

Report On
Employee training and retention in ABC facilities services

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

Brac Business School

Brac University

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Declaration

It is hereby declared that

1. The internship report submitted is my 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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Designation, Department

Institution

Letter of Transmittal

Ahmed Abir Choudhury

Senior Lecturer

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Kha-224 Merul Badda, Dhaka-1212

Subject: Submission of Internship Report “Employee training and retention in ABC facilities services”.

Dear Sir,

I would like to thank you for monitoring and assisting me throughout my internship for the completion of my BBA. This internship program has afforded me the chance to gain experience in one of the newest and least-explored business fields in Bangladesh and has greatly increased my existing knowledge.

During my internship, I was tasked with researching the “Employee training and retention in ABC facilities services” with a particular emphasis on organizational and managerial skills. In addition, the study offers an in-depth analysis of the human resource practices of ABC facilities Ltd.

Please feel free to contact me with any questions. I am happy to answer any questions you may have about the project. Thank you.

Sincerely yours,

Jabir Taky Shuja

18304100

BRAC Business School

BRAC University

Date: November, 2024

Non-Disclosure Agreement

I signed an agreement with ABC facilities Ltd. granting me permission to use and access all business information in order to complete my internship report, "Recruitment and Selection Process at ABC Facilities Ltd.." Except where otherwise noted, the supervisor of my organization has expressly authorized and directed the acquisition of all corporate data and information included in this report. Thank you for allowing me to use your data in my report. Thank you for your cooperation. For the course and as an intern at ABC Facilities Ltd., a complete presentation and report are required. The company's supervisor severely prohibited the use of sensitive information.

This agreement may only be amended in writing and signed by both parties.

Name of Company: ABC Facilities Ltd.

Supervisor Name: Engr. MD. Shafiqul Islam Deputy General Manager

Name of Student: Jabir Taky Shuja

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Acknowledgement

Praises be to Allah, the gracious and all-powerful. This report would not have been written without his permission. Without someone's inspiration and ideas, it would not have been possible to finish my report on time. My mentor at ABC Facilities Ltd., MD. Shafiqul Islam , taught me a lot during my internship. His assistance was crucial in writing this report. My internship report, titled "Recruitment and Selection Process at ABC Facilities Ltd.," was greatly improved by Ahmed Abir Choudhury's help. Thank you, too, to my coworker, whose directions I followed with great success.

I had a lot of interaction with them during my internship. It would have been quite difficult to do this task without them. My parents and a select group of friends have been with me every step of the way, and I am grateful for their unwavering encouragement and companionship. Further, I would like to express my deep gratitude to everyone who contributed to the report's creation.

Executive summary

This report delves into the recruiting and selection practices at ABC Facilities Ltd., a prominent facilities management company in Bangladesh. I had the opportunity to intern there for three months during my Bachelor of Business Administration program. My internship experience provided me with invaluable insights into the HR industry and allowed me to gain hands-on experience in various HR functions.

The report focuses on the crucial role of employee training and development in enhancing employee retention and service quality. ABC Facilities has effectively implemented training programs that have led to a significant reduction in employee turnover. Additionally, the company offers competitive compensation, flexible work arrangements, and career advancement opportunities to further boost employee satisfaction and retention.

I analyzed the company's recruiting and selection process, including resume review, candidate sourcing, interviews, and onboarding. They use various methods used to attract potential employees, such as leveraging online job platforms like BDJobs.com.

Based on my internship experience and the analysis of ABC Facilities' practices, I offer recommendations to further improve their recruiting and selection process. These recommendations include implementing structured interview formats, utilizing skills assessments, and strengthening their employer branding strategy.

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1. Introduction

1.1 Employee training and retention in ABC facilities services

Introduction to ABC Facilities

One of the leading facility service providers in Bangladesh is ABC Facilities, offering integrated facilities management services. (*ABC Real Estates Limited*, n.d.) In accomplishing its commitment to enhance efficiency with an exceptional service, ABC Facilities gears its approach toward meeting specific needs that the client wants. Since its inception, the goal has always been to change the face of the facilities services industry in this country. The services it offers include waste management, cleaning, maintenance, security, and technical support. Since they have been in business for some time now, they can also accommodate a wide range of customers-both homes and companies, hospitals, and even educational institutions-by adapting to the particular needs of each sector. (ABC Real Estates Ltd., 2024)

The mushrooming growth of its communities and businesses has translated into an unprecedented increase in demand for professional facilities management services. ABC Facilities understands how sensitive it is for their customers to possess well-secured, efficient, and sustainable facilities. They use the most up-to-date technology and tested methods to make sure that their managed space is not only useful but also regenerative and will contribute to increased productivity. They believe their success is due in great part to a firm commitment to training and staff development, believing that providing the best possible service requires a motivated and well-trained work force. (ABC Real Estates Ltd., 2024)

ABC Facilities values training and development for their employees. Therefore, they invest their resources in various programs of training. Such training, in nature, would involve showing the way of correctly doing the job; in their case, fixing things and serving customers. A strong emphasis on continuous learning also keeps them abreast of the latest happenings and trends in their industry. The training aspect that ABC Facilities focuses on enhances employee performance and further enhances job satisfaction and loyalty. (*Real Estate & Housing Association of Bangladesh*, n.d.)

ABC Facilities aims to retain happy and motivated long-term staff. They understand that happy employees serve the customers better. Due to that, they strive to offer salaries with a competitive edge, advance the workers internally within the workplace, and make the workers feel appreciated. They also attempt to offer personnel retention and some sense of community by their appreciation

and reward of good work. This way, ABC Facilities is able to retain its employee satisfaction and efficiency in business. (The Business Standard, n.d.-b)

The growth of the facilities management market in Bangladesh places ABC Facilities in a very good position to respond to changing customer expectations and market demands. It is the firm's intention to maintain its competitive advantage while further solidifying its position as an industry leader through a strategic focus on employee engagement, training, and retention. This research will look into the ways ABC Facilities successfully applies these principles in order to improve staff performance and retention as part of the means of continued success within an ever-expanding facilities services industry.

1.1.1 background/literature review

With today's service-based economy, businesses like ABC Facilities rely a great deal on workers, especially for such labor-intensive industries as building management, which encompasses services related to cleaning, maintenance, and security. As Bangladesh becomes increasingly urbanized and the demand for clean business and residential areas continues to rise, facilities management marks a growth in the country-a sure sign of how vital expert services are to the economy. Despite such growth, ABC Facilities still faces high labor turnover, which raises costs, operationalizes complexities, and diminishes the quality of service. Workers in this industry are underinvested in professional development since they are sometimes regarded as disposable. Such a view depresses morale and allows for limited career advancement avenues; it also encourages employees to relocate elsewhere for better opportunities.

ABC Facilities acknowledges that workforce retention is a pre-requisite for reliable excellent service. Workforce retention of the skilled employees minimizes costs in the long run, disruption is reduced, and service delivery is enhanced. The more experienced and longer-serving your staff, the more competitive advantage they will be to any organization through enhancing problem-solving capacity, broadening operational experience, and developing relationships with clients. With regard to ensuring employee loyalty and satisfaction, ABC Facilities places considerable responsibility emphasis on training and development.

Quality training equips employees with both technical and social skills that engender a sense of appreciation and motivation. (*Continuing Education Classes, Online Classes - ABC Real Estate*

Training - Haverhill, Ma, n.d.) The very investment of training employees in the developing Bangladesh facilities management industry results not only in a committed team but also in improved service quality. However, lack of involvement alongside low pay and little prospects in terms of professional development continued to be an issue for the business in terms of retaining employees. With ABC Facilities offering career development opportunities and a favorable work environment, these problems are expected to be resolved, leading to a reduction in labor mobility and, consequently, enhancement of worker stability. Besides that, investment in employee training is one of the long-term strategies stimulating the motivation for sustainability. By creating an employee-friendly culture with visible opportunities for advancement, ABC Facilities can retain talent, raise the quality of the services provided, and stay competitive in a growing market.

1.1.2 Objective(s)

Analyze how employee training affects job performance. This goal is to understand how organized training and development initiatives improve worker productivity and efficiency in the facilities services industry.

Important fields of analysis consist of:

Operational Standards: Trained employees have a greater capability of meeting and fulfilling operational standards, which are quite crucial for this industry since one can always be assured of uniform and timely delivery of service.

Service Quality: Staff who receive adequate training can offer exemplary services, resolve client problems efficiently, and carry out jobs entailing technological expertise. Case studies or examples in regard to where such training has succeeded in bringing remarkable improvements in service quality will be examined in the report.

Business Performance: There is a direct consequence of better employee performance on the overall business outcomes, including profitability, client retention, and satisfaction. Indicators of achievement will be discussed as the study shows how training expenditures generate measurable business advantages. **f Assess Training Programs' Impact on Employee Retention** This objective assesses the impact of different kinds of training programs on employee retention rates.

The study will investigate: Decreased Turnover Employee development programs are associated with lower turnover rates for the organisation. Effective training addresses the causes of job dissatisfaction and thus can result in an even more secure work force.

Job Satisfaction: Workers who receive training tend to show more satisfaction in their jobs since they feel capable and secure in their roles. Surveys or research findings that depict this relationship will be coated with the report.

Employee Loyalty: There is a greater chance that employees will be committed to staying with a company when they can see that the business is investing in their future. This section explores some long-range benefits derived from promoting loyalty through ongoing training and development. Analyze Ways to Improve Retention by Professional Growth and Development Provided with focused skills-building and career development, companies are able to improve retention by applying these listed best practices and strategic methods to meet this goal.

Important areas consist of:

Career Progression Pathways: Career development choices for clearly visible and accessible career advancement provide a sense of purpose for employees and encourage them to want to stay and grow with the organization. The report will discuss in depth how effective career advancement frameworks are set up. Continuous Professional Development: emphasizing the importance of continuing education and training programs, keeping staff members current with market developments and industry best practices. A company with a learning culture will have a higher success rate of adaptability in change and retention of top talent.

Alignment with Organizational Goals: It helps provide a well-organized workplace helpful for the work force and the company by ensuring that employee training programs are assisting in the attainment of long-term goals of the company. Recommendations on how to incorporate employee growth with strategic planning may be presented in the study. In trying to meet these three objectives, this study aims to equip the reader with deep understanding of how training programs and employee retention can serve to enhance both stability and productivity of employees in the facilities services industry. Organizations may then apply this to inform decisions that help improve success within operations and employee satisfaction, based on the established links of these elements.

1.1.3 Significance of ABC Facilities

ABC Facilities is crucial because it acts as one of the major players in the facility management industry in Bangladesh. (*GLG Assets Ltd - a Top Rated Real Estate Developer Company in Dhaka Bangladesh*, 2024) While the growth and development of the urban areas are taking place, the demand for this industry is hunting professional services that ensure quality solutions to meet the diversified needs of the clients.

Enhancing Operational Efficiency Improving the Efficiency of Activities By providing necessary services like cleaning, maintenance, and security, ABC Facilities plays a significant part in assisting businesses in running efficiently. These services ease businesses of the burden of facility management, allowing them to concentrate on their core competencies. Consider, for instance, a significant office building that is the house to several businesses. Businesses within can concentrate on their primary functions, such as customer service or product development, if ABC Facilities ensures sure that all maintenance duties, such as replacing broken lights, keeping the air conditioning in good working order, and keeping the space tidy, are completed. Because their workers are working in a clean atmosphere, they not only save time but also promote productivity.

Creating a Positive Work Environment Creating a Great Workplace How people feel about their occupations is greatly influenced by their workplace. ABC Facilities ensures that the facilities they monitor are well-maintained, useful, and beneficial to work in in order to provide a comfortable and convenient work environment. Think of a school or hospital where the equipment is in good operating condition and everything is maintained orderly. The cleanliness improves the mood of the personnel, doctors, and teachers, which increases their motivation and satisfaction. Employees are more likely to be engaged and perform effectively when their workstations are organized and tidy. On the other hand, a complex or poorly run facility could cause annoyance and dissatisfaction, which could impair general job performance.

Investing in People Making an Investment in Human Capital ABC Facilities recognizes that its most valuable asset is its workforce. One of the main ways that the business stands apart is by investing in the training and development of its employees. While security guards can be taught in cutting-edge safety protocols, janitors might receive specific instruction on how to use industrial cleaning equipment. In addition to improving task performance, this investment in employees' skill sets

increases their self-esteem and job satisfaction. In addition, employees are more likely to remain with a firm for a longer period of time and lower turnover rates when they believe that the company is investing in their careers. An employee who opens as a cleaner, for example, but, via training and development programs

Contributing to Economic Growth Supporting Economic Development ABC Facilities actively contributes to Bangladesh's economic development in addition to offering services. ABC Facilities is assisting people in obtaining steady employment by generating jobs in cleaning, maintenance, security, and other facility management services. Consider a young person who would have trouble finding employment in a rural place. They not only get a job when they join ABC Facilities, but they also pick up new skills that will help them advance in their careers. Furthermore, the organization helps to create a trained labor force that promotes the economy. ABC Facilities is in a strong position to drive this growth as more companies and sectors look for expert facilities management.

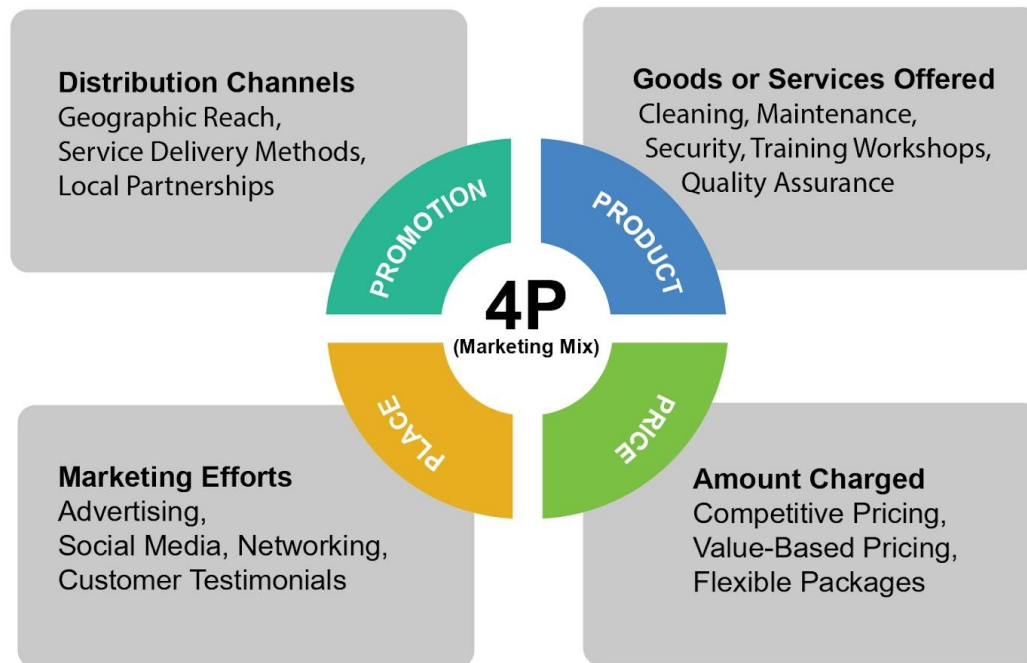
Fostering Customer Satisfaction Encouraging Customer Satisfaction One of the company's primary priorities is making sure that consumers are satisfied with the services they receive. For instance, if a hotel operated by ABC Facilities is kept clean, secure, and well-maintained, guests are more likely to have a positive experience. As a result, they are more likely to return or recommend the hotel to others. The same premise applies to the workplaces, medical facilities, and other facilities that are managed by ABC Facilities. Satisfied clients are more likely to recommend ABC Facilities to others and utilize its services again, which increases commercial opportunities and elevates the company's reputation in the industry.

Improving Employee Retention Human Resource Retention Human resource retention is a very critical issue since high turnover rates hurt the facility's activities, processes, and performance. The loss of experts resulted in specific knowledge and skill gaps leading to poor services. In addition, recruitment and training are costly and time-consuming activities. These challenges can, therefore, be minimized if the ABC facilities attempt to improve worker retention. Some tactics to retain them include flexible working hours, good salary, and job promotion prospects. For example, if an employee knows that they may grow in their work by accepting more responsibility or getting promoted, they are more likely to stay with the organization. Tactics to keep employees happy include flexible work hours, competitive compensation, and opportunities for career progression. For instance, if an employee knows that they can easily get ahead in their profession by working more responsibly or being promoted, they are most likely to continue staying with the firm. Since they are able to manage their personal and professional life effectively, employees allowed to have flexible

working schedules also lead a healthy life, which in turn reduces the chances of their resigning from the firm. By practicing such retention strategies, ABC Facilities can retain more experienced and reliable employees, which means an increase in service quality while reducing the cost of turnover.

In addition to its position within building management and repair, ABC Facilities is renowned for its positive impacts on consumer satisfaction, employee engagement, and Bangladesh's economic growth through best services and investments in employees, ABC Facilities tops the ratings of the facilities management sector. (Fida, 2024)

4PS of Marketing Mix



1. Product

The services and goods that the business provides.

ABC Facilities:

Cleaning: maintenance services for workplaces, schools, and hospitals.

For Example, in order to maintain a sterile environment—which is essential for patient safety and health regulations—a hospital may hire ABC Facilities for specialist cleaning.

Maintenance: Continuous maintain and urgent repairs for electrical and plumbing systems.

For example, ABC Facilities may regularly evaluate a mall's HVAC system to guarantee that consumers enjoy a comfortable shopping experience.

Security:Equipping various facilities with trained security personnel. To increase safety and avoid robberies, for example, a corporate headquarters can be secured with skilled security personnel who regularly monitor the area and control access.

Extra Products Offered: ABC Facilities may offer the following in addition to standard services: Workshops for client training on topics like energy conservation methods or proper equipment usage. For example, if corporate clients wish to improve their sustainability efforts, a training on eco-friendly cleaning products might be organised.

Assurance of Quality: The business maintains excellent standards by: **Frequent Training:** To stay current with the newest methods and safety regulations, employees participate in ongoing training programs. For instance, employees who have received training in the newest cleaning technology are able to generate better outcomes, which ultimately results in customers who are more satisfied.

(Investopedia, n.d.)

2. Price

Definition: This involves how much the company charges for its services and the pricing strategy used.

ABC Facilities:

Competitive Pricing:

Conducting market research to ensure pricing aligns with or is better than competitors.

Example: If similar service providers charge \$20 per hour for cleaning services, ABC Facilities might offer a promotional rate of \$18 for the first month to attract new clients.

Value-Based Pricing:

Charging based on the perceived value delivered to clients.

Example: If ABC Facilities implements a new waste recycling program that saves a client significant disposal costs, they can justify a higher price for this service.

Flexible Packages:

Offering tiered service packages (e.g., Basic, Standard, Premium) to cater to different client needs and budgets.

Example: A small office might choose a Basic package that includes only weekly cleaning, while a large corporation opts for a Premium package with daily cleaning and security services. (Coursera, n.d.)

3. Place

Definition: This refers to how and where the services are delivered to customers.

ABC Facilities:

Geographic Reach:

Identifying and targeting urban areas with high demand for facilities management.

Example: Establishing offices in cities like Dhaka and Chittagong, where the growth of commercial buildings is rapid, can help ABC Facilities tap into new markets.

Service Delivery:

Using technology to streamline operations and enhance client convenience.

Example: Implementing a mobile app where clients can schedule services, track requests, and communicate with management can greatly improve customer satisfaction.

Local Partnerships:

Collaborating with local businesses to enhance service delivery.

Example: Partnering with a local maintenance firm can help ABC Facilities expand its service offerings without significant overhead costs. (*Welcome to LearnMarketing.net*, n.d.)

4. Promotion

Definition: This encompasses the marketing strategies used to communicate with potential clients and promote services.

ABC Facilities:

Advertising:

Creating targeted campaigns to increase brand awareness.

Example: Running ads in local business journals or on industry websites can help reach potential clients actively seeking facilities management solutions.

Social Media:

Using platforms like Facebook, LinkedIn, and Instagram to engage with clients and showcase services.

Example: Posting before-and-after photos of cleaned facilities or sharing testimonials from satisfied clients can enhance credibility.

Networking and Partnerships:

Attending trade shows and local business events to connect with potential clients.

Example: Setting up a booth at an industry expo to demonstrate services and build relationships with other businesses can lead to new contracts.

Customer Testimonials:

Highlighting positive feedback to build trust.

Example: Featuring a case study on the website where a local bank improved its customer satisfaction scores after hiring ABC Facilities can demonstrate effective results. (American Marketing Association, 2024)

5. People

Definition: This refers to everyone involved in the delivery of services, from employees to management, and how they interact with clients.

ABC Facilities:

Employee Training and Development:

ABC Facilities emphasizes the importance of ongoing training for its staff to ensure they are knowledgeable and skilled.

Example: Providing customer service training for cleaning staff can enhance their ability to interact positively with clients and address their needs effectively.

Management Engagement:

The management team at ABC Facilities should maintain open communication with employees to foster a positive work environment.

Example: Regular meetings where employees can voice their concerns or suggestions can improve morale and engagement. Managers could implement an open-door policy to encourage this dialogue.

Customer Interaction:

Staff members are often the face of the company, and their behavior can significantly influence customer satisfaction.

Example: If a security guard is friendly and professional, clients are likely to feel more secure and satisfied with the service provided.

6. Process

Definition: This refers to the systems and procedures in place that dictate how services are delivered to customers.

ABC Facilities:

Standard Operating Procedures (SOPs):

Developing clear SOPs for each service offered ensures consistency and quality.

Example: A detailed cleaning checklist that employees must follow during each service visit can help maintain high standards and ensure that no tasks are overlooked.

Service Delivery Workflow:

Streamlining the workflow for service requests can enhance efficiency and customer satisfaction.

Example: Implementing an online booking system where clients can easily schedule, reschedule, or cancel services can improve the user experience.

Feedback and Improvement:

Establishing a feedback loop where clients can easily provide input about the services can help the company identify areas for improvement.

Example: After a cleaning service, sending a follow-up survey to gather feedback on service quality can help ABC Facilities make necessary adjustments to their approach.

7. Physical Evidence

Definition: This involves the tangible aspects of the service that clients can see and experience, which reinforce the quality of the service provided.

ABC Facilities:

Branded Materials:

Using branded uniforms for staff and vehicles can help reinforce the company's identity and professionalism.

Example: Staff wearing uniforms with the ABC Facilities logo can make a strong impression on clients, signaling professionalism and reliability.

Office and Service Locations:

The cleanliness and organization of ABC Facilities' offices and service locations reflect the company's values.

Example: A well-maintained office can demonstrate the company's commitment to quality and attention to detail, influencing potential clients who visit.

Digital Presence:

The company's website and social media platforms serve as physical evidence of their brand and service quality.

Example: A user-friendly website showcasing testimonials, case studies, and service descriptions can build credibility and attract new clients. Engaging social media content can also reflect the company's culture and commitment to quality service.

2.1 Primary Research

We conducted structured interviews with key personnel at ABC Facilities, including HR managers, employees, and training staff. The focus of these interviews was described the following areas:

Types of Training Programs Offered:

As, we aimed to understand the range of training programs ABC Facilities offers to its employees.

The training programs were broken down into two categories:

Technical Training: This includes teaching employees specific skills for their roles. For example, managerial staff receive training on how to operate industrial cleaning machines safely and efficiently. Employees in maintenance roles are trained to perform routine inspections and repairs. One manager highlighted how introducing training on new energy-efficient equipment helped the company reduce energy costs while boosting employee confidence.

Soft Skills Training: ABC Facilities provides training to assist employees enhance their collaboration, communication, and customer service skills in addition to job-specific knowledge. For example, security personnel receive training on how to resolve problems and interact with clients in the most effective way. An example was presented by an HR manager that demonstrated how soft skills training reduced client discontent by assisting employees on the front line in handling client complaints more effectively.

Employee Feedback on Training Effectiveness: We asked employees for their comments in order to have a better understanding of how they perceive the effectiveness of the training programs.

Employees often said that the training they received made them feel more competent and prepared for their jobs. One employee said how taking a communication training made it easier to collaborate with coworkers and address customer problems in a more calm and knowledgeable way. According to another worker, the technical training increased their comfort level with cutting-edge machinery, which decreased mistakes and boosted productivity. These findings demonstrated that employee confidence and satisfaction are increased along with work performance through training.

Current Strategies for Improving Retention: We looked at the methods ABC Facilities presently use to lower staff attrition and maintain employee satisfaction. This involved going over the rules pertaining to:

Compensation: According to the employees, receiving motivation and competitive pay was a major factor in their workplace satisfaction. To motivate employees to perform better, for instance, incentives based on performance for reaching predetermined targets were quite successful.

Career Development: Strong customers for professional advancement were desired by the staff. Retaining employees was thought to depend heavily on offering them training that advances their careers. For example, one worker mentioned that they were given a supervisory position after finishing a management development course, which increased their dedication to the business.

Work-Life Balance: Flexible shift patterns and other flexible work arrangements were pointed out as crucial retention strategies. The capacity to balance work and personal obligations was highly regarded by employees. According to one worker, having flexible hours helped them combine childcare and work productivity, which increased their loyalty and job happiness.

We gained qualitative knowledge from the interviews on the actual difficulties ABC Facilities encounters and the elements that support their retention and training efforts. According to HR managers, providing ongoing training as opposed to sporadic sessions has proven very successful in maintaining staff members' motivation and engagement. Overall, this primary research's findings demonstrated the beneficial effects of working flexible hours on employee happiness and underlined the need of training in both technical and soft skills.

Secondary Research

We collected data for ABC Facilities from a variety of sources in order to have a deeper understanding of past staff training and retention statistics as well as industry trends. This is what we concentrated on:

Internal Document Analysis: by examining training manuals, HR policies, and employee turnover data from the previous period at ABC Facilities. In this inquiry, significant advancements were discovered. likewise, Over 28 percent of employees left in 2019, when training was insufficient. However, turnover decreased to 12% in 2021 as new training programs were implemented. This demonstrates how giving workers the skills and information they need not only increases their sense of competence but also motivates them to stay with the organisation. For example, the company's new training program on effective cleaning techniques significantly reduced employee attrition. As a result, high-quality training increases employee work satisfaction, which in turn reduces turnover rates.

ABC Facilities can increase job satisfaction and staff retention by emphasising efficient training and development programs, which will result in a more dependable and dedicated team.

Employee Turnover Rates

We observed that turnover rates were much higher in years with less training programs. For instance, the rate of turnover was over 30% in 2018, a year with little training possibilities. However, the turnover rate decreased to 15% in 2020 with the implementation of thorough training programs.

Employee retention and training quality appear to be closely related, based on this pattern. Employees feel more capable and secure in their roles when they receive appropriate training. Employees that participated in a new equipment maintenance training program, for example, reported feeling more competent and content with their employment, which decreased their possible risk of quitting the firm.

ABC Facilities may assist staff in developing their abilities by funding efficient training initiatives, which will increase work satisfaction and reduce attrition. As a result, employees become more dependable and dedicated, which eventually helps the business overall.

Industry Reports

We studied a number of studies about global and Bangladeshi trends in facilities management. These studies demonstrated that continual staff development is a top priority for many prosperous facilities management firms. For instance, businesses in the USA and the UK frequently provide online courses and seminars as well as other chances for ongoing education. Lower turnover rates and increased staff engagement have been associated with this kind of approach.

One remarkable example is a major UK facilities management firm that started a program that lets its employees go to training sessions on a regular basis. Over the next two years, they witnessed a 25% decrease in turnover and a 20% rise in employee satisfaction.

These methods are instructive for ABC Facilities. By putting such continuous training and development programs in place, the business may raise employee job satisfaction and skill levels, which will increase retention rates. In addition to benefiting staff, ABC Facilities will maintain its competitiveness in the market by implementing a continuous learning culture.

Benchmarking Best Practices

To find out how ABC Facilities can get better, we looked into other businesses' effective facilities management strategies. Clear professional growth pathways and mentorship programs are the main focusses of many of these organisations for example, In Australia, a well-known facilities management business has a successful mentorship program where new hires are guided by seasoned employees. In addition to assisting new hires with their onboarding, this program fosters close

relationships among team members. Over a three-year period, the organisation recorded a 30% improvement in staff retention.

At ABC Facilities, a comparable mentorship program would allow new hires to gain knowledge from more seasoned staff members, feel more a part of the firm, and envision a future with the company. Because they feel like they belong, they could remain longer, which would help the business by lowering turnover and raising service standards.

Tools and Analytical Methods

Understanding how well training programs work and how its effects include retention cortana here are some helpful tools:

performance evaluation software: software can be used to track down performances of employees in their jobs before and after attending a training. such as, if a maintenance worker is taught the use of a new equipment the software can help see their performance. This allows furthermore if we clear results and understand if training really helps employees to do their jobs in a better way.

Employee Satisfaction Surveys: Employees are regularly asked to fill out surveys about their respective job satisfactions and how they perceive the training that has been received. These services can help find employees satisfaction with their work and the impact of training the respective jobs. For instance, employees can be asked about their confidence dealing with clients after a customer service training program has been offered. The positive feedback again imply that it is an effective training

Turnover Data Analysis: in Baltimore where data is analyzed that shows the number of employees leaving the company over time. Through the turnover rates, changes after implementing of training programs can be seen. For example, a turnover decrease after introducing a training course can suggest employees satisfaction level to be increased and therefore less likely to leave. By the use of both qualitative and quantitative methods a complete picture of training and retention practices work in facilities services industry can be obtained. Additionally this approach can help facilities make informed decisions that can improve employee satisfaction and therefore keeping skilled workers on their team

By using both qualitative methods (like surveys) and quantitative methods (like performance data), we get a complete picture of how training and retention practices work in the facilities services industry. This approach helps ABC Facilities make informed decisions to improve employee satisfaction and keep skilled workers on the team.

3.1 Findings and Analysis

3.1.1 Training Programs and Skill Development

Various Training Programs Offered by the Company

In Bangladesh, different facilities management companies have several varieties of training programs intended to equip their personnel with the ability to perform their particular duties efficiently. While developing these training programs, attention is paid to the role the personnel plays and the requirements of the sector in particular. They include soft skills training, technical training, and developmental trainings among others.

Technical Training

Technical training among employees is important in fields such as cleaning, security, and maintenance, where particular skills and knowledge are expected to work effectively and safely. This generally includes safety procedures, usage of equipment, and technical know-how important for daily operation. Companies could opt to use either on-the-job training or conventional classroom instruction, depending on how challenging the role will be.:

Some of the common practice fields in cleaning and maintenance sectors involve on-the-job training, whereby workers learn by working with more experienced team members. Individuals are trained in handling cleaning materials, managing equipment, and work-related accidents.

For security personnel, formal classroom training would be more applicable, who would need comprehensive expertise in the use of security equipment, crisis management, and adherence to specific procedures or protocols. In this manner, training would ensure that the employees observe safety and other regulatory requirements.

By investing in comprehensive technical training, facilities management companies may ensure adherence to industry standards while also improving staff performance and safety.

Soft Skills Training

Soft skills, like teamwork, communication, and customer service in the facilities management industry, are just as important because quite often the employees communicate with clients. It is beginning to become more apparent that training for increasing productivity and satisfaction among customers needs to be provided by the providers of facilities services in Bangladesh.

Soft skills training deals with areas like conflict resolution, solving problems, and how effectively one can communicate. Staff are enlightened in the management of relations, how they should tackle client problems, and how to portray their professional image. The employees who deal directly with clients or face the public require specialized training on customer service so that they may be able to answer questions or issues raised by the customers courteously and professionally.

Investment of money in the training of soft skills pays off more when service delivery improves along with the development of customer relationship, which increases the rate of engagement of customers. The employees with outstanding levels of communication and customer service skill will lead the company to long-term success.

Continuous Development

With the rapid changes taking place in facilities management and other related fields, familiarity with current technologies and best practices is an important asset. As a result, companies are engaged in ongoing development programs that ensure employees remain knowledgeable and competent to perform their duties. These programs are designed to provide opportunities for continuing education throughout the employee's tenure, helping them stay up-to-date with shifting laws, market trends, and changes in technology.

For example, more advanced training or fresher courses can be provided when new technologies in building maintenance or protection systems develop to make sure their employee members are capable of using the latest equipment or software. Employees also need to be retrained to pay attention to the latest health and safety best practices, which are regularly updated.

Continuous development programs, which include meetings, online courses, and mentorship, can be allowed for the employees to make their skills better without leaving their daily duties. In addition, these programs would help employees to perform better at work, showing them that their employer encourages their professional growth, which may motivate employees to perform better and improve employee retention.

The 5Cs are Company, Customers, Competitors, Collaborators, and Context. Here's how each of these components applies to ABC Facilities:

1. Company

Definition: This is a reference to the organization itself, embracing its objectives, value proposition, strengths, and limitations.

ABC Facilities:

Strengths: ABC Facilities prioritizes quality and client pleasure while providing several kinds of services, such as cleaning, maintenance, and security. Service delivery is improved by their dedication toward employee training.

Weaknesses: The business may experience issues including significant staff turnover, which could compromise the consistency and quality of services.

Goals: ABC Facilities wants to improve its market share in Bangladesh's facilities management industry and raise client satisfaction by providing excellent service.

2. Customers

Definition: Customer definition refers to understanding the target market's requirements, preferences, and behavior (*Product Communication for the Modern Enterprise* | LaunchNotes, n.d.)

ABC Facilities:

Target Audience: Businesses, educational institutions, healthcare facilities, and apartment buildings in need of facilities management services among the main clients.

Customer Needs: Customers look for dependable and effective services that guarantee the cleanliness, safety, and preservation of their facilities. They appreciate efficiency and excellence.

Customer Behavior: A lot of customers give preference to service providers who provide competitive pricing, flexible scheduling, and the flexibility to tailor services to meet their own requirements.

3. Competitors

Definition: This term describes other businesses that provide services that are equivalent and are involved in the same industry.

ABC Facilities:

Direct Competitors: include other Bangladeshi facilities management firms that offer security, maintaining, and cleaning services.

Competitive Advantage: ABC Facilities sets itself apart because emphasizing customer service, training for employees, and the provision of customized solutions for customers.

Market Position: ABC Facilities wants to establish itself as a reliable leader in the facilities management industry by continuously providing excellent customer service.

4. Collaborators

Definition: The term "collaborators" refers to partners and stakeholders who can assist the business in achieving its goals. (*Product Marketing Alliance | the Global Product Marketing Community*, n.d.)

ABC Facilities:

Suppliers: ABC Facilities uses top-notch materials for its services thanks to partnerships with producers of cleaning supplies and machinery.

Training Institutions: Through continuing education and professional development, working with training organizations can assist raise employees' skill sets.

Technology Partners: Developing scheduling and customer management software in collaboration with tech firms can improve service delivery and facilitate techniques.

5. Context

An external environment, which includes social, legal, technological, and economic aspects, that has an impact on a business. (Braffton, 2024)

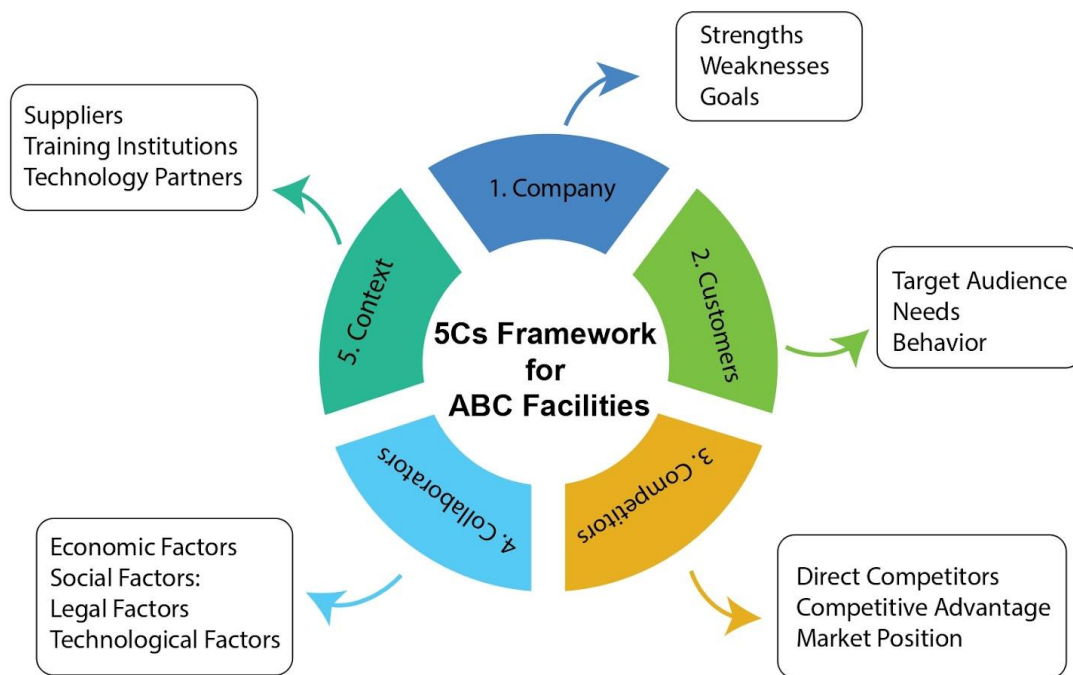
ABC Facilities:

Economic Factors: There is an opportunity for growth as the requirement for professional facilities management services increases as Bangladeshi communities grow.

Social Factors: Due to the increased focus on workplace safety and cleanliness, especially in the aftermath of the businesses are giving expert maintenance and cleaning services top priority.

Legal Factors: It is a necessity for facilities managers to follow health and safety regulations. ABC Facilities is responsible for ensuring that all services adhere to local laws and standards.

Technological Factors: Upgrades to cleaning and management software can increase customer satisfaction and service effectiveness.



3.1.2 The Impact of Training on Employee Retention

Since training covers important factors including career progression, work satisfaction, and engagement with the business, it is essential for promoting employee retention. This is how it functions:

Enhancing Job Satisfaction

Employees that obtain the right training improve their abilities and self-assurance in their positions. They are more adept at handling difficulties and have a deeper understanding of their work. Due to their increased comfort and success in their day-to-day work, employees who feel competent report greater levels of job satisfaction. Employee satisfaction lowers the likelihood that they will experience stress or frustration and, hence, be less inclined to search for other employment options.

Career Advancement Opportunities

In addition to enhancing their current skill set, workers who receive training from organisations have the chance to advance in their professions. If workers feel they can grow in their careers inside the company, they are more likely to stay. Training initiatives that place a strong emphasis on skill development, promotions, or additional responsibilities show employees that the company appreciates their growth and potential. This encourages loyalty and sustained commitment to the company.

Increasing Engagement

Training has the potential to significantly increase employee engagement with the company. Engaged workers are more committed to their work and the company's goals. They feel more involved and dedicated to the success of the business after receiving training. This increases their motivation and decreases the probability that they will quit. Employee commitment and engagement increase when they perceive that the organisation is making investments in their professional and personal growth, which lowers turnover rates.

3.1.3 The Impact of Training on Employee Retention

As it increases engagement, offers possibilities for career advancement, and improves job satisfaction, training is crucial in helping businesses keep their workforce. A closer look at the role that training plays in retention is provided below:

Enhancing Job Satisfaction

Improving Satisfaction at Work When workers receive the right training, they improve their job skills and gain self-assurance. Knowing they can manage their responsibilities well and fulfill employment requirements gives them this confidence. Because they feel more at ease in their positions and are less likely to get to know stress or dissatisfaction, employees consequently report better levels of job satisfaction. Because they feel safe and competent in their roles, happy employees typically work for the company longer.

Improving Contentment at Work When workers receive the right training, they improve their job skills and gain self-confidence. Knowing they can manage their responsibilities properly and fulfill employment requirements gives them this confidence.

Career Advancement Opportunities

Opportunities for Career Advancement Employees that receive training are also better able to identify a clear route for advancement inside the organization. Employees are more likely to remain

dedicated when they are aware that they have the opportunity to advance, learn new skills, or take on greater responsibility. Employers who provide opportunities for skill development and advancement communicate to the employees that they are concerned about their future. Employees feel appreciated and motivated as a result of this professional advancement, which decreases their motivation to search for better chances elsewhere.

Increasing Engagement

Increasing Engagement Another crucial element in keeping staff is engagement. Employees who receive training from their employers feel more engaged and connected to the organization's objectives. Because they believe their growth is valued and that they are crucial to the company's success, well-trained employees are more engaged. Motivated to work hard and contribute to the firm, engaged individuals are less likely to leave for another position. Businesses might create stronger bonds between their employees and the company by improving engagement through training.

The four main pillars and functions of ABC Facilities, as a facilities management company, typically include:

1. Operational Management:

Function: Facilities management is built on the foundation of operational management. The efficient and successful execution of all necessary services associated with facility maintenance is made possible by this pillar.

Cleaning Services: cleaning programs that are followed on a regular basis to keep a facility's toilets and offices sanitary.

Maintenance Management: To avoid malfunctions and guarantee safety, equipment, structures, and infrastructure (such as HVAC, plumbing, and electrical systems) require routine inspections and maintenance.

Security Management: supervising monitoring systems, access control, and security guards to preserve the building and its people.

Example: ABC Facilities would make certain that a client's corporate office is kept clean every day, that any plumbing or light problems are promptly fixed, and that security personnel are on duty to keep an eye on the property.

2. Client Relationship Management:

Function: Long-term success requires establishing solid client connections. Understanding client desire and guaranteeing their pleasure are the main goals of this pillar.

Regular Communication: meetings and check-ins on a regular basis to discuss issues or offer input on services.

Tailored Services: service customisation to meet each client's unique needs and make sure they get the help they require.

Customer Satisfaction Surveys: Questioning customers to determine their level of satisfaction and pinpoint opportunities for improvement.

Example: To improve the shopping experience, ABC Facilities could change cleaning schedules or security procedures if a retail client raises concerns about the flow of customers in their store.

3. Human Resource Development:

Function: This pillar, which emphasises that competent and motivated staff are necessary to deliver high-quality services, focusses on the workforce. Important features include of:

Training Programs: sustaining up-to-date staff members' knowledge of contemporary technology and best practices through frequent training sessions and new recruit orientation.

Career Advancement Opportunities: encouraging employees to progress inside the company by offering clear career paths for skill improvement and promotion.

Employee Engagement Initiatives: establishing initiatives that foster a positive work environment, such as team-building activities or employee recognition programs.

Example: For example, after completing a specialized training on environmentally friendly systems higher job satisfaction and retention may result from a maintenance technician being promoted to a senior technician position after completing a specialised training on environmentally friendly systems.

4. Sustainability and Compliance:

Function: This pillar highlights how crucial it is for all activities to conform to the law and practise environmental responsibility. Important elements consist of:

Sustainable Practices: reducing the environmental effect through the use of ecologically cleaning products, waste reduction strategies, and energy-saving technologies.

Regulatory Compliance: focusing that, in order to safeguard customers and employees, all operations comply with local regulations, industry standards, and health and safety norms.

Health and Safety Training: To provide a safe working environment for everyone, personnel should get regular safety training.

Example: For instance, that safety regulations are being followed, ABC Facilities may conduct regular audits, implement a recycling program throughout the buildings it oversees, and teach staff to utilise eco-friendly products.

Together, these pillars provide ABC Facilities with a strong base that allows it to create long-lasting



client relationships, encourage employee development, deliver exceptional customer service, and conduct business in an ethical and sustainable way.

3.1.4 Strategies for Improving Retention

Retaining skilled workers and reducing employee turnover, several effective strategies can be adopted by companies. these comprise of- promoting work life balance, offering better

compensation, providing recognition and accolades. these strategies contributes to create n environment where employees feel significant and motivated to stay with the company

Offering Better Compensation

An effective way to retain employees is by giving better compensation. Increments in salaries-even in lower amounts, bonuses, benefits such as health care and retirement plans can make a huge difference. As the employees and being compensated for their tasks, they become less likely to search for other jobs in different places. Moreover, establishing competitive pay also shows that the company values their contributors.

Work-Life Balance

For employee's job satisfaction and well-being, maintaining a healthy work-life balance is crucial. Companies can improve retention by allowing employees to manage professional and personal life more easily as well as by offering flexible work hours. Furthermore, companies should also ensure that employees are not overburdened and have reasonable workloads; this helps in reduced stress and burnouts. If employees feel they have a balance between personal life and work, they tend to be more satisfied and have lower chances of leaving.

Creating a Positive Work Culture

Having a positive work culture can play an important role in employee retention. Fostering an inclusive as well as supportive environment helps employees to have a sense of respect and appreciation. Hence companies are then more likely to retain their staff. A culture where employees feel valued can be obtained through teamwork, open conversation and lastly by endorsing a sense of belonging. Employees create a bond with their colleagues and thus the company is more motivated to stay a longer time.

Recognition and Rewards

Finally, an effective method to improve employee retention is by a recognition and rewards program which is well-structured. This causes employees to retain loyalty to the company when they understand their efforts and are appreciated and acknowledged. Not only does recognition boost morale- it also reinforces positive behavior further encouraging employees to maintain a high performance level and to stay committed to their organization.

To create a culture of recognition, companies can implement a variety of strategies, including:

Bonuses: Giving employees cash incentives, such performance-based bonuses, can inspire them to put in more effort and have a greater stake in the company's success. A bonus for a maintenance crew that surpasses project goals, for instance, not only recognises their efforts but also motivates them to continue striving for excellence in subsequent projects.

Promotion Opportunities: It is essential to provide clear professional growth routes. Long-term workforce members are more likely to stick around when they perceive that their advancement is determined by their contributions and merit. For example, giving a carer a promotion to team leader because they regularly perform well and exhibit leadership qualities not only recognises their efforts but also signals to other employees that all their effort is rewarded.

Formal Recognition Programs: Employees might feel appreciated for their work when recognition programs like "Employee of the Month" awards are introduced. A security guard who successfully manages a challenging circumstance is one example of an individual accomplishment that may be honoured by this program.

Informal Recognition: Small things may make a large difference: publicized recognition of achievements in team meetings or applause for hard work. For instance, on a weekly meeting, a manager may take an opportunity to stress one staff member who had excellent customer service, which had received positive feedback from clients. These informal recognitions create a friendly work environment where the employees feel valued on a daily basis.

Team Celebrations: Another effective way to acknowledge team efforts involves recognizing team achievements or goals. For example, taking the employees out for a team lunch or outing once the company finishes a large project reinforces the idea that every individual has been appreciated and valued in their contributions. It would create more enthusiasm and build better bonding among the team members.

Personalized Recognition: By adapting recognition initiatives to each individual's tastes, they may become far more relevant. Although some employees would prefer a private letter of gratitude or a one-on-one conversation with their manager, others could desire public acknowledgement. By understanding what makes each employee feel valued, the effect of showered praise may be enhanced.

Staying motivated, interested, and committed to the company is more probable when employees feel their work is respected. A recognition culture not only boosts employee retention but also fosters a productive workplace where staff members are motivated to support the organization's objectives.

ABC Facilities can improve worker satisfaction, reduce attrition rates, and foster a culture where everyone feels valued by consistently incorporating appreciation into the workplace culture.

3.2 SWOT Analysis for ABC Facilities

Strengths

Quality Services:

Developed to satisfy the individual demands of the customers it serves, ABC Facilities provides a broad range of fundamental services, such as cleaning, maintenance, and security. Businesses may concentrate on their core competencies without having to worry about facility maintenance related to our all-inclusive service package.

As an illustration of how ABC Facilities' services directly affect their business operations, one client in the healthcare industry reported that routine facility maintenance increased patient satisfaction and decreased complaints.

Skilled Workforce:

The organization's dedication to funding staff training and development raises the competencies and skills of its personnel. Frequent training sessions guarantee that employees are knowledgeable about the newest methods and tools in facilities management.

For instance, employees were able to utilize fewer resources after ABC Facilities introduced a training program centered on energy-efficient cleaning methods, which not only decreased costs but also benefited in promoting environmental consciousness.

Positive Work Environment:

Through maintaining of clean and safe working conditions, ABC Facilities actively fosters a healthy workplace culture that enhances motivation and job satisfaction. Employee satisfaction increases the likelihood that they will provide excellent customer service and enhance the company's image.

Example: Employees stated that being able to do their responsibilities more quickly and effectively was a direct result of having a clean and well-maintained workstation.

Weaknesses

High Employee Turnover:

By keeping workplaces hygienic and secure, ABC Facilities actively fosters a good workplace culture that raises employee morale and job satisfaction. Employee satisfaction increases the likelihood that they will provide excellent customer service and enhance the company's image.

Example: The company's 25% turnover rate in the most recent quarter resulted in knowledge gaps and the need for new hire training, which affected the consistency of services provided overall.

Limited Brand Recognition:

ABC Facilities might not have as much brand recognition as other companies because it is a newcomers to a competitive market. This can make it difficult to draw in new customers, particularly in industries where reputation is a major deciding factor.

For instance, ABC Facilities' capacity to grow its customer base may be hampered if prospective customers decide to work with respected companies for their facilities management requirements.

Resource Constraints:

Compared to its larger rivals, ABC Facilities may have fewer resources available for personnel growth, technology advancements, and marketing. It may be more difficult to take advantage of chances and fully utilize its assets as a result.

Example: The business could find it difficult to afford cutting-edge project management software, which might increase productivity and customer satisfaction.

Opportunities

Growing Demand for Facilities Management:

As more companies realize the advantages of outsourcing these services, the facilities management sector is expanding significantly. The need for expert facilities management solutions is being driven by urbanization and an increase in commercial activity.

Example: ABC Facilities provides the chance to secure contracts for comprehensive facilities management services as a result of the growth of new office buildings and commercial spaces in downtown areas.

Technological Advancements:

Applying new technologies may greatly improve operational efficiency and service delivery. Examples of this include maintenance management software and smart building solutions. client satisfaction and cost savings may result.

Example: ABC Facilities may optimize operations through the use of a computerized maintenance management system (CMMS) By better tracking service requests and scheduling preventative maintenance, .

Partnerships and Collaborations:

Forming strategic partnerships with other service providers or training institutions can enhance ABC Facilities' service offerings and expand its market reach. Collaborations can provide access to new resources, technologies, and expertise.

Example: Partnering with local vocational schools can create internship opportunities for students, providing a pipeline of trained talent while supporting the community.

Threats

Intense Competition:

In the very competitive facilities management industry, multiple well-established companies and recent arrivals are fighting for market share. Profit margin reductions and pricing pressures may result from this competition.

Example: ABC Facilities may find it difficult to retain customers if larger businesses use aggressive advertising strategies or provide lower costs.

Economic Downturns:

Temporal Fluctuations in the economy may have a negative effect on the budgets of organizations for outsourced services, like facilities management. Organizations tend to cut back on spending in bad economic times and hence have fewer dollars to spend with ABC Facilities.

Example: Many companies during the last recession reneged on their facilities management contracts; this reduces the revenue streams of a company like ABC Facilities.

Changing Regulations:

Facilities management industry is so much regulated; it has to comply with the set health and safety standards, environmental laws, and labor laws. Regulatory changes enhance the cost of compliance and requirements for additional staff training.

Example: ABC Facilities might have to purchase new equipment or develop training programs if new environmental regulations require companies to adopt greener practices.

3.3 summary and Conclusion

ABC Facilities is one of the major facility management concerns in Bangladesh, providing essential services in regard to waste management, cleaning, maintenance, and security. Professional facility management services will be increasingly required with the rise of urbanization and growth of industries. However, there are still a lot of challenges facing ABC Facilities, particularly in employee retention, which leads to operational interruptions and reduces the quality of service. Some of the reasons for turnover could be low job satisfaction, limited career development opportunities, and low pay.

The principal issues which this report aimed to research were how training given to employees enhances their work performance, the effect of training programs on employee retention, and what are the practical measures for enhancing retention due to more opportunities for skill development and career growth.

Success or failure in the facilities management industry largely rests on its labor-intensive nature for both infrastructures whether public or private. One of the big concerns in this area is high labor turnover, which threatens erratic service delivery, disruption of business operations, and hiring and induction costs for new employees. ABC Facilities plays a major role in the Bangladesh facilities management sector by providing the needed services of waste management, cleaning, maintenance, and other security functions. In relation to this, as the process of urbanisation and industrial expansion continues to soar high, demands for professional facilities management services are also increasing correspondingly. Still, ABC Facilities faces a number of challenges; particularly those that relate to employee retention, which may lead to operational failures and thus low-quality services. Some of the many causes which may result in a high turnover rate are low job satisfaction, very limited opportunities for career growth, and too low wages. These are problems that need to be solved in order to keep qualified workers and maintain the productive capacity of ABC Facilities.

The method consisted of primary and secondary research in order to obtain relevant information. In the case of primary research, structured interviews with HR managers, staff members, and training personnel were conducted to know in detail the type of training programs available and also what the employees think about its effectiveness. Secondary research mainly focused on employee turnover rates for the last five years, HR policies, and also in-house training manuals. This helped to ascertain the trend in training effectiveness and the retention patterns. We have also studied reports published regarding the trend in the facilities management industry so as to present findings within a broader perspective and relative performance of the local practices against global benchmarks. To identify the actual effectiveness of any such training programs, various tools were used, including employee

satisfaction surveys, performance evaluation software, and analysis of the turnover data. The outcome on staff retention was objectively evaluated.

Based on the findings, the study provides numerous recommendations that ABC Facilities can implement to improve its staff retention. Among them are the development and strengthening of training programs that emphasize the acquisition of both technical skills and soft skills to make employees work-ready. Secondly, the implementation of policies on rewards and recognition could help in increasing satisfaction and feeling of commitment to the company. Moreover, an increase in income through benefits or salary raises can help alleviate work satisfaction problems overnight. If career growth is promoted and professional development routes are clear, then the employees will be in a better position to perceive any long-term potential of the organization. Basically, valuing and letting employees participate in your workplace culture is what helps retain talent.

Summary:

ABC Facilities has to invest in training and development to enhance job satisfaction, offer opportunities for career advancement, and recognize employee achievements. By implementing these strategies, ABC Facilities can secure a stable and skilled workforce, which will dramatically improve retention rates. This will, in turn, provide the business with the means to experience long-term success and a gradually increasing level of competition within the market. The areas described above will be crucial in the process of achieving organisational success and employee satisfaction during the growth of ABC Facilities.

Recommendations for ABC Facilities

1.Enhance Training Programs:

Offer More Training:

Technical Training:

The training provides employees with technical proficiency in special job-related activities that remain crucial for them to effectively perform their duties. For example, the cleaners working in ABC Facilities may be technically trained in using industrial cleaning machines such as floor cleaners and pressure washers. If they are not trained, they may use the machinery in the wrong manner and either mediocre cleaning will result or machines get damaged. ABC Facilities ensure that cleaning is done efficiently and time is saved while standards are kept high by guiding them on what is to be followed.

An example from real life would be a facilities management firm that made modifications to its HVAC system. To understand how to use and troubleshoot the new system, maintenance personnel had to go through a training course. They needed expensive third-party assistance since they couldn't resolve basic problems ahead of the training. Nevertheless, the staff could manage little maintenance and repairs following the training, which would cut down on downtime and save the business money.

Soft Skills Training:

Enhancing interpersonal skills including communication, teamwork, and customer service is the main goal of soft skills training. By way of example, security guards who frequently deal with customers must be able to speak politely and clearly. Possessing conflict resolution abilities would enable a security guard to defuse an elevated client's issue rather of making it worse. This promotes a professional and pleasant image of the business.

Another real-world example was training a corporate office receptionist to answer questions from clients. Before getting training, handling several clients at once or responding to challenging enquiries were frequent challenges for the receptionist. They may better manage customer expectations following soft skills training in communication and prioritization, which would increase client satisfaction and boost office productivity.

It is quite profitable for ABC Facilities to offer this kind of training. Employees with strong technical skills and strong customer service competencies will not only do their duties more effectively, but they will also help the organization build a more acceptable and reputable image.

Ongoing Learning:

Continuous training initiatives are critical to ABC Facilities' performance and the development of its workforce. Staff members that receive regular training are certain to be knowledgeable about the latest instruments, technology, and market trends. Workshops on energy-efficient technology, which is becoming more and more common in contemporary structures, might be attended by maintenance personnel, for example. This would help the business and its customers by enabling them to install and manage these systems more efficiently.

A colleague who works for a facilities company shared a real-world example of how the employees became more productive through ongoing training on new building automation technology. previous to the training, employees had trouble using sophisticated HVAC (heating, ventilation, and air conditioning) equipment, which caused them to react slowly to problems. They were able to troubleshoot and resolve issues much more quickly after completing a series of training on the new technology, which reduced client complaints and enhanced service performance.

Continuous learning also keeps workers inspired. Employee retention is higher when they perceive that their employer is making an investment in their professional growth. For example, modern digital monitoring systems might be used to teach security employees. Acquiring these sophisticated talents helps the business provide cutting-edge, dependable security services while also boosting their confidence.

By continuing to provide regular training, ABC Facilities will ensure their staff have the skills to meet industry demands, enhance service quality, and stay competitive in the market.

2. Improve Employee Compensation:

Competitive Salaries: ABC Facilities ought to frequently evaluate their pay in relation to what other businesses in the sector are willing to pay for comparable roles. For example, ABC Facilities may lose workers to other companies if a nearby cleaning business offers a little higher compensation. The corporation may decrease turnover and increase employee satisfaction by making even a little compensation adjustment. Employees are less inclined to quit for higher-paying positions when they receive a minor rise, which can increase job satisfaction.

Benefits Packages: Offering extra benefits like earned time down retirement plans, or health insurance can significantly impact employee satisfaction. Offering health insurance, for example,

may increase employees' emotions of safety and value. Benefits increase employee loyalty by providing comfort and a sense that the business values their welfare.

3. Focus on Career Development:

Clear Career Paths: ABC Facilities should specify exactly how employees can advance their careers. For example, a maintenance person can start at an entry level and then go to a supervisory position where there is more advanced training or certification. The company may also be able to provide some type of mentorship in which the more seasoned employees help the younger members of the team learn how to progress forward. This does more to ensure the employees will remain longer because it suggests that growth opportunities can be made.

Promote from Within: Rather than recruiting from the outside, ABC Facilities should strive to fill higher positions with its current employees whenever possible. For instance, promoting a good maintenance supervisor into a management position when it opens up states appreciation of the employees by the company itself.

4. Foster a Positive Work Environment:

Encourage Teamwork: By encouraging collaboration, ABC Facilities may enhance their work environment. Setting up team-building exercises, such as a problem-solving exercise or a group lunch, can facilitate connections between staff members outside of work-related duties. In order to foster trust and enhance communication, a firm I worked for previously organized a monthly "team challenge day," when staff members worked together on fun, non-work-related activities to build trust and improve communication. Believing that their team is supporting them boosts employee morale and enhances their level of involvement in their work.

Recognize Achievements: Giving employees credit for their work can increase their motivation and loyalty. For example, a simple public acknowledgement at a staff meeting or even a "Employee of the Month" award could leave a huge impact if an employee with maintenance duties goes above and beyond by taking on extra work during a busy time. A colleague of mine who works in facilities told me how he felt appreciated for his job at his company's annual recognition celebration. Small actions, such as a brief email of gratitude or a shout-out during a meeting, may motivate employees to remain committed to their hard work.

5. Balance Work and Life:

Flexible Work Hours: Spending money on soft skills training improves service performance and builds customer relationships, which makes a big difference. It could be worthwhile for ABC Facilities to provide flexible work schedules. To accommodate school drop-offs, a caretaker with children, for example, would find it advantageous to begin their shift sooner or later. I used to work with a coworker who had similar flexibility, and it really helped him balance his work and family obligations. Employee satisfaction with their work-life balance and stress reduction are two benefits of flexibility that may increase retention. a customer-centric strategy. Employees with excellent communication and customer service skills are likely to improve client satisfaction and lead to long-term business success.

Reasonable Workloads: It is essential to make sure that workers are not overburdened. A security guard may become burned out and make mistakes for examples, if they are given too many buildings to watch. However, the task gets easier to handle if it is distributed throughout the team. Because employees weren't overburdened, distributing maintenance duties equitably throughout shifts decreased staff turnover and enhanced job performance, according to one facilities management business. Employee commitment to the organisation and productivity are maintained when workloads remain manageable.

These recommendations can help ABC Facilities improve employee satisfaction and retention. Employees satisfaction raises the quality of services, which might help the company grow and succeed in the competitive facilities management market.

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