



Inspiring Excellence

Internship report on
Human Resource Functions of Bata Shoe Company
(Bangladesh) Limited

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Letter of Transmittal

April 4, 2018

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66, Mohakhali, Dhaka.

Subject: Submission of internship report for completion of BBA program.

Dear Madam

With due respect, i would like to inform you that I have completed my 3 months of intern period at Bata Shoe Company (Bangladesh) Limited and as you know that I was in Human Resource department there at Bata and now I am extremely happy and excited that I am going to present my internship report on “ Human Resource functions of Bata Shoe Company (Bangladesh) Limited”.

I am so grateful to you because you have done a lot for me in terms of providing important information, guiding me in the best possible way and always inspiring me to work harder and gain knowledge. Now I am truly happy to let you know that I have completed my intern very successfully. At Bata my supervisor was Md. Majharul Islam who is the senior HR officer – welfare. I have learnt a lot in my internship period at Bata which is a multinational company and all those experiences are going to help me in my future life.

Again I want to thank you for your superb support and excellent guidance, basically your effort played a vital part behind my this achievement.

Sincerely

Tanjim Ibne Anowar

12104156

BRAC Business School.

Acknowledgement

First of all, I want to say that I am very much grateful to omnipotent Allah and I want to thank him from the bottom of my heart because without his grace it could not have been possible. After that I want to thank my parents specially my mother who has been supporting me from the very early stage of starting my office and all. Then I want to thank all my friends who used to give me mental support and strength whenever I found difficulty and whenever I faced anything problematic. All the blessings and prayers mean a lot to me which I know I cannot give them anything in return comparing to all these.

Here, now I want to give my special thanks to Rahma Akhter madam (Lecturer , BRAC Business School) for her constant support and proper guideline that she has given to me and I know that only thanks are not enough for her. So this acknowledgement is just to let all the people know that I am very much grateful to you and your help and only because all of you I was very much able to write this report without facing any problem. And at Bata Shoe Company (Bangladesh) Limited I would like to thank Md. Majharul Islam who was my supervisor and who is the senior HR officer (Welfare) who supported me throughout the whole 3 months of my intern period and then I would like to thank Mr. Subrata Dutta who is the head of HR and also Syed Zahidul Islam who the Assistant General Manager of Human Resource of Bata Shoe Company (Bangladesh) Limited. They all supported me and provided me information and other help whenever it was needed for me.

Lastly I really want to thank all the faculties of BRAC University who taught me not just the bookish knowledge but they gave me life lessons as well, specially how to become honest, responsible and a true human being.

Executive Summary

Basically in my internship report I talked about how Bata Shoe Company (Bangladesh) Limited does their Human Resource activities and their functions and in my report I also discussed that how this HR department of Bata is influencing on the overall organization and working towards the success and the betterment of the company.

Bata has been a multinational company and they have been at the top position for a very long time and behind the success of Bata their Human Resource department always plays a vital role and in my report I tried to denote that.

On my 3 months of working period at Bata I found some wrongdoing or dishonesty which were done by the employees and I wrote those as well in my report. But mostly what I written much in my report was how HR departments functions are important for the company. How they have been motivating their customers to work harder , how they have been providing them the training to become even more efficient which ultimately will help the company end of the day.

And the drawbacks that I found I also tried to give the solution (what I thought the solutions should be like). So in the end I would like to say that my report is going to be very helpful for those who want to know about the HR functions of Bata.

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Overview of Bata Shoe Company (Bangladesh) Limited:



Bata Shoe Company (Bangladesh) Limited is a huge multinational company. This company has the operation in more than 70 countries in the world and not only this, the company serves over 1 million customers worldwide each day. Mainly Bata Shoe Company (Bangladesh) Limited they manufactures and also deliver footwear to their customers. Not only the footwear they also sell the accessories items and hosiery.

Bata also brought formal shoes, casual shoes, sandals, sports shoes for men women and kids as well for their customers. Bata offers closed shoes and flip-flops too. Not only the footwear items Bata has been gaining good reputation for their accessories as well. Such as ladies bag (handbag), men's bag, school bag for kids, belts etc. Bata has been selling all these products under the name of Bata, Power, Sandak, Comfit, Weinbreinner etc. Bata has 261 outlets across the whole country and 13 wholesale depots. Being one of the best in the business in the country still Bata is trying how to make their customers even more happy, how to keep the price in control for all income level customers, how to make the products more long lasting and all.

Bata Business:

Though Bata has been a business organization that is why they have been making profit by serving people. Mainly they have been selling footwear and accessories but still there are some others stuffs are also included in their business operation and they are :

- **Wholesaling:** BSO Which stands for Bata Shoe Organization and this organization (BSO) has a different brand image in the wholesaling market place. They get more advantages and all other facilities than any other organization or businesses. But the biggest advantage that Bata Shoe Organization (BSO) gets is they get high quality products but comparatively at a cheap price which means at a local price and Bata has been getting this offer from global economies of scale.

- **Retailing:** Bata shoe company limited they studied really hard in terms of understanding customer mind , their wants and desire towards their products. And based on that Bata has been making their products by thinking their customer's lifestyle, income level, desire and everything. And all these stuffs made BSO which is Bata Shoe Organization world's one of the best in the business.

- **Manufacturing:** Bata Shoe Company (Bangladesh) Limited is the very first one who built manufacturing plant for making shoes on large scale in the country. Basically the founder of Bata Mr. Tomas had a different thinking from the very early of his business just to take the shoemaking industry at the top among all other industries in the world and from that perspective Tomas is really a succeed person today. Behind his success his high thinking and high hope played a vital part which we have to admit.

Customer Service:

Customer service center : For the betterment of the customers of Bata , they have their own customer service center so that if any of their customers find any difficulty regarding anything customer service centre can help them out.

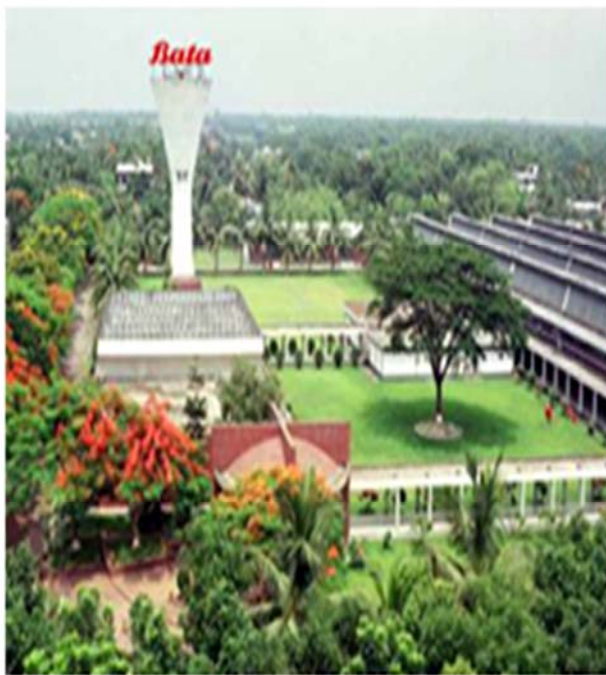
Bata gift vouchers: Gift vouchers are like TK.500 , TK.1,000, TK.2,000 and these vouchers can be used but not at all the outlets but in some specific outs which will be mentioned on that.

Personalized service: Through online or web or even call centers customers can order their products and staff of Bata Shoe Company they will make sure to deliver the products at the exact location of the customer address.

Guaranteed customer satisfaction: Bata Shoe Company has a good reputation for behaving well with their customers. Bata has been taking it very seriously since their establishment of the business in terms of behaving properly with customers. As a result if customers find any defects of the products then Bata staffs are always ready to repair it or if necessary then refund or even if customers want then they can exchange their products.

Mainly this is how Bata Shoe Company (Bangladesh) Limited has been treating their customers for reaching the top. They have been very much trustworthy to their customers, they have been very much dependable to their customers and reliable too.

Bata Shoe Company (Bangladesh) Limited: Bata Shoe Company (Bangladesh) Limited started their journey in East Pakistan (Currently Bangladesh) in the year of 1962. At the moment Bata Shoe Company is operated by two manufacturing facilities, one is in Tongi and another one is in Dhamrai beside Dhaka. Bata shoe has been customer's first choice from the very early of starting their business and they have successfully done it only because of they studied and surveyed a lot regarding customers want , desire and at the same time they always tried to keep the price within people's budget which is affordable. As a result Bata Shoe Company (Bangladesh) Limited sales about 30 million pair shoes per year. And not only this Bata's production capacity is 1,60,000 pairs of shoes per day.



Dhamrai Factory



Tongi Factory

These two are the factories of Bata Shoe Company(Bangladesh) Limited which are located in Tongi and Dhamrai.

Mission & Vision:

Bata has been very successful and one of the reasons behind this is they always had a mission and a vision of doing the business.

Mission:

Bata has number of missions to make their customer happy and also to fulfill their wants and desire by serving them properly. Missions are mentioned below :

- To attract and retain best people

- To help people look and feel good.

- To be the customer's destination of choice.

- And to remain the most respected footwear company.

Vision:

Bata's vision is " To make great shoes accessible to everyone"

We can get to know from the vision of Bata that how concerned they are regarding the purchasing capacity of the local people of every country. And that is why it is said that, Bata's reach is worldwide but it's presence is local.

Different products of Bata:

Bata is the largest footwear company in the world by volume in terms of selling 1 million shoes daily and they have number of different items of their different products which is mainly based on footwear, clothing and accessories.

For footwear, Bata shoe company they have categorized their products into three different sectors, like men, women and kids. They have different items for men, women and kids as well.

For men they have formal shoes , casual shoes, sandals, . For women they also formal shoes, stylish sandals etc. They have also categorized kids items into two different sectors like boys and girls. For both boys and girls they have shoes, sandals and sports shoes.

In accessories items Bata has brought ladie's bag , men's bag, shades, school bag for kids etc for their customers. Not only this they have made some products which can be used both by the men and women like they have brought " walking footwear " which can be used by both. And recent times they have attracted one of their specific group of customers by bringing new item which is " High cut PU injection waterproof industrial safety footwear " and their another new innovation item " Footwear Phylon " also took their customers eye on it.

So Bata has been innovating with new ideas and design shoes for their customers just to attract even more customers worldwide.

Price:

The price of Bata products have been very much affordable to their customers from the very beginning of the establishment of the company. Bata has a good reputation for keeping their product's price within the reach of different income level people. From lower income people to high income people all can afford to buy Bata's products. Bata has a different range of prices of their different products which helps people to buy within their ability and this is one of Bata's reasons to success. This is how Bata has been grabbing the market share.

Location:

Bata has a huge number of outlets across the country and this is why it has become so easy for the customers to get their desired products within no time. They have their several outlets in all the divisions and not only this they have their outlets almost all the districts of the country. As a result it has become very much accessible for their customers. It is shown in a statistics that they have 261 outlets across the whole country. Even in Dhaka city Bata has their branch almost in all prime locations.

In Bashundhara city mall Bata has their world's largest store which is definitely phenomenal for our country and this extensive retail depots 471 RWD (Registered Wholesale Dealer) and also 690 DSP (Dealer Support System) stores are operating.

Durable:

Bata is very much known for their products durability worldwide. I have talked number of people and they all said that, one of the reasons that they like Bata the most is the durability of their products. Although people used to say that Bata does not good at bringing up new designed products but their products durability is incredible. But in recent times Bata has been overcoming and they have been making very fashionable and attractive shoes, sandals for men, women and kids as well.

SWOT Analysis of Bata Shoe Company (Bangladesh) Limited:

<p style="text-align: center;">Strengths</p> <p>Loyal customers Potential target market Skilled management team High brand image Quality products</p>	<p style="text-align: center;">Weaknesses</p> <p>Not much promotional activities. High cost structure Import duties are high Not that much effort are provided to attract new group of customers.</p>
<p style="text-align: center;">Opportunities</p> <p>Rise in export Online selling service Modernizing stores</p>	<p style="text-align: center;">Threats</p> <p>Disruption of consistent supply. High price of high production cost. Other rival local brands are also out there which a threat is.</p>

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Name and designation of the management team of Bata Shoe Company (Bangladesh) Limited:

NAME	DESIGNATION
Chitpan Kanhasiri	Managing Director
Muhammad Sohail Aslam	Finance Director
Tapan Bala	Head of internal audit
Subrata dutta	Head of Human Resource
Kee Lee Sing	Retail Manager

Other brands of Bata:

There are some other shoe brands that Bata has been carrying like “Weinbreinner”, “Scholl”, “Comfit” etc



Mainly these are the other brands which are associated with Bata Shoe Company.

PART 2

Introduction of the report

I am Tanjim Ibne Anowar from BBA department and my bearing student ID is 12104156 and I have done my minor in Human Resource and mainly that is why I took this report which is “ HR functions of Bata” so that I can utilize and capitalize my knowledge on my internship report which is related to my course. Basically this is the main reason that I was so interested to undertake this report.

Basically as a student this topic is very much relevant to me because like as i said that I did my minor in Human Resource and I was very fortunate that I got the chance to do my intern even in Human Resource department in Bata. And in terms of my future career this topic will definitely help me a lot even expand my knowledge about Human Resource and how Human Resource is important in a multinational company.

Most importantly this report will make things clear about Human Resource is not only important for multinational companies it is important even important for small companies as well. So every business or even every companies should have a Human Resource department of their own and these HR functions will contribute immensely for the betterment of the organization undoubtedly. Another important part of this report is, after doing my intern at Bata Shoe Company(Bangladesh) Limited and after writing a report on “ HR functions of Bata” I really came to know that how HR functions or HR activities of an organization really helps the company to go further and reach the top because these HR functions and activities will help you to know the actual reasons for the success. HR functions or activities will find out what the customers want, what they desire to get, how much they are willing to pay for any specific product, what’s their income level and everything.

Background of the organization:

The founder of Bata shoe company is Tomas who was a businessman. Mainly in the year of 1894 this guy founded Bata in the city of Zlin which was known as Czechoslovakia back then, but in Bangladesh the footwear industry began their journey since the colonial era. After the partition of 1947 foot wears were imported from West Pakistan but before that during British period there was no well reputed footwear company here.

To write in detail about Bata is, mainly Bata Shoe Company was founded by the famous entrepreneur Mr. Tomas Bata who basically blew the wind of change in the footwear industry. Bata started their journey from Czech Republic which was known as Czechoslovakia back then in the year was 1894. From that time Bata had a global business worldwide and they had factories of shoes, engineering plants, laboratories for controlling qualities of the products, and not only these they used to have their own research centers for developing their products. Bata's headquarter used to locate in Canada previously but now it has been shifted to Switzerland.

To talk about even more in details about the founder of Bata , Mr Tomas Bata , in the year 1895 Tomas found drastic financial problems and then he decided to sew shoes to bounce back from these adversity and hardships. Later on rather sewing leather Tomas thought of sewing shoes from canvas. Overnight this became very popular and the company did grow big and they had around 50 employees right at that moment. After four years Bata installed their first steam driven machines which seemed that they were very much welcoming to receive well modern equipments for their company just to serve even in a better way to their customers in terms of making their customers satisfied and happy.

Basically Tomas was very determined for his success on this business and one day he read a article on the newspaper about a American mass production shoe company and their machines then he along with his three workers they went to Lynn just to understand the American system of doing business and about the machines how to use and what are the benefits of this. After six

months Tomas returned to Zlin in Europe and then he did his mass production mainly for the working people and shoes were made by leather and textile and the name was “Batovky. And like always what Bata has been doing for a long period of time that Toma’s first mass production shoes were also very much durable, affordable though it was for mass people so that any income level people could buy that, and the weight of the shoes were very light and also shoes had their simplicity.

In the year 1914, with the outbreak of world war, the organization had a huge success for military orders and for this Bata made a huge money and profit and later on which seriously helped Bata to expand and flourish their business even more. And as a result from the year 1914 to 1918 the number of Bata’s employees increased ten times which is crazy. After that company opened its own stores in different towns like in Vienna, Zlin, Pilsen and in many more. Mainly this is how Bata was doing their business and they were successful almost in everywhere.

Bata actually incredibly developed their distribution channels across the world and it is one of their weapons behind their success today. Bata has around 6300 retail outlets around the whole world and at the same time 10,000 franchise and thousands of depots. They have their retail presence around in 55 countries in the world and also 40 production facilities in 26 countries. In Bata there are around 50,000 people are directly involved in the production and Bata has been selling over 300 million pairs of shoes daily.

In the year of 1962, Bata started conducting their business here in East Pakistan (Bangladesh) on a large scale and the name of the local area is Tongi. Since the establishment of the company Bata has been very sincere and mindful to their customers regarding their wants and desire and as a result Bata got huge number of customers worldwide. Bata is a multinational shoe makers and and it is the largest shoemaker company in the world.

Basically, the footwear industry in Bangladesh started since the colonial era, although its modernization took place in the late 1980's and moreover there was no footwear manufacturing firm which produces on a mass scale during British period in East Pakistan. But during that time there was a traditional cottage type footwear industry which used to have the limited production ability which existed in a skeleton form in the district towns. Before the partition footwear were imported from Calcutta but after the partition those were imported from West Pakistan.

Bata was the first manufacturing company in the country which used to produce on a large scale and in the year 1962 Bata established its manufacturing plant in Tongi. In the year 1967 Eastern Progressive Shoe Industry (EPSI) established its production plant and after that it began exporting footwear to USSR , England and also Czechoslovakia. Both Bata EPSI held major shares in the local footwear market. During the liberation war footwear industry faced difficulties but later on after the liberation war it rehabilitated well.

Objectives:

To talk about my objective that I intend to attain or achieve from this report is how important Human Resource is for every single companies including multinational companies to small companies. Basically after doing my intern at Bata where the duration time was 3 months and after choosing and writing this topic I truly came to know and understood the importance of Human Resource in any company. After doing office and writing my report on “ HR functions of Bata” it made me understand and made it clear to me that HR activities are not only important for Bata to unearth and reveal what their customers really want from from but through HR activities even the employees are getting benefitted from the company which really helps the company end of the day because if the employees are not satisfied then they cannot give their best effort to the company. HR functions will let the company know which employees need the training, HR functions will talk about the bonus, the increment and everything. So my objective from this report that I want to achieve is that , though I am from Human Resource back ground so there is high chances that my future jobs will be relating to Human Resource, so I want to gain, learn and master all these skills from these HR people of Bata so that I can utilize these skills in future and I can contribute to the betterment of the organization.

Review of related literature

For writing this report the main literature review which played the vital part in my mind and that basically inspired me a lot for choosing this topic. Mainly I read an article regarding Human Resource on a newspaper and the topic of that article was “ What a chief executive wants from HR” (June 27, 2011).

After reading this article I got really surprised by knowing that HR tasks are never easy and at the very same time those jobs are challenging as well. In the article few of the HR leader claimed that usually Chief Executive(CEO) does not give much importance to the HR department but still end of the day if we really want to train our employees and make them even more efficient and masterful and skillful in terms of working better or produce more then there will be only the HR department who can come up with solution and provide them training and other necessary steps.

This article did motivate me to take the challenge positively and prove that there is no freaking chance to take HR department lightly and as a matter of fact HR functions or activities are most important to take any official decision to move forward.

Human Resource Functions of Bata

Bata Shoe Company (Bangladesh) Limited’s Human Resource department’s activities and functions are discussed below:

Bata Shoe Company (Bangladesh) Limited is a multinational company and they have around 30,000 employees and they are operating their business near about 70 countries in the world. Not only this they have around 5000 retail stores in different countries in the world. But how they have been doing all these challenging tasks for years and years if the employees are not well efficient? Yes mainly Bata Shoe Company’s Human Resource department does all these risky and challenging tasks for the betterment of the company. Now I will mentioning below the tasks that Bata Shoe Company (Bangladesh) Limited usually does :

- Motivating employees
- Organization development
- Hiring employees for the organization
- Judging employees performance
- Promotion
- Communication among all level employees and all departments
- Compensation
- Employees benefit and bonus
- Inspiring and motivating employees

And many other challenging tasks are out there for the HR people of Bata Shoe Company (Bangladesh) Limited

Human Resource department's role in Bata Shoe Company (Bangladesh) Limited:

Basically Bata Shoe Company (Bangladesh) Limited's HR department provides all the necessary steps and information to all other departments in the organization and their employees regarding their responsibilities and their duties. Mainly HR department asks all the employees to do every individual's work properly and then HR department evaluate every single employee's work and if any employee needs training regarding working better then they provide them the training as well.

Not only providing training, HR department makes sure they are doing every single possible thing just to develop the skills of the employee so that he/she can work and serve more for the betterment of the organization.

Relation among the employees in office:

HR department of Bata Shoe Company (Bangladesh) Limited makes sure that all the employees in the organization they are having a friendly and good relation with each another. What HR department thinks that if all the employees including lower level and high level are not having good relation then they cannot give their best effort to the organization and ultimately which is going to impact badly on the company.

As a result HR department has some strategies regarding motivating their employees more. Like they have a reward system which makes employees more inspired and motivated towards their work. Like if any employee can fulfill any given task on time then they will be given the award and they will get the reward from the office.

Issues of safety and friendly environment:

HR department of Bata Shoe Company (Bangladesh) Limited is very much concern about the safety issues of the employees of the organization. Bata has two factories in Bangladesh which are located at Tongi and Dhamrai and in both the factories HR department makes sure that equipments are well and there is no defects in the machines which might create problem or even hamper them.

Every year HR department organizes seminar about safety issues of the employees like how can they be fit while working and even after what to do after going home from work to remain fit. Through seminar employees can get to know how to use the comparatively a bit risky machines in a proper way with risk free.

And in terms of sound environment HR department always plants trees in both of their factories and in both the factories they have their separate smoking zone so that employees cannot smoke in random places and they cannot pollute the working environment.

Now I will be mentioning few of the Human Resource Strategies of Bata Shoe Company (Bangladesh) Limited:

- Through outsourcing they downsize the industrial workers.

- After giving training to the employees they evaluate their performance

- HR department makes sure that they are having strong relation with all other departments in the organization.

- They think more how to develop their training system to make employees even more masterful.

- They always concerned about relationship with every single employee and not only the employees they make sure high ranked officer even have good relation with low level worker so that they can work all together.

- By giving and providing bonus and welfare to the employees HR department inspires and motivates them and makes sure they are well aware of their employees retention.

Social Activity of the HR department of Bata:

Bata has been serving people from the very beginning of their business by providing products and fulfilling their customers want and desires but apart from making money now the HR department of Bata has started another social activity which is totally for the wellbeing of street people.

Bata is providing free education to few group of people who are very poor and they do not have the capability to afford education expense and everything. And HR department of Bata has targeted that group of people of Ashulia and Dhamrai to provide them free education and they are providing books , pens, pencils, and many more.

So basically HR department always tries to keep in touch with all other departments of the organization and they makes sure that each and every employees are getting their deserving stuffs from the office and no one is getting deprived from getting anything. HR functions are very vast and deep. They work for everything for the betterment of the company. To start from hiring employees till providing them proper training just to make them even fitter.

HR department does not only work with employees and hiring or even providing employees training but at the very same time they work for welfare of the employees, they work for sound environment in the organization, they work for award and reward system , they work for inspiring employees , they work for motivating employees, HR department even works for make their employees the best in the business and that is why they provide them proper training so that they can become skillful , HR department works for employees wellbeing that is why through seminar or even inviting any expert HR people allow employees to talk with those expert regarding their any problem while working and all.

So in the end I must say that, after working 3 months in HR department of Bata Shoe Company (Bangladesh) Limited I have seen very closely that how the people of this department work for the betterment of the company and how much they are dedicated towards their work and they are the most devoted to get the success.

Challenges

Now I will be mentioning the challenges that I found in my 3 months work duration at Bata Shoe Company (Bangladesh) Limited:

- Recruitment challenge
- Fair employee relationship challenge
- Employees safety challenge
- Sound environment challenge
- Motivating and inspiring employees challenge

Discussing briefly:

Recruitment challenge:

What I have seen while working at Bata that, at times it gets seriously challenging for the HR people to recruit some unskillful people only because of those people were recommended by some high level executives or high ranked officer of Bata or even other companies but yes it does not happen in a regular basis. Usually Bata HR department always recruit efficient and skillful people. So this is the challenge that I found for HR department of Bata Shoe Company (Bangladesh) Limited to work fairly and have the integrity among all the employees and officers.

Fair employee relationship challenge:

Usually at Bata Shoe Company(Bangladesh)Limited there is fair employee relationship among all the employees and officers but at times HR people find difficulty for few high ranked officer indiscriminate with their loved ones.

Specially those high ranked officers at times do all these when employee's promotion time comes. Those high ranked officers tend to recommend those specific employees name so that they can get promotion fast over other more skillful employees. Not only this, I saw some biased people in my duration of 3 months of work who used to be biased even for such petty stuffs. I saw there were few high ranked officers who were from a specific district so they used to like those employees more who were from the same district. As a result those employees used to get some extra benefits which was totally wrong. So this is another challenge that I found for HR department for Bata to keep a fair relation among all the people in the organization.

Employees Safety Challenge:

It is true that Bata Shoe Company (Bangladesh) Limited is very aware of keeping their employees safe and sound but at the very same time to keep all the employees safe and sound always is a challenge for Bata Shoe.

Bata has been working very hard to aware their employees for being safe , Bata has been trying to keep their factory environment risk free and they have been letting their employees know how to use the machines, how harmless the machines are, are their equipments well or not, all these questions are there to HR people and they have been trying to do all sort of solutions so that their employees can work freely without any risk.

Sound Environment Challenge:

After doing my 3 months of intern there I saw that HR people always try to keep the environment clean and healthy. They always keep all office floor clean. They have a different place which is smoking zone for their employees so that their employees don't have to smoke in a random place which might be harmful for the environment. But what I have seen out there is, still there were some people who used to violate the rules or who used not to abide by the rules by smoking outside of the smoking zone which was totally against the system.

So now this is also one of the challenges that HR department has to deal with by making employees realize how important it is to keep the office environment sound and healthy.

Motivating and inspiring challenge:

To me what I found in those 3 months that, inspiring and motivating employees all the time is a challenge. Not always that employees will bring success to you or whatever he/she does that will pay off but as a HR people still you have to inspire them and motivate them with high hope.

Actions for improvement:

Well to be honest although I got some challenges after working around 3 months at Bata Shoe Company (Bangladesh) Limited in Human Resource department but still I truly think and feel that only a few steps can bring the solutions of all these problems within no time.

Firstly, for the recruitment challenge I think to improve the situation Bata's high level authority should see this or any group of people from Bangladesh branch they should let the headquarter know about this corruption then automatically this problem will be solved.

Secondly, for fair employee relationship and to improve this, all they need is sacking one or two high level officer basically who are directly involved in this sort of injustice activities then this problem will be solved too.

Thirdly, the employee safety challenge is not something very scary and all they need to do is become more aware and help each other in terms of using machines and equipments.

Fourthly, Regarding sound environment challenge, all they need to do is just to make all the rules even more strict and impose it on employees that no one can violate the rules, each and everyone has to abide by the rules otherwise salaries will be deducted for not abiding by the rules.

Lesson learning from the internship report

I am Tanjim Ibne Anowar and my bearing student id is 12104156 and I did my internship at Bata Shoe Company (Bangladesh) Limited. In Bata I was in Human Resource department and a also did my minor in HR (Human Resource) from BRAC University.

And in terms of learning stuffs I learnt a lot in those 3 months of my duration of working there. Basically I got to know how Bata has been operating their business and most importantly I got to know about the workforce of Bata. After doing 3 months of intern I not only learnt about HR functions or the activities what usually HR people do but I also learnt about the office environment and the mannerism too.

After doing office for whole 3 months I came to know how to behave with our colleagues, with our seniors and also with our respected boss. And apart from the people in office I also learnt how to deal with customers and how to make them happy. And I am quite sure that all these stuffs are going to help me out in my future jobs and for all these I will be able to cope up with any situation and condition.

All these lessons, knowledge, continuous practices of office mannerism, and the skills that I mastered, the experience that I gathered will definitely pay off in my whole life. Most importantly what I learnt in those 3 months is how to be resilient no matter what, those 3 months of office made me even more disciplined and calm.

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