

Report On
HR practices and Employees satisfaction at SGS Bangladesh Ltd.

By

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

BRAC Business School
BRAC University
February, 2022

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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 B 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 have acknowledged all main sources of help.

Student's Full Name & Signature:

Iffat Ara Zahin

ID: 17104138

Supervisor's Full Name & Signature:

Saif Hossain

Assistant Professor & Director, BRAC Business School

BRAC University

Letter of Transmittal

Saif Hossain

Assistant Professor & Director,

BRAC Business School

BRAC University

66 Mohakhali, Dhaka-1212

Subject: Submission of the internship report on **‘HR practices & Employees satisfaction at SGS Bangladesh Ltd.’**

Dear Sir,

It is my great pleasure to complete the internship program under your instruction and supervision. I have conducted the report on SGS Bangladesh Limited., where I summarized my entire internship experience for the semester of Fall 2021. The report is based on the real life experience in the HR department, which is SGS Bangladesh Limited. The report outlines are followed as per the guidelines and instruction provided by the university BBA Program.

However, I hope that you would be kind enough to accept my Internship Report on SGS Bangladesh Limited, and oblige thereby

I trust that the report will meet the desires.

Sincerely yours,

Iffat Ara Zahin

ID: 17104138

BRAC Business School

BRAC University

Date: February, 2022

Non-Disclosure Agreement

This agreement is made and entered into by and between SGS Bangladesh Limited and Iffat Ara Zahin the undersigned student of BRAC University to undertake the internship project explained in this report based on approved and non-confidential data of SGS Bangladesh Limited.

Acknowledgement

By the grace of Almighty Allah, I have successfully completed internship at SGS Bangladesh Limited. I want to thank the Almighty to give me the strength, energy, and ability to finish the report. Then I like to show gratitude to my supervisor Mr. Saif Hossain, Assistant Professor & Program Director, BRAC University

Moreover, I am grateful to my on-site supervisor Mr. Masud Karim, Sr. Asst. Manager, SGS Bangladesh Limited, he has shared all the information for research and helped a lot to do survey to know employees satisfaction level. Without his guidance, feedback, and encouragement I would not have complete this report. This report might not carry out to the right direction. Lastly, I like to thank all the employees who spend their precious time and fill out the survey. Without their help, the actual result may not possible to extract.

Executive Summary

I joined SGS Bangladesh as an intern to finish my academic internship course entitled BUS400. I worked under the Human Resources Department under the supervision of Md. Masud Karim, Senior Assistant Manager, SGS Bangladesh Limited. It was a three months internship program. The objectives of this internship program are to gain experience in corporate life, working procedures, etc., and also get a better idea of how HR works in a company and whether it aligns with my interest or not. Throughout my internship period, I had worked with all HR wings. I have worked with recruitment and selection, compensations and benefits, learning and development, and so on. Based on HR activities, this report is based on HR functions and employees' job satisfaction. From this report, I have tried to find out satisfaction and dissatisfaction level of employees, and the improvement area for HR department. For that purpose, I have conducted an online survey and circulated to different departments. The survey form is created unanimously so that employees can share actual opinion. The survey result showcased that SGS has maintained very good and satisfactory HR practices. Apart from pay scale, employees are more or less satisfy with other HR benefits and practices. In the end, I also tried to add some suggestions and summarize the key points from survey suggestions.

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List of Acronyms

SGS = General Society of Surveillance

CBE = Certificate and Business Enhancement

CRS = Consumer goods Retail Service

Chapter 1

Overview of Internship

1.1 Student Information

This internship report is done by myself, Iffat Ara Zahin. I am a student of BRAC Business School, BRAC University. My student ID is 17104138. This is my last semester as an undergraduate in the Bachelor of Business Administration Program. My concentrations are Human Resources Management and Marketing.

1.2 Internship Information

1.2.1 General Information: I am doing my internship under the Human Resources Department at SGS Bangladesh Limited. It is a 3 months' internship program starting from 12 October 2021 to 12 January 2022. The office address is House no- 37, Road-24, Gulshan-1, Dhaka-1212.

1.2.2 Company Supervisor's Information: The name of my company supervisor is Md. Masud Karim. He is a Senior Assistant Manager in the HR Department.

1.2.3 Job Scope: First of all, the job responsibilities involve assistance in the recruitment wing. It includes calling candidates, preparing interview schedules, and other necessary arrangements. Secondly, making employees' personal files, maintaining new joiners' databases, and doing joining formalities are also key duties as an intern. Thirdly, helping the trainer on the training session, assisting in ID cards, leave and attendance management, Lastly, serving in different employee engagement activities and any relevant tasks given by the HR department are encompassed in the job description.

1.3 Internship Outcomes:

1.3.1 Student's contribution to the company: While working as an HR Intern of SGS Bangladesh, I have prepared many letters and certificates such as experience certificates, release letters, acceptance letters to employees on behalf of the company. I have also worked on file management like preparing personal files, working on probation period evaluation activities, documentation, updated recruitment-related database, and HRIS. Assisted in different types of interview sessions, employee engagement activities, and so on. Altogether, I have tried my best to contribute to the completion of HR tasks in a more effective and fast manner.

1. 3. 2 Benefits to the students:

As an HR intern I have got a lot of benefits while working at SGS Bangladesh. I have learned many new things in these 3 months of my internship journey. First of all, I have got hands-on experience in corporate life and observe how HR practices can be followed in a systematic and standard manner. Secondly, I got the chance to meet new people. Throughout the internship period, I have worked with different functions and got the opportunity to know the clients more closely. So, it helped me to have a better understanding of SGS Bangladesh. Lastly, I have got the opportunity to learn about HR practices, recruitment process, training process, employer value proposition, employee engagement activities, VNC view software used for ID cards management, leave and attendance management, and so on. This learning will help me excel in my career. After completing my internship, I feel more interested in building my career in the HR field.

1. 3. 3 Difficulties faced during the internship:

SGS Bangladesh has very nice and friendly working environment. The HR team of SGS BD are very cooperative and encourage, guide interns to make themselves more competitive and knowledgeable. Still, at the beginning, I have faced some difficulties during my internship period. First of all, it takes nearly 1 month to adjust to the new place. At the beginning of my internship period, I felt hesitant to communicate with my supervisor and colleagues. Secondly, I felt difficulties in time management. Because of the pandemic, like everyone, I also sat at home for a long time and did online classes. So, adjusting to long office hours and getting habituated to it was an issue at the start of the internship. Lastly, I faced difficulties with time management. At SGS Bangladesh the office hours are 8:30 am to 5:30 pm. So being present on time and completing all the tasks assigned by supervisors and others on time was an issue. However, gradually I overcame all the difficulties and finished all the tasks efficiently

1. 3. 4 Recommendation on future Internships:

There are a few recommendations for SGS Bangladesh which I observed during my internship journey. When a bunch of new interns enters SGS Bangladesh, they are timid, not so open and they need time to understand the rules, regulations, culture, and company operations. Therefore, conducting orientation for interns can also be done. Through orientation, interns can get a better idea about the company and all the protocols. As a result, they can easily adjust to the organization's culture. So, proper orientation facilities can be introduced for upcoming interns. In conclusion, SGS can conduct some training for the interns. As interns come to the company to learn, to make them more effective and productive. Training for interns can make

a huge impact on their future. By providing training to the interns, SGS can contribute to society by making skilled manpower. So, these are a few recommendations I can suggest to SGS Bangladesh on future internships.

Chapter 2

Organization part

2.1 Introduction

SGS is a Swiss base multinational company known as the world's leading inspection, verification, testing, and certification company. SGS is largely viewed as the global standard for quality & integrity. SGS employs approximately 97000 people and manages a global reach of over 2600 offices and laboratories. We create a competitive advantage, promote sustainability, and build trust. SGS is constantly pushing itself to provide unique solutions and services that assist our customers towards moving their businesses ahead. According to the Frankie NG, CEO, *"We are committed to delivering sustainable value to society. Ensuring that our supply chain and direct operations have a positive impact beyond the traditional financial benefits is an integral part of our success and leadership"* (SGS, 2022).



2.1.1 History

SGS, founded in 1878, converted grain commerce in Europe through providing unique inspection services on agricultural. Since their humble beginnings, they have continuously expanded in scope and scale as our agro inspection services have spread over the world. We started to diversify and began offering inspection, testing, and verification services across a variety of industries, including industrial, mining, oil, gasoline, and chemicals, in the mid-twentieth century. SGS was launched on the Swiss Stock Exchange in 1981 and quickly established an unsurpassed position as the industry part of providing answers to the complicated difficulties that companies encounter on a daily basis (SGS, 2022).

In offering these solutions throughout all industries, our consultation, outsourcing, and training supplement our core inspection, verification, testing, and certification services. We give unbiased findings adapted to the specific demands of each industry or area through our unique worldwide network. Our customers rely on our expertise, knowledge, and resources to enable them to achieve exceptional results in all they do. Today, we are focusing on new approaches to bring business benefits. This allows us to assist our customers in quality improvement, safety, efficiency, profitability, and time to market, all while lowering risk and increasing credibility in sustainable operations (SGS, 2022).

2.1.2 Vision

SGS wants to be the world's most sustainable and competitive service company. Their core functions in inspection, verification, testing, and certification are always being strengthened to ensure that they are the best in the industry. Their ability to be the most efficient and continuously give unrivaled service to their consumers all around the world will determine which markets they enter (SGS, 2022).

2.1.3 Values

As we strive to realize our vision, we want to be known for our passion, integrity, entrepreneurship, and innovative spirit. These values influence us in everything we do and serve as the foundation for which our company is built (SGS, 2022).

2.1.4 The benefits SGS deliver

- **Quality**

Our consumers depend on our third-party inspection, testing, and auditing services to verify that their products, services, & operations meet the most updated quality standards. Our global

network of cutting-edge facilities contains information to validate and confirm quality all around the world.

- **Safety**

We assist organizations in developing effective safety and health systems that secure employees, increase consumer confidence, and improve trust in corporate operations. We assist our customers in following best practices and abiding to local, regional, and international legislation.

- **Reduced risk**

SGS provide independent and unbiased services to their customers to help them find, handle, and mitigate risk. Risk management solutions are provided by their professionals, who use professional to test and inspection capabilities to ensure that risk - reducing measures are being taken.

- **Efficiency**

Our personalized business solutions assist our customers in implementing procedures and systems that improve the speed, simplicity, and efficiency of their business operations. Our local experts, who leverage on the international expertise of the whole SGS network, produce exceptional efficiency outcomes.

- **Productivity**

Their training and outsourcing options ensure that productivity stays up with changes in our clients' businesses. They provide the knowledge of experienced world-class productivity experts. In the long run, they provide specialized training to our clients' workforces in order to develop specific capabilities.

- **Speed to market**

Compliance with target market requirements is essential to increasing market speed. Their services assist our clients in overcoming the complex problems of understanding and satisfying market expectations everywhere in the world, regardless of industry or sector.

- **Sustainability**

They assist their consumers in taking charge of creating a more sustainable and responsible future. They promote protection of the environment and mitigate the danger of corruption in their customers' operations. Their services aid in the development of environmentally friendly facilities and operations, as well as better social and working situations.

2.1.5 SGS by industry

Through its nine business divisions, SGS provides services to 11 major industries. To meet the clients' changing demands, each business segment establishes and implements world-class competence. SGS is able to provide solutions to the difficulties they encounter all around the world because of SGS expertise. The industries that SGS works in are listed below.

❖ Agriculture and food

SGS have revolutionary safety, quality, and sustainable supply chain solutions. Consumers expect food safety and quality assurance at all stages of the production process. Their services lead to trust, reduce risk, and maintain efficiency across a wide spectrum of food and agricultural suppliers. SGS adds value to agrochemicals, seeds, biofuels, fertilizers, food, and forestry by employing cutting-edge technology to maximize efficiency and aid customers in working smarter. From basic manufacture through consumption, SGS assists with legislation conformity, warehouses, shipment, packing, and distributing, and also international trading inspection. Their expertise protects the integrity of their customers' identities by examining quality, producing value, and assuring safe and sustainable worldwide supply chains.

❖ Chemical

From feedstock to finished goods, innovation, optimization, and efficiency are key. SGS services are used by industrial chemical businesses to improve productivity, decrease risk, and minimize possible health issues. They work with partners to develop and maintain excellence, security, and conformance along the custodial chain, from material through chemical intermediates to final items. Help with laboratory layout, installation, and management is available through their consulting services. They maximize effectiveness and competitiveness by following the correct benchmarks, global standards, and processes through training, improvement solutions, and project's design activities.

❖ Construction

Assuring the safety and productivity of the environment in which we work and live. It is critical to utilize practices that are secure, effective, and trustworthy while creating structures or infrastructure. They help customers build strategic alignment, financing, risk assessments, and supplies using modern asset virtual machines. SGS provides risk assessments, construction management, and project planning for all types of construction. To ensure quality throughout the global supply chain, they offer chemical or physical testing of products, as well as facility, disposal, and power audits. To track faults and tendencies in structures, the portfolio management techniques rely on real-time wearable sensors all the time.

❖ **Consumer goods and retail**

Creating a trust-based culture throughout the supply chain. Their services can help producers, importers, consumers, and merchants establish a long-term competitive advantage. Electronics, fabrics, clothing, furnishings, kitchenware, fashion accessories, and skincare are just a few of the things they ensure reach consumers in a secure, moral, and eco-friendly way. SGS laboratories conduct material, biochemical, and test environment to verify that their goods are secure and perform as guaranteed by the clients. It inspects processes at every step of manufacturing and undertake retail shop audits to guarantee that their clients' brands are appropriately portrayed. Every day, they work with customers to establish customer goods, methods, and supply chains.

❖ **Energy**

Processes are powered by both conventional and renewable energy sources. As the energy sector changes to meet increasing needs, legislation, and expectations, SGS offers a range of services focused on productivity, rationalization, asset integrity, and invention. They serve the whole energy sector with a comprehensive range of independent investigations, auditing, and business enhancement services. SGS delivers solutions to their partners regardless of the industry, whether it's the gasoline, gas, power, mining, or renewable energy. They enable each customer to gain a better understanding of and control over security throughout their operations. They provide sustainability guidance on hydropower, geological, air, and solar energy in the area of renewable energy. Their solutions help the power sector develop today so that tomorrow's resources can be found.

❖ **Industrial manufacturing**

Increasing the efficiency and profitability of manufacturing. SGS knowledge enables manufacturers to enhance production, adhere to best practices, and streamline operational and logistical procedures. They are independent testing and conformance services are trusted by industrial producers in industries extending from medicines to homestead machinery, aerospace to automotive. Their component fabrication assistance, as well as the final product evaluations, help the clients reach high performance requirements throughout the manufacturing process. SGS helps the producers comply with all nationwide and worldwide value, health, and security regulations while also offering advice on how to reduce environmental effects.

❖ Mining

Providing specialist services to enhance time to market, risk management, and return maximization. The goal to maximize recovery without sacrificing safety, environmental sustainability, or integrity drives the mining business. SGS offers testing, mechanical, technical, and trading help, and also optimization services to the mining sector. They offer long-term solutions for excavation, manufacturing, industrial applications, dismantling, and closure. They help to increase asset worth and improve recoveries in the recovery of metals and minerals, treasured and base minerals. SGS has technical expertise in steelmaking processes, as well as trading in fertilizer, coal, and coke business. Because of the global reach, their customers can use the network to meet their project needs anywhere in the world.

❖ Oil and gas

The oil and gas industry is constantly seeking for innovative ways to increase efficiency and inventiveness. SGS offers a wide range of services throughout the energy value chain, allowing global partners to benefit from independent experience in both the transmission and distribution sectors. They offer specialized oil, gas, and other petroleum explorations, extract, refinery, transportation, and retail industries. SGS key values, which include health and safety excellence, creativity, and trust, are well-known. In a rapidly changing sector, they are enhancing the use of business intelligence. Their experienced advice and understanding enhance upstream tasks such as underground consultancy, monitoring, and well-testing services. The downstream services assist trade logistics, commerce, and novel energies by delivering optimized procedures for global trade.

❖ Public sector

Facilitating trade and long-term development while protecting society from fraud and financial law violations. Public-sector organizations require solutions that are designed to work in harmony with their existing processes and policies. SGS unrivaled border control services, which include scanner installation, transit tracking, and risk profiling, assist the public sector around the world in reducing risk. The e-government solutions contribute to the ease of international trade and revenue collection. In the aid and development industry, we increase transparency, efficiency, and accountability. To comply with complicated requirements, our customers rely on our understanding of quality, health, safety, and environmental challenges. Across the public sector, we improve quality and increase productivity.

2.2 Overview of the Company: SGS Bangladesh Limited

SGS have been operating in Bangladesh since 1974, mostly in Dhaka, Chittagong, and Khulna. Consumer testing, system and service certification, and services for agricultural, government and institutional, oil, gas and chemical, industrial, and environmental projects are among the services we provide. With a specialized textile, clothing, and food testing facility in our Dhaka headquarters, our main business is consumer testing. It covers 28,000 square feet and is manned by 450 highly skilled individuals over many levels of the Noor Tower. Instruments and equipment at the laboratory are tested in-house and matched to government standards. The National Accreditation Board for Testing and Calibration Laboratories in India has granted the laboratory accreditation (NABL). The NABL certification is based on ISO/IEC 17025. For manufacturers, traders, we offer a full variation of testing, inspection, assessment, and technical help services for soft-liners, hardline. Textiles, home textiles, clothing, footwear items, as well as handicrafts, seafood, pottery & household utensils may all be tested by us. For agricultural, industrial, oil, gas, and chemical products, we provide a comprehensive variety of independent quality and quantity inspection services. Through the National Board of Revenue (NBR) and Customs, we offer container scanning facilities to the government. We also offer ISO 9001, ISO 14000, ISO 22000, and other certification services. In addition, we work with the governments of Kenya, Egypt, Uganda, Korea, Tanzania, Burundi, Saudi Arabia, and many more countries to provide product conformity evaluation services. Under contract with numerous nations, including Iran and Cameroon, we also conduct mandated pre-shipment inspections (SGS in Bangladesh, 2022). Furthermore, SGS Bangladesh Limited follows 15 rules for life as the life guidelines at all times. They are convinced that it is their responsibility to keep their staff informed about safety and risk-free zones with proper safety measures. It is determined by the risk firm and industry in which workers work. The rules for life are given:

1. Manage Fatigue
2. Comply with substance abuse policy
3. Elimination of ignition sources
4. Control of Work around mobile equipment
5. Dangers of engulfment and suffocation
6. Get out of line of fire
7. Obtain work permits and prevention action plans
8. Control of Energy
9. Control of confined spaces
10. Control of working height
11. Wear personal flotation device
12. Wear seatbelts
13. Wear head protection and high visibility clothing
14. Engine on cell phone away
15. Follow the speed limit.

2.2.1 Organizational Structure:

In SGS Bangladesh Limited several services are divided into different department. And the departments are given below:

- 1) Human Resources
- 2) Finance
- 3) CBE
- 4) QHSE (Quality Health Safety and Environment)
- 5) CRS Inspection

2.3 Management Practices:

Leadership style always plays a vital role in every organization. An organization's culture, work environment, creativity, and mindset all depend on the leadership style. In SGS Bangladesh Limited, they maintain participating leadership styles. They always encourage employees to share their opinions and work collaboratively. So, here position does not matter in sharing knowledge and opinions. They follow the participative style. Because of this participating approach, it is always easy to achieve the target, meet the KPI. It helps to create more creative and innovative work environments that increase work productivity and collaboration. As a result, goals and objectives are fulfilled in an easy manner.

2.3.1 Human Resources Planning and Process

In my opinion, Human Resources planning and process is the most important functions in any organization. Human resource planning is essential for optimizing a well-equipped workforce, as well as providing other benefits that help the firm achieve its objective. Every organization is formed with employee and the best suitable employees are hired by HRD. The functions of HRD at SGS Bangladesh is given below:

➤ Recruitment and Selection

The recruitment and selection process is a significant job for the HR department as well as for the company. At SGS Bangladesh, the R & S process starts when department gives requisition to HR. Base on JD, online post has been done in BD jobs. They also hire from internal source

and previous interviewed candidates who were marked as can be selected criteria depending on the need. Most of the cases, SGS wants those types personnel who can work for the company for long period. As a result, they more often hire Asst. Executive/ Executive. Actually, it is more depend on the position. After getting CVs pool, they filtered out in the primary level and then called candidates for the interview or written test base on the positon. SGS is always known or integrity. So, in recruitment and selection process they follow strict rules and fair judgement. Most of the cases, the interview is taken in presence of concern dept. manager and HR manager or Sr. Asst. Manager. Based upon the candidates' interview performance and experience the right candidate is chosen. That's how the recruitment and selection process are done.

➤ **Training and Development**

SGS Bangladesh always takes care of employees' growth. When a new member joins SGS family, he/she must go through the training process. SGS has shine program, commonly known as probation period. This is a six months long program. Through this program employee go through training, get to know about company rules and regulations, working procedures, work environment, etc. Not only in shine period, SGS also encourage employees to take training, arrange training for employees so that they can make the human force more productive and effective. All of these training relate activities are done under the supervision of HRD.

➤ **Performance Appraisal**

At SGS managers set SMART goal set for their concern department at the beginning of the year. Manager get direction from country manager. Country manager gets direction from regional Basically, goals are segregated from top to bottom. Performance appraisal evaluation is done base on two categories. One is KPI or goals meet and other is competency meet. These things are marked as exceed, meet, need improvement. Then after the year end the overall rating is recorded and base on that employees get increment.

2.4 Competitive analysis:

SWOT analysis:

Strength

1. Globally Accepted

SGS is the world's leading company. SGS is always known for its trust and integrity. As a result, buyers always trust SGS and feel encouraged to make long time relationship. It has a brand value of its own. They working procedure, test result, innovation, responsibilities are always the key things to SGS to sustain in the market. The working style of a brand is completely different and with their innovation, they are always managing to be number one.

2. Skilled manpower

As it is a global company, everyone wants to be part of it. But as I already mentioned SGS always follow fair policy and choose the best suited candidate. As a result, the manpower of SGS are expert/ become expert at their concern department. SGS is maintaining their position with their expert and trust worthy workforce. Now more than 89,000 employees work in SGS. All the individuals working here are expert at their own field.

Weakness

1. National rules and regulations

SGS is a multinational company but they also need abide by rule and regulations. Though SGS follows governmental rules so well. Still, political situations of any country varies from another. In Bangladesh the political situation is not stable so sometimes it takes time to deliver their output on time.

Opportunities

1. Work culture

At the head office of SGS Bangladesh Limited, the relation between employees to employee is very cooperative and understandable. They consider and respect their team mate as their family members. So during the office hours' employees do not feel detached or leftover. This practice actually makes the work place as a healthy work culture.

2. Advanced testing labs

At the testing lab, SGS has the most advanced and expensive machine and these machine are not so available. As a result, buyers find them most trustworthy and reliable service provider. So advanced technology makes them more effective and best in testing sector. Therefore, the demand is increasing.

Threats

1. Competitors

Like other company, SGS also have competitors in the market. They are Intertek, Bureau Veritas, and others. Though SGS is the market leader, but the competition is high. To sustain in the market, it needs development, improvement and innovation.

2.5 Conclusion and Summary

SGS Bangladesh is the leading testing, certification, inspection and verification company in Bangladesh. It is working as a third party and most of the business with the garments industry. It has 3 branches in Bangladesh. SGS is very strict in maintaining integrity. Buyers want to do business with SGS only because of their integrity and trust. Now SGS is running business in Bangladesh more than 40 years. SGS has the most advanced and expensive lab known as chemical lab and physical lab. SGS delivers services by industry on mining, agriculture, food, chemical, construction, etc. The benefits SGS deliver are integrity, quality, efficiency, etc. The core HR functions at SGS Bangladesh are recruitment and selection, compensation and benefits, learning and development, employee engagement, etc.

2.6 Recommendations:

There is some recommendation I would like to suggest for HR department of SGS Bangladesh Limited. First of all, SGS Bangladesh can conduct orientation program for new joiners. What I observe so far is that as the departments are very vast and need huge manpower, new joiners do not get much scope to know other department managers, colleagues. So, monthly or quarterly orientation program can be conducted to get better insight of the company and employees. Secondly, SGS Bangladesh could do employee branding to the consumer level. As it is doing business as third party so they don't prefer to do branding at root level or in the market. They prefer branding for B2B business. However, in my opinion, B2C branding is also necessary to make current employee feel more recognized. Also, it will help the company to attract more fresh talent pool from reputed institutes.

Chapter 3

3.1 Introduction

3.1.1 Background

SGS Bangladesh is a renowned multinational company that provides certification, inspection, testing, verification services around the world. As it a very giant company, they have huge manpower working for the company. However, the reasons behind working with SGS BD also need to identify. Through-out my internship period, I have tried to identify the factors that encourage an employee to be more dedicated, responsible, and productive towards his/her works. As I have done my internship under HR department, so the report is done base on those key functions. I have prepared my internship report to find out the satisfaction and dissatisfaction area of current employees. This report will give an insight about SGS Bangladesh, their functions, and HR activities to the students. They will get to know more about corporate life, HR practices, interns' responsibilities, and relate to academic learning. This report will also help the HRD to find out improvement area, employees demand, and their perspectives.

3.1.2 Objectives:

There are many objectives of doing this report. These objectives are categories into two parts, such as broad objectives and specific objectives.

- **Broad Objective**

- Find out the satisfaction level of the employees of SGS Bangladesh Ltd. This will be based on employees' satisfaction against the working environment, compensation, training, security and benefits.

- **Specific Objectives:**

- To identify satisfying areas of the employees,
- To identify dissatisfying areas of the employees,
- To know the other thing, the organization can do to satisfy the employees

3.1.3 Significance:

This internship report has enormous significance as it will give the company an overview of employees' satisfaction on HR functions. The management will get to know about the core areas where the improvement is needed. The result will point out some recommendations and based on that implementing new initiative will bring organizational development and improvement. Besides that, the causes of employees' dissatisfaction can be useful for the HR team to examine the issue and resolve it. As a result, the overall job satisfaction will be increased. And that will lead to maximize productivity. Additionally, my on-site supervisor will be benefitted through this report. He will get to know about my lessons, skills and be able to develop further internship procedures and opportunities. So, it can be assumed that this project has enormous significance for the welfare of this company and also for the employees.

3.2 Methodology

My first priority is to make a reliable report. For that I need information and the information is collected through a set of questionnaires. The project part is solely designed on the basis of survey results. For conducting the survey, I have randomly chosen 15 employees of SGS Bangladesh Limited. The questionnaires are categories into compensation and benefits, career growth and development, and working environment. I also discussed with my on-site

supervisor, and other employees to get fruitful results. Basically, I have collected both primary data and secondary data. I have collected information through the SGS website, previous reports, and annual reports. Besides that, I observed organizational practice and tried to come up with my suggestions. All the data is accumulated from internal sources and internship experience.

3.3 Findings and Analysis

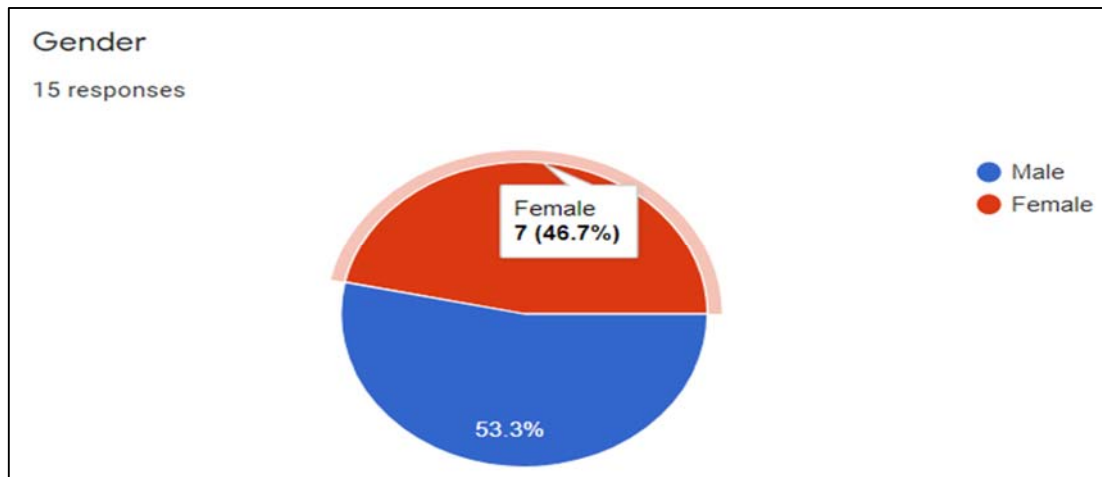
As I already mentioned, I have made a survey form and circulated it to the company. So, a survey is conducted on employee job satisfaction at SGS Bangladesh Limited.

Survey Title: HR functions and Employee Job satisfaction.

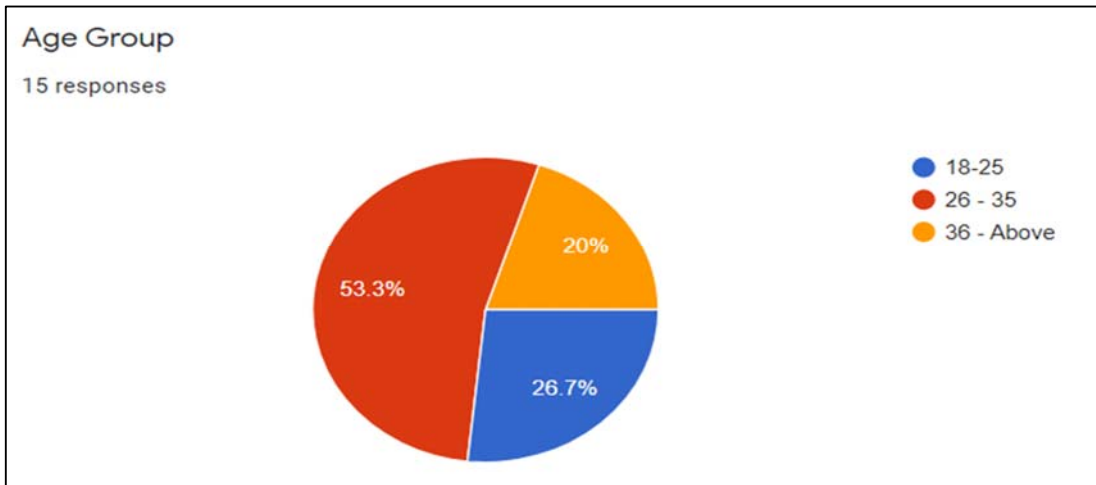
Sample Size: 15

Department Covered: Marketing, HR, Chemical and Physical laboratory, Inspection.

Questionnaire:

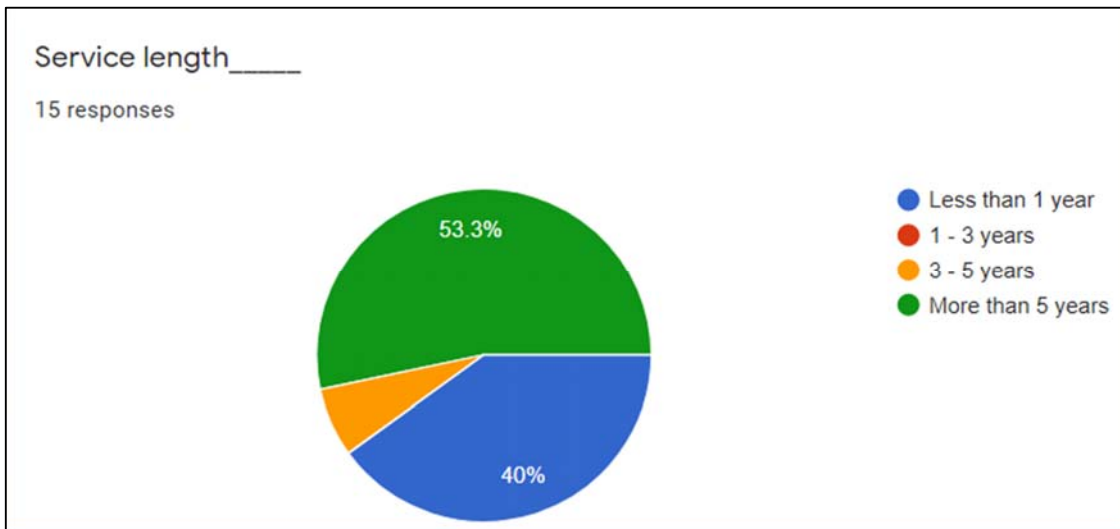


According to the survey result we can see that, 53.3% male employees and 47% female employees have participated.



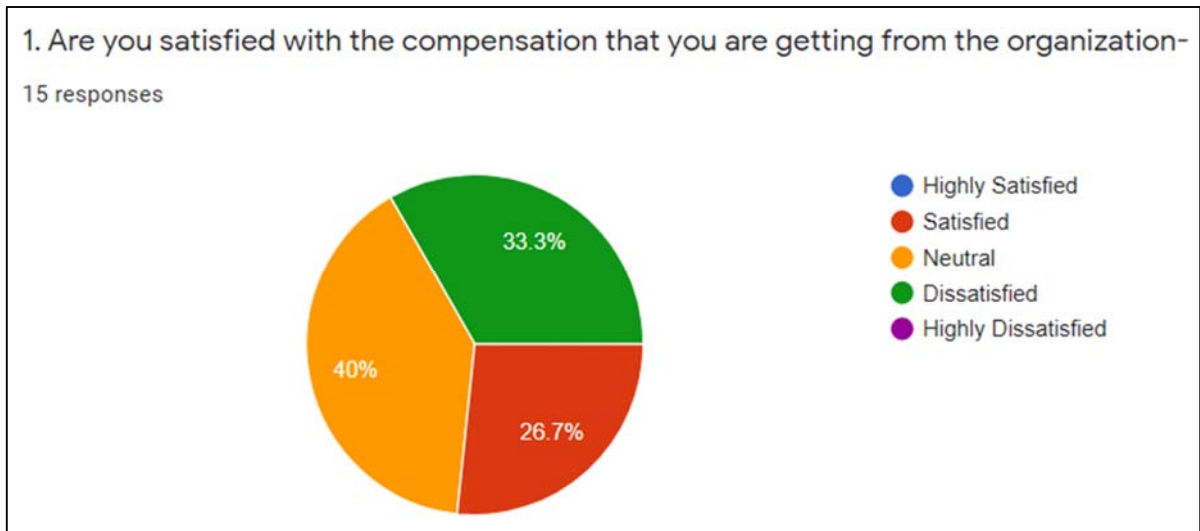
Most of the employees of this survey form are between 26- 35 years and the percentage is 53.3%. 20% employees are belonging to 36 and above age group. Only 26.7% employees are fall under 18-25 years' age group.

Survey Result:

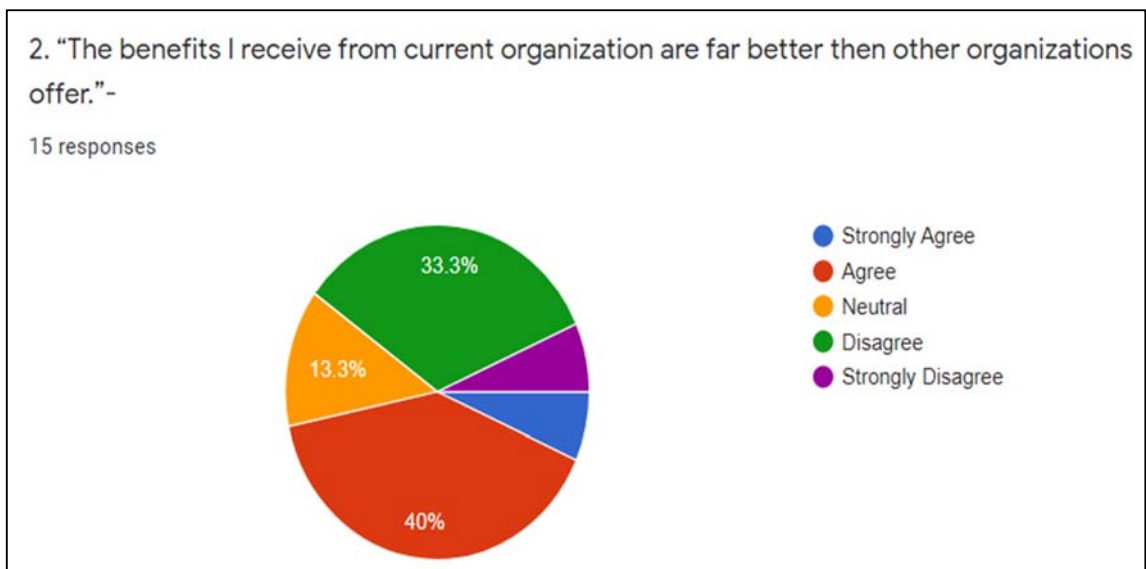


According to the survey response we can see that of the employee's service length is more than 5 years which cover more than 53.3%. And other respondents' service length is less than 1 years. In between the service length of other group is missing. From that result, we can find

out that here SGS welcomes new fresh mind people. However, they may struggle to retain them. As a result, in between service length employees are not present.

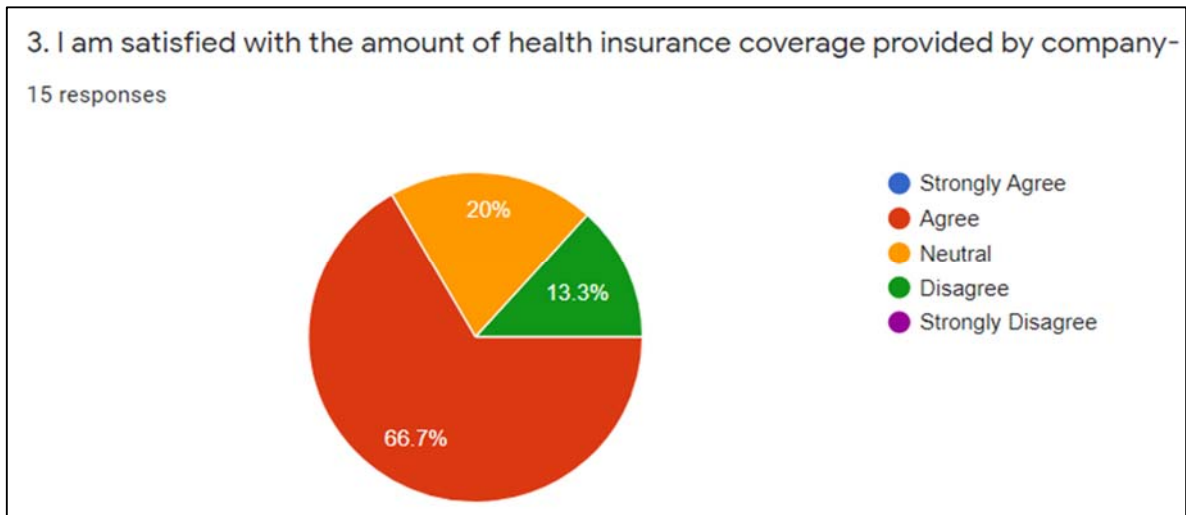


According to the chart, we can see that, 33.3% employees of SGS Bangladesh are dissatisfied with the compensation they are getting from. 40% employees shared neutral opinion and 26.7% respondents are satisfied. So, the satisfactory level in terms of compensation is poor.

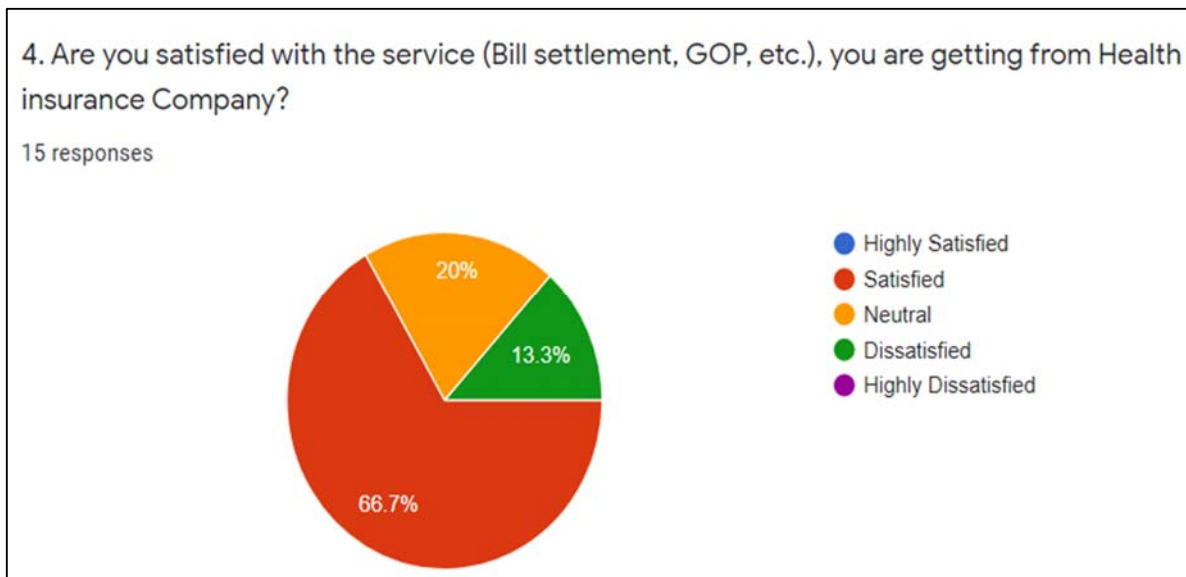


According to the policy SGS provides different types of benefits. Here, 40% respondents are agree that their benefit package is far better than other organizations and 13.3% respondents are

neutral on this point. On the other hand, 33.3% respondents shared different opinion. They are disagree with the statement.



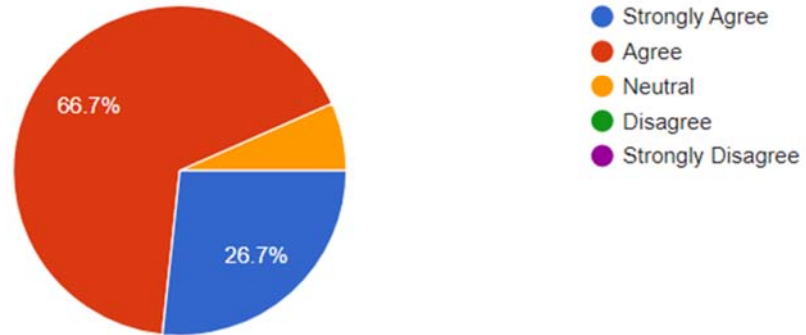
In terms of health insurance coverage, 66.7% employees are agreeing that health insurance coverage is satisfactory. Only 13.3% respondents are disagreeing with the coverage that company covers.



About 66.7% employees are satisfied with the service they are getting from insurance company. However, 13.3% are not satisfied with the insurance service. So, we can assume that, there need improvements.

5. "The tasks assigned to you by your supervisor make you grow professionally" to what extent you are agree with this statement?

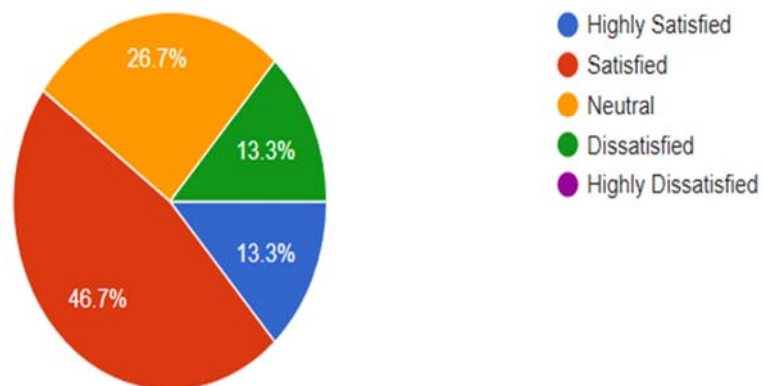
15 responses



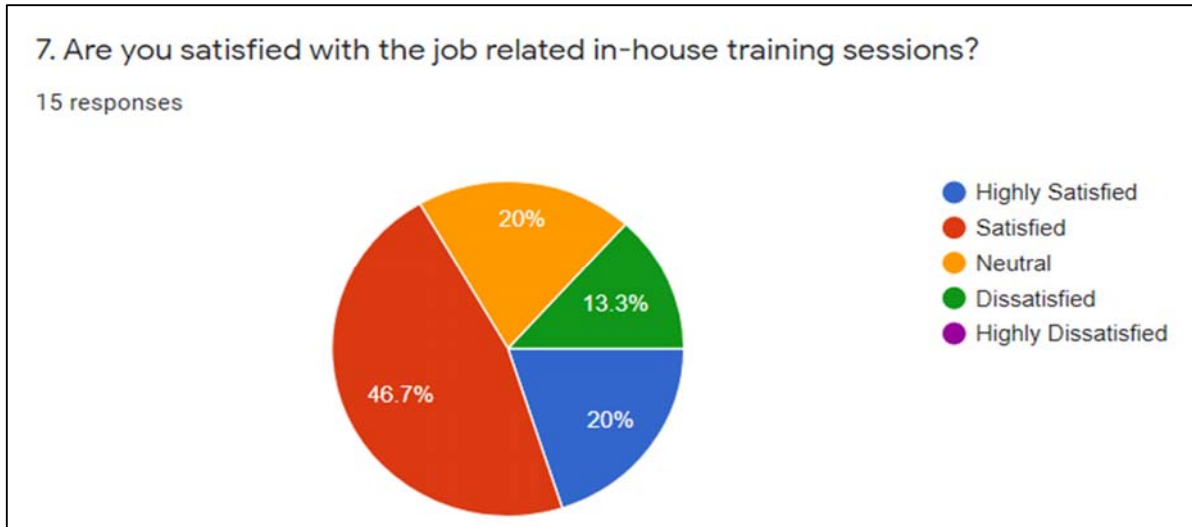
Here, we get tremendous positive result. Around 66.7% of employees are agreeing that their tasks make them grow professionally. And other respondents strongly believe that they are growing professionally while doing their tasks.

6. Are you satisfied with the investment that organization bears in training and development?

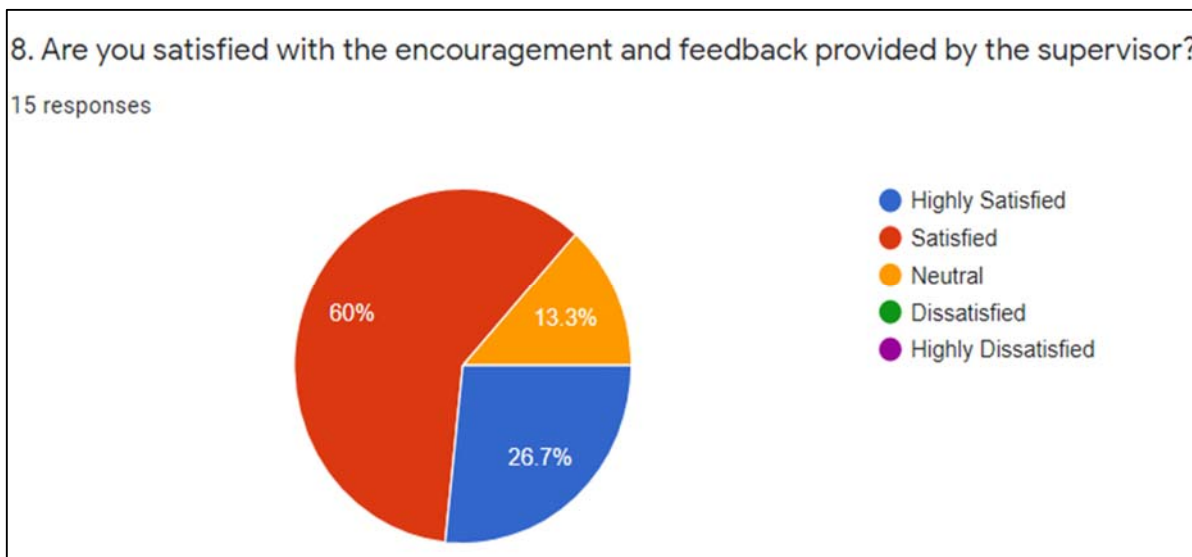
15 responses



According to the chart, 46.7% employees are satisfied with investment that company bears in training and development. 13.3% of respondents are highly satisfied with the training that company bears. Here, no one gives negative response.



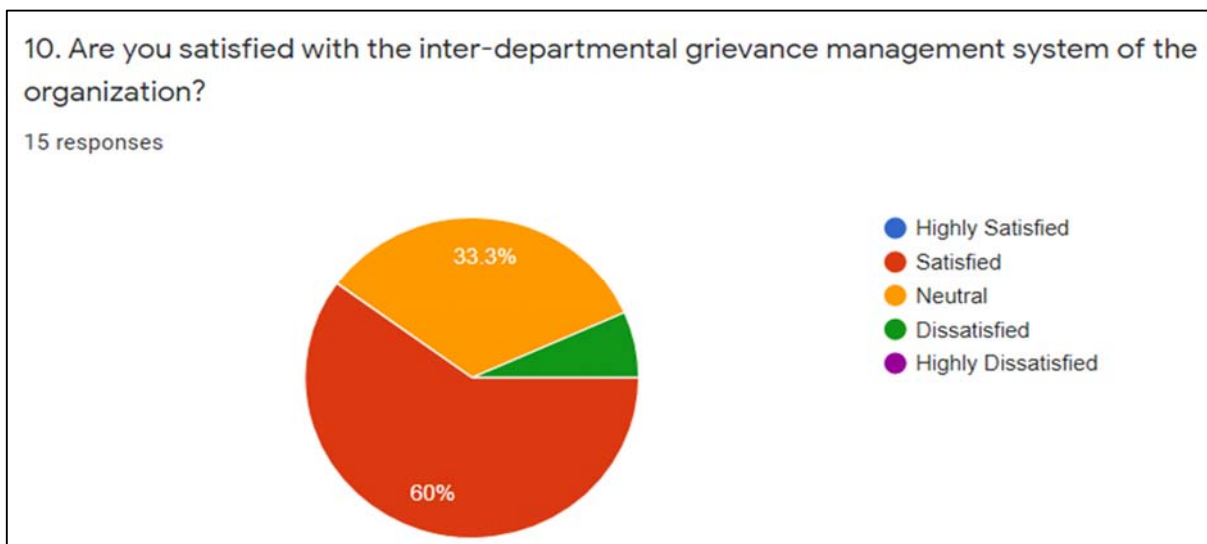
At SGS Bangladesh, majority of the employees are satisfying with the in house training session. On the other hand, 13.3% of respondents shared their negative feedback. They are dissatisfied with the training session.



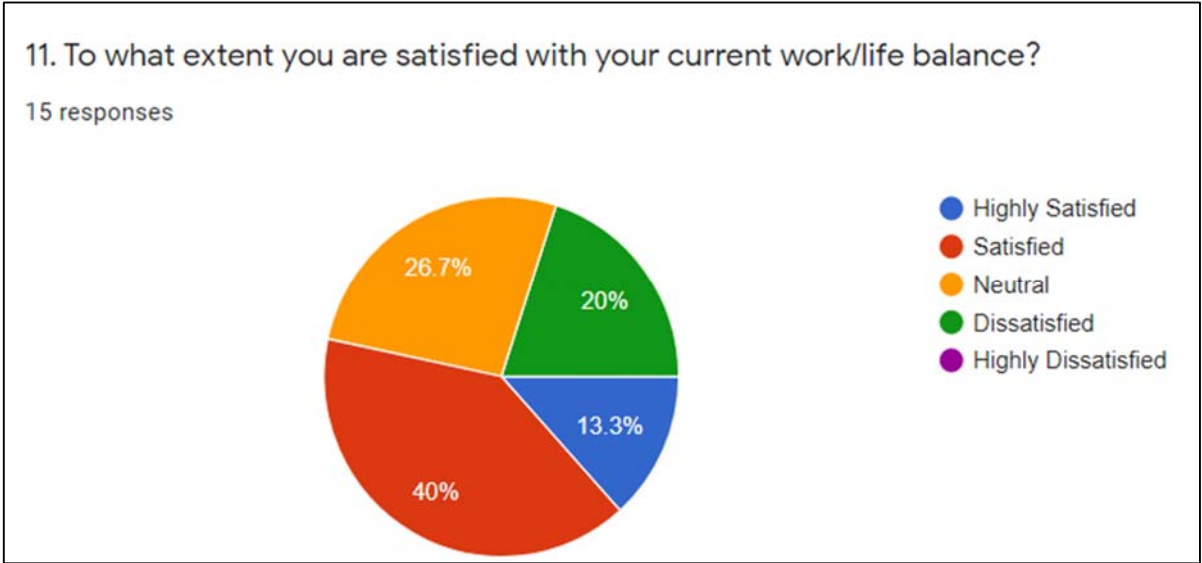
Majority of the respondents are satisfying with their supervisor feedback and encouragement. 26% of them are highly satisfy and 13.3% of them gave neutral response. So, it shows that they are satisfy with the overall encouragement and feedback.



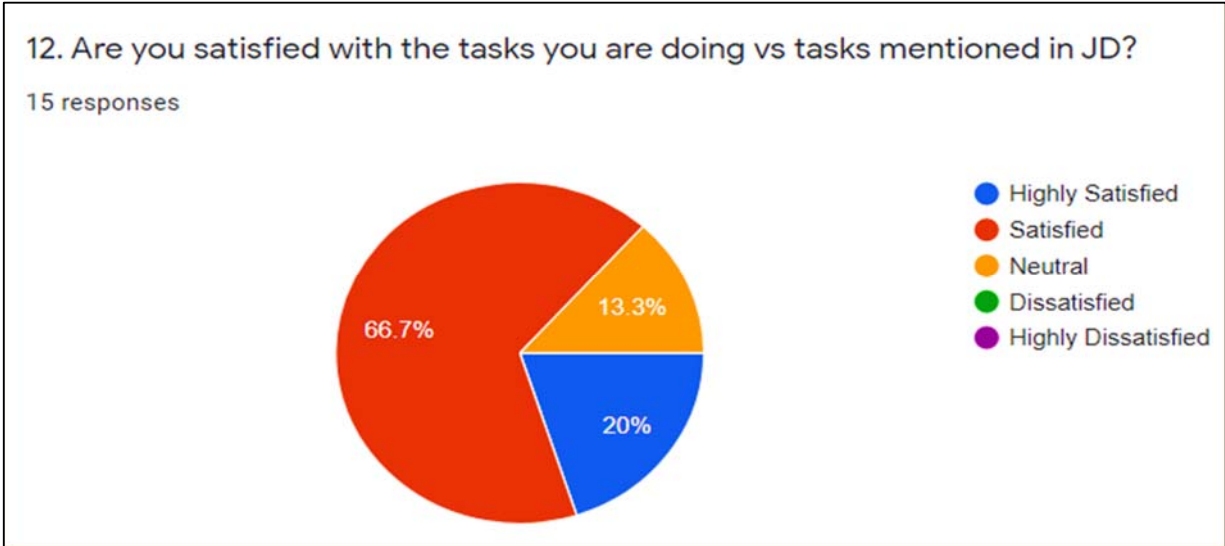
From above graph, we clearly understand that everyone is satisfy with their line manger behavior.



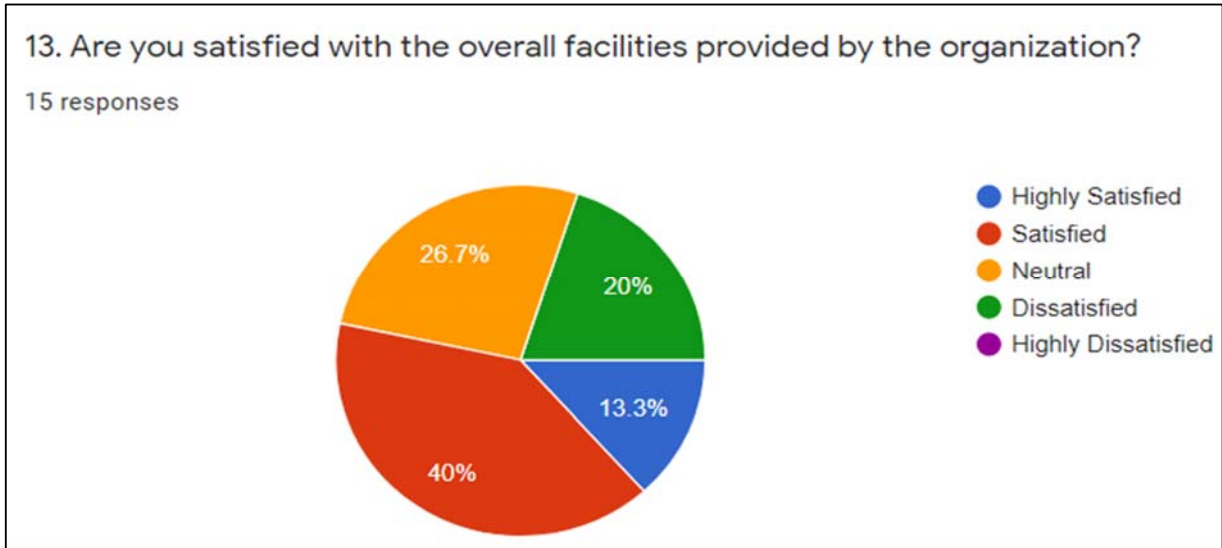
In terms of departmental grievance management system employees gave positive response. 60% of them are satisfied with and only 6.7% of them are dissatisfied with the grievance management system.



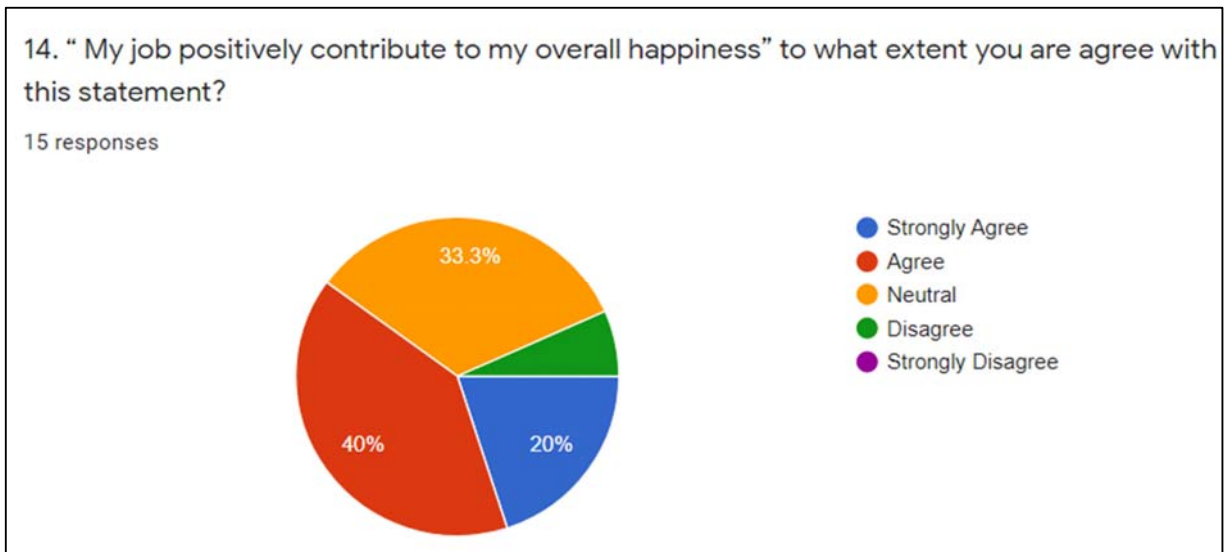
From that question we have got saturated responses. 40% of responses indicate satisfied responses, 13% of them are highly satisfied, and 20% of them are dissatisfied with their work life balance.



In terms of assigned task, 66.7% of them are satisfied that they are doing what they were applied for. 20% of them highly satisfied and 13% of them are neutral.



Here I got mixed responses. 40% of respondents are satisfied with overall facilities, 13% of them are highly satisfied, and 26% of them gave neutral response.



Here, I got multiple result. 40% of them think that their job is contribution to their happiness, 20% of them are strongly agree with this statement.

Employee satisfaction level:

First of all, compensation and benefits, here personnel are dissatisfied with the compensation. They consider that their current payment is not sufficient, they should pay more. So, majority of the employees are not satisfied with the pay scale. Then comes the benefits part. Employees are satisfied with the insurance coverage and insurance company service. However, majority of employees are not satisfied with the overall benefits they are getting. Though some of the employees are satisfied with the benefits but the ratio of satisfied employees and dissatisfied employees in term of overall benefits is not so differentiate. In a nut shell, employees of SGS are not satisfied with the compensation scale and other benefits are good but the insurance policy, coverage, and other services are satisfactory.

Then the Career growth and development, the employees of SGS are satisfied with their career growth. They believe that what they are doing that make them grow professionally and also the feedback and encouragement from line manager help them to work more efficiently. However, in terms of training as a tool of development, employees are not so satisfied. Though majority of them calming that they are satisfy. However, there are some of the employees who are either dissatisfied or neutral. Same goes to the cost that company bears as a training cost for the employees. The response is also same.

Lastly, the working environment of SGS Bangladesh. The working environment is very friendly, cooperative. The behavior of line manager is very satisfactory. They are satisfying with the departmental grievance management system. The working hour is very flexible that they are satisfied that they can manage their work life balance and also the similarity between their tasks verses the tasks was advertised. So they are hay with the variety of works. Overall, they are satisfied with their working environment.

In a nutshell, they are happy and satisfy with the whole company's offerings except the compensation package.

3.4 Conclusion

Employee satisfaction is presently one of the most important factors in achieving business stability and prosperity. Employees are always a valuable asset to a company. When compared to competition, having better staff is a competitive advantage. Employee satisfaction will help the organization reach its goals and grow more quickly. Employee work happiness is not always determined by the same factors. It depends from business to business and situation to situation. So, to sustain in the company employee satisfaction is must thing to do.

SGS Bangladesh is the leading testing, certification, verification and inspection company. With this report, employee job satisfaction level has been evaluated. Here, employees are happy and satisfy with the overall facilities but they are not that much satisfy with the compensation. This issue can be minimizing with some necessary steps. Apart from that, employees can be more satisfy if there are more engagement activities. For a better result on the employee job satisfaction further research and study can be run with appropriate manner and systematic data as the data used in this report is not sufficient.

3.5 Recommendations:

From the survey result, it has shown that most of the employees are satisfied with their job and they believe that their job is positively contribute to their happiness. In the survey, there was a comment box to provide suggestion to the company so that the company can increase satisfaction level. So, from that box and suggestions, some recommendation is given below:

1. It is clear from the survey that employees are not so satisfy with the compensation package. According to the employees, their competitors are paying more than SGS. As the living costs is gradually increasing, basic salary scale could be re-structured.
2. Also, some of them think that SGS Bangladesh could increase their holiday and weekend allowance, salary increment as well.
3. According to the employees they feel that their current organization do not have so much employee engagement activities. Sometimes they feel lack of entertainment. Like other companies, SGS Bangladesh could arrange some engagement activities to get rid of monotonous at work place. For example, SGS could arrange some annual tour, recreation activity, and set up indoor games activity etc.
4. At SGS Bangladesh, female employees are not satisfying that they do not have specific prayer room. They do not feel good that they sometime have to pray in the public place. In every company prayer room is must thing. So, SGS could follow this culture as it is causing employee dissatisfaction and decrease productivity.
5. For new joiners, inter-departmental communication could increase so that they can get to introduce themselves and increase the chance of networking.

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- Sgsgroup.com.bd.2022. *SGS in Bangladesh*. [online] Available at: <<https://www.sgsgroup.com.bd/en/our-company/about-sgs/sgs-in-brief/sgs-in-bangladesh>> [Accessed 12 February 2022].