As depicted in the graphic, Hotshot Automotive completed organizational performance analysis and strategic human resource management using a range of independent components.

The conceptual framework provided below can be utilized to demonstrate the relationship between strategic human resource practices and organizational performance in accordance with the resource-based view.

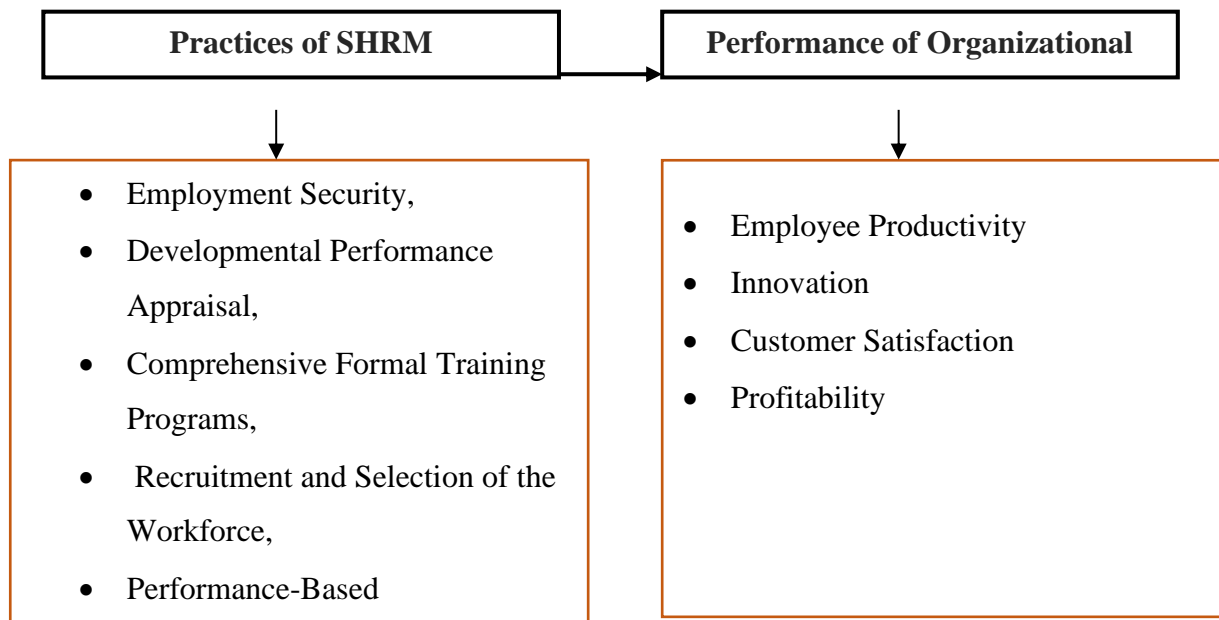


Figure 3.5.1: Organizational Performance and the SHRM Conceptual Framework

3.5.2 Data Collection and Analysis Plan

The analysis of this study and report is based on Bangladeshi industry. Both qualitative and quantitative data were gathered to create this study. The two approaches listed below were utilized to gather data:

- a) Conducting a poll using Google Forms, in which Hotshot Automotive workers took part.
- b) international books and journal articles are also included to go further into the content.

A standard-level questionnaire was designed to investigate the topic. Twenty statements and five Likert scales were used to construct the questionnaire as a means of data collection. And the survey was conducted at Hotshot Automotive. 52 of their employees also participated in this process.

3.6 Demographic Characteristics Analysis

A total of Fifty-Two Hotshot Automotive employees representing various departments participated in the survey.

- Sample Size (n) = Fifty-Two

3.6.1 Gender

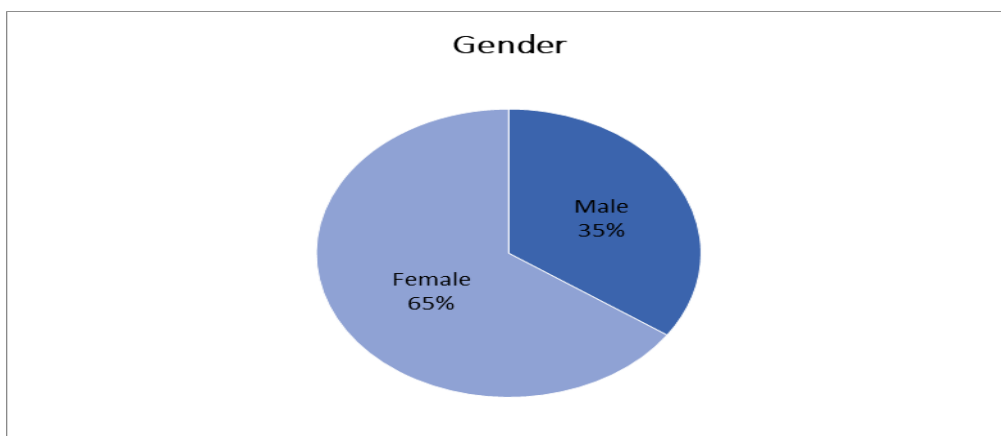


Figure 3.6.1: Respondents of Gender

This Chart shows that 65% of the survey respondents were female, making up more than half of the sample. The conclusion is that Female is higher than Male.

3.6.2 Participants Designation

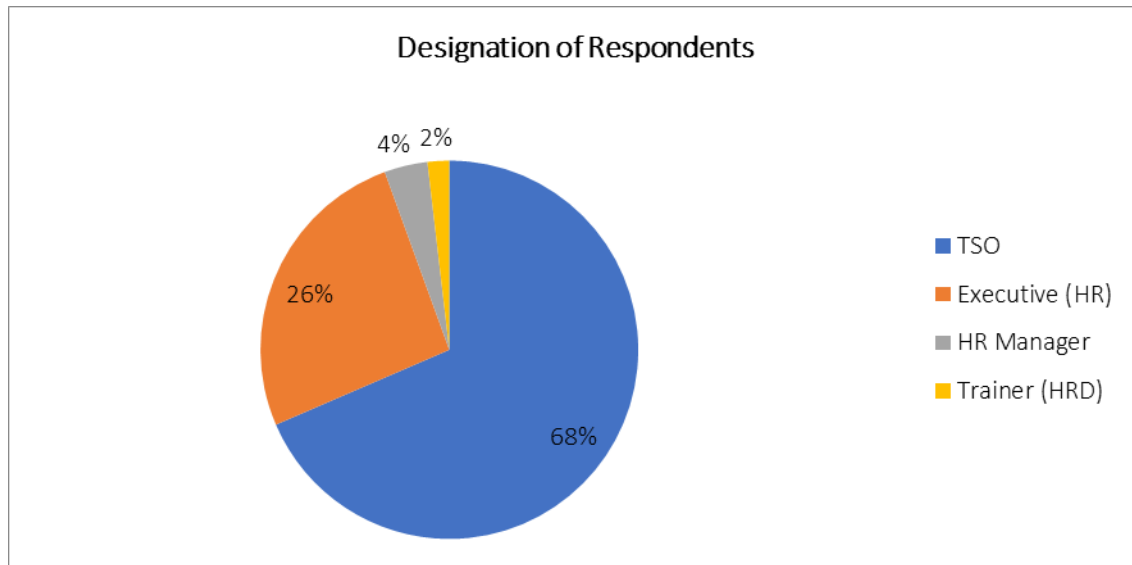


Figure 3.6.1: Participants Designation

A quick examination of the data in Figure 3.6.1 indicates that 37 of the 52 research participants worked as trainee service officers (68 Percent); 14 employees (or 26 Percent) hold HR executive positions; Two (4 Percent) hold HR manager positions; And one (2 percent) holds the position of Trainer within HRD of Hotshot Automotive.

3.6.3 Participants Working Experience

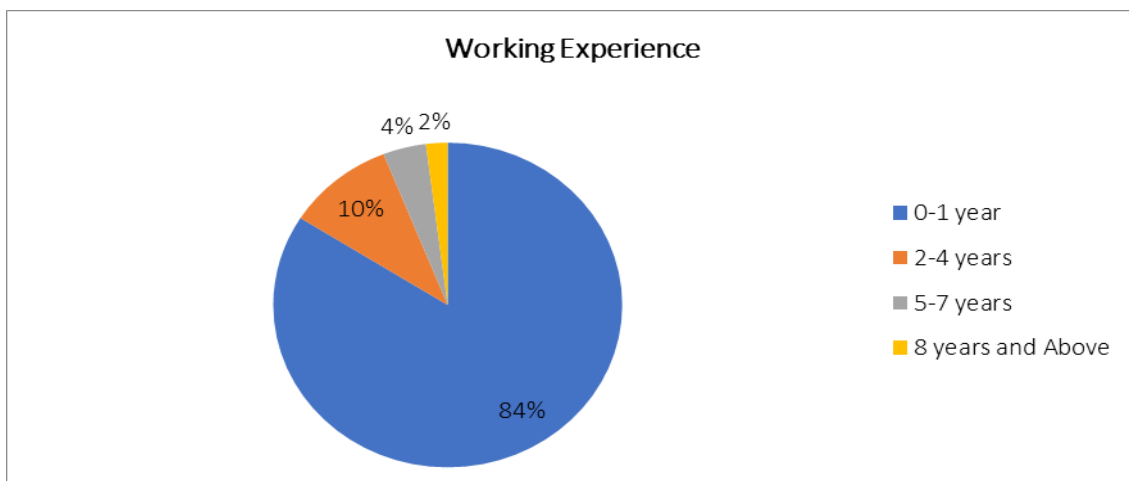


Figure 3.6.3: Working Experience of Respondents

Figure 3.6.3's findings show that of the 52 personnel who took part in the survey, 42 had no prior experience working for Hotshot Automotive. (84%) of the workforce, 5 employees (10%) have two-four years of experience, 2 employees are between Five and Seven years old, and 1 employee (2%) is over the age of 8.

3.7 Descriptive Analysis

The study described in this report's major purpose is to comprehend how Hotshot Automotive's organizational performance may be impacted by SHRM elements. Bangladesh. To examine the subject, a standard-level questionnaire was created. Twenty statements and five Likert scales were used to create the questionnaire as a means of data collection. And Hotshot Automotive is where the survey was carried out. 52 of their workers took part in this procedure as well.

An explanation table is provided below for the data analysis and the topic of the report. The decision-making process can be accelerated by adding more pie charts because the table by itself is not particularly revealing.

Statement		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
		(1)	(2)	(3)	(4)	(5)
Strategic Human Resource Management (SHRM) Practices						
Strategic Selection and Recruitment						
01.	The organization conducts its recruitment and selection process impartially.	(0)	(7) 13%	(5) 10%	(23) 44%	(17) 33%

02.	Every hiring decision in our organization is based only on merit	(0)	(0)	(7) 13 percent	(34) 65 percent	(11) 21 percent
03.	The company devotes enough time and money to recruiting and raising awareness of EEO (equal employment opportunity).	(0)	(9) 17%	(6) 12%	(26) 50%	(11) 21%
04.	In terms of EEO, job opportunities and promotions within the organization are equal for men and women.	(0)	(0)	(3) 6%	(36) 69%	(13) 25%
Extensive Formal Training Programs						
05.	The organization's training programs inspire workers to do more.	(0)	(5) 10%	(0)	(37) 71%	(10) 19%
06.	Training and development programs for employees help the organization's performance as a whole.	(0)	(5) 10%	(0)	(37) 71%	(10) 19%

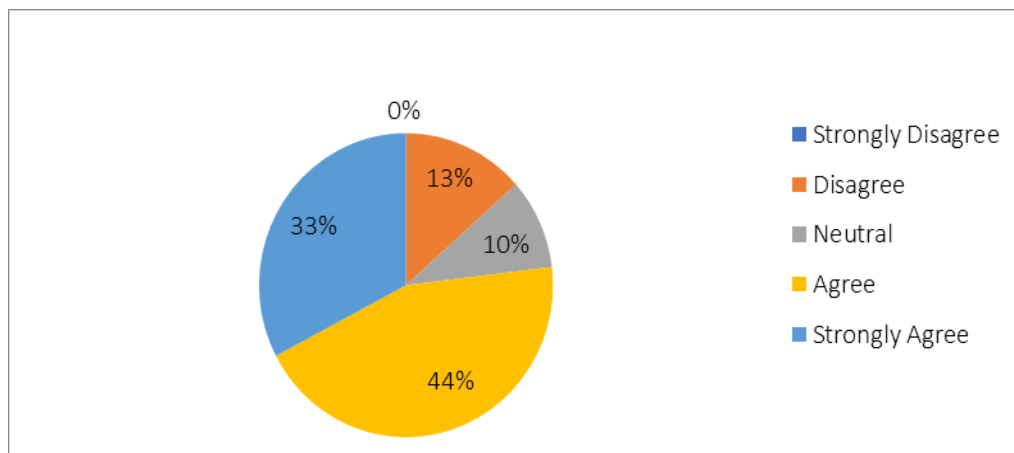
07.	The organization can increase productivity by investing in the training and development of its employees.	(0)	(0)	(0)	(42) 81%	(10) 19%
08.	Employee development helps them to more successfully achieve company goals.	(0)	(0)	(2) 4%	(31) 60%	(19) 36%
Strategic Performance Appraisal						
09.	The effectiveness of the organization is improved via performance evaluation systems.	(0)	(12) 23%	(2) 4%	(31) 60%	(7) 13%
10.	The organization's performance evaluation system inspires employees.	(0)	(16) 27%	(4) 7%	(22) 36%	(18) 30%
11.	Based on defined corporate goals, employee performance is assessed.	(0)	(0)	(3) 5%	(38) 63%	(19) 32%
12.	The organization's goals serve as the standard for assessing its performance.	(0)	(6)	(3)	(32)	(19)

			10%	5%	53%	32%
Strategic Compensation						
13.	The organization has been adhering to the most recent pay policies that the company has provided since the month of March of this year.	(0)	(0)	(0)	(45) 87%	(7) 13%
15.	Employees' pay increases in the company are based on how well they perform at work.	(0)	(6) 11%	(3) 6%	(30) 58%	(13) 25%
Employment Security						
17.	The organization has adopted the current Company-provided employment security structure as of the month of March this year.	(0)	(0)	(12) 23%	(37) 71%	(3) 6%
18.	For all of its workers, the business upholds a good work-life balance.	(0)	(13) 25%	(14) 27%	(25) 48%	(0)
19.	At work, employees experience stability and security.	(0)	(7)	(2)	(28)	(15)

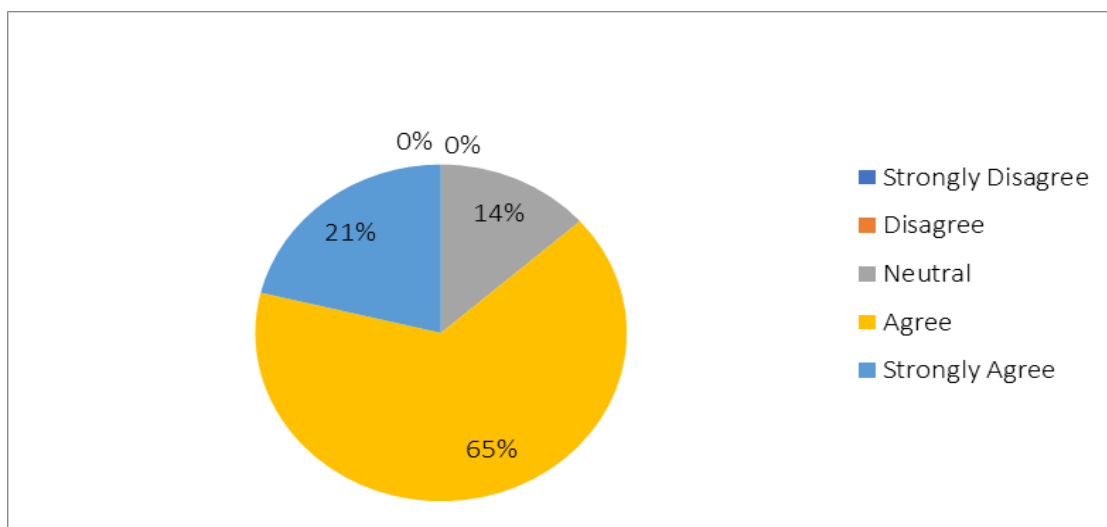
			13%	4%	54%	29%
20.	When compared to another private company, this organization has a very low employee termination rate.	(0)	(0)	(1) 2%	(36) 69%	(15) 29%

3.8 Analysis of Survey Data

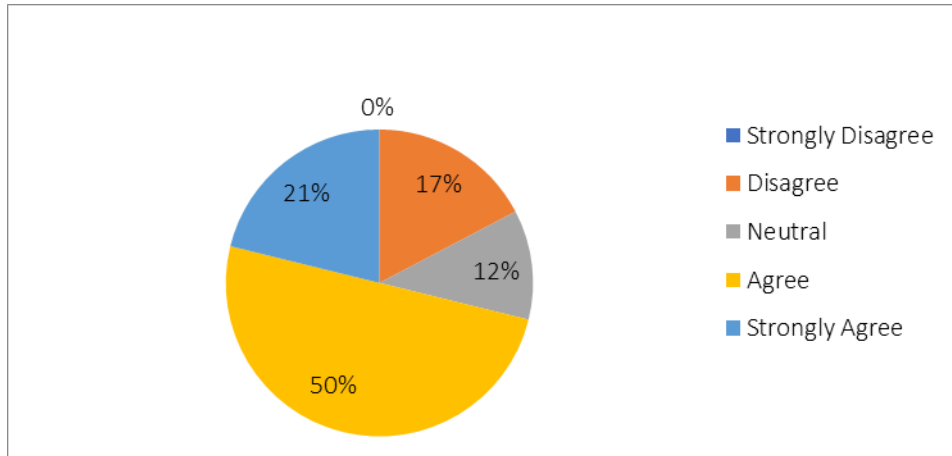
Survey 01: The organization conducts its hiring and selection procedures impartially.



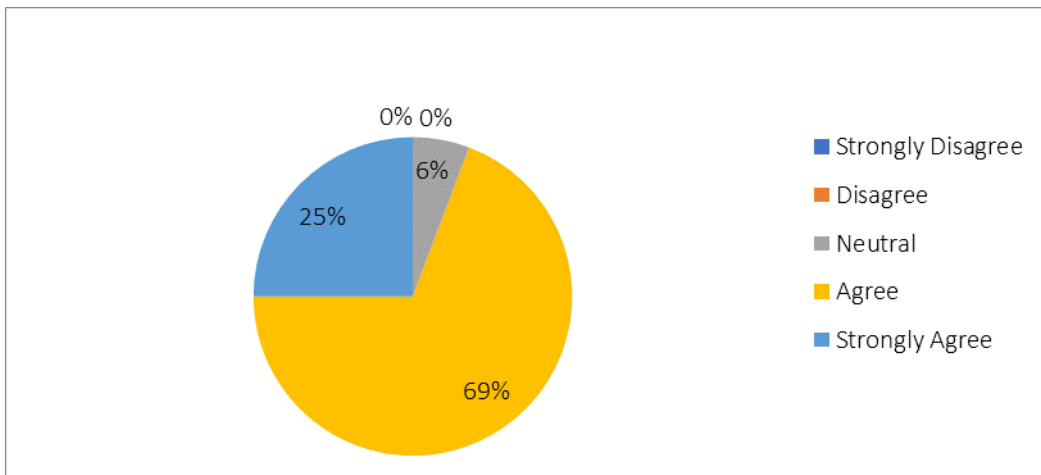
Survey 02: Every appointment in our company is made solely on the basis of merits



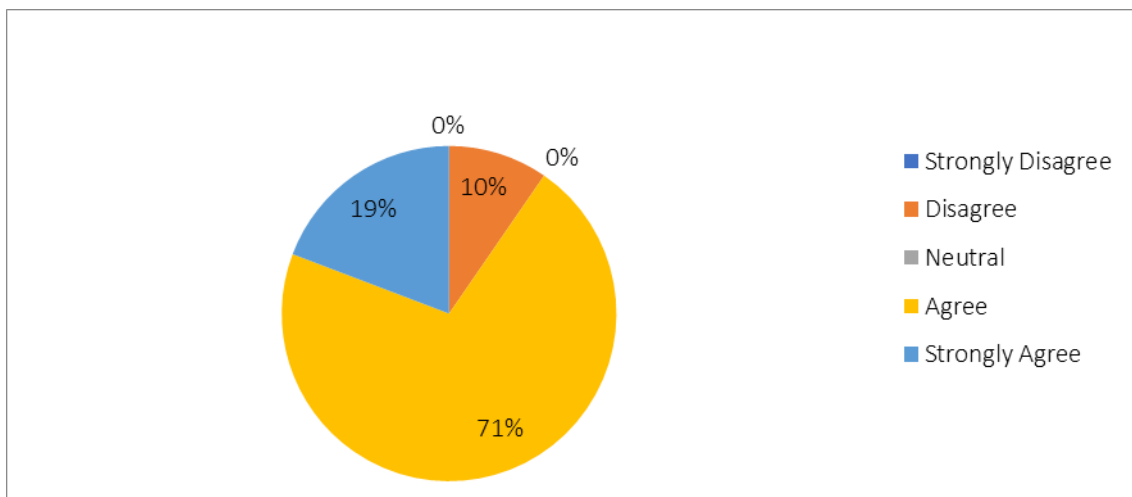
Survey 03: The company devotes enough time and money to recruiting and EEO (equal employment opportunity) awareness.



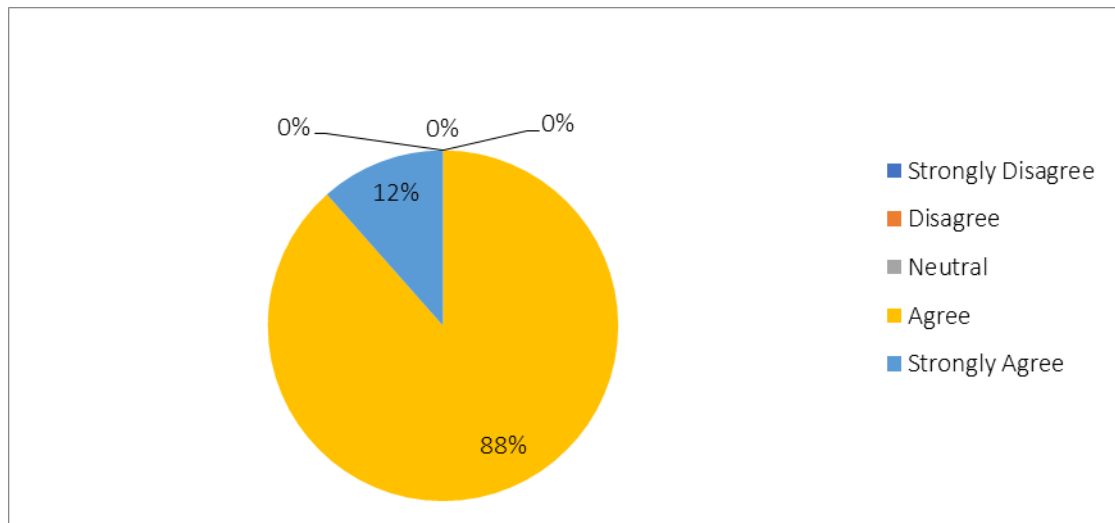
Survey 04: In terms of EEO, career prospects and promotions within the organization are equal for men and women.



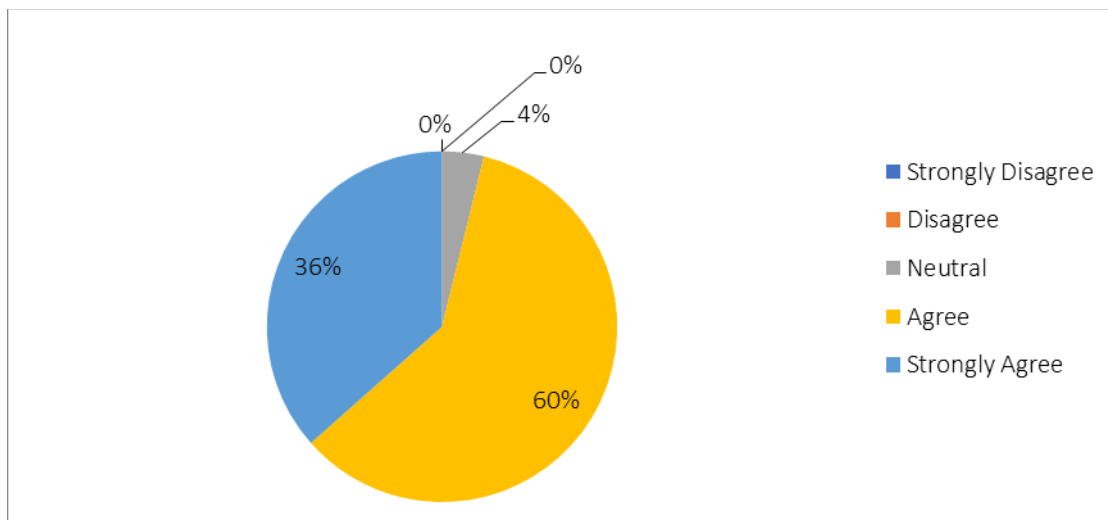
Survey 05: The organization's training programs inspire workers to do more.



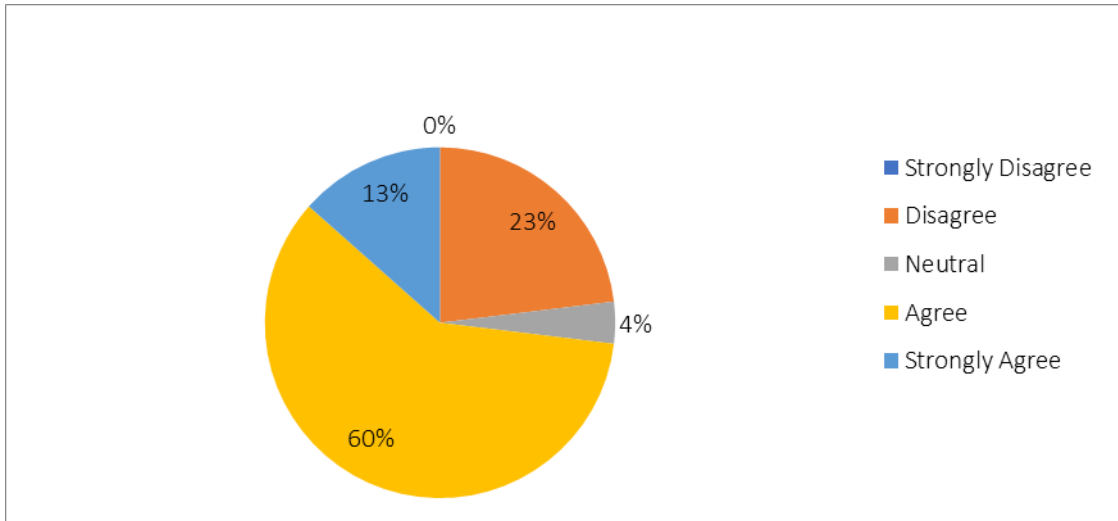
Survey 06: Training and development programs for employees help the organization's performance as a whole.



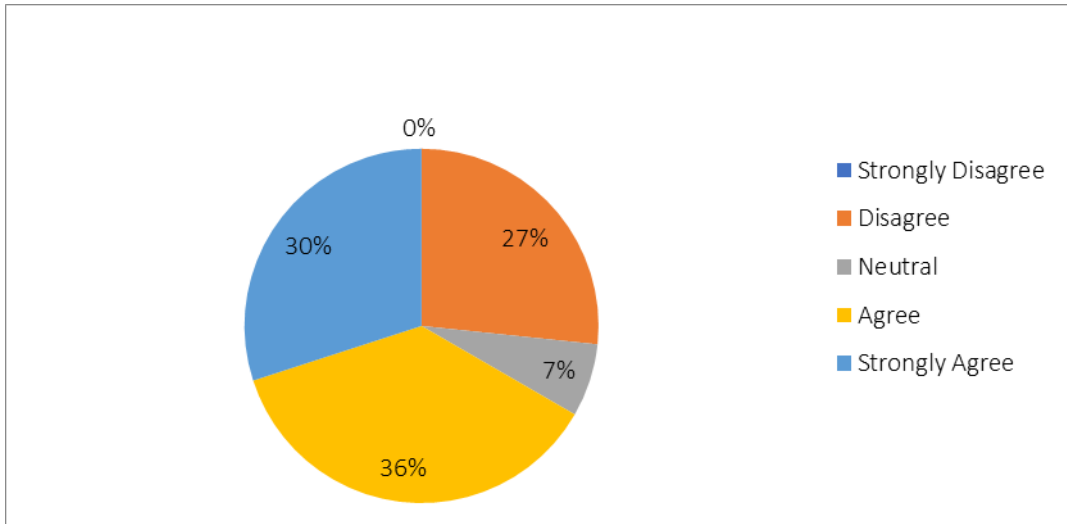
Survey 07: Employee development enables them to more successfully achieve company goals.



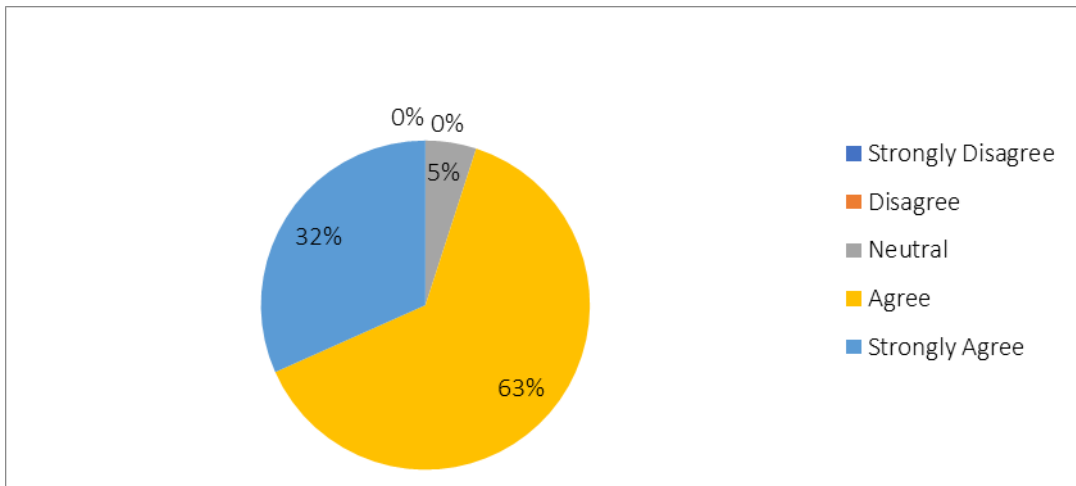
Survey 08: Systems for evaluating performance aid in enhancing an organization's performance.



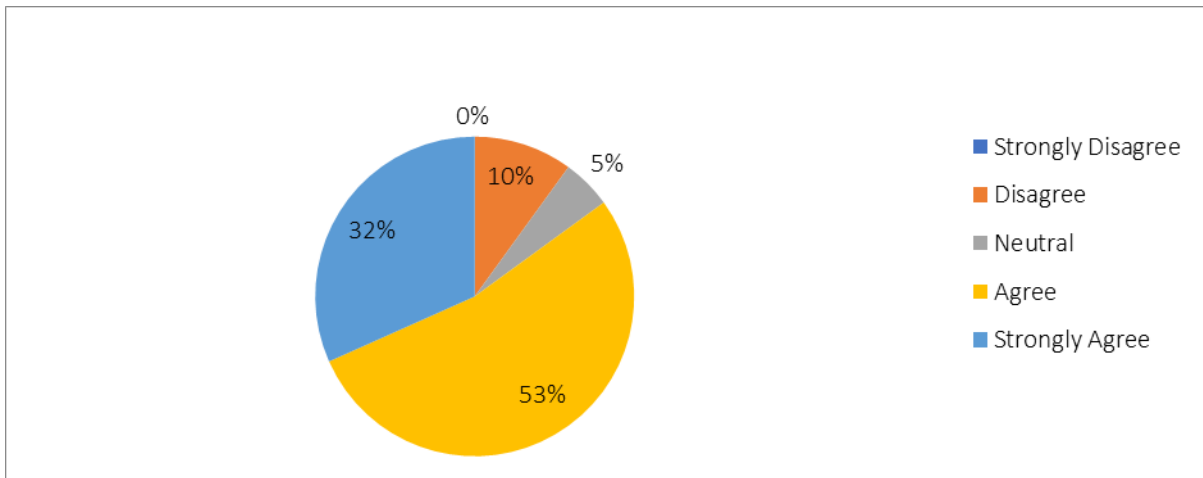
Survey 9: The organization's performance evaluation system inspires employees.



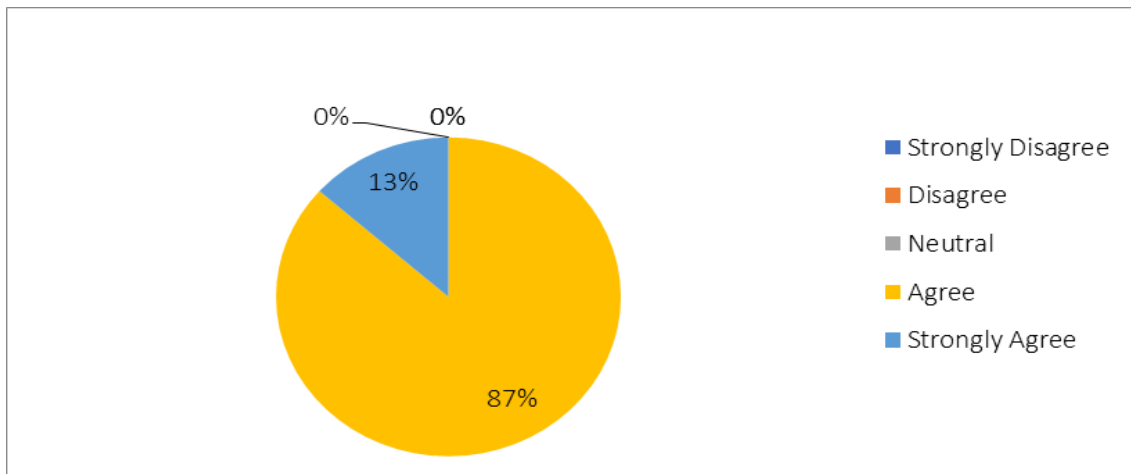
Survey 10: Based on predetermined organizational goals, employee performance is assessed.



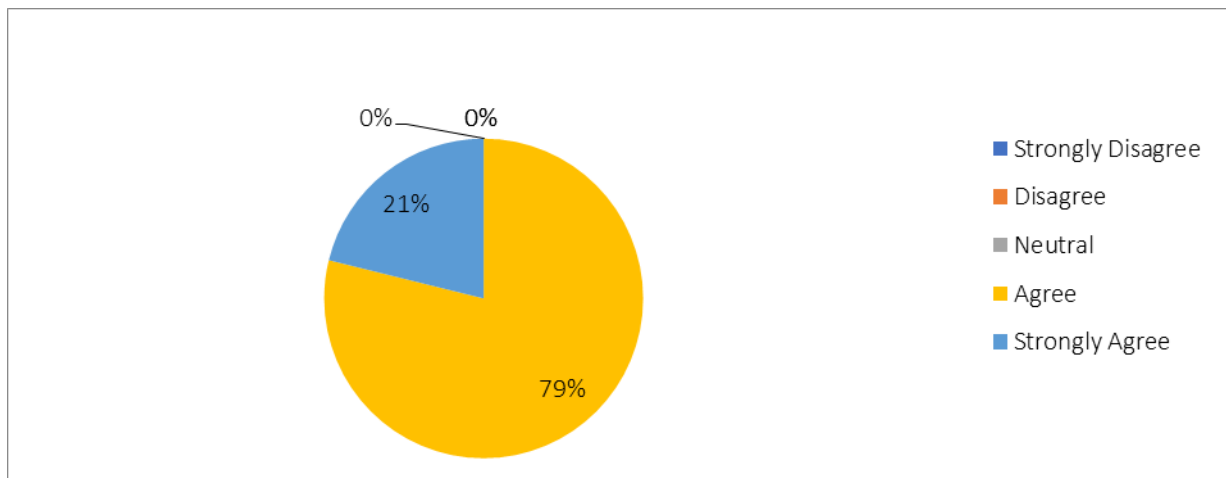
Survey 11: Standard metrics for assessing an organization's performance are its objectives.



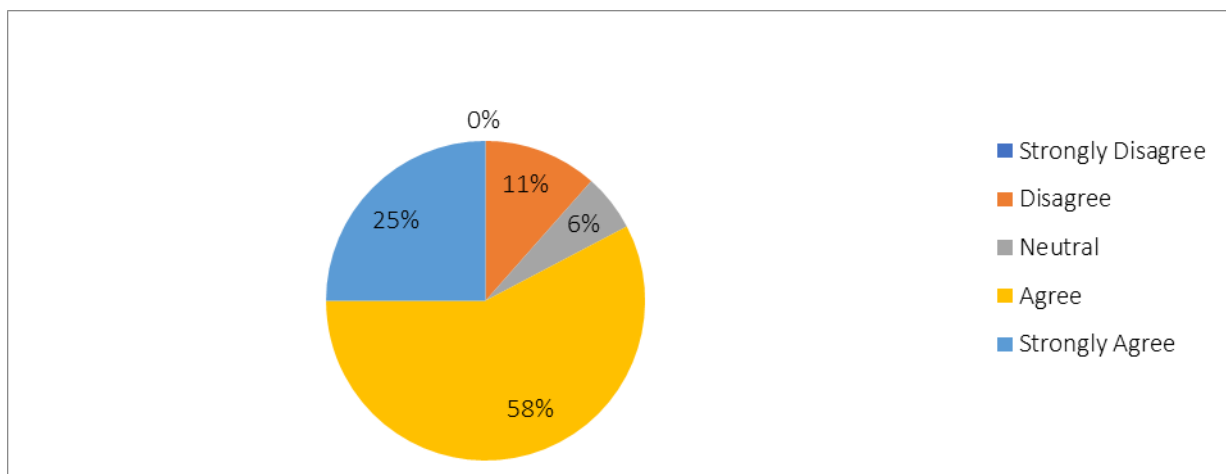
Survey 12: The organization has been adhering to the current compensation guidelines provided by the company since the month of March of this year.



Survey 13: The organization's compensation objectives are relevant to its overall performance.



Survey 14: Employees' compensation increases in the company are based on how well they perform at work.



3.9 Findings

Based on the impact of Hotshot Automotive's strategical management of human resource on organizational performance, the findings follow. The analysis concluded, among other things, the following findings:

1. The majority of respondents in the study concurred that the organization consistently identifies and chooses the best candidates for the ideal roles at the ideal times. However, a

number of respondents claimed that occasionally. This can affect the firm's ability to hire qualified human resources and the productivity of its employees.

2. I discovered some fantastic information from the survey which helped me understand more about Hotshot Automotive Ltd I have tried to highlight the current status, problems and future prospects of these businesses through my survey.

3. Higher authorities forcing employees and workers to do their work, which is a corrupt management system.

4. Management is very unprofessional and often uses vulgar words with employees and workers, causing many people to lose motivation and perform poorly.

5. Lack of payment of salaries and other benefits on time negatively affects the working conditions of the workers.

6. As per the judgment of the management, some workers have not received at least three months' worth of wages due to not meeting their productivity targets.

7. For some workers, no progress has been possible in the last three years.

8. The Chairman is responsible for increments and other financial decisions, which affect the expansion of the company. The employee is unable to work alone.

3.10 Recommendations

- ✓ I went through every department under Human Resource Management. I have some ideas that can increase both efficiency and quality of work. Although Hotshot Automotive Limited was established as a successful business, the research shows that it could do more if it was run more effectively.

- ✓ Most of Hotshot Automotive's workers agree that the company's narrative systems are interesting and exciting, although some of them expressed dissatisfaction with the system. To keep them satisfied, enough attention should be paid to the future.

- ✓ Senior management should regularly provide feedback on how well staff are doing so that they can improve company performance.
- ✓ For its employees, Hotshot Automotive Limited already implements various successful job training programs and should continue to do so as long as possible to improve employee performance.
- ✓ Most of the employees are quite happy with the rating scale system, but some of them believe that doing the performance review bi-annually instead of quarterly will save them time and effort.
- ✓ The performance appraisal system of Hotshot Automotive Limited is well liked by the employees and needs to be improved so that it can compete with other freight forwarding businesses in the future.

3.11 Conclusion

During the three-month internship program, almost every workstation is seen a little bit. Due to time constraints and confidentiality, it is not possible to go into details about each activity. Consequently, the objective of this internship was not fully achieved. However, every effort has been made to ensure that the objectives of the report are met and that it is effective. Additionally, it helps us to familiarize ourselves with the business environment.

Businesses these days are facing various difficulties. They are thus developing plans to get around these challenges. A corporation's profitability and competitiveness depend heavily on its human resources. According to many academics, the success of an organization depends not only on its structure but also on its workforce. When organizations view people as a critical resource, the integration of strategic human resource management with strategic outcomes is more possible. The Managing Director of Hotshot Automotive Limited is knowledgeable and well educated. Other managers are equally knowledgeable, skilled and educated. Their original thinking will open up new possibilities for the company. However, if staff members are not prepared, their innovative ideas will not be implemented. Management, officers and employees must be educated, whether or not they have the skills before they can perform their duties. However, officials must follow the law properly. Performance appraisal process is observed on

annual or recurring basis. Management is always looking for ways to make performance reviews more efficient.

I have determined that the overall performance and progress of Hotshot Automotive Limited is excellent based on my examination and analysis of its operations. As officers provide proper guidance to employees and actively seek input, they are able to work more effectively towards the development of Hotshot Automotive Limited.

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Appendices

Questionnaire

An analysis of the case study of Hotshot Automotive Limited to determine how SHRM practices affect organizational performance

Distinguished Participant,

The purpose of the following survey is to learn more about SHRM procedures used by Hotshot Automotive from its staff. The information supplied will only be used for academic research

Employee' Name:				
Gender	Male		Female	
Designation	TSO	HR Executive	HR Manager	Trainer (HRD)
Working Experience	0-1 years	2-4years	5-7 years	8years and above

Statement		Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)
Strategic Human Resource Management (SHRM) Practices						
Strategic Recruitment and Selection						
01.	The organization's hiring and selection processes are conducted with objectivity.	(0)	(0)	(0)	(0)	(0)
02.	Every appointment in our organization is made based only on merit (i.e., the individual most qualified for the position is selected regardless of their academic qualifications).	(0)	(0)	(0)	(0)	(0)

03.	The company devotes enough time and money to recruiting and raising awareness of EEO (equal employment opportunity).	(0)	(0)	(0)	(0)	(0)
04.	In terms of EEO, job opportunities and promotions within the organization are equal for men and women.	(0)	(0)	(0)	(0)	(0)
Extensive Formal Training Programs						
05.	The organization's training programs inspire workers to do more.	(0)	(0)	(0)	(0)	(0)
06.	Training and development programs for employees help the organization's performance as a whole.	(0)	(0)	(0)	(0)	(0)

07.	The organization can increase productivity by investing in the training and development of its employees.	(0)	(0)	(0)	(0)	(0)
08.	Employee development helps them to more successfully achieve company goals.	(0)	(0)	(0)	(0)	(0)
Strategic Performance Appraisal						
09.	The effectiveness of the organization is improved via performance evaluation systems.	(0)	(0)	(0)	(0)	(0)
10.	The organization's performance evaluation system inspires employees.	(0)	(0)	(0)	(0)	(0)
11.	Based on defined corporate goals, employee performance is assessed.	(0)	(0)	(0)	(0)	(0)

12.	The organization's goals serve as the standard for assessing its performance.	(0)	(0)	(0)	(0)	(0)
Strategic Compensation						
13.	The organization has been adhering to the most recent pay policies that the company has provided since the month of March of this year.	(0)	(0)	(0)	(0)	(0)
14.	The compensation goals of the company are pertinent to its overall performance.	(0)	(0)	(0)	(0)	(0)
15.	Employees' pay increases in the company are based on how well they perform at work.	(0)	(0)	(0)	(0)	(0)
16.	Employees who reach a certain level of productivity, performance, or other specific performance outcomes are eligible for individual rewards (or commissions).	(0)	(0)	(0)	(0)	(0)

Employment Security						
17.	The organization has adopted the current Company-provided employment security structure as of the month of March this year.	(0)	(0)	(0)	(0)	(0)
18.	For all of its workers, the business upholds a good work-life balance.	(0)	(0)	(0)	(0)	(0)
19.	At work, employees experience stability and security.	(0)	(0)	(0)	(0)	(0)
20.	When compared to another private company, this organization has a very low employee termination rate.	(0)	(0)	(0)	(0)	(0)

