

Internship Report On

**“OVERALL HRM PRACTICES AND EMPLOYEE SATISFACTION IN
D G POWER LIMITED”**



**BRAC University
Dhaka, Bangladesh**

**“OVERALL HRM PRACTICES AND EMPLOYEE SATISFACTION IN
D G POWER LIMITED”**



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LETTER OF TRANSMITTAL

January 15, 2016

Mohammad Noman Hossain Chowdhury
Senior Lecturer
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Subject: Submission of report on “Overall HRM practices and employee satisfaction in D G power limited”

Dear Sir

It indeed is a great pleasure to present before you the overall findings of the internship report on **“Overall HRM practices and employee satisfaction in D G power limited”**. I have tried as far as it was possible to meet all the specifications and instructions you have provided for the report and necessary to prepare a report.

I appreciate having a chance to prepare this report. I have tried my best to prepare this project in a proper way in spite of various constraints like time and complications in understanding.

I earnestly hope that this report will meet your specifications and would be delighted to furnish you with any clarification if required.

Thanks and regards

Yours truly

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LETTER OF ENDORSEMENT

This is to certify that internship report on "Overall HRM practices and employee satisfaction in D G power limited" is done by Failib Sultana Ferdousi, ID: 13164012 as partial fulfillment of the requirement of MBA program from the BRAC Business School, BRAC University.

The report has been prepared under my guidance and is a record of the bonafide work which has been carried out successfully.

Mohammad Noman Hossain Chowdhury

Senior Lecturer

BRAC Business School

BRAC University

DECLARATION

I, Failib Sultana Ferdousi, hereby declare that the report on “**Overall HRM practices and employee satisfaction in D G power limited**” has been carried out by me after successful completion of 3 months of internship period in D G Power Ltd. and has not been submitted to any other educational institute for academic purposes.

I also confirm that the report is only prepared to meet my academic requirement not for any other purpose. It will not act anything that will hamper the confidentiality and interests of D G Power Ltd. It might not be used with the interest of opposite bodies of D G Power Ltd.

The work I have presented does not breach any copyright.

I further undertake to indemnify the University against any loss or damage arising from breach of the foregoing obligations.

.....
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ACKNOWLEDGEMENT

This report on “**Overall HRM Practices and employee satisfaction in D G Power Ltd.**” is an initiative to Practical study on overall HRM practices and satisfaction level of employees of all departments of various positions specially in viewing the recruitment and selection process, salary in context with the assign duties, compensation policies, training and development process, and office/work environment of the employees and the consequences has been prepared for the fulfillment of the MBA degree.

I would like to begin my acknowledgement by thanking my internship supervisor **Md. Fazlul Karim**, Managing Consultant, D G Power Ltd. and my academic supervisor, Mr. Mohammad Noman Hossain Chowdhury, Senior Lecturer, MBA Program, BRAC Business School, BRAC University, Dhaka in spite of their extreme busy schedule who always had time to spare for me and for inspiring and for offering creative suggestion to prepare this report.

I would also thank my all colleagues of D G Power Ltd. for enhancing their support and time to complete my internship report.

I also thank the contributions whose articles and publications helped me to enhance my knowledge and contributed significantly in preparing my paper.

In preparing this report, I have taken help from many books that is mentioned in the references. I acknowledge my indebtedness to all those authors and teachers for their work, which had great use to me.

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EXECUTIVE SUMMARY

Today Bangladesh stands on the juncture of economic emancipation. The stage is set for rapid growth and development in every sector of the economy. The power engineering sector is also experiencing significant changes. 'Professionalism & Innovation ' is the key word for success nowadays and in the years to come only those companies which have a total commitment to this sector will thrive. D G Power Ltd. is determined to play a leading role in the development of power engineering sector in the twenty-first century. Over the past seven years it has worked towards building a strong foundation and establishing a professional corporate identity for our company. Today, in the field of power engineering, D G Power Ltd. is a recognized concern; respected for its achievements, professional ethics and innovative concepts.

The corporate philosophy of D G Power Ltd. is however based on a very simple principle "Customer gets the first preference". To this end, D G Power Ltd. is constantly working towards upgrading and improving every aspect of their activities. The quality of their services is outstanding & the emphasis is to keep on improving. It is because of this unrelenting quest for excellence that D G Power Ltd. has earned the goodwill of so many of their customers.

Today D G Power Ltd. is dignified for a new phase of dynamic growth. Its human resource is well trained and motivated; the financial fundamentals are strong and they have an excellent goodwill in the market and vision is to constantly set challenging goals for the organization. It will continue to expand and diversify and be an example of a progressive company playing a dynamic role in the economic development of Bangladesh.

D G Power Ltd, a company with a universal vision to improve global conditions. At the nuclei of this business presides a passion in technology and energy. Its mission dictates the company to foster technological innovation and excellence for the benefit of humanity. Born in 2009, D G Power Ltd has pulled out all the stops to boost power engineering business in Bangladesh. The company is committed to providing world standard products and services to target market.

The Human resources played a vital role for the growth of D G Power Ltd. So, I prepared the internship report of the topic "Overall HRM practices and employee satisfaction in D G power limited"

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CHAPTER ONE

1.0 Introduction

In today's world, business houses create a tremendous and continuous positive contribution on national and international economy. They are multipurpose server for huge production, distribution, export and import. Business houses are developing and modifying day to day towards a successful and performance oriented organizations. These organizations are now a days finding out their key factors for both the existence and success in today's corporate and fast paced business environment. It is not only for the business organizations, all service producers, educational institutions, non-government organizations even government organizations are concern today for providing better and competitive service. Some modern organizations put their steps in the field of corporate social responsibility. These include national, international or multinational companies. Even today we see several financial institutions, banks, mobile phone companies are working for the greater welfare of the ordinary people. This is now happening in our country. This is a positive change of the attitude of the management of the companies. Managements have started to care about their soul-forces, which are their human resources. We have to look before some couple of decades ago when employees were treated as like as machine. Days started to be changed by some noble pioneers who taught to treat employees as human resources not as people at work. With the passage of time organizations become employee-friendly. This is not happened universally, all over the world but generally, even in our country. With the change of thinking of managements, employee attitude also reached on a platform where employees want to provide better service. In this context this is an attempt to reach a conclusion that what employees do and realize their duties, responsibilities, work environment with their pay-package. A firm has been selected as subject where the entire job is done. This work will reveal employee satisfaction level in context with their salary, duties and work environment and ultimately employee attitude towards their management. Multifoods options have been justified to enrich the work. Employees with higher salary and better environment, higher salary with typical environment, ordinary package and better environment or even ordinary package with typical work environment etc. Employee duties & responsibilities are also considered with these functions as catalyst. This work will also disclose the best policy of the management that it supposed to perform for the best of all the stakeholders of the organizations.

1.1 Background of the Study

It is a great opportunity to learn about the corporate culture during the internship as a Senior Executive of D G Power Ltd. I got a chance to prepare my internship report on the topic of Overall HRM practices and employee satisfaction in D G power limited” This opportunity helps me to learn about the administrative and HR Directorate. D G Power Ltd. is a Power Engineering company and a vendor of e.co. During the job I got enough knowledge about the functions of various departments and the functions of HR & Admin. It’s really impossible to highlight all the activities of the organization in this report, but I tried to summarize and give enough data related to my internship topic. I think this report is able to give enough idea about the mentioned topic.

1.2 Importance of the Study

As it is said earlier, organization is now-a-days performance based and employee oriented. This work will clearly expose the final statement regarding a better condition of the organization where employees are treated as human resources and employees also enjoy a really soothing work environment with satisfactory pay-package with future safety and security with some other beneficiary activities of the organization.

There is a high degree importance of the subject. Research says all the organization, which are treated, as successful business houses are more concentrated on the well management of its stakeholders. All the most high-ranking organizations of the world reached the zenith due to this reason. Machine without man is nothing but liability. Management is failed when it dissatisfies employees and even management sometimes cannot find out how much it could have achieved more, if it had a group of satisfied employees. Satisfaction is not only related with the salary but also with the employee’s duties and responsibilities. It is highly and remarkably related with the work environment and the treatment of the management extended towards its employees.

Management can achieve its goal by utilizing all resources including human resources with dissatisfied groups of employees. This is theoretically and practically possible. But the thing is that, management cannot realize or even think that what degree success or progress they fail to achieve due to having dissatisfied employees. A satisfied employee is the real key

force of the organization. In Japanese management employees feel dissatisfied due to own realization that they might do more for the company, still though they are efficient enough. Management is also highly satisfied on them. This is an unusual picture. But for development and progress of the organization and betterment of the employees this is very much essential.

Human being is virtually created as honest. Earthly environment, its affects, competitive advantage & disadvantage sometimes make human being impatient. Human being as employees is not exceptional from this reality. Salary, inter-person relation, promotion, motivation, bossing, entire work environment effect on employees. Sometimes this is positive and of course sometimes negative. Positive affect brings satisfaction and devotion to work while negative affect brings dissatisfaction on the work. This work will help managements to take decision about management of human resources and ultimate progress of the organization with the devoted and really deserving employees.

1.3 Research Problem

The main focus of this report is to analyze the HR practices in D G Power Ltd. and determine the employee satisfaction level of the organization. It also helps to bring the idea of the overall functions and situation of the Power engineering organization. Power engineering sector is a very first growing sector and for the urbanization and improvement of the country it needs to emphasis the overall condition. Human Resources and their thinking are the main equipment for the development of this sector.

1.4 Scope of the Study

This particular study will approach only the employees of D G power Ltd. conducted for fulfillment of MBA in “Human Resources Management” degree. At the outset, the paper discusses various condition or state of employees with the work environment and management. Then the paper studies and tries to find out the reason and factors for those various conditions. Finally, the paper suggests with few policy recommendation for effective and better work environment for the employees.

1.5 Objective of the Study

1.5.1 Broader Objective

This research paper is undertaken as an assignment for fulfillment of the requirement for completion of the MBA in Human Resources Management. This paper aims to find out the overall HRM practices and employee satisfaction in D G power limited.

1.5.2 Specific Objectives

To analyze and evaluate HR practices in D G Power Ltd., some objectives are identified and these may include:

- How employees treat their pay package.
- How employees treat their management.
- What employees think about switch over.
- How employees treat their work environment.
- How employees work with high dissatisfaction.
- How employees consider their organization as own.
- How employees feel their future with the organization.
- How employees think of development of their organization.
- How employees receive sudden change of their management.
- What happens when employees do their job with ultimate satisfaction.
- What expectation employees do from the management as ordinary employees.
- Which condition do the employees prefer – salary based or supportive management.
- Actually which work-environment is the most wanted and accepted by the employees.
- What happens when employees feel like the fish out of water.
- Result of combination of employee-performance and management support.

CHAPTER TWO

Methodology of the Study

2.0 Methodology of the Study

In order to conduct this small-scale evaluative study the following methodological measures will be adopted.

2.1 Sampling

Stratified sampling technique is analyzed for selecting the sample of the population. Out of around 90 employees of D G Power Ltd. 60% employees (54 employees) were sometimes chronologically selected for interview.

A schematic presentation of the sample design

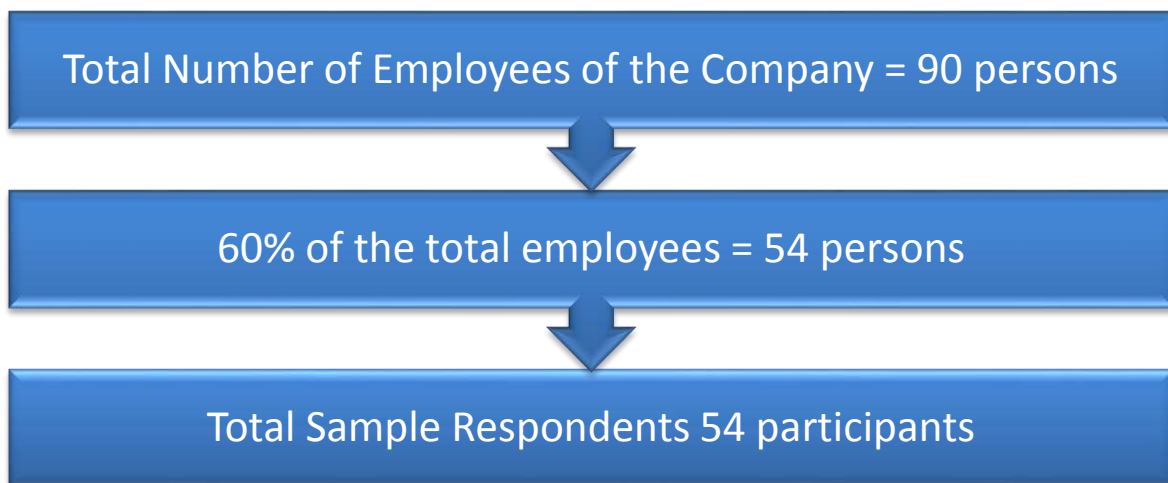


Figure: 1 A schematic presentation of the sample design

Since this is a small-scale study-work for identify the employee satisfaction level and I try to find out the HRM practices on the basis of both primary and secondary data.

Participants who are regular in work and at least three years passed with the organization will be approached for collecting data.

2.2 Types and Sources of Information

Both primary and secondary sources were used to collect information for this research and report. Following information/variables were considered to conduct this study that is illustrated below:

2.3 Key Variables selected for the Study

Characteristics of each individual employee; weakness of employee to organization; vindictiveness of employee to organization; obstacles of employee to disclose proper information; fulfillments of expectation of some employees; feelings of some deprived employees; employee's knowledge; educational background; activities; thoughts; feeling and behavior; human resources development; office automation; central decision making; improvement of overall performance; Employee's career development thoughts; decision making ability; ability to instant trouble shooting and handling; developing administrative capacity; motivating employees; employee's working experiences; training background and nature of organization will also be taken as one of key variables.

2.4 Primary Sources of Data

Primary sources of information include data collection from the study with the help of questionnaire, observation methods with the respondents. But it is mainly interview based.

2.5 Secondary Sources of Data

Secondary sources of information includes data collection from reports and statistical inferences, some vital statistics of such type of previous base line survey reports, of such type of records of the previous studies and reports prepared by various similar natures of organizations.

2.6 Limitations of the Study

There are certainly some limitations of study. Only one subject field was selected for the entire works. The subject matter was a power engineering firm, which is not enough. Number of interviewee was also limited with the company. There was a high probability that the employees would be tuned with the management. Different types of employees were over there as interviewees. There was a probability that different educational and family

backgrounds might affect the study. There was a limitation of time frame. Top management was not included in the study. There was a great probability how the truth came to light. The main limitation of the study was the question of proper mental and physical condition of the interviewees.

In spite of above-mentioned limitation there are some strong considerations for the work or study. In Bangladesh, all the Power Engineering companies are more or less same in nature and procedures. It may be mirror image to take several subjects, which is huge time consuming. For this reason a well reputed, established and client supported company namely, D G Power Limited was selected for the study. Besides I am also working with D G Power limited, so it appears more convenient for me to analyze HRM activities of the same. The number of interviewees was 54. And this number of interviewees is considered more than enough for this type of study. As there was an excellent combination of different employees it might expect that the outcome of the study is true and genuine. All the interviewees were tuned to be honest and frankly to the interviewer. Moreover, it was done in different alternative ways for genuinely.

CHAPTER THREE

About D G Power Ltd.

3.0 D G Power Ltd.

D G Power Ltd. was founded in the year 2009 and today it has established itself as a major supplier of standby and diesel generators. The company aims to provide reliable, safe, and environmental friendly power to the industrial, commercial, and residential facilities of Bangladesh and has indeed, succeeded in significantly contributing to the country's power engineering, management, generation and distribution system. In the beginning it had only one product which is Diesel Engine Generator. In the course of time the division has experienced spectacular growth in terms of its product category, range, manpower, knowledge, and revenue. The aim of this division is to provide reliable, safe, and environmental friendly power to the industrial, commercial, and residential facilities.

DGPL is a private Ltd company having its corporate office at Dhanmondi, Dhaka along with 11 regional offices throughout the country. Although generator sales and service is the main business area of the company but, apart, it carries out other power related work also on request of the valued clients. At present, the company has about 87 permanent employees with all required modern equipment and facilities. The employees are all well experienced and capable in their line and work as a team within the organization. The company has adequate logistic facilities being able to provide services to the valued clients at quickest possible time.

General Information:

Type of ownership: Private Limited Company

Address of the Company:

- a) Head Office : House: 57/A, Road: 4/A, Dhanmondi R/A, Dhaka-1209
- b) Regional Offices : Chittagong, Khagrachari, Rangamati, Comilla, Chandpur, B-Baria, Bogra and Rajshahi, Faridpur, Kushtia, Laxmipur

Email Address:

- g) General info: info@dgpowerbd.com

h) Sales: nafaz@dgpowerbd.com, sales@dgpowerbd.com

i) Service: helal@dgpowerbd.com, halim@dgpowerbd.com

Web: www.dgpowerbd.com

3.1 Business Information:

Type of business:

- a) Generator Sales,
- b) Generator Maintenance Services
- c) AC Maintenance Services
- d) Spare parts sales & supply.

3.2 Product and service:

a) Generator Sales:

DGPL is supplier/distributor of **Forest City and AD POWER** brand diesel generators. Engines and alternators of Forest City generators are of **UK origin**; assembly and shipment of these sets are also made from **UK**. Engines and alternators of **AD POWER** generators are of **UK and Italy** origins respectively with assembly and shipment made from **UAE**. Generators supplied by us are installed and commissioned free of charges. It may be mentioned that performance of a generator depends largely on its proper installation and commissioning and DGPL Engineers have the requisite knowledge, expertise, and experience in this regard. As requested, we assist our clients in load calculations and also counsel them in selecting the right type of gen set that will ensure maximum benefits for the given price. We provide **12 (Twelve) months warranty** to our supplied Generators including free servicing within this period. We keep sufficient ready stock of above generators ranging from **20 KVA to 500 KVA** being able to meet immediate needs of our valued clients.

–

b) Generator Maintenance Services:

DGPL provides maintenance services to generators coupled with engines like, **Perkins, Cummins, Volvo, Caterpillar, Mitsubishi, John deere, Deutz, Jinan** etc. and alternators like, **Stamford, Mecc-Alte**, Marathon including various components like, **AVR, Controller, Magnetic contactor, Rectifier kit, Armature** etc. We have adequate stock of required spare parts and modern tools & equipment ensuring prompt services with minimum waiting time.

c) Spare Parts Sales and Supply:

Besides Generator sales and services, we have a separate wing for sales and supply of spare parts for the above mentioned engines and alternators. A well experienced Management and technical team is working for the company which in fact is our main strength. We have our own transport facilities for the Sales Division and the Maintenance Services Division for which we are able to respond to the calls of our valued clients instantly. Based on our facilities, expertise and experience, we feel confident of meeting any challenge in the generator related field and providing our valued clients promptest services round the clock ensuring uninterrupted power supply.

3.3 Vision

We will be the most preferred business partner of our customers.

3.4 Mission

We will provide total power solutions to enhance the business of our customers, concurrently creating better technologies that benefit both the customers and the environment.

3.5 Strategy

Our strategic aim is to strengthen the leading position we enjoy in our markets, and to ensure continued growth. We rely on our capability to integrate and deliver solutions from our broad equipment and service portfolio which meet the specific needs of our customer segments globally. Our priority is to offer the best efficiency, reliability and value available.

3.6 Future Plan

D G Power Ltd. is committed to expand and diversify in the years to come. It has taken on board a number of projects which will have a definite impact on the socio-economic structure of the country and play a dynamic role in the overall economic development of Bangladesh.

3.7 Quality Policy

D G Power Ltd. will provide leadership in quality in the power engineering sector.

They will provide quality in their development work, their management systems and their

customer services so that they can fulfill or exceed their customer's expectation.

Their human resource will always be their greatest asset and they will provide regular training & opportunity to their employees to constantly improve the quality of their work.

3.8 Department of DG Power Ltd

Marketing Team

A truly professional Marketing Team is in place at D G Power Ltd. to nurture and communicate numerous product offerings to its customers. The tools and techniques applied by the Marketing Department complement the efforts of the Sales Department and help to put D G Power Ltd. image and products in their right perspective.

Sales

A pro-active sales team is always in touch with D G Power Ltd.'s valued customers, to update them on the latest product offerings. Every member of the Sales Team is given extensive on-site training so that the person is totally familiar with the procedures and acquires full product knowledge.

Maintenance

A dedicated maintenance team is fully active to maintain the relationship with D G Power Ltd.'s customers. All the customers' complaints are addressed as D G Power Ltd.'s chance to improvement.

Finance & Accounts

Finance & Accounts personnel are responsible for putting in place appropriate financial control methods, cash flow management and maintenance of proper accounting principles.

Human Resource & Training

D G Power Ltd. recognizes that their people are their greatest asset. Thus, development, professional evaluation and motivation of human resource are very important goal and objective of the company. The human resource department is staffed with a competent team of HR professional who ensure the above goal.

Administration

D G Power Ltd.’s admin department ensures safety, security and maintenance of our sites, our corporate building and all our movable and immovable assets. A dedicated team is totally focused to protect the interests of the company.

Corporate Affairs

D G Power Ltd.’s corporate affairs team maintains liaison with all external agencies. As a responsible corporate citizen, D G Power Ltd. ensures integrity and professionalism in its dealings with all external agencies.

CHAPTER FOUR

4.0 HRM Practices in D G Power Ltd.

D G Power Ltd. knows that their people are their greatest asset. Thus, development, professional evaluation and motivation of D G Power Ltd. human resource are a very important goal and objective of the company. The human resource department is staffed with a competent team of HR professional who ensure the above goal. Some of the HR practices of the D G Power Ltd. are given below:

4.1 Human Resource Development

To get the maximum outcome from the human resources it is obviously necessary to implement and invent new way to complete the work activities and systems. HRD is related to upgrade the working system. It depends on some relevant information. It helps to improve the skills, requirement, control measures and training needs. D G Power Ltd. has been always conscious to improve the HR processes and working environment day by day.

Human Resources department performs following functions in employee management:

- **Acquisition** – Recruitment, Confirmation, Re-contract
- **Compensation & Benefit** – Salary and Bonus, Leave encashment
- **Training & Development** – Training, Orientation
- **Utilization** – Evaluation and Performance Management
- **Employee Relations** – Grievance handling and counseling
- **Employee services** – ID card, Business Card, and E-mail address etc.

4.2 Objectives of HRM:

The objectives of HRM in D G Power Ltd. can be described as follows-

- To hire the right person for the job offered by the bank.
- To reduce employee turnover on the basis of job available.
- To motivate people to perform at high effort levels.
- Not to waste time with useless interviews.

- To remove unfair labor practices.
- To maintain a high morale & better human relations inside the organizations.
- To maintain the organizational peace
- To attract competent people and retain them in the organization
- To recognize and satisfy individual needs.

The HR Department deals with five core areas of operations. It includes planning for organizations; jobs and people; acquiring human resources; building individual and organizational performance (training and development); rewarding employees; maintaining human resources.

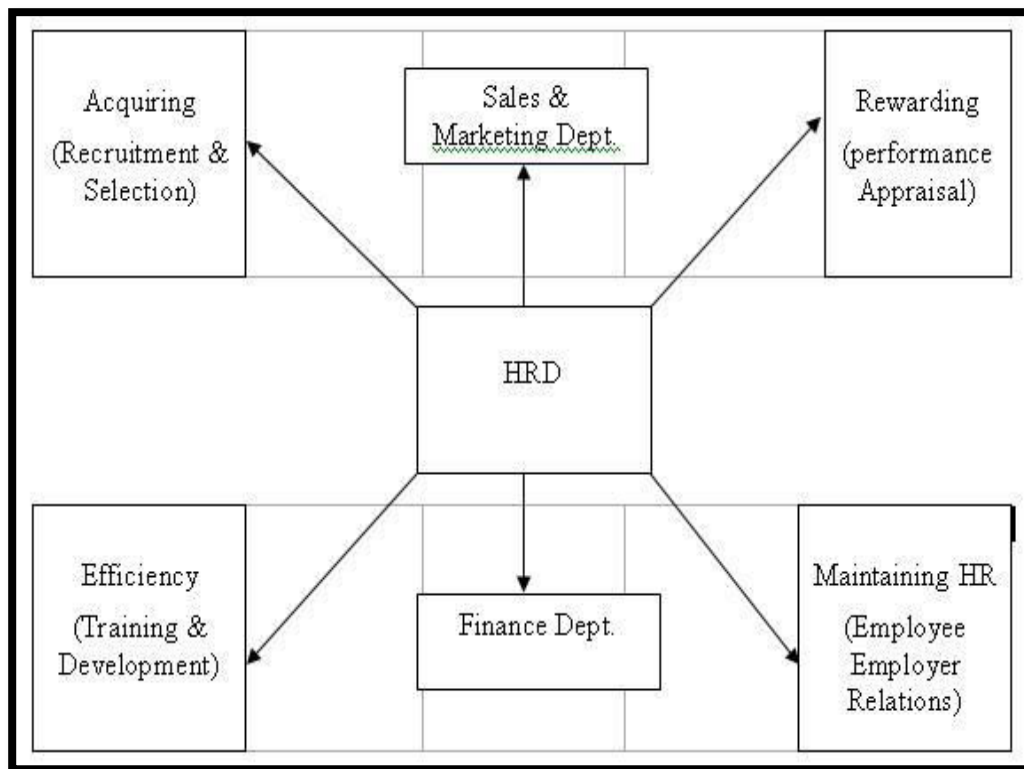


Figure: 2: HRD activities

4.3 Human Resource Planning and Information System

D G Power Ltd. plans the human resources and information system. It is a process of deciding in advance what is to be done regarding human resource acquisition to its proper utilization. It is obvious that without proper planning human resource activities cannot be implemented as per desire or the management. It deals to identify the current manpower position and desired manpower position. It helps to forecast the future skills and assess HR requirements, determine training levels and arrange management development program and future accommodation. One sample framework of HR planning is given below:



Figure: 3, Flowchart of sample framework of HR planning

Human Resources are also depending on the information system. In D G Power Ltd. management Information System (MIS) gives a great contribution for the flow of the information system and management of the information system. The components and process by which HRIS and Management information system done the duties are given below:

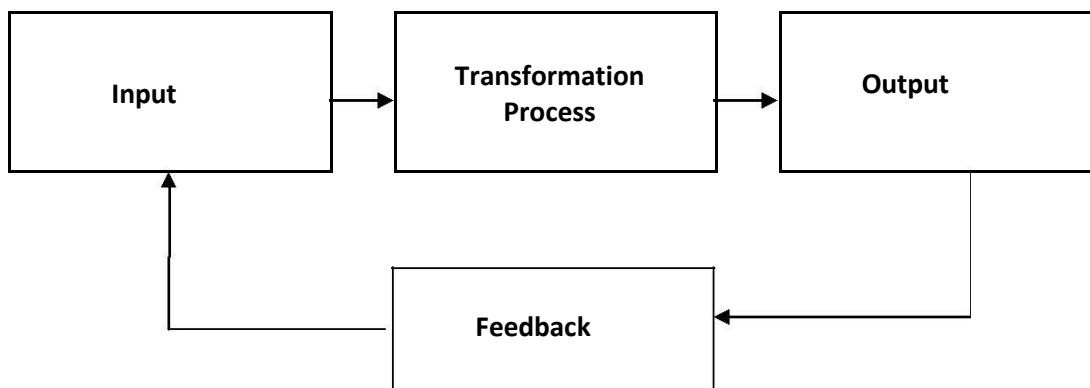


Figure: 4, The components and process by which HRIS and Management information system do the duties

4.4 The major responsibilities of HR in DG power ltd.

The major responsibilities of HR at D G Power Ltd. are

HR Policy formulation

D G Power Ltd. emphasis on HR policy formulation for nor only own department but also for the other departments.

HR Planning

D G Power Ltd. establishes both short term and long term planning for the organization.

- Short Term HR Planning

D G Power Ltd. primarily recruits its human resources that will support Strategic Human Resource Planning for current period.

- Long Term HR Planning

Here D G Power Ltd. is looking forward to build long term resources by several Training and

Development program

Work and Job analysis, design and evaluation

For every job there are work and Job analysis, design and evaluation at D G Power Ltd. so that jobs are well defined.

Recruitment and Selection

Recruitment and Selection of D G Power Ltd. are also important parts. Every recruitment and selection process is made after concerned department submits requisition for workforce.

Diversity Management

D G Power Ltd. believes in Diversity management. Here, in D G Power Ltd., there are many employees from different divisions of the country, employees consist of both male and female and of different religious practices.

Career management

Career management is also important part of D G Power Ltd. For every employee, after one year his/her job is being evaluated for long term perspective.

Employee and Management Training and Development

D G Power Ltd. offers several in house training for the employees. External Training program is also being initiated recently specially for engineers.

Counseling, Discipline and Separation

D G Power Ltd. believes in proper counseling for any problems or prosperity of its employees. For every problem D G Power Ltd. operates proper investigations and employee separation is very friendly and quick.

Performance and quality management

Every employee's performance is monitored by his/ her line manager and reviewed by HR department.

Remuneration and benefits

D G Power Ltd. has a better structure of Remuneration. However benefits for employees are also available up to some extent.

Occupational health and safety

For maintaining occupational health and safety D G Power Ltd. always take cares of its employees by all-time first aid facility. Security forces, fire alarm and fire extinguisher facility and other facilities are under processing.

4.5 Human Resource activities of D G Power Ltd.

4.5.1 Acquisition – Recruitment, Confirmation, Re-contract

Recruitment and Selection

An organization’s success depends on its human resources. No matter how much an organization invests in other assets if it’s human resource does not have the competence then the organization will be failure. Even when deciding which fixed assets to invest the organizations go through many hurdles, so when it comes to human resource they have to be even more careful.

First an organization conducts human resource planning to identify their personnel needs. Once these needs are established a job analysis is conducted, which clarifies the job being done and the individual qualities necessary to do these jobs successfully. Then on the basis of this information a pool of qualified applicants are recruited. The next step calls for selecting the most suitable person for the job, which is the major objective of selection process.

To outline the standards those are expected of new recruits and the processes that will be followed during recruitment and selection. The foundation for this policy is that recruitment should only occur when there is a specific business need to be met i.e. vacant post and that the selection of the appropriate candidate will be on the basis of qualification, performance, potential and aptitude.

Recruitment Decision

The decision of who should be recruited is taken by the Assistant General Manager of Human Resources and individual Departmental head and other Executives relevant to the position to be filled.

The Selection Criteria

Candidates are selected after full consideration of the following factors:

Need

There must be a legitimate need to increase the company's hand count. In all cases the Department Manager who considers that they have a legitimate need to increase their hand count, either because an existing employee has resigned or because the expansion has been agreed as a part of the Area Operating Plan, must submit a request to HR officer for consideration within existing manning levels and current business priorities for approval by HR Panel. Provided that the request is in line with the Area Operating Plan and current business priorities, HR Officer will begin the recruitment process.

Advertising

It is the company's policy to advertise its vacancies to potential candidates both externally and internally. To meet the occasional need to recruit specialist-experienced employees, advertisements will be placed in professional journals and newspapers as necessary or give advertisement in the reputed job sites.

Qualification

Job specifications and job vacancy advertisements will indicate the experience that is required for each job.

Aptitude

Candidates for all vacancies will be asked to undertake a range of ability tests prior to their recruitment. The company uses standard, professionally developed tests that are considered relevant to the positions of respective posts. Candidates who successfully pass the ability test will be invited to attend interviews with members of the Human Resources Panel and other Executives deemed appropriate in light of the particular vacancy to be filled.

4.5.2 The Process of Recruiting and Selecting of D G Power Ltd. is given below:

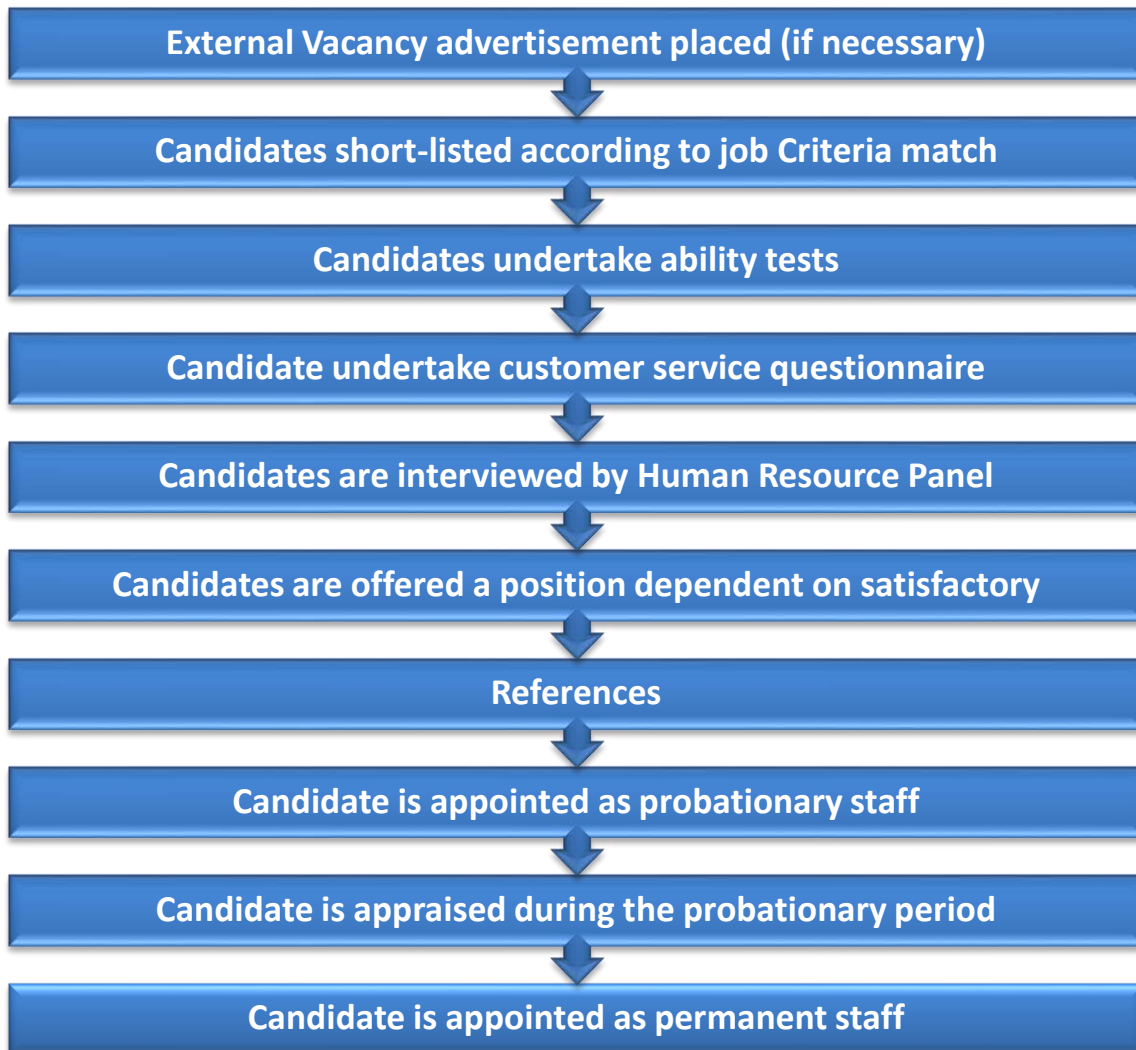


Figure: 5, The Process of Recruiting and Selecting of DG Power Ltd.

4.5.3 Steps of Recruitment and Selection Process

Advertising

D G Power Ltd. advertises in the national newspapers and professional journals and also to reputed job site. The advertisement includes mainly two things:

- Job Description
- Job Specification

Initial Screening

- This screening consists of a two-step procedure:
- The screening of inquiries (Short-listing).

The provision of screening interviews (Preliminary Interview)

Some of the respondents are eliminated based on job description and job specification.

Factors that lead to a negative decision at this point include-

- Inadequate or inappropriate experience
- Inadequate or inappropriate education

Ability Tests

The Ability Tests are concentrated to judge the candidates:

- Oral communication & written communication skill.
- Sales ability.
- Analysis and judgment
- Creativity Initiative
- Patience
- Conflict management skills
- Organizational sensitivity and
- Tolerance for stress

Interview by Human Resource Panel

The candidates who have so far survived after all the tests at this step will face the Human resource Panel and will have to give a comprehensive interview. The interview panel may consist of:

- The personnel department interviewers, Executives within the organization,
- A potential supervisor, potential colleagues or
- Some combination of these may interview the applicant. The candidates are most likely to face questions concerning:
 - Their last job experience,
 - Their career goals,
 - About their particular field of work,

- Favorite courses at university or college,
- What they expect from the organization, their reasons for choosing this organization, etc.

This interview is designed to probe into areas that cannot be addressed by the application form or tests. These areas usually consist of assessing one's motivation, ability to work under pressure, and ability to 'fit-in' within the organization.

Appointment as Probationary Staff

At D G Power Ltd. the new employees are initially employed under probation. The employee will be given a certain time period to prove his or her ability in those preferred area. The period is called probation period. If the employee succeeds to show his or her ability and worth in the job field, only then the job will become permanent for the new comer.

This is done to judge whether the employee is able to fulfill his or her job requirements, whether that person could cope with the organization's environment and culture etc.

4.5.4 Category of Employment

It is the policy of the organization to recruit employees under three different categories, which are Permanent, Contractual and Casual. Permanent employees are subject to completion of satisfactory performance during probationary period, as determined by the appointing authority.

Permanent Employment

- Employees under Permanent category shall be filled in from among the candidates applying following the advertisement on the basis of competence to meet criterion contained in the job description.
- A person selected for permanent employment shall be appointed giving 3 (three) months probationary period or such a period which the Authority of DG Power Ltd. may deem fit. After successful completion of employee's probationary period his/her service will be confirmed in writing.
- If the performance of the employee under probation is judged unsatisfactory, the competent authority may extend his/her probationary period for a further period of 3 (three) months. If his/her performance is still judged unsatisfactory during the extended probationary

period his/her service shall not be confirmed, and according, his/her service shall be terminated.

➤ An employee who has been confirmed as a permanent employee of DG Power Ltd. after satisfactory completion of his/her probationary period shall be entitled to service benefits, effective from the date of initial employment.

Contractual Employment

➤ Employees appointed under Contractual Category are recruited on certain fixed terms and conditions for a specific period of time and such appointment will automatically be terminated upon expiry of time.

➤ Contractual employments are given for a fixed period of time and are essentially of a temporary nature.

➤ Contractual employments shall be given for a period not beyond 1 (one) year. A further contractual employment may be offered, subject to maximum of 1 (one) year, if his/her service is required beyond the contractual period.

➤ If, as an exceptional circumstance, it becomes necessary to retain the incumbent's service beyond contract period, DG Power Ltd. may also offer him/her permanent employment of the Organization. In such a case, probationary period may be waived out with the approval of the In Charge of Administration in the Management.

➤ Contractual employees are not entitled to any long-term benefit as applicable to permanent employees as well as bonus, increment, medical, travelling etc. allowances/benefits.

➤ Salary and benefits of a temporary employee will be determined by judging workload, experience and competence of the incumbent. The remuneration is a consolidated inclusive package.

Casual Employment

➤ Employees under this category are appointed for a shorter period of time payment to

whom will be accrued on daily basis.

- DG Power Ltd. may sanction casual employment to manage its irregular and/or emergency work, which should normally be for one month or lesser period.
- Salary/Wages and benefits of a casual employee shall be determined by the terms of employment.
- Casual employees are not entitled to any long-term benefit as applicable to permanent employees.
- Casual employees cannot be kept under employment more than 89 days in a year under any circumstance

4.6 Compensation & Benefit – Salary and Bonus, Leave encashment

4.6.1 Compensation

Here, for every employee there are two parts in salary payment, one is addition and another is deduction. The total pay of an employee is determined by adding up all additions and subtracting all deductions. Then the salary inputs to employees bank account.

Addition Part: Under addition part, 50 % is basic salary and other 50% is divided into House rent, Medical facilities, Conveyance, and Miscellaneous costs. Other compensation includes:

- **Merit pay:** D G Power Ltd. (DGPL) offers merit pay to their employees in terms of brings out critical hurdled job. Generally these types of circumstance happen in base line survey when the employees go to remote places to execute it.
- **Festival Bonus:** DGPL also offers yearly festival bonus which is given two times in a year-Eid-ul-Fitr and Eid-ul-Azha. This bonus is given on the basis of Gross salary. Usually the rate of bonus is 50% of the gross salary.
- **Special Allowance:** DGPL also offers mobile phone and phone bill to their employees for personal and official use.
- **Increment:** The increment of the employees is intended 10% to 30% from their basic salary in aspects of their overall annual performance. And the increment can be given minimum 1(Two) times to maximum 4(Four) times by their basic salary. The individual performance for the Employees is maintained by the admin Department and the reports heed by the authority.

Description	Contractual	Permanent
<ul style="list-style-type: none"> Probation Period 	<p>In probation period an employees can be terminated with a prior notice.</p>	<p>After successfully completion of 6 (six) months probation period ; an employees can be a regular employees of the organization</p>
<ul style="list-style-type: none"> Festival Bonus 	<p>An Employees can be treated as an contractual employees whose appointment less than one year no festival bonus is allowed to them After two years it may be renewed for the further contractual or be permanent by the management</p>	<p>And Employees; whose Appointments Are For More Than One Year. Then employees will get the festival bonus.</p>
<ul style="list-style-type: none"> Provident Fund 	<p>No provident fund allowed for the employees</p>	<p>Employees will get the provident fund benefit (Agreement for three years will get the 70% Benefit and Agreement for five years will get the 100% benefit)</p>
<ul style="list-style-type: none"> Gratuity 	<p>No gratuity is allowed to them</p>	<p>If it is over 15 years; will get the gratuity.</p>
<ul style="list-style-type: none"> Insurance coverage 	<p>No coverage</p>	<p>As organizational policy</p>
<ul style="list-style-type: none"> Organizational Leave 	<p>In according to the "Bangladesh Labour Law" Section-115: Casual Leave No casual leave &Section -116: Sick Leave should be entitled to 10 days in every calender Year. &Section-117: Annual Leave should be entitled to 10 days in every calendar Year.</p>	<p>In according to the "Bangladesh Labour Law" Section-115: Casual Leave should be Ten (10) Days in every calender Year. &Section -116: Sick Leave should be entitled to 10 days in every calender Year. &Section-117: Annual Leave should be entitled to 04 days in every calendar Year.</p>

	So, an employee can enjoy the total 20 days leave except govt. holiday.	So, an employee can enjoy the total 24 days leave except govt. holiday.
--	--	--

- **Conveyance Allowances**

Every employee is entitled to Conveyance Allowance. Amount of such allowance is a fixed rate based on his/her Grade and position. Conveyance Allowance per month for General Staff is Tk. 300/- and for Management Staff and Engineering staff is 10% of their basic pay. Some of cases Engineering staff will be paid at actual he/she are working in outside of Dhaka.

- **Entertainment Allowances**

Every employee is entitled to Entertainment Allowance. Amount of such allowance is given at a fixed rate based on his/her Grade and position.

Deduction Part: On the other hand, in deduction part, there are provident funds, income Tax, absent and leave without pay deductions and other issues.

- Unauthorized absence from duty (as per rule).
- Damage to, or loss of, goods expressly entrusted to the employee for custody, or for loss of money for which he or she is accountable for, where such damage or loss is directly attributable to his or her negligence or default.
- Recovery of over payment of salary or benefits, if any.
- Income tax payable by the employees according to the Income Tax Act 1984.
- Contribution of Employees Provident Fund

4.6.2 Leave Management System

Leave Information:

All DGPL permanent employees are entitled to avail leaves as per the existing company policy .Employees are encouraged BU/CD at the beginning of the year which helps to ensure smooth operation during the absence of the employee.

Following leaves are practice which is eligible only by the permanent staff of DGPL.

Types of Leaves:

- a. Earned Leave:** 14 Days (1 in every 18 working days)
- b. Casual Leave:** 10 Days (Does not carry forward to next year)
- c. Sick Leave:** 14 Days a year but based on situation (Does not carry forward to next year)
- d. Maternity Leave:** 6 months
- e. Other Leaves & Holidays:** As per the calendar of Bangladesh Government. Be absent from duty or leave station without obtaining prior permission from the competent authority; or without giving prior intimation to the organization; the salary will be deducted by calculating from his Gross Salary.

Annual leave

Permanent employees are entitled to avail Annual Leave. During every year the management employee is entitled to annual leave for period of 04 calendar days, which is to be arranged with the consent of the supervisor. The annual leave must be availed latest 31st December in the calendar year in which the annual leave is accrued. If annual leave is not availed by this date without the prior written consent of the company, such leave is forfeited without any legal right to claim compensation. For non-management employee the entitlement of annual leave is 04 days for first two years, thereafter 14 days in a year. Annual leave cannot be accumulated for more than 30 days.

Casual leave

All permanent employees are entitled to avail Casual Leave. Casual Leave is granted for absence from duty due to only emergency causes. 10 days Casual Leave is allowed to each employee per year with full pay. This is allowed even during probation period .Casual Leave cannot be taken for more than 3 days at a stretch. Casual Leave cannot be a Casual Leave on the following ground:

Ground	Maximum days allows at one time
Own Marriage	3 days
Marriage of near relatives	2 days
Death of family member	2 days
Birth of own child	1 day
Sickness of spouse/own child	2 days
Attending examination(1 day for each day of exam up to a maximum of 3 days)	1 day
Essential private work at office hour	1 day
Non-gazette religious holiday	1 day

Figure: 6, A Casual leave distribution

Sick Leave

All employees are entitled to avail sick leave. Sick Leave is fixed at 10 days per year with full pay. It can be accumulated maximum up to 14 days. The management is to be informed about absence due to illness on the same day. If there is no way/possibility to do so, information is given in written within 3 days .Sick Leave for more than 3 days has to be certified by a registered physician .This certificate is to be submitted within one week of absence and has to show the diagnosis and the duration of absence from duty. Absence from 4th day onward without the certificate will be considered as unauthorized absence without leave.

Maternity Leave

Every women working for a period of not less than nine months immediately preceding the day of the delivery shall be entitled to have twelve weeks maternity leave of which 6 week will be prior to confinement & 6 week after confinement .

Paid Festival Holidays

As per circular issued by the Management on the basis of the public holidays declared by the Government.

Compensatory Leave

All personnel deprived of any weekly festival holidays due to company work is allowed Compensatory Holidays with prior approval of management. Provided that working hours in a day is not less than 6 hours.

Leave without pay

In case of leave without pay, the employee avails the leave without salary specific for the leave days.

- **Leave Process Description:**

Step1- Leave Balance Stat

Step-2- Filling the Leave Form

Step-3 –Apply for Leave to the Supervisor

Step-4-Approval from HOD

Step-5 Leave Record Maintenance by HR

4.7 Development – Training, Orientation

4.7.1 Training and Development

Training is a learning process through which people get skills, concepts, attitudes and knowledge to aid in the achievement of goals. There are many objective works behind the training and development. In D G Power Ltd. there is a huge opportunity to get the training and nice accommodation is established for the training process. The schedule of training and performance is excellent. Assistant General Manager, Human Resources look after the whole process where the training and development needed. Some of the objectives for conducting training and development are given below:

- Instruction of new employees.
- Knowledge on new method.
- Knowledge on company policy.
- Knowledge on company customer relation.
- Change of attitude.
- Personal growth.
- Ensuring loyalty.

- Reduction of labor turnover.
- To increase productivity.
- To improve quality.
- To help the company to fulfill its future growth.
- To improve organizational climate.
- Behavior change.

4.7.2 Methods of Training and Development

Some of the training methods are normally followed in D G Power Ltd. The immediate supervisor mainly responsible for giving the instructions and training to the subordinates. Some of the ways of training method like PowerPoint presentation, meeting, discussions etc. The specific topic is mentioned for the training like time management, computer maintenance, customer service etc.

4.8 Utilization – Evaluation and Performance Management

4.8.1 Performance Appraisal

The employees should be evaluated on a number of specific dimensions of job performance. Each of the specific dimensions of job performance used to evaluate an individual's performance so that it is not deficient, contaminated, distorted or irrelevant.

The responsible person to conduct performance appraisal system in D G Power Ltd. is given below:

- Supervisor
- Weighted checklist

For appraisal of the employee the following process is as follows:



Figure: 7, appraisal of the employee

4.8.2 Methods Using for Appraisal

D G Power Ltd. uses specific ways in which HRM can actually establish performance standards and devise instruments to measure and appraise an employee’s performance. Two approaches exist for doing appraisal: employees can be appraised against:

1. Absolute standards &
2. Relative standards

4.9 Employee Relations – Grievance handling and counseling

4.9.1 Employee Relations

D G Power Ltd. emphasis on wonderful employee relations with long term perspective, so that the employees retains for many years. D G Power Ltd. is careful on ethics, justice and fair treatment for every employee in order to ensure employee relations.

In D G Power Ltd. there are good practices of ethics. There are several policies to ensure ethics, for example,

- Equal Employment Opportunity Policy and
- Sexual Harassment Policy

These two policies indicate that D G Power Ltd. is highly motivated to ensure ethics in workplace. Ethically D G Power Ltd. is very committed that all employees will get fair treatment in every aspect of work life.

Justice is also a very important concern of D G Power Ltd. in every cases, D G Power Ltd. ensures justice for all employees. In case of any occurrence, justice D G Power Ltd. investigates with high level of importance and endures

Fair treatment is also for every employee ensured by D G Power Ltd. Here, HR department ensures that all employee gets equal treatment in every sector of work life.

CHAPTER FIVE

Activities of the impact study of the Employee Satisfaction Level of D G Power Ltd.

5.0 Activities of this Impact Study

Activities of the proposed study can be organized under three phases, such as

- Phase I : Beginning Phase
- Phase II : Survey/ Data Collection Phase
- Phase III : Reporting Phase

A table given below will clearly explain the above-mentioned three phases of activities of the proposed study.

Phases	Activities
Phase – I beginning Phase	Collection and review of relevant documents, Development of data collection techniques, Developing guidelines for Focus Group Discussion, Preparation for Field Investigation, guidelines in consultation with the DG Power Ltd. authority.
Phase – II Survey/Data Collection Phase/ Field Work	Development of Data gatherings, monitoring and supervision of the work, Data Analysis, Plan and techniques, Field Data Collection.
Phase – III Reporting Phase	Editing Data, Data Computation, Analysis of Data and Preparation of Tables and prepare graphical presentation, submission of tables and reports to proper authority

Figure: 8, Table of three phases of activities of the proposed study.

5.1 Data Collection Instruments

In conducting this study-work, interviewing method will be used for data collection, while a checklist would enable to record direct observation. A combination of structured and unstructured interview schedules would help to generate information for this study. Along with interviewing techniques Focus Group Discussion technique will also be used to approach the various issues to assess and to generalize information within a very short period of time.

The following Table gives a preliminary description of type of data needed, sources of data and instruments to be used for collecting data

Type/Class of Data	Sources	Data Collection Techniques	Data Collection Tools
Application Of Knowledge	Sample Respondents	Interviewing, Administering Written Questionnaire, Focus Group Discussion	Checklist, Questionnaire, Guideline for FGD
Impediment Related to Application of Knowledge	Sample Respondents	Focus Group Discussion	Guideline for FGD

Figure: 9, Data collection Instrument

5.2 Work Plan

The proposed work plan is presented in next table. The plan shows detail tasks, their inter-relationship and time requirement to complete the task.

SL. No.	Activities	Training In days	Weeks											
			1	2	3	4	5	6	7	8	9			
1	Mobilization of study team	2												
2	Determination of data requirements and data specification	5												
3	Determination of sources of primary and secondary data	2												
4	Design & preparation of questionnaire for data collection	3												
5	Finalizing of questionnaire	2												
6	Reproduction of questionnaire	2												
7	Collection of primary data interviewing FGD	14												
8	Editing, completion & analysis of collected information	9												
9	Preparation of the draft of the final report	12												
10	Submission of the draft report	1												
11	Incorporation of contents & suggestions, preparation and printing of the final report	9												
12	Submission of the final report	61												

Figure: 10, Work Plan

5.3 Data Collection and Analysis

In the light of variables, data collection tools and techniques discussed above, a general format will be prepared for gathering data, related to effectiveness of the study work, a special format will be devised for assessment of all required information.

CHAPTER SIX

6.0 Major Analysis of the Problem:

From the analysis of the observation, face to face interview and answering of questionnaire some factors are found of the HR practices and employee satisfaction. Mainly the outcomes of the analysis are mentioned in the report. 54 employees of D G Power Ltd. were selected for this study work. All of them were observed minutely at their work in different times in different condition and situation. All of them were interviewed in course of time with individual and common questionnaire. Written answer sheet was also collected from the interviewees under multiple-choice system. The three instruments of data collection in this regard were:

- Observation
- Face to face Interview
- Answering of questionnaire

6.1 Observations:

• I have observed the employees during entering office, at individual work, at group work, at meeting, at lunch, at tea break, at departure from office. Several and most of the conditions I have noticed and observed deeply and minutely. This observation continued throughout the tenure. All the participants were informed properly about the study work. So that I might have the actual result and picture of expression. The main observations are as follows:

- Out of total 90 employees, 52 persons work at corporate office. Rest 8 employees are in project area.
- At corporate office more than 95% employees enter in due time.
- More than 97% employees take tea and read newspaper before starting daily activities.
- Computer is used by almost 80% employees at corporate office.
- A strong Chain of Command was found.
- Decisions are mostly centralized.

- There are five different departments with individual activities.
- A strong and prominent networking was found.
- Employees seemed to be sincere at work.
- Salaries are found regular.
- Employees are strongly discouraged to take loan from office.
- Management appreciates employee's participation of different extra training & courses.
- Management wishes birthday and participate in marriage ceremony of the employees.
- Senior colleagues are found helpful.
- Head of departments are found extra attentive & caring to the top management.
- Top management is flexible for the junior employees.
- Prominent sub-culture is found under formal office culture.
- Interaction among employees is found intimate, informal and friendly.
- Incentive is paid on performance.
- Employees seem to be easy and homely at office.
- Employees wear regular and formal dresses.
- Meetings are found participative.
- Department heads are found as typical manager.
- Employees work here keeping in mind that it is a private company.
- Employees are not found at work, after regular office time.
- Besides clients a good number of people visit this office for different purposes.
- Marketing team leaders even executives are sent abroad at office expenses.
- Management organizes grand get together.
- Everyday lunch is provided by the office for the employees.
- More than 50% employees remaining in the office from the very beginning of the company.
- Regular promotion and bonus are paid on rules.
- Employees get other helps and supports from the company.
- Most of the employees feel this is their own.
- Employees are found very much respectful to seniors and top management.
- All stakeholders are found more or less happy with the company.
- Employees are found as flexible, sincere and punctual.

- Management is found rigid in much advertisement and propaganda.
- Top management shares ideas twice a month with all employees.
- Most of the employees are found around 35 years of age.
- More than 70% employees are within 30 years of age.
- Employees are recruited through written & viva voce.
- No favor for selecting any employee.
- Employees are seemed to be confident about the company.
- Employees enjoy Friday as holiday.
- Employees are entitled to have about 20 days leave in a year.
- Site or project work schedule is quite different from head office.
- Every site has a particular working schedule.
- Site deals with the workers, contractors and head office.
- Site has a close relation with land, marketing and purchase dept.
- Project supervisor works as the site in charge.
- Site employees are dependent on head office.
- There is a scope for site employees to be promoted.
- Site is inspected by head office regularly.
- Site employees are comparatively seemed to be happier than head office employee.
- Every site is being managed tactfully and with consent of head office.
- Site employees are hardworking, they are convinced and manageable.
- Site employees enjoy holiday by turn once in week.
- Project in charge reports to the Assistant General Manager, HR & Admin.
- Newspaper and tea is provided in each site.
- Every site has an entertainment budget.
- There is scope of corruption in site.
- Time is not well managed in sites.
- Site is not self-sufficient.
- Site is to face various types of obstacles.
- Site cannot provide instant decision. It depends on head office.
- Sites welcome all prospective buyers.
- All trainee executives visit different sites regularly.
- Prospective landowners also visit the sites.

- Actually sites and head office are closely interlinked and inter-dependent.
- Management is so far seems to be very caring about the employees.
- Employees seem to be treated as a family member of D G Power Ltd.
- Management puts greatest emphasis on selection of human resources.
- Management believes in long-term relation with all the employees.
- Management cares its all existing clients and landowners very whole-heartedly.
- Of course clients also pay a lot to D G Power Ltd.
- Management interested to distribute power in different level of employees.
- Still top management is aware of each employee.
- Management is found resourceful, wise, matured and dynamic.

6.2 Face to face Interview

After observation the company, management, employees and procedures I have concentrated on face-to-face interview. 40 employees are being interviewed with a preset bundle of questions. The asked questions are as follows:

1. What's your name?
2. What is your educational background?
3. How long you are been in this company?
4. What is your present designation?
5. What is your take-home now?
6. Do you enjoy your activities?
7. How you feel your colleagues?
8. What you think of your company?
9. How do you feel of your company?
10. Do you want to say something about your top management?
11. Have you ever got any extra favor from your management?
12. Have you received any amount of loan from your company?
13. Do you think company would help you in genuine case if required?
14. To what degree you can depend on the company?
15. What do you want to say about your office time?

- In answer of question no. 10 Wise / Resourceful / Matured / Supportive / Fit.
- In answer of question no. 11 Leave / Loan / Recommendation / Gifts.
- In answer of question no. 12 Yes / No.
- In answer of question no. 13 Of course as when necessary / definitely Confused
- In answer of question no. 14 Fully / 100% / Completely / Not really / Partly.
- In answer of question no. 15 Ok / typical / long hours / don't care / needed.
- In answer of question no. 16 Ok / Satisfactory / Acceptable / Not much.
- In answer of question no. 17 Prestigious / Hard job / Participative required.
- In answer of question no. 18 Greets / Support / Organize / Participate.
- In answer of question no. 19 Best / Caring / Helpful / Supportive / Disciplined.
- In answer of question no. 20 Bad management / Hard
.....
- In answer of question no. 21 Nice / Excellent / Typical / Better / Good / Bad.
- In answer of question no. 22 Not really / No bossing / high bossing / Not at all.
- In answer of question no. 23 Yes / of course / Sometimes / No / Regularly.
- In answer of question no. 24 Yes / 100% / definitely / Not really / Sometimes.
- In answer of question no. 25 Yes / Not all time / I believe so / certainly.
- In answer of question no. 26 Group of companies / International /
- In answer of question no. 27 Not at all / Never / in some case / Yes / I don't think
- In answer of question no. 28 Fine / Positive / Helpful / caring / Bad Average.

- In answer of question no. 29 Own business / Yes / Better option / No / Never.

6.3 Answering of Questionnaire

A formatted questionnaire was served among the 54 employees for written answering based on multiple-choice option. 100% participant submitted the questionnaire after completion of answering. No hints or suggestion was given for fulfilling the questionnaire. It was just said to fill it up. We put emphasis on the matter that which condition and requirement are more desirable to an employee. It might be better work environment, it might be higher salary, it might be combination of both or it might be one with other and vice versa. Employees were also requested not to discuss with other or consult to seniors. The answer % is given by the side of options. The questionnaire was as follows:

Are you satisfied on your salary?

Yes	09%
No	71%
Of course	09%
I deserve more	11%

Do you feel honor for doing job in this company?

Yes	98%
Of course	02%
Not all times	00%
In time to time	00%

Do you think your seniors are more qualified than you?

Yes	68%
No	03%
Not at all	00%
I think so	29%

What is your opinion about sustaining of your company?

Sustain for long	68%
It is questionable	00%
Will sustain logically	32%
Will not sustain for long	00%

How you feel when personal visitors come to your work place?

I feel ashamed of	00%
I cannot entertain	00%
Visitors feel no hesitation	11%
I feel pride because it's a good environment	89%

Do you think yourself as an important part of the company?

Yes	72%
Not always	03%
In sometimes	02%
I believe so	23%

How you find your controlling officer?

Very good	65%
Supportive	34%
Bad	00%
Non cooperative	01%

I cannot be Boss suddenly, because -

This is not logical and proper way to be promoted	50%
I need to be fit for the post first	40%
Now I don't deserve the position	09%
CEO will not allow me for this position now	01%

If I have been promoted to my boss’s position -

I will do what my boss was failed to do	02%
I will be more effective in taking decision	13%
May be I will follow my boss’s example	85%
I will do whatever I would like to do.	00%

Do you think the management evaluates you properly?

I believe so	89%
Yes	11%
No	00%
Not always	00%

Are you sure your management is honest and committed to quality?

I am sure	97%
Yes	03%
No	00%
I am not sure	00%

Your working time shares with?

Boring time	00%
Amusement	89%
Support from colleagues	11%
Disliking	00%

When I fail to get my boss?

I ask him and try to be cleared about his instruction	98%
I fear to ask him second time the same thing	00%
I want to avoid my boss	00%
I instantly say ‘Pardon, would you tell me again sir’	02%

Do you have any misunderstanding with colleagues?

I go to him and try to solve the miscommunication.	91%
I wait when my colleague will come to me to say sorry	02%
I take it as mistake and try to solve it as soon as possible	06%
I don't care. Let's see what happens.	01%

You think the most important thing in work is -

Work-nature	01%
Work-environment	97%
Pay-package	01%
Supportive boss	01%

Company pays you -

Salary	11%
Better work-environment	85%
Honor and safety	04%
Nothing, company only takes from me	00%

Have you felt company did injustice on any employee?

No and never	99%
I have never noticed	01%
Several times	00%
In some cases	00%

Is your company in top ten Power engineering companies?

I believe so	02%
No	00%
It is no. one power engineering Company	98%
May be	00%

What is said by your associates of the company?

Management is matured and do work properly with rules	96%
Management honors associates highly	04%
It is a company with typical management like other one	00%
Associates never make positive example of this company	00%

CHAPTER SEVEN

7.0 Findings from the Study

From observation, face-to-face interview and multiple choice option based questionnaire some general findings came up with which are as follows:

- In short time D G Power Ltd. is going to be a group of companies.
- Out of total 90 employees, 54 persons were selected for the purpose of study.
- Employees are found devoted to the company with very minor negativity.
- Employees receive different salary based on performance and designations.
- Employees are found regular, systematic and work-lover.
- Employees have full and whole-hearted respect and support for the management.
- Management seems to be resourceful and matured enough.
- Management helps/ greets/ pays and supports its employees.
- Management allows extra leave for the employees.
- Employees seem to be satisfied with the company with very minor negativity.
- Employees seem to be honored for working in this company.
- Employees are found self-respected and confident of their respective works.
- Employees are trained up to do all activities of the departments.
- Employees are found very much aware of company's image and goodwill.
- Employees are department based. Very minor scope of transfer in other departments.
- Top management tries to be informed about all the employees through department heads regularly.
- Salary, bonus, incentives are found very regular and in time.
- Employees are found feeling for the company.
- Employees are found appreciating of the work environment.
- Most of the employees want to continue with the company.
- Employees feel that work volume is not high in this company.
- Employees feel accountability is high but it is not felt necessary.
- Employees highly appreciate tea, lunch and other facilities, provided by the management.

- Employees are found to believe that management would help them when it is needed.
- Employees are found very participative in the study work.
- Management put emphasis on employee’s family background in selection.
- Management wants all employees as good human being.
- Management is found interested in much advertisement.
- Employees praise management, work-environment and colleagues.
- Maximum employees feel a sense of security in this company.
- This basically is a one-man based company.
- Employees have the option to place opinion.
- Generally there is no recruitment in the senior positions.
- Promotion is absolutely performance basis, like salary.
- Top management interferes in all details usually.
- Department heads have authority mostly on all the issues in department.
- Company takes place in various events management in home and abroad.
- It is a technologically advanced company.
- Supervision level of all activities is very prominent.
- Generally top management shares with employees, when necessary.
- Management provides general gifts to employees occasionally and even repeatedly.
- This management never becomes hot and angry instantly. It finds the reality.
- This is an employee-supported management.

7.1 Analysis of These Findings

Out of total 90 employees 54 persons were selected for the research of different educational and family background, different designations, different salaries and of course of different ages.

- Most of the employees are found as good human beings as efficient. Management is so far realized very cooperative, supportive and logical.
- More than 71% are not happy with the salary.
- More than 98% employees are happy with the work environment
- 100% employees appreciate office time and leave arrangement.
- 100 % employees are very much optimistic regarding the bright future of the company.

- 100% employees think management as real and fit and dynamic and logical.
- 100% employees believe this is an exceptionally good management of the company.
- 100% employees believe them secured both in financially and in support from management (though they are not satisfied with the salary).
- 100% employees believe they are in the best Power engineering company of the country.
- 100% employees believe their colleagues are better than him / her.
- 100% employees are found aware of goodwill of the company.

7.2 Measurement of Employee Satisfaction

From the analysis of the problems and data and also analysis from the finding of the study it is clear that employee satisfaction of D G Power Ltd. is satisfactory and it depends on various elements like salary, working environment and activities etc. It is important to determine the employee satisfaction for the improvement of task and workings because better the employee satisfaction the greater the outcomes of the organization.

CHAPTER EIGHT

8.0 Recommendations:

Management should pay a competitive salary, bonus, increment and in time.

Management should revise their salary structure and align with market with immediate basis.

Management should also review their other financial and not financial benefits

Management should extend all its possible facilities to its employees.

Management should evaluate employees on merit, experience & efficiency basis.

Management should look after always the work environment for its betterment.

Management should provide congenial and soothing work environment

Management should provide effective training to all its employees.

Management should take action after full and through investigation.

Management should organize events for interaction among the employees.

8.1 . Conclusion:

The aim of the study was to identify the overall HRM operation and observe different condition related to employees of the organization. The key factors of the condition were salary, work-environment, dealings with colleagues, boss, management tone, organizational culture, organizational nature and some hidden matters or issues related to employees and management of the organization.

The study discloses that employees want competitive salary, pleasant work environment, good management with top management's support & inter-action, scope of presenting own views, cooperative colleagues, future safety, company in right path, regular merit based promotion, increment & bonuses, expansion of company, increasing of goodwill of the company, management's support and services, management's values for the employees and management's sharing in personal or social occasions. On the other hand management wants good human being as employees who want to learn always. Management wants employees to be efficient, polite, obedient, loyal, truthful, devoted to work, honest, sincere and satisfied.

The research says finally that, employees are dissatisfied with low salary and want to switch

over for bad work environment and satisfied with high salary with better work environment. But employees of this organization still getting average salary but very much happy and highly satisfied due to only having better work-environment. This is the bottom line of the entire study work.

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