

Report On

Human Resource Operations at Consulting and Research Gateway (CNRG)

By
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ID: 20364050

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

BRAC Business School
BRAC University
November 2024

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Declaration

It is hereby declared that

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

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BRAC University

Co-Supervisor's Full Name & Signature:

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Assistant Professor, BRAC Business School
BRAC University

Letter of Transmittal

Dr. Syed Far Abid Hossain
Assistant Professor,
BRAC Business School
BRAC University
66 Mohakhali, Dhaka-1212

Subject: Submission of Internship Report on “Human Resource Operations at Consulting and Research Gateway (CNRG).”

Dear Sir,

My internship report on "**Human Resource Operations at Consulting and Research Gateway (CNRG)**" is being submitted with great pleasure. To finish my MBA, I've signed up for a 12-week internship program. During my internship at **Consulting and Research Gateway (CNRG)**, I was assigned to the Human Resources Department. I used this report as an opportunity to think back on the business life lessons, I learned over my two years in the MBA program.

I appreciate all of your helpful advice, helpful recommendations, and help. The report has been significantly easier to produce because of you. I have put a lot of effort into doing my research and trying to make this report as detailed and instructive as I can. Nevertheless, there could be some mistakes because to certain restrictions.

My deepest gratitude for your careful consideration. It has always been a joy to work with you. You may be confident that the report will live up to your expectations.

Sincerely yours,

Anha Sultana
ID: 20364050
Graduate School of Management
BRAC University
Date: 28th November 2024

Non-Disclosure Agreement

[This page is for Non-Disclose Agreement between the Company and The Student]

This agreement is made and entered into by and between Consulting and Research Gateway (CNRG) and Anha Sultana, the undersigned student at BRAC University, to not disclose any confidential information of the company in the report and also not to share the client's identity to anywhere.

Anha Sultana
ID: 20364050
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Acknowledgement

My sincere thanks to the Almighty for enabling me to correctly compose this report. I express my gratitude to **Dr. Syed Far Abid Hossain**, my academic supervisor, for offering me the direction and comprehensive concepts required to effectively produce this report. Also, I want to express my gratitude to the BRAC University administration for starting this student internship program, which has allowed me to obtain formal job experience prior to joining the corporate world.

I would like to express my heartfelt gratitude to **Parveen S. Huda, Reporting Manager** of the Consulting and Research Gateway (CNRG), for all of his assistance and support throughout my internship. I also want to express my gratitude to **Mr. Ashraf, Senior Officer**, for educating me on HR Operational Activities and providing me with more useful knowledge that made my internship experience even more valuable.

Additionally, I would want to express my gratitude to **Consulting and Research Gateway (CNRG)** for enabling me to finish my internship there. I also want to express my gratitude to the entire crew and personnel for their kind help. I also want to express my gratitude to my family and friends, whose unwavering support and direction have enabled me to reach this point.

Executive Summary

As a requirement for my MBA program at BRAC University, I completed an internship at Consulting and Research Gateway (CnRG). During my internship, I worked in CnRG's human resources department. The study starts with an overview of internships, including information about the students who take part in them, their duties, and the outcomes of their internships. The second chapter focuses on CnRG's organizational characteristics, such as its history, goals, and organizational chart. The next section covers the topic of Human Resource Operations internship at CnRG, providing an overview of the HR Department's operations and its significance, as well as information about the talent management process, Pay Scale Review, Training and Development. The report concludes with references.

Keywords: Talent Management Process, Pay Scale Review, Training and Development.

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List of Acronyms

CnRG	Consulting and Research Gateway
MBA	Master of Business Administration
HR	Human Resource
HRM	Human Resource Management
TRY	Training Resources & You

Chapter 1: Overview of Internship

1.1 Student Information

Internee Name: Anha Sultana

Student ID: 20364050

Program Name: Master of Business Administration (MBA)

Major: Human Resource Management (HRM)

1.2 Internship Information

1.2.1 Period, Organization's Name, Department, Address

Duration: 3 months (From 1st of December 2022 to 28th of February 2023)

Name: Consulting and Research Gateway (CnRG)

Department: Human Resource Management Department

Address: "Uttara Tower" (4th Floor), Plot#1, Sector-3, Jasim Uddin Avenue, Uttara C/A, Dhaka.

1.2.2 Internship Company Supervisor's Information: Name and Position

Name: Parveen S. Huda

Position: Managing Director

1.2.3 Job Responsibilities

My internship gave me the chance to work at the Consulting and Research Gateway (CnRG), Uttara, Dhaka, Human Resource Management Department. Being affiliated with a reputable HR consultancy and research organization was an honor. I worked with Mr. Ashraf, a Senior Officer, and Parveen S. Huda, Managing Director at the Consulting and Research Gateway (CnRG). While I was with them, I loved my work and learnt a lot about the corporate world.

During my time under the leadership of Chief Officer Redwan Ahmed, I was primarily involved in the HR Department. My position was not permanent, as I was essentially working as a

probationary employee. To carry out my duties, I used a senior employee's working account that was provided to me by the company. They also helped me gain a fundamental understanding of talent management frameworks, employee pay scale reviews, preparation of employee training sessions, creation of training modules, survey form creation, and many other HR-related works. Their knowledge and experience were invaluable in improving my comprehension of HR-related tasks and HR policies.

My Responsibilities during Internships:

My Responsibilities during my Internship were:

- 1) Prepare employee salary sheet
- 2) Prepare training modules for upcoming training
- 3) Prepare survey form to collect feedback of the employees
- 4) Prepare talent management frameworks
- 5) Prepare HR documents; such as- employment contract, appointment letter, offer letter, ID Card etc.

1.3 Internship Outcomes

1.3.1 Student's Contribution to Consulting and Research Gateway (CnRG).

Performing a job well depends on several factors, including having the necessary skills and knowledge, being responsible, working in a conducive environment and finding job satisfaction.

I have had a fulfilling experience working with the team at CnRG, which has contributed to my happiness. During my 12-week internship at CnRG, I received a lot of support from my colleagues, who helped me improve my performance and learn new skills. Throughout the internship, I was able to apply the theoretical knowledge I had learned in practical situations, and

I gained a lot of knowledge and experience in the process. Also, my supervisor always gave me floor to share my ideas and thoughts about the projects. In my first project, my supervisor gave me a talent management framework demo and kept me to the analysis sessions of the employees, then asked me to convert the demo framework into my analysis. After my projection, the supervisor praised me a lot, and became very impress of my work. Also for preparing the training module, they only gave me the topic and asked me to prepare it according to my knowledge and learning. In the following work, my theoretical knowledge helped me a lot. Despite having less experience than other employees, I always tried my best to complete every assignment given to me. I am confident that the work I completed during my internship was of high quality and had a positive impact.

1.3.2 Benefits to the Students

I feel really fortunate to have had the chance to work with such an amazing team during my internship. Also, I was able to put the ideas I had studied into practice after earning my MBA in HR, which was a crucial step in making the switch from college to the HR industry. In addition, I was able to supplement my studies with practical experience from the internship, which is a fantastic approach for students to begin their professional lives. Furthermore, I gained a lot of knowledge about corporate life, personnel management, HR operations, employee training and development, and policy creation during my internship. Moreover, my personal development was aided by this experience, which taught me how to take initiative, be responsible, and act professionally. In summary, I learned a lot during my time at the organization and had a pleasant and enriching experience overall.

1.3.3 Difficulties Faced During the internship Period

At first, I was scared to work with CnRG because it was something I had never done before. I was afraid of change and unsure what type of work I would be given, not to mention whether I would have enough time to complete it. Fortunately, my team was very supportive and always explained the assignments to me. Despite the challenge of juggling three academic classes and an internship, I learned a lot about time management and multitasking.

1.3.4 Recommendations

CnRG, a relatively young business founded in 2021, has been performing quite well. Their progress is praiseworthy. I have a few suggestions for the firm:

Firstly, the company can consider hiring more people as there are fewer workers than there are projects they are receiving.

Secondly, I appreciate the friendly and accommodating work environment. Extending this kind of culture can create more opportunities for learning.

Lastly, effective time management can be challenging. As novices or rookies, we require sufficient time to handle clients, attend meetings, learn new skills and strategies, and improve our negotiation abilities. Our seniors need to give us enough time and attention so that we may study well for a reasonable length of time. Therefore, I believe that extending the three-month period would be beneficial.

1.3.5 Conclusion

An internship program is essential for business students to gain practical experience and bridge the gap between theory and practice. I had the privilege of completing my internship in the Human Resources division of CnRG. Even though it was only three months long, it provided me with invaluable insights into the workings of the business world.

Chapter 2: Organization Part (CnRG)

2.1 Introduction

To fulfill the requirements of my MBA degree at BRAC University, I chose Consulting and Research Gateway (CnRG) for my internship. Consulting and Research Gateway (CnRG) is a HR Outsourcing firm.

2.2 Overview of the Company

2.2.1 History of the CnRG

Consulting & Research Gateway (CnRG) is a consulting firm that specializes in providing strategic management support and advice to development organizations and private businesses. Founded in January 2021, CnRG uses improved project management, HRM, and development techniques to enhance the efficiency of companies it works with. The company also focuses on supplier chains and organization development programs to improve effectiveness. While human resources are CnRG's primary focus, it also excels in other management and administrative support tasks, such as specialized training, organizational restructuring, HR policy development, compensation structure/restructuring through comparator analysis, improving supply chain effectiveness, recruitment assessment, and performance management system implementation. CnRG encourages company reorganizations as well as new ventures.

2.2.2 Logo of the Consulting and Research Gateway (CnRG)



Figure 1: Logo of CnRG

2.2.3 Mission of the Consulting and Research Gateway (CnRG).

The mission of CnRG is to promote understanding, self-awareness and acceptance among people worldwide, by educating and empowering them in the context of a global society, towards Diversity, Equity, Inclusion and Justice.



Figure 2: The Mission of CnRG

2.2.4 Organizational Hierarchy of CnRG

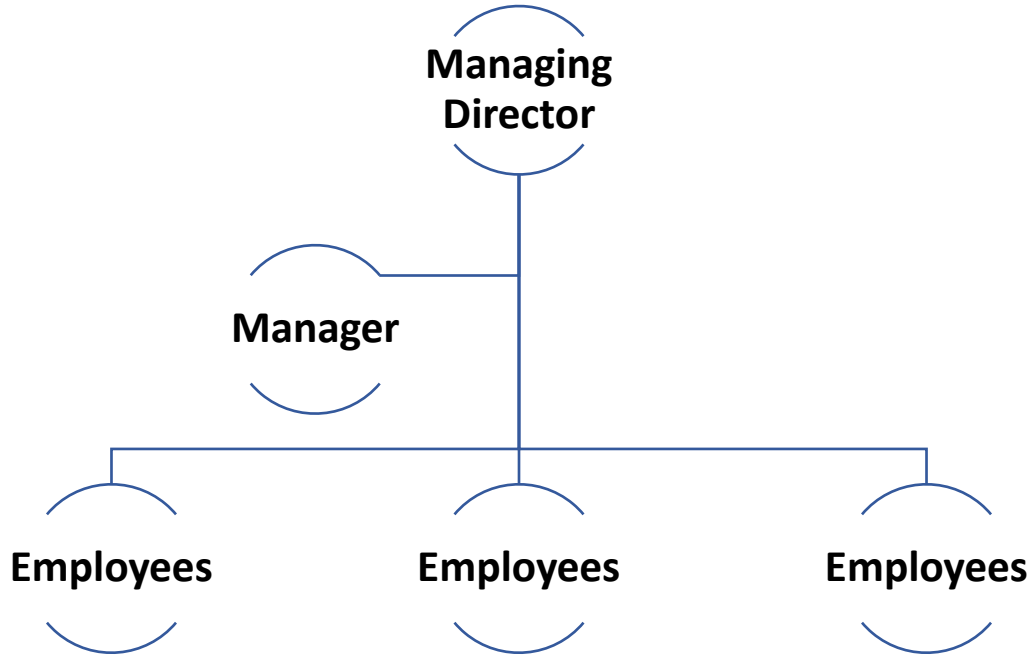


Figure 3: Organization Hierarchy of CnRG

2.2.5 Different types of Services Provided by CnRG

- 1) Services for Cranium Anthology through Networks (SCAN)
- 2) Human Resources Management (HRM)
- 3) Training Resources & You (TRY)
- 4) HR Outsourcing (HRO)
- 5) Industrial Relation Services (IRS)

Services for Cranium Anthology through Networks (SCAN)

CnRG's SCAN provides assistance to both companies seeking to hire the best individuals and job seekers looking for great job opportunities. SCAN helps its clients with executive search services through a global network of experienced HR consultants who ensure confidentiality and possess

significant skills, experience, and expertise. SCAN understands that companies are increasingly outsourcing their hiring processes because they believe it is more cost-effective to delegate the entire recruitment process - including job design, creating job descriptions, advertising, receiving applications, shortlisting candidates, communication, conducting tests or interviews, etc. - to a third party.

Human Resources Management (HRM)

CnRG is a full-service provider of HRM solutions that helps businesses of all types to create and implement their human resource policies, procedures, and technology. Clients turn to CnRG for expert assistance in developing HR policies for their employees. This includes comprehensive procedural guidance to help clients manage both routine and unusual HR-related activities and challenges, as well as ensuring adherence to various HR legal requirements. In addition to conducting job evaluations, CnRG also specializes in job classification and enhancing job descriptions. For customers who already have defined policies and procedures but are large and geographically dispersed, periodic HRM system audits are necessary to ensure compliance with established standards.

Training Resources & You (TRY)

TRY, which stands for Training Resources & You, is a comprehensive HR development support company that assists businesses of all sizes in creating and implementing their training plans. We offer various ways to support our customers as the term "outdoors" can mean different things. Companies seeking HR Development Need Analysis for their employees can receive impartial and dedicated expert advice on the areas that require training or development by contacting CnRG's TRY service. If a client needs multiple training booklets or e-learning courses created,

they can use TRY services as an expert to work with their internal team members to complete the project. Similarly, if a client requires one or more customized training sessions for their workforce, they can engage TRY as their facilitator. Businesses that frequently have to train new employees contract out to TRY to handle all aspects of recruiting, selecting, and onboarding this type of personnel, freeing up the company to concentrate on its main operations.

HR Outsourcing (HRO)

CnRG provides comprehensive HR outsourcing services to cater to the overall HR requirements of businesses. It offers a wide range of services to provide support for every type of human resource needed. Additionally, CnRG specializes in particular services such as contract recruiting, payroll administration, customized training, etc. Depending on their business size and preference for managing HR operations, clients can opt to engage CnRG's services on an as-needed basis or outsource all HR-related work to the company. Most organizations that outsource their HR to CnRG are small to medium-sized businesses with 25 to 500 employees. Many businesses have discovered that using HR outsourcing as a tactical tool can free up their time from HR-related responsibilities and allow them to focus on their areas of expertise.

Industrial Relation Services (IRS)

Employers have a moral responsibility to create a safe and healthy work environment for their workers, where they can perform their tasks without any negative consequences on their physical or mental well-being. The IRS provides guidance and analysis on personnel management issues, including labor laws, occupational health, security, worker productivity, and human resource management. Our services are designed to offer high-quality information from experienced researchers, writers, and presenters. We are committed to providing reliable information to help

you make informed decisions. As a result, many public and private companies, both small and large, use our services to improve their human resource strategies and enhance the productivity of their workforce.

2.2.6 Clients of Consulting and Research Gateway (CnRG)

- 1) RMG Sector Consulting
- 2) Business Services Consulting
- 3) Consumer Products Consulting
- 4) Financial Services Consulting
- 5) Energy and Environment Consulting

2.3 Management Practices of CnRG

2.3.1 Leadership Style

Leadership is the act of motivating and inspiring others to work freely towards a common goal, which is a critical component that helps individuals or groups to set and achieve their objectives. A person's leadership style is a combination of their attitudes, behaviors, skills, and beliefs that are reflected in their work. Positive leaders tend to focus on rewards, while hostile leaders often emphasize threats, fear, severity, and sanctions.

At CnRG, the management style is collaborative leadership. This means that participatory leaders hold decentralized authority. They take followers' involvement and input into account while making decisions. Unlike an authoritarian, their judgments are not unilateral. Leaders and groups work together as a social unit. Employees are encouraged to voice their thoughts, generate new ideas, and take initiative as they have knowledge about the issues that affect their professions.

CnRG uses a participative leadership approach, asking employees for feedback and carefully considering their recommendations before acting.

2.4 Marketing Practices of CnRG

Consulting and Research Gateway uses the following strategy to success its business:

Publicity:

Publicity is essential for promoting businesses, including Consulting and Research Gateway (CnRG). Through advertising, CnRG can showcase their goods and services and provide clients with prospectuses. CnRG also sends a prospectus to its customers every month along with newspapers. However, CnRG needs to improve its ability to market itself and its offerings to the market. Established outsourcing companies maintain their brand, reputation, and deposits through effective promotion. Therefore, CnRG should consider adopting Enrouth International Limited's marketing approach by using roadside signboards and banners to advertise to the general public. They can also run online advertisements and advertise on other cable networks.

Corporate Relation:

Effective public relations involve building positive relationships with various stakeholders and the general public, while also managing negative publicity, stories, and incidents. It is crucial to maintain a positive image of the company. One way to achieve this is by supporting cricket and football games, as well as participating in national and international seminars and fairs. However, CnRG has not yet taken any such initiatives.

Digital Marketing:

CnRG's main marketing platform is its website, which is designed to appeal to its target market through language, structure, images, menus, and content on its homepage. In addition, their Facebook page is another popular medium where they provide case studies or examples that relate to various aspects of their intended audience. At different times, they provide specific social media updates that address distinct concerns. Customers can easily get in touch with CnRG through the phone numbers and email addresses provided on their website.

2.5 Financial and Accounting Practices of CnRG

CnRG is an outsourcing company, they provide different types of accounting services. Hiring a third-party business to manage clients accounting duties is known as outsourcing accounting services. Bookkeeping, payroll, accounts payable, accounts receivable, tax preparation, and financial reporting are a few examples of this.

The phrase "**outsourcing accounting services**" is wide and can include any of the following:

1. **Bookkeeping:** This includes recording all financial transactions, such as receipts, outlays, and payments.
2. **Accounts Payable:** Accounts payable include timely bill payment and making sure client's business does not overpay its suppliers.
3. **Accounts receivable:** This entails making sure client's business isn't owed money and retrieving payments from customers.

4. **Payroll:** This entails keeping track of employee perks and calculating and distributing paychecks.

5. **Tax Preparation:** Preparing your company's tax returns and making sure you abide by all relevant tax rules are both aspects of tax preparation.

6. **Financial reporting:** This entails generating financial statements that provide a thorough picture of your business's financial health, such as income and balance sheets.

2.6 Operations Management Practices of CnRG

CnRG uses computer-based information systems to organize its activities. These accounting systems are involved in every aspect of the business, including information management, payment processing, billing, and customer interactions. To improve its operations management system and attract new clients by leveraging data and information, the company has implemented a predictive analytics system. CnRG employs human professionals to manage all key tasks related to operations and to monitor the group's performance to ensure optimal efficiency.

2.7 Industry and Competitive Analysis of CnRG

2.7.1 Porter's Five Forces Model

Porter's five criteria are used by the firm to evaluate a company's strength and reveal its position in the market. These are the following:



Figure 4: Porter's Five Forces Model

Threat of New Entrants

There is a significant risk of replacement by new outsourcing company. Continuously people are focusing on outsourcing services. So, there is treat of substitute is high than other business.

Bargaining Power of Customers

CnRG's customer is very strong in negotiations. Both the law and the organizations gain from a comprehensive collection of all orders. Consequently, the buyer is in a far stronger negotiation position than CnRG.

Threats of Substitutes

The HR outsourcing sector faces a growing number of replacements. This is because company's tendency of cost cutting and eligible manpower scarcity. Company's HR departments are the substitute of this industry but the threat of it is decreasing for the same reason of its growth.

Bargaining Power of Supplier

With the advent of online marketplaces, suppliers have gained a stronger position in the marketplace, enabling them to exercise greater bargaining power and exert more influence. Customers can easily search for and compare service providers, which gives suppliers an expanded range of options and makes the corporation more price-sensitive than ever before.

Competitive Rivalry

With the rapid advancement of information technology, the outsourcing industry is facing a new challenge from emerging companies. Lower switching costs have made it easier for these new providers to enter the market, offering lower prices and expanding their distribution networks. This poses a significant risk to CnRG, being a relatively young outsourced provider. Nevertheless, an increasing number of companies are striving to improve their competitiveness in this industry.

2.7.2 SWOT Analysis of CNRG

An organization's internal and external environments are frequently examined using a strengths, weaknesses, opportunities, and threats (SWOT) analysis, which is an essential technique for assessing its position in the market.

<p><u>Strengths</u></p> <ol style="list-style-type: none"> 1) A well-known HR Consultancy Company in our country. 2) Strong position in domestically. 3) Market leadership. 4) Financially strong. 5) Marketing and Customer engagement. 	<p><u>Weaknesses</u></p> <ol style="list-style-type: none"> 1) Declined reputation due to HR issues and legal issues and legal hassles 2) Lack of Specialization 3) Shortage of consultants at operating level rather than partner level
<p><u>Opportunities</u></p> <ol style="list-style-type: none"> 1) Expansion opportunities in the globally. 2) Customer proximity 	<p><u>Threats</u></p> <ol style="list-style-type: none"> 1) Poor economic situation globally 2) Weakened dollar rate 3) Competition increases day by day

Table 1: SWOT Analysis

2.8 Conclusion

To sum up the information mentioned above, CnRG is a human resource consultant that collaborates with different organizations to enhance their HR departments, HR practices, HR audits, and Accounting Services. The ultimate goal is to increase productivity in the business field. CnRG is working to increase its brand recognition, evaluate the effectiveness of its marketing campaigns, provide new services that cater to customer demands, gather feedback from customers, and incorporate marketing technology. As mentioned earlier, CnRG offers a wide range of services to its clients, but its primary focus is on human resource outsourcing. It provides all HR-related services to firms that choose not to establish their own HR department. It

also concentrates on additional services and is willing to improve and expand its services based on the demand of the public.

CnRG understands the demands of the modern corporate world as well as the needs of individuals. Its goal is to bridge the gap between the company's operations and its overarching objectives. However, creating effective business strategies and policies can be challenging for any corporation, and it's not always easy to understand the feedback loop in its entirety. That's why it's crucial to have an external source to confirm and suggest solutions, hold candid discussions with each department, and uncover internal issues that internal staff may not be aware of. In this case, HR consulting is essential for fixing significant organizational problems. CnRG has been providing services to promote the expansion of Bangladesh's business environment based on the current situation.

2.9 Recommendations

- The firm can mitigate risks by adhering to Porter's criteria.
- Additional skilled workers are needed in CnRG.
- More marketing campaigns are needed on social media platforms, company websites, etc.

Chapter 3: Human Resource Operations at Consulting and Research Gateway (CNRG)

3.1 Introduction

Human Resources Operations, or HR Ops, is the department that supports the entire employee lifecycle and assists your team with daily tasks. HR Operations covers a wide range of activities that are essential for creating a company's people strategy to achieve its objectives. Irrespective of a company's size, HR operations are a crucial aspect of any business. They assist with daily activities and promote employee career development, as well as integrate them into a plan to achieve your organization's business objectives. Whether you have a single HR Ops Manager or a specialized HR Ops team, these team members will assist your business in developing an HR Operations plan. This involves developing a long-term company, improving communication with employees, implementing and upholding HR best practices, while streamlining processes strategically and introducing new technologies to support the HR department and the larger team.

3.1.1 Literature Review

The HR Operations division of the HR department is responsible for overseeing the entire hiring process and supporting HR professionals with their daily tasks. HR Operations services encompass a broad range of responsibilities such as benefits administration, employee relations, payroll processing, and recruitment. The primary objective is to ensure employee satisfaction and make them feel valued by their organization. While smaller businesses can opt for outsourcing due to their limited HR activities, larger corporations generally handle all aspects of their people operations in-house (Josh Fechter, n.d.).

HR operations plays a strategic role in managing the full employee life cycle and helps businesses achieve their objectives (Matthew Stogdon, n.d.).

3.1.2 Objectives

There are many objectives of this report, these are:

Building Sustainability

Building sustainability is essential for the long-term success of any company. In order to pursue profitable expansion, businesses may need to disperse their resources widely. However, this should not compromise other important areas of the business. Therefore, having plans in place to enable a business to swiftly adjust while maintaining balance is one of the primary results of HR operations. Hierarchical structuring, succession planning, internal development objectives, and general career management are some examples of such plans.

Enhancing relations with employees

Enhancing relations with employees is crucial for the success of any organization. When the relationship between an employer and employee is healthy, the company prospers. This requires creating a peaceful workplace where coworkers can collaborate, grow individually, and support each other during challenging times.

3.1.3 Main Functions of HR Activities

There are six essential duties that fall under the category of HR operations functions:

1. Administrator: HR operations handle a wide range of digital paperwork, from payroll management to employee data input. The HR operations staff logs, monitors, and protects all new contracts, NDAs, compensation documents, and personnel data.

2. Compliance: It is crucial for businesses to comply with nation-specific labor laws and duties. Being compliant involves more than just checking boxes and performing the bare minimum. It also involves creating rules that safeguard employees and provide a polite and safe workplace.

3. Recruitment: Recruiting the right personnel is crucial for the efficient operation of any company. With growth, additional duties and possibilities arise, making it critical to divide the work effectively and execute the hiring process in a way that supports current team members.

4. Onboarding: Onboarding is an essential process that sets the tone for the new recruit's experience in the company. The HR team makes every effort to ensure that each new employee receives a warm reception and has the resources they need to get started quickly and increase their productivity.

5. Workplace Communications: Effective workplace communication is the foundation of individual and team success. Interpersonal connections, providing assistance when required, and resolving conflicts are crucial for boosting employee morale and productivity. The HR team needs to understand how employees feel about their jobs to enhance the workplace and boost worker welfare.

6. Offboarding: Offboarding is a critical process that involves easing the transition when an employee decides to leave the firm or approaches the end of their contract. The process includes returning corporate property, removing access by coordinating with IT, promptly notifying payroll, and preparing any necessary legal paperwork for the former employee.

3.1.4 Human Resource Operations at CnRG

Recruitment Process of CnRG

There are usually several obstacles or stages involved in the choosing process. CnRG employs a predetermined selection method of its own to find qualified candidates. Every stage is successfully erased using this method before the requester advances to the next one. The first

step in the CnRG selection process is to choose available resumes for a particular position. The CnRG selection process consists of:

- Screening applications or resumes
- Written assessments and job interviews
- Examining the citation
- Acceptance of the completed draft
- Opportunities for careers
- The induction procedure

After the interview, the candidate is invited to take the written exam by the company's human resources staffs, who determine that they are qualified for the position. The written exam for Consulting and Recruitment Gateway requires many exams. The curriculum selection process is meant to filter out those who are unfit or unsuitable. It's basically a classification method where the candidate provides the necessary details on their training, experience, and talents.

Training and Development

Training encompasses a wide range of activities, from learning basic motor skills to developing and changing sophisticated socioemotional attitudes. It is an organizational improvement method that modifies staff skills and attitudes in an effort to bring about positive improvements. All organizations ought to allocate their human resources towards the purpose of training and developing its representatives, with the specific aim of maintaining a competitive advantage in the commercial market. Both the development of abilities for upcoming roles and duties as well as the training of personnel for their existing jobs are under the purview of HRD. HRD activities include training for directors, managers, and groups; programs for reimbursement for educational

expenses; customer service training; performance management; and training before a provocation. The basis for any organization's rapid and well-managed expansion is its human resources. CnRG understands that human resources are valuable and that, with the right education, they may contribute to better consulting services. In order to draw in a broad pool of skilled people and build complete frameworks, the company must understand and put into practice human resources frameworks, agreements, and activities that let employees advance their skills and practices in the same ways that the company does.

Performance Assessment

Performance assessment is the process of evaluating an employee's performance at work in relation to the demands of the assignment. A performance evaluation program is among the most popular means of monitoring operational performance, inspiring individual achievement, and strengthening organizational policy. When workers are aware that their performance is being tracked and that they may be rewarded through the performance analysis module, they naturally give their all for the company. When workers receive recognition and awards for their achievements, their faith in you increases. A transparent and sincere performance evaluation process can assist the business in achieving its goals. Not only will training requirements be identified and addressed during the performance evaluation review, but hidden skills can also be found. CnRG employs the subsequent techniques to assess its performance:

Weighted checklist method: The weighted checklist method describes a performance evaluation approach where the appraiser closely examines the duty analysis, where managers create a list of the employee's productive and inefficient behaviors for each job, which is then descriptively documented.

Critical incident approach: Using this method for performance analysis, management documents both positive and negative elements of an employee's performance throughout the workday.

Management by objectives: This type of approach involves managers and staff setting a goal for a given amount of time, evaluating performance, and rewarding staff members according to their accomplishments.

360-degree feedback: Within the industry, there is a general consensus that the early performance assessment process is antiquated and inefficient. In order for employees to remain motivated and actively involved in applying the insights from their performance evaluations, they needed to maintain constant communication with supervisors and team leaders in addition to continuous feedback methods like 360-degree feedback. The opinions of the employees were acquired by all company representatives who interact with them, including supervisors, coworkers, subordinates, and even customers. Effective performance analysis with varying degrees of openness is insured when every employee in a firm evaluates their managers, peers, customers, and suppliers in addition to regularly engaging in self-evaluation. Typically, this input is gathered through an online questionnaire designed specifically for this purpose.

3.2 Methodology

The technique used in this report involves blending primary and secondary data with the expertise of real-world professionals. To develop the final structure of the report, two primary factors are taken into consideration.

Primary Data:

In the original investigation, primary data is documented and analyzed. If the required information cannot be found in public sources or the company's internal records, it may be necessary to gather original data or conduct first-hand investigations. For this report, I gathered primary data from the following sources:

- Face-to-face conversations with higher authorities of CnRG.
- Interviews with staff members of CnRG.
- Direct conversations with HR staff members of CnRG
- Practical work experience gained from the organization's HR department of CnRG.

Secondary Data:

The sources used to collect secondary data include:

- Office records of CnRG.
- Annual reports of CnRG.
- Books or Articles.
- The internet source or websites of CnRG.

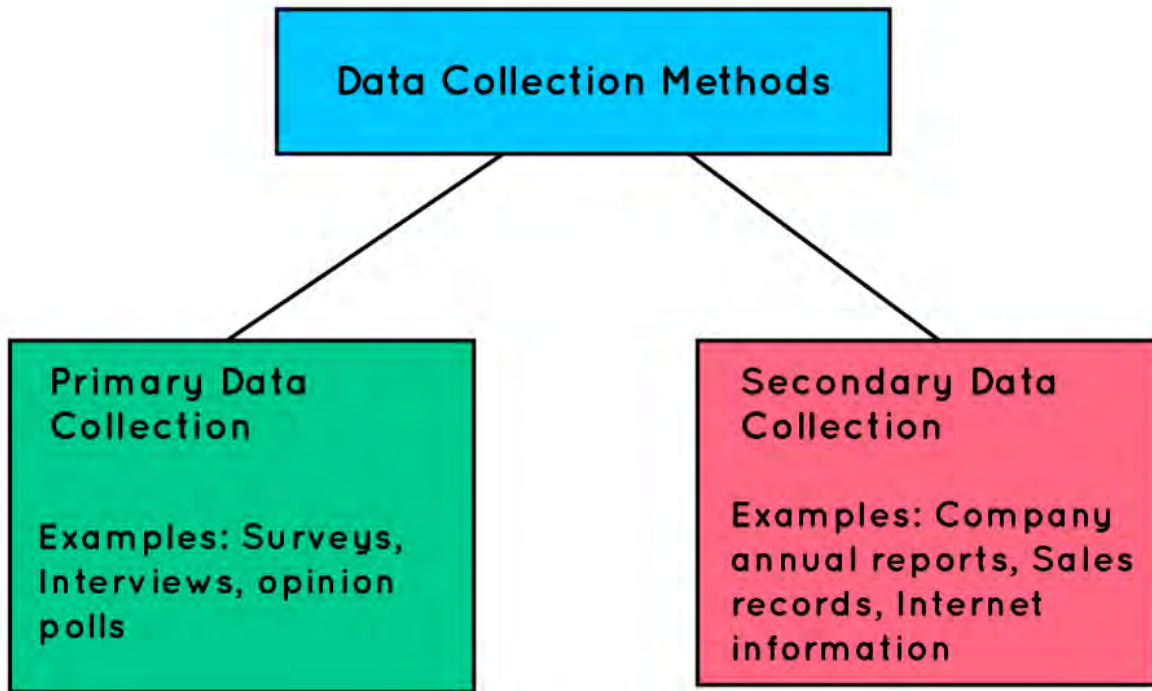


Figure 5: Data Collection Methodology

3.3 Findings and Analysis

3.3.1 Major Findings about their Projects

During my internship, my main objective was to gain knowledge about the operational processes of the HR Department. A significant part of my learning experience was focused on understanding the process of conducting 3 projects. Although different firms have different procedures, CnRG follows a standard set of actions when reviewing employee pay scales, designing training programs for employees, and executing talent management frameworks for clients. I had the opportunity to observe and learn about CnRG's well-structured HR Operations process, which I have briefly explained below:

Talent Management Framework (learn from project 1)

Due to the COVID-19 pandemic, the organization did not have a talent management framework in place and the workload was overwhelming, which caused burnout among employees. To address this issue, we conducted one-on-one interviews with department heads and focus group sessions with employees to identify their concerns and recommendations. Based on this, we recommended a talent management framework and provided detailed transcripts of the interviews, as well as methodologies for talent development and workforce mapping. We also conducted workforce mapping and identified some crucial findings, which are as follows:

Step 1: Identify significant organizational challenges for the next 1-5 years.

Step 2: Identify critical positions required to support organizational continuity.

Step 3: Identify competencies, skills, and institutional knowledge that are critical success factors.

Step 4: Consider high-potential employees.

Step 5: Select the competencies individuals will need to be successful in positions and to meet identified organizational challenges.

Step 6: Capture the knowledge that individuals possess before departing the organization.

Step 7: Develop a pool of talent to step into critical positions through targeted career development strategies.

Review Pay Scale (learn from project 2)

In the organization (clients of CnRG), the pay scale has not been updated for over a decade. Moreover, they asked us to review their service rules and HR policies to align them with recent

labor laws. We initiated our work by conducting one-on-one interviews with the department heads and reviewing their service rules. We listed their issues and recommendations and then compared their current pay scale and responsibilities with their competitors, listing their job descriptions. We suggested a detailed pay scale for each position based on our analysis. Another team worked on the service rules and HR policies, reviewing them based on the basic labor laws for insurance companies. My role in this project was to prepare the detailed transcript of the interviews, evaluate the service rules, and upgrade them accordingly.

Training for women entrepreneur (Project 3)

Our goal is to empower women entrepreneurs with the knowledge and skills required to start and run successful businesses from scratch. To achieve this, we offer comprehensive training modules in both online and offline formats. Our training sessions include Q&A sessions and surveys to gather feedback and ensure that we are meeting the needs of our participants. As part of my role, I am responsible for preparing detailed transcripts of the events, developing training modules, and creating survey forms.

3.3.2 Data Analysis

Data Analysis for pay scale review

Characteristics	Range	Frequency	Percentage
Age	25-30	10	12%
	31-35	15	25%
	36-40	13	15%
	41-45	16	18%
	46-50	13	20%
	51-55	15	6%
	56-60	8	4%
Gender	Female	45	50%

	Male	45	50%
Experience	1-3 years	30	38%
	4-5 years	40	26%
	More than 5 years	20	36%
Education	S.S.C	5	10%
	H.S.C	8	15%
	UG	30	35%
	PG	47	40%

Analysis: The study shows that 12% of the respondents was between the ages 25-30 years, 25% were between 31-35 years, 15% of them were between 36-40 years and 18% were between the age of 41-45 years, and 20% were between the age of 46-50, only 6% were between the age of 51-55, and only 4% was respondents was between the ages 56-60. And it is seen that out of 90 respondents 45% of them were female employees and other 45% of them were male employees. It also shows that 38% of the respondents had work experience of 1-3 years, 26% of the respondents had experienced of 4-5 years and other 36% had experience more than 5 years in the organization. Further findings revealed that 40% of the respondents were post graduates, 35% were under graduate, 15% were 12th standard pass and other 10% were 10th standard pass.

3.4 Conclusion

CnRG is among the most respected HR consulting firms in the nation. As part of the requirements for my MBA program, I worked as an intern in the CnRg HR department, and it was an amazing experience. During my time there, I was able to apply my knowledge and abilities to benefit the company, gain a deeper understanding of the organization's culture, learn about the functions of a real HR department, and observe the human resource process and how it contributes to the company's goals. I was also able to identify areas that needed improvement

and create some great memories. The human resource team at CnRG is dedicated to constantly improving its processes with the goal of becoming the best human resources practice center in Bangladesh and beyond.

3.5 Recommendation

There are some recommendations for CnRG:

- If CnRG conduct talent management framework, they need to focus on Talent strategy & Planning, Talent Acquisition, Employee Performance Management, Training & development, Succession planning & identifying and Total rewards.
- CnRG need to follow competitors' salary structure to review their employee's pay scales.
- Before planning a training session, it is important to assess the current knowledge and skill levels of employees in the area of CnRG to determine their training needs.
- It is crucial for every company to complete HR activities on time. Human resources (HR) department is the backbone of any organization as it manages everything from hiring to employee retention and retirement. With the help of this assistance, the HR staff can easily navigate the entire process.

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