

An Internship Report on
“Organizational Behavior and Scopes to Development, taking
Bengal Group of Industries as a Case Study”

Submitted by:
Zarin Afrin Zeni
ID: 18304103

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

BRAC Business School
BRAC University
2023

©2023. BRAC University
All rights reserved.

Declaration

This declaration states:

1. I am the author of the internship report that was submitted as part of my degree program at BRAC University.
2. Except where information is properly attributed through complete and correct references, the report does not include previously published or composed third-party material.
3. No material which has been approved or submitted for another degree and diploma at another school or university is included in the report.
4. I have given credit to all major sources of assistance.

Student's Full Name & Signature:

Zarin Afrin Zeni

Id: 18304103

Supervisor's Full Name & Signature:

Mr. Zaheed Husein Mohammad Al-Din

Senior Lecturer

BRAC Business School

Letter of Transmittal

Mr. Zaheed Husein Mohammad Al-Din

Senior Lecturer

BRAC Business School

BRAC University

66 Mohakhali, Dhaka-1212

Subject: Submission of internship report on “Organizational Behavior and Scopes to Development, taking Bengal Group of Industries as a Case Study”

Dear Sir,

With due respect, I, a student of BRAC Business School have completed an internship at Bengal Group of Industries as part of the BRAC University BBA program. I would like to submit the report I wrote for my internship titled **“Organizational Behavior and Scopes to Development, taking Bengal Group of Industries as a Case Study”**. I genuinely trust that this report satisfies the targets and prerequisites of my temporary position and that it tracks down your acknowledgment. I have endeavored to provide the report's essential information and recommended course of action most concisely and comprehensively possible.

I am indebted to you for your helpful guidance and cooperation throughout my work on this report. I will remain profoundly thankful assuming you sympathetically take a pen to go through the report and assess my report.

Yours sincerely,

Zarin Afrin Zeni

ID- 18304103

BRAC Business School

BRAC University

Date: 5th July 2023

Non-Disclosure Agreement

I hereby affirm that the internship report titled “Organizational Behavior and Scopes to Development, taking Bengal Group of Industries as a Case Study” was original work completed by me under the supervision of Mr. Zaheed Husein Mohammad Al-Din, Senior Lecturer, BRAC Business School, BRAC University. This project work is offered in partial fulfillment of the internship program's requirements. No other institution or institute has received this report for consideration of any other degree awards.

Zarin Afrin Zeni

ID: 18304103

Major: Human Resource Management

BRAC University

Acknowledgment

I want to sincerely thank everyone who helped me and made it possible for me to finish and deliver this report. I would like to first and foremost express my sincere gratitude to Mr. Zaheed Husein Mohammad Al-Din, Senior Lecturer, BRAC Business School, BRAC University, Dhaka, for giving me the chance to observe and examine such an interesting subject under his supervision, for his consistent mentoring, for his regular involvement throughout my internship, and his unwavering guidance and invaluable advice whenever I needed it. Last but not least, His insightful comments and motivation have been the most helpful to me in developing this report. My academic skills would not apply to my professional life, so I also like to thank my Bengal Group of Industries team for their unwavering support. I've gained a lot of practical experience over the past three months that I can now connect to my academic learning, and nothing would have happened if my honorable supervisor, Ummul Khair Fatema Ma'am (Sr. Executive, HR, BGI), hadn't been in charge. I want to sincerely thank everyone who helped me create this report during all of my internships and was patient with me. I'd want to thank Hasan Taiab Imam Sir, the Group Head of Human Resources, BGI, for letting me work for his illustrious company.

Finally, my family members deserve the utmost credit for their support and encouragement during the internship term.

Executive Summary

This report will provide some brief reflections on my internship experience with the Bengal Group of Industries. This report goes into great detail on my experience working in the internship program, my specific responsibilities, as well as the organizational behavior of BGI. It might provide a better understanding of the Bengal Group of Industries, the organization's history, and the organizational structure of its HR department. The first plastic processing business in the country was formed by the Bengal Group of Industries in 1969 as Bengal Plastics Ltd. Bengal Group is currently one of Bangladesh's top producers of plastic. However, they have successfully entered a variety of industries over the years, including electronic media, real estate, chemical compounds, papers, food items, metals, and renewable energy. My report includes information about the job description I created on behalf of the Bengal Group of Industries, specifics about the department I worked in, and a thorough study of the organizational behavior and Scopes for the Development of the Bengal Group of Industries.

Table of Contents

Declaration.....	2
Letter of Transmittal.....	3
Non-Disclosure Agreement.....	4
Acknowledgment.....	5
Executive Summary.....	6
Table of Contents.....	7
List of Tables.....	8
List of Figures.....	8
List of Acronyms.....	8
Chapter 1 Overview of Internship.....	9
1.1 Student Information.....	9
1.2 Internship Information.....	9
1.3 Core Responsibilities.....	10
1.4 Internship Outcome.....	17
Chapter 2 Organizational Part.....	18
2.1 Introduction.....	18
2.2 Overview of Bengal Group of Industries.....	19
2.3 Mission & Vision.....	27
2.4 HR Division of Bengal Group of Industries.....	29
2.5 HR Functions of Bengal Group of Industries.....	30
Chapter 3 Project Part.....	32
3. Introduction.....	32
3.1 Background/ Literature Review.....	32
3.2 Purpose of the Study.....	35
3.3 Scope of the Study.....	36
3.4 Limitations of the Study.....	36
3.5 Methodology.....	37
3.6 Findings & Analysis.....	37
3.7 Summary & Conclusion.....	38
3.8 Recommendation.....	39
References.....	41

List of Tables

Table 1: Organizational Structure.....	25
Table 2: Products/ Services.....	26
Table 3: Major Competitors.....	27

List of Figures

Figure 1: Bengal Plastic LTD. Unit-3.....	13
Figure 2: Extrusion Machine.....	14
Figure 3: Injection Molding Machine.....	15
Figure 4 : Organogram of Bengal Melamine LTD.....	16
Figure 5: HR Organogram of Bengal Group of Industries.....	30

List of Acronyms

BGI	Bengal Group of Industries
CIP	Commercially Important Person
SUB	Sub Units of Business
OB	Organizational Behavior
OD	Organizational Development
HRM	Human Resource Management
CV	Curriculum Vitae

Chapter 1

Overview of Internship

1.1 Student Information:

In the summer of 2018, I enrolled at BRAC University with a Human Resource Management major. I've finished my internship at the Bengal Group of Industries' HRM division. Ummul Khair Fatema, Senior Executive-People & OD, was in charge of me. As an HR intern, I worked at the Bengal Group of Industries.

1.2 Internship Information:

As an HR intern, I was given a position on the People & OD team. All requirements and joining processes are handled by the People & OD team of Bengal Group of Industries, along with organizational development. People and the OD team begin working to fill open positions whenever there is one in any division of the company. They start by cutting the qualified CVs. The top management of the organization and its department are then contacted for interviews before they are called for a written exam. They are responsible for organizational development and procedures in addition to recruitment.

1.3 My Core Responsibilities:

- **Assisting to make formal onboarding plans for new joiners & Conducting joining formalities:**

The employee onboarding procedure is a crucial HR function in every organization. It encompasses the full process of acquainting new hires with your business. The greatest approach to welcoming new hires and guaranteeing long-term staff retention is through an efficient onboarding procedure. It must consider the perspective of employees while creating an efficient onboarding system. Staff will be given the tools and direction they need through a successful onboarding approach, which will guarantee the maximum level of productivity from the outset. In most cases, the onboarding process for new hires lasts for roughly 6 months to a year, or until they are completely comfortable in their respective roles.

There are several steps in the HR joining formalities, including:

1. The pre-employment physical.
2. The candidate's interview.
3. Check the background.
4. Checks of references.
5. Letter of Offer.
6. Communicating about Employee Benefits.
7. The joining Letter.
8. Orientation for New Hires.

- **Designing Employee's role profile and interview questions that reflect every position's requirement:**

A typical employee profile might include details about the applicant's background, professional experience, extracurricular interests, life objectives, personal philosophical thoughts, and anything else that would be useful to their position with the organization.

The most typical interview questions are given below:

1. Tell me a brief bit about yourself.
2. How were you made aware of this position?
3. What attracts you to this position?
4. What motivated you to apply for this position?
5. What is your strongest area of expertise?
6. What are your advantages and disadvantages?
7. What is your knowledge of this business/organization?

- **CV counting and report preparation on Job fair/on-campus recruitment.**

1. Choose your recruitment objective.
2. Choose your group

- I. **Recruiters and HR staff:** Their jobs include managing the network. They are in the ideal position to start conversations with potential employees, represent your company in the best possible way, and handle administrative duties such as collecting resumes or contact information. They may also assist in organizing interviews.
- II. **Hiring supervisors:** On-site screening and interviews are options. They can also respond to inquiries from job searchers and outline the duties of any roles they are searching for.

3. Get your inquiries ready.

- I. **Roles-specific inquiries.** These will enable you to determine whether applicants meet the prerequisites for your opening.
- II. **Queries regarding interests and professional objectives.** Use these to determine whether a candidate would be a good long-term fit for your business. For instance, "What's your particular field of expertise along with what would you be interested to learn more about?"
- III. **Inquiries regarding your business.** These inquiries such as "What do you know regarding our company?" will assist you in locating individuals who are interested in joining your team and are currently familiar with your brand.

4. Promote the event.

5. Get in touch with attendees.

6. Evaluate outcomes.

- **Assisting to conduct written and viva voce.**
- **Interviewing Phone calls to invite candidates:**

How to call an applicant to schedule an interview. Phone conversations with candidates help you come out as more approachable.

- I. Be accommodating with time. Typically, group interviews as well as evaluation centers take place at set times.
- II. Create informative email invitations for interviews.
- III. Use email templates.

- **Creating an HR Approval Form:**

Before sending an offer to a candidate, an employment offer approval method is used to submit it for internal approval. This enables the organizational structure to critically assess the offer's terms and compensation before making it available to the selected candidate.

- **Factory Visits: (Agenda):**



Figure 1: Bengal Plastic LTD. Unit-3

I. Manpower Justification.

1. Total workers 1352.
2. Currently Working with 613 workers.
3. Per shift 250+ workers.

II. Production Floor

1. Demand = production.
2. Extrusion Machine.



Figure 2: Extrusion Machine.

3. Mold injection machine.
4. 10 new machines.
5. 59 old machines.
6. Teflon tape- production started on Feb-15.
7. Melamine production is 52 tons monthly.
8. Bengal Plastics is the licensee manufacturer of Mainetti Group.



MAINETTI

Bengal Plastics is the licensee manufacturer of Mainetti Group, which is a leading global manufacturer of apparel hangers and accessories with operations in more than 34 countries. The company produces an extensive line of hangers for men's, women's and children's wear and has a daily production capacity of 1.5 million pieces of hangers.



6

Figure 3: Injection Molding Machine.

III. Personal file Check in terms of Recruitment perspective.

IV. Organogram:

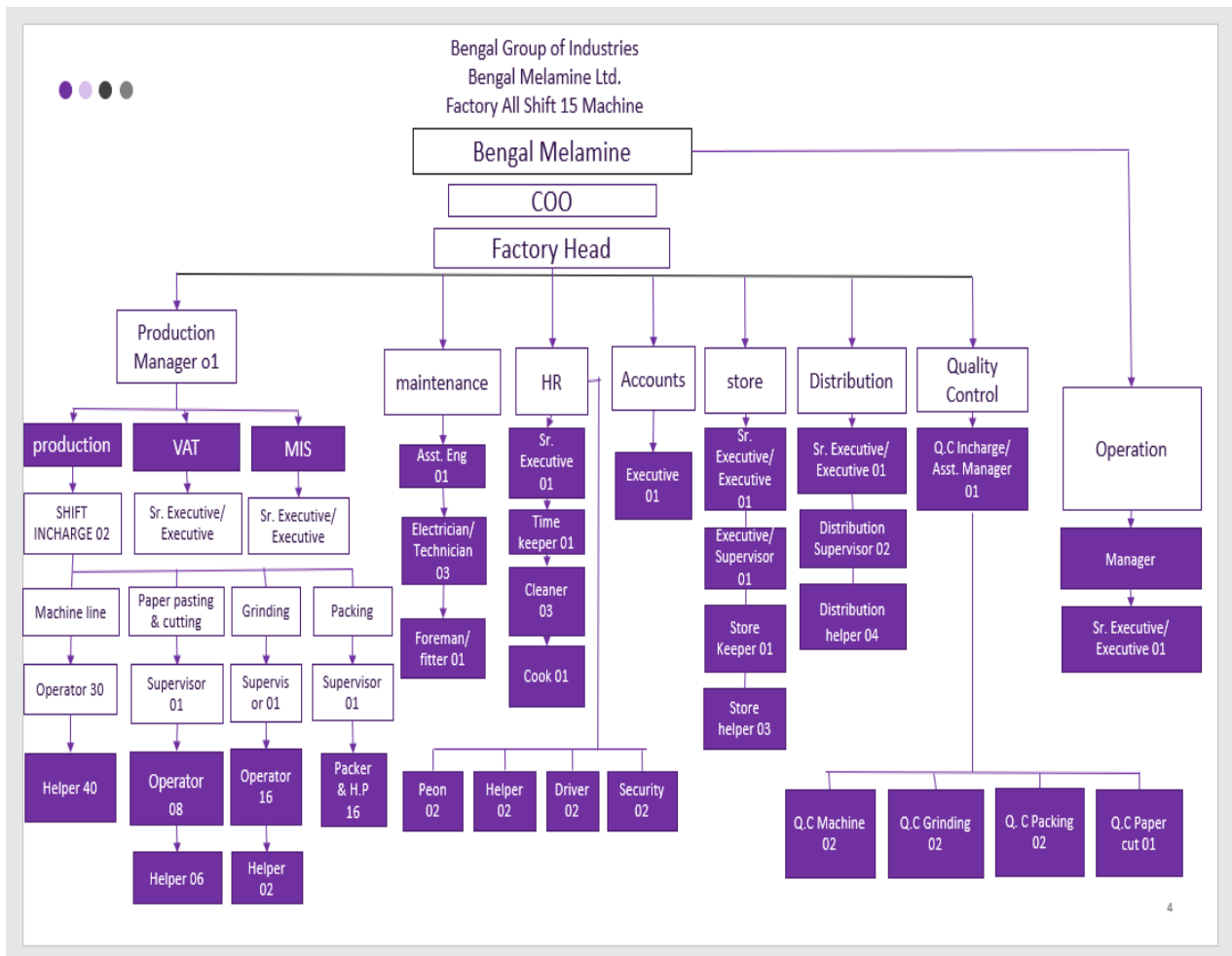


Figure 4: Organogram of Bengal Melamine LTD.

1.4 Internship Outcome:

It has been wonderful for me to get the chance to work as an HR intern at the Bengal Group of Industries. During my internship, I took on a variety of jobs and duties that helped me mold myself to fit the business culture. Additionally, I learned a variety of topics throughout my internship that will be useful to me shortly, including MS Excel. I was taught all the functions by the university, and while I knew them all, it was wonderful to put them to use. Additionally, there was a lively attitude every day of the Factory visits. In normal conditions, I would never have had the opportunity to learn so many things about their industry, so I am grateful I experienced those pressure-filled moments.

The Bengal Group of Industries' Lesson I received training from The Bengal Group of Industries after I joined the company to help me hone my talents. I've learned the following from the training:

- I. **Employee Introductory Training:** During this session, I gained a thorough understanding of the company and its rules and regulations. In this training session, I gained insight into the organization's rules and values. I am learning a lot about the organization thanks to this training.
- II. **Office Ethics & Individual Grooming:** I gained knowledge of business culture and behavior in this class. I now know the proper and improper behavior expected of me in the workplace.
- III. **MS Office Basic to Intermediate:** I learned a ton of new information regarding MS Word, MS PowerPoint, and MS Excel during this two-day training course.

- IV. **Time Management:** During this session, I learned how to manage time appropriately to the significance of the task at hand and how to create a to-do list to ensure that I complete my tasks on schedule.
- V. **CV Writing as well as How to Prepare for an Interview Board:** I learned how to correctly build a curriculum vitae for a corporate position during this training session. I also gained knowledge on how to conduct myself during a job interview.

Chapter 2

Organization Part

2. Introduction:

Among the most cutting-edge and forward-thinking businesses in Bangladesh, Bengal Group of Industries has been recognized as a pioneer. Its base is made up of the following industries: food processing, plastics, rubber-based products, melamine, textiles and clothing, power and energy generation, hospitality, materials for construction, infrastructures, and entertainment and media. Bengal, one of the most respected and successful businesses in Bangladesh, is proud of its staff and the variety of work they do to assist the country's economy. Bengal now possesses Bangladesh's fastest, most technologically advanced, and most integrated production lines. However, high-speed manufacturing and technological efficiency savings are other important quality that allows Bengal to offer its customers the finest value.

2.1 Overview of Bengal Group of Industries

1969

Mr. Morshed Alam started his business in an outdated Dhaka rental facility with just one manual-driven plastic injection molding machinery.

1971

After Bangladesh gained its independence in 1971, jute as well as textile spare parts that were previously imported from both India as well as Europe started to be manufactured in Bangladesh on a huge scale.

1978

the process of making plastic kitchenware such as plates, bottles, and other home items. Bengal Adhesive including Chemical Products manufactures adhesives for a range of industrial uses, including the manufacture of wooden furniture, shoes, and leather goods.

1981

Bengal Plastic Industries Ltd. is being set up as a limited liability business with a Joint Stock business in Dhaka, Bangladesh.

1991

For garment exporters focused solely on the export market to the United States as well as the European Union, Bangladesh launched Plastic Apparel Hangers.

1993

The Coca-Cola Exporting Company in Atlanta, Georgia, USA, has given the go-ahead for the manufacture of Molded Bottle Crates for Coca-Cola in Bangladesh.

1994

Later, Batts Inc., a licensed manufacturer situated in Michigan, USA, was bought by A&E Products Group LP, the TYCO International Limited Company.

The largest producer of garment hangers worldwide is A&E Products Group, which operates over 50 distribution locations in 28 different countries.

1995

Bengal Overseas Corporation Ltd. imports and exports a wide range of products to and from Bangladesh. Leading industrial companies like Linnex the United States of America, Crown Cork and Seal USA Cornelious UK, and Rinnai Japan are successfully represented by it in Bangladesh today.

1998

became the licensee to Schoeller Wavin System, The German business with licensees as well as manufacturing partners in more than 50 nations that develops and produces bottle containers for Coca-Cola, Pepsi-Cola, as well as other significant soft drinks.

The Government of Bangladesh (GOB) awarded the organization's founder, Morshed Alam, a CIP for his achievements in the country's economy.

1999

grew to become the largest plastic processing facility in Bangladesh, using 72 injection molders with capacities that ranged from 250 to 1600 tons daily along with more than 250 tons of raw materials. began a \$5 million expansion project to build Zerabo, Savar, the single-largest manufacturing facility in Dhaka, with 20 acres of the ground, 120,000 square feet of manufacturing space, 36 injection molding machinery, four film extruder machinery.

2000

In the country's Dhaka Export Process Zone in 2000, Bengal Build-up BD Ltd. paid \$2 million to purchase 12 injection molding equipment from The Development Plastics BD Ltd., a Chinese plastics manufacturer. Mr. Jashim Uddin, the organization's overseer, has been designated by the Government of Bangladesh (GOB) to serve as a CIP.

2001

An energy firm called 2001 Power Utility Bangladesh Ltd. would construct power plants in strategic locations around Bangladesh to satisfy the country's rapidly increasing need for electricity.

2002

In Tongi, Gazipur, Bengal Poly and Paper Sack Ltd., a Bangladeshi business, manufactures PP Woven Sacks. It is capable of producing 200,000 different styles of woven sacks all at once. By offering oven bags of the highest caliber, the company meets the needs of the cement, chemical fertilizers, as well as poultry/fish feed industries. Bengal Plastic Industries Ltd. has received ISO 9001:2000 and ISO 14001 certifications for the company's environmental management systems, respectively. In Bangladesh, only Bengal Plastic has both certifications.

2003

Four distinct types of plastic tables, 12 different types of plastic chairs, and various plastic molded items increased the inventory of manufactured furniture. To supply all Group businesses, Bengal Corrugated Carton Industries Ltd. runs a packaging plant that can make 50,000 cartons of various sizes each day. It now satisfies the demands of all of the sister companies.

2004

the purchase of Bangladesh's Romania Biscuits and Bread Industries Ltd., a biscuit-producing factory. The facility has a capacity of 500 kg of soft biscuits per hour. Later, the company was renamed Romania Food and Beverage Ltd. Metal clips and hooks are produced by Hamilton Metal Corporation Ltd. for use in other Group firms' clothing hangers. The plant has four bending & forming machines in addition to an entirely automated electroplating line. It has been installed with the ability to generate 500,000 metal hooks & 800,000 metal IPS daily.

2005

saw the acquisition of Polydor Ltd., an adaptable packaging factory that makes a range of materials for packaging for the medicinal products detergent, & food and beverage industries. Bengal Windsor Thermoplastics Ltd., a plastic injection molding business located within the Dhaka Export Processing Zone, obtained ISO 9001:2000 certification for its quality management system (QMS).

2006

In Motijheel, Dhaka City's business district, Bengal Concept & Holdings Ltd. constructed the 20-story Bengal Tower. It has a total area of 184,000 square feet, three levels of underground parking, and 12,000 square feet of land.

2007

Purchased National Television Ltd. (RTV), a Bengali satellite TV network having stations in Asia, the Middle East, Australia, and New Zealand, and a 24-hour news and program schedule. It is also carried on Dish Network's channel 805 in the US.

2008

Bengal Plastic Industries Ltd. as well as Bengal Polymer Wares Ltd., which have earned ISO 9001:2008 & ISO 14001:2004 certifications because of their management of the environment systems, were honored with the DHL-Daily Star Award.

2009

Bengal Plastic Businesses Ltd. won the prestigious Public Product Prize (Gold) for 2007–2008. Bengal Polymer Wares Ltd. revived the Bengal brand of home goods, offering 160 SKUs across 17 categories. Through a network of more than 200 distributors, the company sells goods to India, Myanmar, Canada, the United Arab Emirates, the United States, and the United Arab Emirates.

2010

Bengal Group received the Super Brands Award in recognition of its exceptional accomplishment. Super Brands, a brand arbitrator, is unbiased. It supports branding discipline while honoring outstanding brands from throughout the globe. Romania Food & Beverage has received ISO 22000 accreditation for its management system for ensuring the safety of food.

2011

Bengal Plastic Pipes Ltd. is going to manufacture a range of sizes of uPVC doors & door profiles in addition to uPVC and HDPE pipes. The company began working on business projects in April.

2012

After Energeia International Limited was bought, Bengal Renewable Energy Limited emerged. The Securities and Exchange Commission law of 2012 allowed Bengal Windsor Thermoplastics Ltd. to be listed as a publicly traded company on the Dhaka Stock Exchange & the Chittagong.

2013

"The Swissôtel Dhaka" will be constructed by Swissôtel Hotels & Resorts & the Bengal Group of Industries, according to Hotels and Resorts Limited of Bengal.

2014

A huge expansion was initiated in 2014 by the Bengal Group of Industries company Designer Jeans Ltd. The establishment of the Bengal Cement Limited.

2015

Four new companies were established: Bengal Melamine Ltd., Hamilton Mold and Engineering Ltd., Bengal Retails Ltd., & Linnex Electronics Bangladesh Ltd. Bengal Plastics Limited successfully serviced its debt after issuing commercial papers to secure short-term funding.

2017

Bengal Group of Industries took on this project in 2017 under Bengal LPG Ltd., which would launch in May 2021.

2018

In 2018 "Bengal Cement" set off on its journey with the slogan "Strength with Durability."

2020

On February 23, 2020, 2020 Bengal Commercial Bank Restricted received a financial license from Bangladesh Bank, becoming the country's fifth (fifth)-oldest business bank. In 2021, BCBL started its journey formally.

Organizational Structure:

32,000 Employees	28 Factories	60 Global Presence	26 SUBs
<p>Bengal is grateful for the persistent and tireless team of nearly 32,000 individuals with a variety of skills. Success continues to be its arsenal's directive.</p>	<p>Its facilities engage in the intelligent production of consumer-focused items using cutting-edge technologies to achieve operational excellence.</p>	<p>The Management Teams of the Bengal Group of Industries have effectively expanded their export activities, encompassing more than 60 industries, in some of the most significant countries in Asia, Europe, Africa, and America, resulting in greater industrial prospects both at home and abroad.</p>	<p>The Business Divisions of the Bengal Group of Industries, one of the most significant groups, play a critical role in the development of the company through in-depth industry expertise, steadfast diligence, and innovative ideas. Its 26 SBUS have been divided into 8 different commercial sectors.</p>

Table 1: Organizational Structure.

Products/ Services:

	SUBS						
Categories	plastics, rubber & Melamine	building materials	Food processing	textile & apparels	Media & Entertainment	infrastructure & development	Electronics, power & energy
	Bengal Plastics Ltd.	Bengal Cement Ltd.	Romania Food & Beverage Ltd	Designer Fashion Ltd.	Rtv Online News Portal.	Future Infrastructure Ltd.	Linnex Electronics (BD) Ltd.
	Bengal Polymer Wares Ltd.	Bengal Plastic Pipes Ltd.	Lexus Biscuits Ltd	Euphoria Apparels Ltd.	Look@me.	Bengal Structure Development Ltd.	Linnex Technologies Ltd.
	Bengal Windsor Thermoplastics Ltd		Bengal Feed & Fisheries Ltd	Designer Washing & Dyeing Ltd.	Bengal Media Corp. Ltd.	Bengal Concept and Holdings Ltd.	Bengal LPG Ltd.
	Bengal Adhesive & Chemical Products Ltd.						Bengal Renewable Energy Ltd.
	Bengal Poly & Paper Sack Ltd.						Power Utility Bangladesh Ltd.
	Hamilton Metal Corp. Ltd						
	Bengal Melamine Ltd.						
	Bengal Flexi Pak Ltd.						
	Bengal Retails Ltd.						
	Bengal Pro Pack Ltd						
Service	Swiss Hotel						

Table 2: Products/ Services.

Major Competitors:

Company Name	Americas Styrenics	MK Smart	Madico
Founding Date	1971	1969	N/A
Type	Subsidiary	Private	Private
Tags	Manufacturing & Industrial distribution of plastic.	Manufacturing & Industrial distribution of plastic .	Manufacturing & Industrial distribution of plastic .
Locations	Ennepetal, DE HQ	Dhaka, BD HQ	Singapore, SG VN HQ Bend, US

Table 3: Major Competitors.

2.3 Mission & Vision:

- **Mission Statement:** To responsibly satisfy and meet the demand of their esteemed customers, the objective is to continuously strive toward excellence in delivery, service, quality, and sustainability.
- **Vision statement:** Being the market leader and offering the best goods and services to all of their clients is their vision statement.

Core Values/ Objectives: The company's goal is to simply excel in what it does. It has continuously broadened its operational scope to raise the bar and raise industry standards. With strong ideals and a desire to reach the peak of success, the goal is to control the industry that is jointly created while providing the customers with a fair level of satisfaction. In addition, Bengal has created standards of conduct for employees to follow to help the company achieve its goals. The company's mission and values statement incorporate these values and behavior, which form the foundation of the organization's identity and act as a guide for how the company should conduct itself. Since they are crucial to having a long-lasting, beneficial, and inspirational influence, organizations have come together with values and behaviors to inspire everyone within the firm.

Following are a few of Bengal's key principles:

1. **Innovation:** It is the process of keeping up with new ideas and technologies to produce cutting-edge products, services, and business models.
2. **Collaboration:** BGI staff members will work together and share ideas to improve its financial health, and cultural alignment, including employee engagement.
3. **Integrity:** Upholding unwaveringly high standards of ethics and morality while being trustworthy will bring integrity to daily work.
4. **Quality:** Bengal has had quality from birth. It goes beyond the work itself, the product, the culture, and the performance.
5. **Performance:** At their core, both individuals and organizations care about their performance.

Brand Values: According to the brand values, the employees are crucial to the achievement of regular business operations. The core values of collaboration, integrity, accountability, & excellence must be upheld by all members of the organization, including employees, managers, and directors. These values act as the foundation upon which they build the integrity and confidence required for businesses to advance.

Market Values: Bengal is committed to the items' quality rather than just talking about it. This has been accomplished through maintaining and operating cutting-edge manufacturing facilities that are modern, efficient, and both ISO 9001:2008 and ISO 14001:2004 certified. In the B2C market, Bengal has 30 categories of products with more than 300 SKUs, and in the B2B market, it has 2 product categories with 40 SKUs.

2.4 HR Division of Bengal Group of Industries

The Bengal Group of Industries believes that collaboration can lead to great success. The Human Resource Division of the Bengal Group of Industries has a thorough policy and procedure in place to put best practices into practice while considering moral and legal considerations. The Department of Human Resources' main goal is to inform employees of The Bengal Group of Industries about the policies and procedures of the business. It offers detailed operational guidelines to uphold the anticipated standards.

The HR department also offers detailed information on how the company values, evaluates, rewards, and benefits its personnel in the long run. The expected standards are shown. The organization keeps its employees updated on their growth, current role, and value to the business.

HR Organogram of Bengal Group of Industries

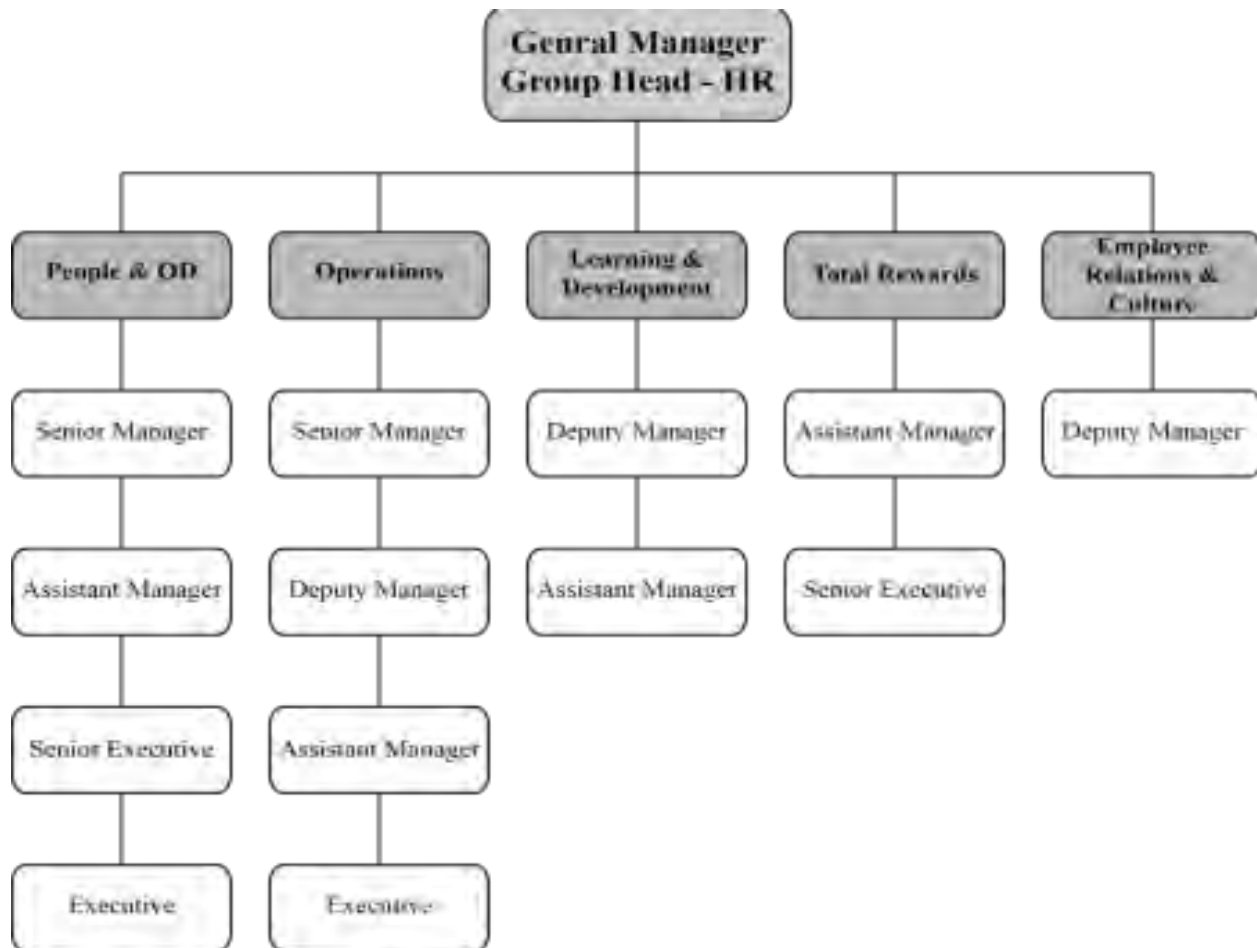


Figure 5: HR Organogram of Bengal Group of Industries

2.5 HR Functions of Bengal Group of Industries

- I. **People & OD:** The People & OD Team is in charge of managing every employee of the Bengal Group of Industries. They are in charge of recruitment, onboarding, and employee retention along with other duties.

- II. **Operations:** The duties of an HR task representative include confirming business, shift improvements, motivators, stops, and pay increases. All operational duties, such as analyses and operational choices related to the management of talent, are carried out upon hiring and continue until the person departs.
- III. **Learning & development:** Organizational growth and training are given top attention by the organization's Department of Human Resources. They work to develop fresh concepts for enhancing the business environment so that workers love working there. They put a lot of attention on training their staff members to increase their output and effectiveness.
- IV. **Total Rewards:** For the Bengal Group of Industries, this is among the most significant HR duties. They also maintain track of various perks about non-monitoring and supervision, such as records of attendance, leave requests, payment processing, pay packages, and salary records.
- V. **Employee Relations & Culture:** The principles and organizational culture of the Bengal Group of Industries are largely shaped by the Culture of the team's work. They foster productive working relationships between the organization and its workers as well as between the workforce and management by developing and carrying out policies that are adhered to by the workforce.

Chapter 3

Project Part

3 Introduction:

3.1 Background/ Literature Review:

The study of organizational behavior focuses on how people and groups interact inside a company and the ways that these interactions impact how well the company performs in its aim or goals. The field investigates how different variables affect behavior inside an organization.

The main emphasis of organizational behavior is frequently on worker productivity. For instance, research on organizational behavior has demonstrated that motivated employees are more productive and motivated employees are more profitable for the company. Organizational behavior, however, can also concentrate on how businesses can better control, alter, and improve behavior to achieve specific objectives such as productivity, employee well-being, or workplace satisfaction.

Organizational behavior issues that the organization frequently encounters include:

1. Reacting to pressures or crises in the economy and finance.
2. Turnover rates and productivity.
3. Increasing departmental cohesion and expanding them.
4. Developing staff members' interpersonal and communication abilities, particularly with an international clientele.
5. Handling the organization's broad clientele and managing the cultural as well as interpersonal diversity inside it.
6. Expand social media reach and enhance networking.

based on three layers of organizational behavior, relating to issues the organization is experiencing:

1. **Individual Level:** Dealing with issues and challenges brought on by certain employees' actions or attitudes is the responsibility of this level of OB. The following list includes some significant OB issues at the individual level that organizations deal with.
 - I. **Determine the degrees of job satisfaction:** This is the main element that affects an employee's output, absence rate, and withdrawal tendencies. The intrinsic and extrinsic variables are involved in this since without either, employees won't be completely content with things like salary, position, dignity, and many other aspects of their jobs. It is challenging to continuously assess satisfaction with employment levels and adjust to them.
 - II. **Turnover rates:** In an organizational setting, high turnover is defined as when employees leave their companies frequently and in significant numbers. A business must frequently hire new workers to cover those positions to adequately make room for this. This can consume corporate resources and impede business operations.
 - III. **Interpersonal & communication skills:** Interpersonal skills, often known as people skills, are among the most essential traits for employees in a company. Employee satisfaction as well as the efficiency of the company can both be greatly influenced by how they express their feelings within the workplace. Less turnover and more effective working practices can result from employees being contrasting and passively vocal about their emotions.

2. **Group Level:** To achieve better and more expedient results, this part of OB emphasizes how individuals, groups, teams, & departments inside the organization work cooperatively. The following list includes some significant organizational behavior (OB) group-level issues organizations confront.
 - I. **Conflict resolution and group cohesion:** The ability of a group of individuals to function as a team and unit is referred to as group cohesion. This entails acknowledging each other's skills and limitations, assisting coworkers or other group members, accepting responsibility for the group's well-being, and more. A lack of these factors reduces the group's potential and leads to less-than-ideal results. Additionally, a lack of coherence causes a lot of disagreements, which can severely harm the relationships inside the department or group.
 - II. **Group Cohesion:** Group cohesion is the result of group functioning; the more cohesive the members of the group are, the more effectively the group will work. Since most tasks are performed by teams and departments within an organization, they are unlikely to be completed on time or produce the expected results if these departments are not functioning properly.
3. **Organizational Level:** It's level within OB where the main tasks that decide policy, output, management of processes, and survival are concentrated.
 - I. **Productivity:** the number of tasks that employees complete inside an organization on time. The primary aspect that defines how successfully a company's operations are maintained as well as how contented its employees are is productivity. Employee unhappiness, ineffective working practices, and structural change are likely to be present in a company with low productivity.

- II. **Process Management:** Executives use process management as a tool to ensure that their staff follows the best practices for efficiently completing jobs. The management must set the rules and regulations, decide which practices to support, and identify those that are ineffective.
- III. **Survival:** The firm's revenue and growth are determined by productivity and process management. An organization that struggles with those issues is probably struggling to survive.

3.2 Purpose of the Study:

Organizational behavior is crucial since a company's management style gives it a unique advantage over other businesses. All organizations, especially big businesses, have access to marketing, supply chains, capital markets (i.e., money), innovative ideas, and services. What causes one business to succeed and earn a billion dollars while another fails? Frequently, how effectively it is operated and handled. Organizational behavior is crucial for you as a manager or employee, in addition to being vital for organizations. According to studies, successful people management predicts an organization's success. More than 95% of AT&T managers who failed were found to have weak people management abilities. a majority of these managers were unable to relate to their employees' issues or resolve conflicts effectively. Most people don't lose their employment because they lack sufficient knowledge of marketing, finance, accounting, or other related fields. Employees are prone to lose their jobs if their supervisor finds them annoying, if their coworkers dislike them, or if they are thought of as "difficult." These are all management-related concerns with organizational behavior.

3.3 Scope of the Study:

It also discusses the roles that managers play in their respective roles - Mintzberg Managerial Roles, as well as the organizational behavior (OB) problems that other organizations are facing and the organizational behavior (OB) problems that affect individuals for example, problems with diversity, job satisfaction, turnover, absenteeism, personality-job fit, motivation, etc. Organizational level such as Organizational Culture, Human Resources Policies and Practices, Change Management, and Group level such as Group Behaviors / Dynamics, Teamwork, Interaction Issues, Leadership, disagreements, Power and Politics, and Design of the Organization. The final section includes a conclusion and recommendations for resolving the issues at the individual, group, or organizational levels.

3.4 Limitation of the Study:

The entirety of the report is based on my real-world professional experience. My comprehension of a company's culture, working environment, workflow, and professional presentation has been considerably aided by this study. Because there was so much to learn about so many different activities in such a short amount of time, I couldn't do it. The following restrictions were encountered when compiling this report: Due to time constraints, the study might not be conducted more thoroughly; Because of a lack of duration, there is limited opportunity to tour every concern. While the study was being conducted, there were certain restrictions. There wasn't a lot of time or money accessible because the study was done on academic grounds. Finding reliable sources to gather information for the research article was challenging as a result. Data from only 71 respondents were considered in this study. The data was not used to research the factors influencing purchasing decisions because of a lack of time. The analysis's findings might be affected by doing the study with a bigger sample size.

3.5 Methodology:

Several different kinds of documents and information are needed for this report. Various sources provide information and documentation, such as

1. Primary Data Sources

Several primary sources were used to compile the data for this research. I obtained facts from Bengal Group of Industries personnel and various divisions to determine what influences employees' decisions regarding OB, this study will employ primary data.

2. Secondary Data Sources

Website of the organization and additional websites. Secondary data was gathered online from a variety of reliable sources that covered relevant subjects and whose references were cited. The BGI website was another important resource.

3.6 Findings & Analysis:

I have discovered the following things after attending the Internship program at Bengal Group of Industries:

- I. The internship program at Bengal Group of Industries is run by Bengal Learning & Development Academy; A deficiency of trainers for training.
- II. The organization's data is not centralized because each department utilizes a distinct server and all programs are organized at the start of the year.
- III. The Bengal Group of Industries involves line managers and HR managers in all of its processes as part of its efforts to build modern human resource management.
- IV. The learning and development department only has two staff, so it might be challenging to stay on top of everything.

- V. Their performance review procedures have some issues.
- VI. The organization hires its staff from outside sources, and the pay structure is inadequate.
- VII. Inadequate training facilities and subpar working conditions are both problems.
- VIII. Bengal Group of Industries is worried about 26 things.
- IX. The organization's internal trainer conducts the majority of the training. The company uses the lecture technique to give its staff the most training possible. Activities and group discussions are used in some training sessions.
- X. They are not attempting to adapt innovative learning techniques that could benefit their personnel, such as eLearning, simulations employee training, playing a role, etc.
- XI. Due to poor management, one of their concerns, Romania Foods, is currently closed.

3.7 Summary & Conclusion:

The aforementioned Bengal Group company is a growing business that is currently facing growth challenges. The majority of its concerns at this point are around growing the business, expanding its international networks, and employing cutting-edge human resource management techniques. With the aid of cutting-edge management theories and techniques and a focus on higher productivity and employee happiness to lower job discontent, employee turnover, and operational challenges, they appear to have the appropriate mentality to get through this challenging expansionary stage. One crucial point to emphasize is how interconnected many of the aforementioned difficulties at various levels of OB are. This emphasizes the importance of maintaining all three levels rather than trying to concentrate on problems involving one or two.

3.8 Recommendations:

Bengal Group of Industries has a way to go still. There are several instances of mistreating employees and vice versa.

They ought to work on honing their communication techniques.

Individual level: factors including job happiness, job satisfaction, absenteeism, and communication abilities are considered.

- I. **Absenteeism and turnover:** If this company talks to its personnel and gets their viewpoint, it might be able to successfully overcome this challenge. It is advantageous to managers to be aware of the concerns voiced by their staff and carefully consider how they may improve or change these circumstances. Additionally, addressing complaints from group members directly can help increase productivity and retention rates for employees.
- II. **Job Satisfaction and withdrawal behavior:** Setting clear standards and objectives can help employees acquire trust in their job and the responsibilities that have been placed upon them. Additionally, managers must be reachable in case staff members require clarification on a directive or have queries. Additionally, keeping lines of communication open with employees shows them that management values their opinions and considers them to be crucial team members. It also avoids any issues that can arise from misconceptions. Additionally, it's critical to convey to staff members their value and properly acknowledge their work by giving them praise for a task done well.

Group Level: The next stage focuses on the cohesion and efficiency of groups.

- I. **Group Cohesion** The connection between groups can be strengthened or increased by encouraging a positive environment where members of the group are constantly encouraged to express their thoughts and feelings. Additionally, group members must be aware of each other's distinctions as well as their respective strengths and limitations in terms of the project.
- II. **Group Functioning:** Promoting tactics that can result in the smooth operation of group processes is one way to reduce conflicts and disagreements within a group. Moreover, a group might expedite work and increase production by providing uninvited assistance to other members.

Organizational Level: This level of OB focuses on the key tasks that affect productivity, management of processes, and the organization's ability to continue operating.

- I. **Productivity:** To address this organizational issue, management might discover it useful to hire extra staff members or to schedule breaks for workers to take a break. Introduce future improvements to the team gradually so that they may set realistic goals and plan accordingly.
- II. **Process Management:** To address concerns with process management, a manager must collaborate with his staff, understand their needs, and take the initiative to create procedures that will enable them to carry out their jobs efficiently.

References:

1. "Bangladesh Business Awards 2007". The Daily Star. Retrieved 2022-11-07.
2. Saha, Suman (2014-08-12). "Product varieties raise demand for plastic goods". The Daily Star. Retrieved 2022-11-07.
3. "Another new bank opens for business". The Daily Star. 2021-03-11. Retrieved 2022-11-07.
4. "Bengal Group of Industries". www.bengalgroup.com. Retrieved 2022-11-07.
5. "New president of plastic goods manufacturers' association". The Daily Star. Retrieved 2022-11-07.
6. "Romania Biscuit re-introduces its products". The Daily Star. Retrieved 2022-11-07.
7. "Probe fails to find the cause of BSEC fire". The Daily Star. Retrieved 2022-11-07.
8. "Bengal Plastic, Ikebana, and Viyellatex Group honored". The Daily Star. 2008-04-26. Retrieved 2022-11-07.
9. Saha, Suman (2015-03-18). "Commercial papers: a shortcut to funds". The Daily Star. Retrieved 2022-11-07.
10. "Mainetti USA chief in town to visit a factory of Bengal Plastics". The Daily Star. 2015-10-21. Retrieved 2022-11-07.