

Report on

**Human Resource Management Practices in
Business Connection Limited**

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

BRAC Business School

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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Designation, Department

Institution

Letter of Transmittal

Riyashad Ahmed
Assistance Professor,
BRAC Business School
BRAC University
66 Mohakhali, Dhaka-1212

Subject: Submission of Internship Report on ‘Human Resource Management Practices in Business Connection Limited’

Dear Sir,

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

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

Sincerely yours,

Sohela Ferdous
Student ID: 20364035
BRAC Business School
BRAC University

Non-Disclosure Agreement

This agreement is made and entered into by and between Business Connection Limited and the undersigned student at BRAC University.

I officially confirm that I will keep information confidential and will not provide any data that may impact or violate Business Connection Limited's confidential policy.

Sohela Ferdous

ID: 20364035

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Acknowledgement

To begin, I'd like to thank Allah for keeping me healthy and giving me the strength to finish the report.

I am extremely grateful to Mr. Riyashad Ahmed, Assistant Professor at BRAC University, who assigned me this topic and assisted and advised me in completing it successfully. I would be unable to complete the report without his kind support.

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Last but not least, I want to thank the management team and employees of Business Connection Limited for their invaluable contribution to making this report a success.

Executive Summary

Business Connection Limited is a well-known trading company in Bangladesh. Steel trading, equipment trading, and export financing (ECA) are the primary activities of Business Connection Ltd. We also offer innovative, water-saving firefighting systems. Business Connection Limited's human resources department is committed to every single employee.

Goal of this paper is to enhance my knowledge of how human resource management is done at Business Connection and to see how well it coincides with my academic curriculum. The workplace and factory environments are created in such a way that employees can receive top-notch training while acquiring hands on experience. The training program lasts three to four days, depending on the purpose of the training. In most cases, an employee's probation period lasts three months.

In its Bangladesh office, Business Connection analyzes employee performance in a variety of ways. Remunerations are obtained by determining of year as well as the contribution to the organization. The research focuses on an overview of Business Connection Limited's human resource practices. It contains information about the organization's history, mission, strategy, organizational structure, recruiting policy, employee appraisal policy, and motivation policy, among other things.

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Table 1: Human resource team would arrange the written/typing test before final interview

List of Acronyms

HR Human Resource

HRM Human Resource Management

BV Besloten Vennootschap in Dutch or (A private limited company)

SWOT Strength Weakness Opportunity Threats

T&D Training and Development

KSA Knowledge Skill and Abilities

TNA Training Needs Assessment

Chapter-1 Overview of Internship

1.1 Experience during Internship

My internship at Business Connection Limited was amazing and fascinating. However, prior to beginning my internship, I worked as an executive officer in the Export Import department. As a result, working in the HR department for a short time was a fantastic experience. When I encountered difficulties, the HR team was always willing to assist. From the beginning, I was treated with dignity and understanding. As a permanent employee of this company in the Export Import department, working in various verticals and managing both sides was challenging. I've gained a lot of knowledge about human resource policies and how they work. I have been involved in and continue to participate in a variety of activities. For instance, the recruitment and selection process, the development of JD, training, and so forth.

My internship taught me a lot about skill, and I worked hard to reconcile my theoretical understanding of human resources with real-world examples I observed while working. I've attempted to express my understanding of the various HRM functions, such as recruitment, selection, compensation and benefits, training, and development, through this effort. This experience has brought me closer to my major, and I am looking forward to what the future holds.

1.2 Highlighting Activities, learning & contribution

1.2.1 Activities-

1. I have experience with the recruiting and selection processes.
2. I assisted in the organization of a training session for new employees.
3. I have organized seminar on breast-cancer awareness for employees.
4. I assisted in the preparation of the employee compensation report and salary certificate.
5. I created an employee evaluation form and a performance appraisal form

1.2.2 Learning-

1. During my internship at company I have observed others and learn how they interact and engage with coworkers. Understood the workplace culture.
2. Have learned to organize and manage day to day activities more efficiently, become more punctual as an HR team member.
3. Learned how to balance the relationship between coworkers and getting the best outcome for the company.
4. Learned how to prioritize the work and assigned between coworkers.
5. Learned the HR planning, recruiting and selection process.

1.2.3 Contribution

1. Have contributed my ideas and plan, used personal link in organizing Yearly Recreation trip for the employees.
2. Have created portfolio on employee's blood group and covid'19 vaccine certificate.
3. Hosting the International monthly meeting during my internship.
4. I have shared my thoughts and experience to understand employees Needs and want.
5. Shared my ideas to improve company's security in terms of both internal and external.

1.3 Scope of the Report

The study's main focus is on the HRM procedures used by Business Connection Limited. The report contains details on Business Connection Limited's various departments and divisions as well as the product and service specifications, overview, and related information. The HR operation, including hiring and selection, training and development, performance evaluation, and pay administration, is the key area of concentration.

Sources of Data

- Primary Sources: Face-to-face interactions, assessments, and practical work were used to collect primary data.
- Secondary Sources: Secondary data collected Business Connection website, report, documents, others external website, text books, articles and journal.

1.4 Limitation

Some private information was left out of the research since the HR department did not disclose it with other departments. Other HR officials are not permitted to access highly secret material, even if they are occasionally underneath the level of HR Managers.

Chapter-2 Overview of Business Connection Limited

2.1 Company Overview

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

2.2 Background of the Company

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

Major Business Area:

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

2.3 Vision

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

2.4 Mission

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

2.5 Product



2.6 SWOT Analysis

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



Strength:

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

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

Weakness:

Weaknesses are characteristics of a company or brand that should be changed for the better. Some of Business Connection Limited's major flaws are as follows:

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

Opportunity:

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

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

Threats:

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

- Increased Dollars rate
- Changes in the government and environmental regulation
- Diversification
- Uncertainty in shipment process
- LME price decreasing
- Fluctuation of market and export possibilities in China
- Global steel price decreasing
- Covid-19

2.6 Core Values

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

Partnership:

For more over 60 years, Rahim Afrooz has been a partner in this country's progress. They have expanded into foreign markets while maintaining their domestic market dominance and today export to more than 65 nations.

We have a close relationship with Bangladesh's leading battery manufacturer. We provide all of the raw materials (both lead and non-lead) for their battery manufacture under this arrangement. Additionally, we purchased their export products and re-exported it to several nations. Because of the collaboration, they get more resources, knowledge, as well as expertise at their disposal, allowing them to create better quality products and reach a bigger market. All of this, when mixed with 360-degree feedback, has the potential to propel their business to new heights.

Commitment:

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

Innovation & Entrepreneur:

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

Integrity:

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

Teamwork:

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

Profitability & Growth:

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

2.7 Different Departments

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

- Administration
- HR Department
- Documentation Department
- Export Department
- Import Department

Chapter-3 Human Resource Practices of Business Connection Limited

Literature Review

The term "human resource management" (HRM) refers to all formal systems created to help in involving stakeholders inside a organization, along with employees. Human resource management is responsible for three main functions: employee recruitment and compensation, as well as work assignment. Ideally, the goal of human resource management is to evaluate the best strategy for increasing a company's productivity through its employees. More focus has been placed in recent years on how businesses manage their human resources. Understanding that an organization's workforce adds value to achieving its main goal and that effective management of these human resources is crucial to a success of an organization.

A process of managing employees, hiring new employees, and keeping current employees in a company is referred to as human resource management. It is mostly concerned with issues related to hiring, letting go of employees, training, benefits, pay, motivation, and management, among other things. It helps management to guarantee employee happiness and to enhance performance in order to increase production via greater efficiency.

3.1 Objective of Human Resource Management

The primary purpose of HRM is to make sure that the right people are available for the right roles in order to successfully accomplish organizational goals.

Some of the ways HRM improves organizational effectiveness include the following:

- To provide qualified and motivated personnel in order to assist the organization in successfully and efficiently achieving its goals.
- To effectively use the human resources that are available.
- To create and preserve the quality of work life (QWL) that makes working for the organization a desirable position on a personal and social level.
- Maximizing an employee's sense of fulfillment at work and personal development.
- To support the upkeep of moral standards and conduct both inside and outside the organization.
- To create and preserve friendly connections between the management and the workforce.
- To balance organizational aims with those of the individual or group.

3.2 Functions of HRM

HRM does have a very broad and deep scope. Everything from planning for human resources through an employee's departure from an organization is included. Therefore, the development, maintenance/retention, acquisition and control of human resources within an organization make up the scope of human resource management.

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

1. **Human Resource Planning:** In human resource management. Through the HRP process, an organization should evaluate its current manpower, determining the number of employees, the number of open jobs, and whether there is an excess or shortage of workers, and then generates plans and policies to deal with these situations. It also forecasts future labor requirements. After comparing labor supply and availability to the company's goals, it assigns the most qualified worker for the job.
2. **Job Analysis:** Job analysis is a key component of human resource management. It offers a plan for selecting, educating, and growing staff members. A job analysis covers the duties of the work, the abilities and skills required to complete the job, as well as the tasks and obligations of the worker required for the job in order to establish the fundamental requirement of each employment, or "what the job demands of a person."
This assist in the recruitment and selection process, allowing the hiring of the most qualified candidate for the position as well as the planning of training and development programs for workers to meet their abilities and capabilities to the job needs.
3. **Job Evaluation:** It provides the basis for calculating earnings and salaries. Different positions are compared and evaluated to determine their relative importance within the company. The positions are evaluated, contrasted, and rated. Based on the value of a certain position to the operations of an organization, position evaluation determines the appropriate remuneration for that position. This makes it easier to determine a reasonable pay structure, as well as a fair wage and compensation package.
4. **Recruitment and Selection:** Based on job analysis and human resource planning, the organization evaluates its personnel needs and investigates various internal and external sources of human resources. This is identified as recruitment. The ideal candidate is chosen and assigned to the task.

The selection process involves the receipt of applications, assessments, interviews, physicals, and final selection. The organization benefits by boosting productivity and efficiency since employees are happier thanks to effective selection and placement.

5. **Orientation and Induction:** An orientation or induction session is held after hire. An essential and successful component of human resource management is this. The corporate culture, principles, and work ethics are explained to employees, and they are also given an overview of the company's history and introduced to their coworkers.
6. **Performance Evaluation:** It is a way for methodically assessing employee performance. This helps to identify the assets, workers, and weaknesses. It is a control technique where employees' performance is compared to a benchmark standard and corrective action is taken if the actual performance deviates from the standard.
This helps management decide whether to offer promotions and pay increases to workers who reach or surpass the standard. It also helps management decide what kind of training and development is needed for staff members who need to develop their talents.
7. **Training and Development:** Human resource management is responsible for developing and implementing training and development initiatives for both new and existing employees. This boosts both the qualitative and quantitative performance of the workforce.
8. Employees may benefit from training that assists them in adapting to changing technical environments, as well as other internal and external work situations. Employee development allows people to excel in their current roles while also gearing up them for higher-level positions in the future.
9. **Employee Compensation:** Human resource management determines the pay scales for various employees depending on their credentials, productivity, experience, and job responsibilities. It also specifies the incentives and prizes that workers will be given for their contributions to the company. Various compensation regulations exist. Planning for salary and remuneration is within the purview of the HR department. Since it is one of the most crucial instruments for inspiring employees to work hard for the company, compensation is the factor that matters most to both an employee and an organization. Actually, the term "compensation" refers to a certain form of payment that workers get in accordance with the task they have accomplished. The term "compensation" can also apply

to a variety of rewards, both monetary and non-monetary. All forms of money an employee receives as a result of their work are included in their compensation.

10. Employee motivation, welfare, health and safety: Motivation becomes essential to maintaining the organization's workforce. The HR division is in charge of investigating the various methods for motivation. For the sake of the workers, specific safety and security guidelines must also be observed. This is also handled by the HR division. Directors have strong incentives to put safety and security first for reasons that are morally, legally, financially, and emotionally sound. The following are the financial benefits of having a safe workplace: it lowers accidents, offers protection, improves worker relations, and inspires representatives to adhere to quality objectives. Representatives are entitled by law to work in a secure setting. The relationship's mental health may be significantly impacted favorably by a healthy work environment. It is argued that those who willfully cause business-related ailments may be held morally accountable for their deeds.
11. Industrial Relation: Striking a balance between the interests of the workers, the organization, and management is necessary to properly resolve issues like labor unrest, disagreements across workgroups, and confrontations between employees and management over low pay and a terrible working environment. A nice and amicable connection between the employer and the employees is what human resource management seeks to establish and sustain.

3.3 Major Responsibility of HR

Business owners have always seen human resource (HR) consultants as the experts who make sure that all employees follow organizational policies. The administrative tasks of accumulating, submitting, and preserving supporting documents have long been a component of the job description of a human resource professional. They have also historically assisted in creating and upholding corporate policies. This is partially due to the fact that the human resources position typically came from the administrative or financial divisions. This makes sense given that such business units are in charge of things like payroll, recruiting, and benefits.

Participate in Planning and Development: Executives in human resources work as strategic partners in the current marketplace. They take part in the formulation, creation, and

accomplishment of organizational goals. The activity of their business unit is coordinated in this capacity by HR executives to meet organizational objectives. Human resource leaders may get a thorough awareness of the organizational activities required to support the long-term expansion of the firm by taking part in corporate planning.

Provide Employees with Career Assistance: Leaders in human resources often assess their team members. In today's workplace, HR professionals actively support employees' career advancement. Rather than simply ranking employees on a checklist of associated with particular, modern human resource professionals help support them in trying to identify areas of improvement and establishing specific strategies.

Modern HR practitioners are able to better understand the human capital that is accessible and the pool of internal candidates for prospective position succession by assisting workers with their career development. Firms benefit from this when it happens to come to trying to fill open positions and anticipating market requirements.

Serve as Leaders of Change: Today's human resource managers regularly take the helm of organizational change projects. As a result, contemporary HR executives have magnificent project management potential in their corporate toolkits. The professionals are knowledgeable at providing assistance organizational stakeholders in connecting continuous improvement and strategic needs, thereby reducing change resistance and employee dissatisfaction. In the contemporary workplace, the human resource professional's responsibilities now include determining company culture, maintaining employee happiness, and assessing the effectiveness of change projects.

Advocate for Employees: HR executives play a crucial role in the success of firms while carrying out their responsibilities as champions of their workforces. In this way, human resource specialists help to create a workplace where workers are motivated and pleased.

Effective strategies like goal-setting, employee empowerment, and open communication are used by HR directors to support this aim, creating a healthy work environment that enables employees to provide superior customer service.

Ensure No Cyberbullying at Work: In the past, intimidation at work only occurred in offices. However, because of the Internet's accessibility, bullies may now affect their victims' homes and

workplaces, a practice known as cyberbullying. Although managers and staff are aware that this might happen at work, dealing with workplace cyberbullying can be difficult. Despite this, modern human resource managers seek to stop this sort of unfavorable behavior at work.

HR specialists in the modern day are leaders in their firms. In order to ensure the success of numerous projects, the experts promote the organization's purpose, vision, values, and goals among the staff members. They also monitor and modify organizational actions. Human resource professionals support businesses by overseeing the most valuable resource of any company: the individuals who carry out the everyday duties that produce positive results. Their efforts contribute to their organizations' global success.

3.4 Importance of HRM

Human resource management's relevance should be viewed in the context of the organization's long-term plans, rather than as a separate issue with a unit-based or micro-approach. The target is to reach HRM holistically, ensuring that no isolated tactics are used and that the HRM policy is deeply integrated with the company goals. Human resource specialists are crucial to any company's success in the modern corporate environment. Unprecedented levels of expertise in human resource management are required for these employment. It follows that their role inside the organization has also become more important. Even the name has been altered. It's vital to understand that although "people" and "human resource management" are sometimes used synonymously, they really relate to completely different concepts. The head of the human resources department, which was once a single person responsible of the personal function, might now be a vice president who sits on executive boards and contributes to the development of the overall corporate strategy. HRM plays a significant role in maintaining a high-quality team of working professionals, hence many organizations are choosing it over personnel management.



Furthermore, it has various implications, which are described further below-

1. Increase productivity and profit: Human resource management ensures that there is an adequate number and quality of workers in the workplace, as well as the opportunity to help and motivate both individuals and groups of workers to advance in their careers. Employee motivation drives them to work hard toward both personal and professional goals, which directly affects productivity inside the company. Productivity is the idea of reducing expenses while increasing earnings.
2. Match demand and supply of human resource: Human resource management evaluates the existing human resource on a regular basis to figure out whether the organization has a satisfactory number of staff members. When a company's intellectual resources are insufficient, human resource management performs various functions such as recruiting and selection to balance the requirements. Likewise, it fires ineffective employees when the organization is overwhelmed with employees.
3. It create workers that can quickly adjust to change: The development of personnel is one of the key tasks carried out by human resource management, which also entails other duties. Training and development programs keep employees up to date on the information they ought to adapt to changes in the organizational atmosphere, formation, and future technologies.
4. It facilitates professional advancement for employees: Employees receive complete training when human resource policies are applied correctly, preparing them for future prospects for progress. Their expertise may be put to use not only at the organization where they currently work, but also in various businesses for which they may choose to become employed in the future.
5. Improved communication between the union and management: Healthy HRM procedures may support the company in keeping cordial connections with the unions. When union members realize that the employer understands their concerns and would not act against them, the likelihood of a strike gradually decreases.
6. Improves the economy: Effective human resource management strategies enhance the economy because they allow businesses to expand into new markets and start new projects, which boosts industrial growth and boosts the nation's economy.

3.5 Limitations and Problems of HRM

The planning of human resources includes forecasting, developing, and controlling those resources. It will make sure the appropriate people, in the right numbers and types, are executing the tasks that are most advantageous to them economically at the right time and in the right places. The removal of unnecessary staff will benefit from it. In human resources and management, there are a number of restrictions and issues, including the following:

1. **Inaccuracy of Forecasts:** Forecasting demand and supply for human resources is part of human resource planning. It is hard to precisely predict future trends and translate them into useful advice. It reveals the number of workers required to run a business or organization. Forecasts and labor requirements both have some restrictions. The business model of the organization will change in response to changes in the external environment.
2. **Absence of top management's support:** Management at the highest level should support HRM. HRM implementation might benefit from a shift in leadership philosophy. This task is done by personnel management staff because of the hierarchy's complacent attitude. Nothing extraordinary will occur until the top management changes its strategy and attitude.
3. **Employers and employees' traditional bias and apathy:** Perhaps the viewpoint of the employer is all we need to take into account when formulating policies. On occasion, they claim that a long-term strategy for hiring staff was unnecessary. Again, employees could wonder why they should give an organization their best if they would only be working there for two to three years. Sometimes high level management must take into account the opinions of employers and employees when developing policies.
4. **Change causes resistance from employees:** It is the response to change in any firm from the veteran employees. Employees promptly express their worries, slow down work, threaten strikes, and other reactions when change initiatives are implemented in a corporation. The change management professional must take precautions to overcome the opposition, though. Any suggested change might encounter resistance. It is not detrimental. The business must adhere to a process and plan in order to overcome it.

5. Changes in government demand: Most of the time, governmental regulations are still changing. Despite the fact that organizations are given a great deal of independence, stringent conventions and regulations have also been established. Additionally, the government encouraged disinvestment in particular groups, which made people fear for their employment. Convincing staff that their edge won't be lost is the HR director's challenge.
6. Incidence of absenteeism: Employee absenteeism is the absence of an employee from work. Nowadays, almost all employers are coping with this significant problem. The quality of the job suffers when employees aren't there for work. Work backs, piling of tasks, and subsequent job delays are all caused by employee absence. A long- and short-term employee development strategy might be developed by the senior management team.

3.7 The HR Practices of Business Connection Limited

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

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

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

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

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

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

3.8 Recruitment and Selection process of Business Connection Ltd.

Recruitment and selection relates to the procedure of evaluating the need for a position, highlighting the eligibility of the post and the job holder, advertising the vacancy, and choosing the best candidate. Through recruitment and selection, a business is able to assess a position and choose the top prospects to lead it in the future. As a result, the business has to prioritize hiring new employees more. A person who can assist the organization in advancing its development, principles, and ethics. The most precious resource for every firm is a knowledgeable, effective workforce. Corporations should use extraordinary caution in this area to ensure quality and honesty.

The hiring of an individual or group for a particular position is generally referred to as the recruiting process. Another way to describe it is as a function that links job applicants and employers. The hiring process at Business Connection Ltd. is quite open and modern. The HR department advertises a position online and in the daily newspapers when the hiring process starts, for example, on bdjobs.com. Applications can also be submitted through mail or email.

Business Connection Ltd. Bangladesh follows several steps for recruitment:

Step 1- Create a vacancy: First and foremost, the Department Coordinator notifies the Human Resources division whenever a departmental vacancy arises. The HR manager subsequently informs our operating manager. After receiving the favorable comments, the hiring procedure is then started by the responsible party in the human resources department.

Step 2- Sources of Recruitment:

- **Internal Recruitment:** Internal recruitment techniques are used to allow volunteers and current employees to apply for available positions. It is related to succession planning and career advancement. Through lateral moves into lower-level jobs and promotions to higher-level positions, it is feasible to hire from inside a company. In especially for entry-level employment, Business Connection Ltd. considers current employees to be significant sources of recruiting. Candidates from within the company are familiar with the rules and responsibilities of the various departments.
- **External Recruitment:** When Business Connection Ltd. is unable to find a suitable employee within, they search externally for a suitable applicant. These procedures involve recruiting from the outside-
 - Recruitment via the Internet.
 - Employee Referrals.
 - Advertising.
 - Employment Agencies.
 - Offshoring and Outsourcing Jobs.

Step 3- CV Shorting: The practice of removing candidates from consideration based on a number of more thorough assessments of their resumes. The objective is to identify the best competent applicants for a post that has become open. The process of reviewing resumes starts as soon as a job posting is made. The human resources department arranges the resumes in accordance with the qualifications for each position and the state of the business. The applicant is asked to take a written exam whether they are qualified to move forward. This written exam is necessary.

Step 4- Organizing Written Text: Once candidates' CVs are shortlisted, they are contacted for a written exam. The Human Resources division is in charge of giving the written exam. In order to make sure that the applicant has a complete grasp of the job and work, the test includes questions related to his position as well as others. The written exam includes questions on things like English, common knowledge, analytical skills, and job knowledge, among other things. Exams may be written or completed online. Which candidate's computer skills were appropriate at the time? If a written exam is necessary, that decision is made by the supervisor. The department determines the exam's duration. The head department sends the test questions to HR, who administers it.

Written/Typing Test	Preliminary Review	Final Review
Non-Management Position 1	Concerned officer of HRD	Concerned officer of HRD
		Head of Department
Executive/Junior executive & above position	Concerned officer of HRD	Concerned Department Head / Division

Table 3: Human resource team would arrange the written/typing test before final interview

Step 5- Interview: For the interview, just one day is allocated. It is often HR. For high-level posts alone, personal interviews are held. To be considered among the top levels of the hirer level, every position during an interview session is considered. An example might be an executive director, manager of operations, or advisor. And an unusual approach is used to conducting the interview. In an interview, there are two phases. A screening interview is conducted initially, and then a more extensive interview follows. In the first step, the candidate will be subjected to a routine interview during which general questions will be posed in an effort to gauge their intellect and nervousness. In the second step, ask a question about the position. Important questions are also posed to ascertain

the candidates' level of job knowledge. The interview doesn't have a specific start or end time. Everything hinges on how effectively the candidate cooperates with the interviewer and how well the interviewer evaluates the candidate.

Step 6- Job Offering: Afterward, the position is made available to the applicants and the company's guidelines are outlined. The candidate was also asked if he agreed with the terms and conditions of the company as well as the offered wage. If he did, he was told to join immediately.

Step 7- Appointment: If the candidate accepts the offer made by Business Connection, he or she receives the selection confirmation and therefore is required to write a joining letter in which they state their acceptance and the date. Before signing, the selected applicant is given a comprehensive reading of the contract document in which all applicable terms about policy, pay, and perks are carefully laid out. This marks the conclusion of the hiring and choosing procedure.

3.9 Training and Development of Business Connection Ltd.

Through training, individuals are developed

A company that successfully hires will have a team that is eager to learn and grow. Employees who are enthusiastic about their professions and occupations want to discover skills that will enable them accomplish better and learn more about their company and industry. Training is a win-win situation for everyone concerned, according to employers that aim to maximize employee value and promote loyalty and retention. Training initiatives improve leadership knowledge and understanding. Business Connection recognizes the significance of training in increasing efficiency and profitability. The Organization's training policy covers all employees and intends to ensure that the appropriate training will be provided to assist people in performing to the Company's satisfaction. In response to the needs of certain workers, Business Connection creates and delivers high-quality learning and offers additional appropriate activities. Employees are encouraged to take charge of their own growth while they place a strong emphasis on training and development opportunities. They devote a lot of time and energy to the personal and professional development of their staff members since they view them as our most precious asset. By offering pertinent training and courses both domestically and overseas, Business Connection helps its staff members be the best.

Training & Development

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

Types of Training Process:

- In House Training
- Induction Training
- Online training

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

Induction Training: An entire day of training is devoted to induction, which is intended to acquaint new hires with Business Connection and its policies as well as their unique job responsibilities, attendance expectations, and other pertinent information. In this training, they also perform the appropriate documentation for new hires, and at the end, they arrange a motivational session to make sure the new hires are fired up about their new jobs and eager to help the company reach its objectives.

Online Training: We are all aware that there is a pandemic scenario and that every institution is working to combat it by utilizing new technologies, some of which have already manifested in the

virtual realm. During the pandemic crisis, Business Connection also used Zoom to conduct their training sessions online, which was advantageous for the business. They decided to employ Zoom to carry out their online training. They invite 90 individuals in total to take part in their online session, and they offer participants questions to gauge their level of participation at various points during the session. When conducting training, they favor video unless there is an emergency.

Still we did training or monthly meeting online to maintain with our Chinese and Netherlands team.

Feedback Form of Training and Evaluation

This form is used for employees that attend training-

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

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

Name:	
Department:	
Designation:	
Date:	
Participant Name:	
Title Training:	
Trainer Name:	
Training Category:	<input type="radio"/> In house <input type="radio"/> Foreign <input type="radio"/> Online
Supervisor Name:	

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

<input type="radio"/> Certainly	<input type="radio"/> Periodically	<input type="radio"/> Not entirely
---------------------------------	------------------------------------	------------------------------------

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

<input type="radio"/> Certainly	<input type="radio"/> Periodically	<input type="radio"/> Not entirely
---------------------------------	------------------------------------	------------------------------------

3. Are you pleased with your trainer?

<input type="radio"/> Certainly	<input type="radio"/> Not entirely
---------------------------------	------------------------------------

3.9.1 Need for Training

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

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

3.9.2 Feedback of the Training:

The T&D team sends the trainees a training evaluation form to determine whether the training was successful. If the training evaluation does not go as expected, it helps them to identify training programs that need to be adjusted and allows them to prepare a training summary report that is shared with the Head of HR and the HOD. Top performers are acknowledged, and they also send letters of gratitude and small presents, like books. A mug was provided as a token of appreciation along with the presents from the HOD and the Head of HR.

3.10 Performance Appraisal process of Business Connection Ltd

A performance appraisal is a method that systematically quantifies an employee's personality and performance, often by managers or direct supervisors, against established criteria such as competences, challenge knowledge, technical expertise, attitude, responsiveness, and so on. It is primarily intended for executive employees, with the aim of revealing shortcomings and traits as well as providing prospects for development and prospective improvement. Performance reviews provide advantages for both employees and businesses because they outline goals and expectations while promoting open dialogue. Positive feedback and recommendations for improvement are included in the best performance reviews, which also involve a conversation between management and employees. An organization that prioritizes outcomes is Business Connection. The company's most important tool for evaluating an employee's performance and determining how to further their career is their performance assessment from Business Connection. The major goal of

Business Connection's performance evaluation system is to maximize efficiency in achieving the organization's goals while offering guidance for achieving the career aspirations of each member. Through the comprehensively designed performance assessment system, the abilities of every full-time employee are evaluated. Management first gives the go-ahead for the distribution of appraisal forms across the business.

Business Connection has a structured process for performance evaluation, which includes:

- The management of Business Connection assesses employee remuneration according to performance and compares it to the company's goals and objectives.
- The managers evaluate the elements that need to be put in place to improve performance of employees. Supervisors are in charge of inspiring employees to perform at greater levels.

3.10.1 Objective of Business Connection Performance Appraisal

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

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

3.10.2 Performance Determiner

Performance determiners are the elements that any company has to have in order for people to perform better. Any of these deficiencies will have an impact on employee performance. Therefore, before assessing its performance, every company should make sure those conditions are met.

Required KSA: KSA is the abbreviation for knowledge, skill, and ability. For a certain career, these particular qualifications and personality traits are necessary. Business Connection Bangladesh looks to assess a candidate's intelligence and skill level before hiring. Even after they

are hired, employees are still bound by the training session's rules. In regard to related duties, they can offer guidance on how to enhance KSA.

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

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

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

- Increasing role complexity and role dimension
- Resources are categorized (key resource, critical resource among others)
- an individual's record of performance
- Market dynamism
- Leadership quality
- Behavior and attitude
- Mobility
- Vintage

3.10.3 Performance Management

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

Performance Appraisal Form

Performance Appraisal based on Job Objectives

Employee Name:

Post:

Date of Joining:

Department:

Employee Record in Business Connection:

Previous Job Experience:

Education/Professional Degree:

Performance Level:

Outstanding (O)

Very Good (VG)

Good (G)

Reasonable ®

Not Satisfactory (NS)

Judge Criteria:

Working Capability

Result of work

Personal Qualification

Behavior

Leave Taking Behavior

Sincerity

In-depth Knowledge

3.11 Compensation Management

The technique of managing a company's employees' total pay and benefits is known as compensation management. This program makes sure that a firm's salary and incentives always stay fair inside the company and competitive within the sector. It also entails supervising the company's benefit plans, ensuring that job classifications are correct, hazard are minimized, and the benefits package meets the families' and general workforce needs.

One of the key factors influencing an employee's decision to stay with a firm or hunt for a new one is the remuneration package offered by the organization.

Since it has been compensating its employees properly for years, Business Connection Ltd. has seen a steady rise in demand. One of the most amazing things I've observed is how Business Connection has consistently gone above and above to retain its top employees by offering the finest pay scale in comparison to their rivals. As a result, Business Connection has extremely low employee turnout. When determining whether salaries are retained or reduced, Business Connection's compensation aim is to concentrate on a particular task or group of tasks carried out by employees. For example, maintaining a mix of cash, benefits, retirement, and gratuities as a whole compensation package.

3.11.1 Compensation Method

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

Salary Strategy: Business Connection developed a number of denominators to determine the pay range. In addition to the person's knowledge, skill, and aptitude, the compensation structure is determined by the work requirements. Performance and experience are only two of the many elements that go into salary determination.

Pay Structure: There is confidentiality around the pay scale. The compensation to employees is, nevertheless, a few percent greater when compared to salaries paid to workers in other sectors. It indicates that a sizable payment from Business Connection has been paid.

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

Two categories of benefits are available to employees:

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

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

Provident Fund and Gratuity: Employees at Business Connection are also qualified for a provident fund. 10% of each employee's basic salary is deducted for the provident fund, and the employer adds another 10%, for a total installed contribution to the provident fund of 20%. These funds are given to their staff after they have been hired. If an employee leaves the firm before three years have passed, he will get a 10% provident fund incentive based on his service term, but he will not be entitled for the remaining 10% supplied by the company.

Annual Increment: The performance-based 10% yearly raise for business connections is provided. For people to provide their best effort, it acts as a motivator. To ensure that the structure of their basic income is clearly stated, each employee takes all essential steps.

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

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

3.11.2 The Benefits of a Pay or Reward System for Employees:

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

3.12 Work Environment and Employee Relation

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

3.12.1 Work Environment at Business Connection

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

3.12.2 Equal Opportunity for All

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

3.12.3 Positive Work Environment

In order to inspire workers to perform at their highest level and contribute to Business Connection's full potential, they constantly work to maintain a welcoming and courteous workplace. They have fostered a culture of trust and support throughout the firm to enable everyone to work as a team while also encouraging people to be imaginative and creative within their respective

responsibilities. Senior Management is always available to answer questions, offer advice when needed, and support creative initiatives that advance ongoing company success.

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

3.12.4 Safety and Health of Business Connection Employees

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

3.13 Admin Discipline Management

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

3.13.1 Code of Conduct

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

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

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

Attendance: If a staff member knows they won't be able to work during regular business hours, they should let management know as soon as feasible. Management must be ready to handle any

issues that develop as a consequence of absenteeism because the company depends on its personnel to finish client work. If an employee is going to be away, they should notify the relevant team email address two weeks in advance. The employee's eligibility for leave is put in jeopardy if not enough notice is given. If they are going to be absent from work due to illness or inclement weather, staff members must notify their line manager as soon as feasible.

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

Working from Home while on Unplanned Leave:

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

3.14 Finding and Recommendations

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

- ✓ In-house candidates may be hired by Business Connection for entry-level and mid-level positions. It may be used to recruit coming from external sources to diversify the workforce and culture.
- ✓ It is important to motivate staff members to take part in training initiatives and identify with the company's objectives.
- ✓ In order to reduce the likelihood of any unfavorable events, Business Connection should raise the bar for human resource planning. In order to create a win-win scenario for the firm and the employees, policies should be examined and developed in this way.
- ✓ In the workplace, employees are required to wear their ID cards. It has to be rigorously adhered to. ID cards serve as a person's proof of identification and are also a requirement under HR regulations. Everything is taken into consideration while discussing professionalism, including the ID cards, demeanor, attitude, and clothing code. In the Code and Conduct, it is spelled out.

- ✓ Most employees don't know how to obtain a leave of absence or retrieve their pay stub from the system. There is little propensity for employees to request leaves online; instead, they often email their managers to seek leaves. Later, the HR official printed the email copy or made a note and changed the system. Because they rely so much on HRD manual leave status, employees frequently are unable to check true casual/earned leave status in the system. Strong advice should be given to schedule a training program on "Self-service HR module system" and system change.
- ✓ A session where staff members may discuss issues and what they want from the organization should be organized by HR.
- ✓ Workdays and hours should be reconsidered by HR at Business Connection. In contrast to Bangladesh's office, which is open for six days, China and the Netherlands are open for five.
- ✓ To boost employee performance, it is important that they receive the right feedback and that a consistent evaluation process is used.
- ✓ Business Connection should provide adequate knowledge-sharing opportunities and skill-development workshops and seminars to keep staff member's current on industry trends and demands.
- ✓ In order for pay to be fair, equitable, and consistent, it must be well understood by employees.
- ✓ These days, several groups hold activities and events for recruiting students on campus. The hiring procedure can now be more economically efficient as a result. In the employment market, this also boosts brand recognition and appeal. Such actions ought to be taken by Business Connection.
- ✓ For each chain office, official privileges, priorities, norms, and regulations should be equal. HR needs to take the lead on it.
- ✓ If an emergency arises, the employee should only work during working hours. Employees who work on the weekends won't be given any additional attention. The choice to work on weekends will be up to the employees. To prevent other employees from feeling excluded, HR should take action on this.

Business Connection should provide a great example by establishing appropriate HR regulations because HR activities are not utilized efficiently in Bangladesh. The most recent HR resources

must be employed in this situation. More organization is needed in the incentive system. In order to deal with personnel turnover, additional processes should be followed. The staff has to be organized.

3.15 Conclusion

The internship is a crucial component of the education of all students. We gain an understanding of reality's worth and how the globe functions now. It connects the theoretical and applied aspects of education with daily living. Because of the discussion in this report, we were able to understand the purpose and value of human resources. Deciding which asset is best for the business is a serious responsibility. Many executives rise to the pinnacle of their profession during this process, and at some point, they take the helm of the emerging corporate period.

I've learned a lot from this real-world experience. I enjoyed working with Business Connection Ltd.'s HR department and in the operation of export-import since it contributed to the success and excitement of my job. My emotional connection to the business was sparked by the workplace's welcoming environment, which motivated me to give it my all. Considering that human resources is my area of study, it feels great to be working in that field. Additionally, I think that this is a once-in-a-lifetime chance for me to get knowledge about real-world work and the HRM system in a respected company.

Through this internship, I have considerably improved my knowledge about and attitude toward the field. During my internship, I picked up a lot of the knowledge I previously indicated. But right now I'm employed as a permanent official in the export-import business. I was able to gain a more practical understanding of the human resource management procedure and the export-import operation during my internship, but I also encountered some challenges when I tried to write my report because some of the materials from the human resource department are confidential and I was not given permission to access them. The knowledge and work experience I received during my internship, however, were the basis for my report.

To achieve its business objectives, Business Connection Ltd. has always given more weight to developing a robust oversight system. By paying attention to customer requests, applying lessons from past projects in the present, innovating, and partnering, Business Connection has come a long way towards attaining these objectives.

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