

**Report On**  
**Employee Performance Management**  
**Apex Holdings Limited**

By

Md. Sabbir Hossain  
ID: 15304065

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  
October 4, 2020

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## Declaration

It is hereby declared that

1. The internship report submitted is my original work while completing my 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 that has been accepted or submitted, for any other degree or diploma at a university or other institution.
4. I have acknowledged all the main sources of help.

**Student's Full Name & Signature:**



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**Md. Sabbir Hossain**

Student ID: 15304065

**Supervisor's Full Name & Signature:**

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**Zaheed Husein Mohammad Al- Din**

Senior Lecturer, BRAC Business School

BRAC University

## Letter of Transmittal

Zaheed Husein Mohammad Al- Din

Senior Lecturer

BRAC Business School,

BRAC University

66 Mohakhali, Dhaka-1212

### **Subject: Submission of internship report on employee performance management**

Dear Sir,

I am honored to submit my internship report entitled “Employee performance management in Apex Holdings Limited” as a part of BBA program requirement of BRAC Business School. Working in Apex holdings limited as an HR intern has been a great opportunity for me since I believe this learning period will add value to my career ahead. Throughout this learning period, I have tried to learn the functions of HR department and incorporate it with the theoretical knowledge I have gathered in academic years. Lastly, I tried to summarize and analyze all the information in my report.

I would like to take this opportunity to thank you for your continuous support and guidelines. I have tried my level best to prepare this report. This is my humble request to accept my report. I hope you will be kind enough to consider my efforts and forgive my errors.

Sincerely yours,



**Md. Sabbir Hossain**

ID: 15304065

BRAC Business School

BRAC University

Date: October 4, 2020

## **Non-Disclosure Agreement**

This agreement is made and entered into by and between Apex Holdings Limited and the undersigned student at BRAC University named Md. Sabbir Hossain for the commitment of preventing the unauthorized disclosure of any confidential information of the company.

.....

**Apex Holdings Limited**

A handwritten signature in cursive script that reads "Sabbir Hossain". The signature is written in black ink and is positioned above a horizontal line that extends to the right, ending in a small upward-pointing tick mark.

**Md. Sabbir Hossain**

## **Acknowledgment**

First of all, I would like to thank the almighty Allah for giving me the strength to carry out my duties as an intern and complete this report within the time allotted.

I am indebted to my faculty supervisor, Zaheed Husein Mohammad Al-Din for his kind directions and proper guidance without which this research would have been a complete failure. His supervision helped me move towards right direction in every process, from selecting the topic to gathering data and evaluating them.

I would like to express my appreciation to my onsite supervisor, Najia Jafrin, Deputy General Manager, Apex Holdings Limited, for her mentorship throughout the internship period. Despite being incredibly busy with her job, she took time to help me achieve my internship goals and directed me to the right path to prepare this report with ease.

Last but not the least, I would like to express my gratitude to the BRAC university authority for their kind cooperation.

## **Executive Summary**

This study summarizes my internship program experience at Apex Holdings Limited (AHL) which outlines all the learnings, outcomes, experience of the program while doing work in the organization. There is an overview of the general activities of AHL, HR practice of the company to ensure better employee performance, concise ideas about other departments. The primary aim of this report is to figure out the employee performance management handled by the HR department of the organization.

To begin with, there is an overview of the daily operations of different departments, their activities, and how the organization regulates and operates both in the factory and head office. Here it is also noted how marketing practices are done by the company and how it is holding a good position in the market. Then, in the findings and analysis part, I have mentioned their training, compensation practices to ensure efficient employee performance. This report summarizes how the company functions to keep their employees on track and manage the overall employee performance.

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## List of Acronyms

AHL	Apex Holdings Limited
ASKML	Apex Spinning and Knitting Mills Limited
ATPML	Apex Textile Printing Mills Limited
ALL	Apex Lingerie Limited
MBL	Matex Bangladesh Limited
AYDL	Apex yarn and Dying Limited
ABBL	Apex Bio-fertilizers & Bio-pesticides Limited
AOSIL	Apex Organic Soya Industries Limited
AFWL	Apex Fashion wear Limited
AFL	Apex Foods Limited

# Chapter 1: Overview of Internship

## 1.1 Student Information

Name – Md. Sabbir Hossain

ID-15304065

Program- Bachelor of Business Administration

Concentration: Major in Human Resource Management and minor in Marketing

## 1.2 Internship Information

### 1.2.1 Internship details:

Period – From August 22, 2020, to October 4, 2020

Company name – Apex Holdings Limited

Department – Human Resource Department

Address – Rupayan Golden Age (5<sup>th</sup> and 6<sup>th</sup> floor), 99 Gulshan Avenue, Dhaka-1212

### 1.2.2 Internship Company Supervisor's Information:

Supervisor's Name- Najia Jafrin

Position- Deputy General Manager, Learning Center

### 1.2.3 Job Scope – Job Description/Duties/Responsibilities:

I was to visit different departments in the factory of the organization and get a clear picture of what they are doing and what roles they need to perform carefully. I learned about how MS Excel can be used to prepare the production report for a week, month, year, and then I prepared the report accordingly.

## 1.3 Internship Outcomes

### 1.3.1 Contribution to the company:

Having learned the function of MS Excel to prepare an organizational report, I also taught the other employees of the organization who were weak at understanding MS Excel.

### 1.3.2 Benefits of this internship:

- ✓ Great career experience in an industry and job market
- ✓ Get exposed to various working processes of departments

- ✓ Practical Microsoft vision gained
- ✓ Mastering new skills and know-how
- ✓ Preparing a report on what I have learned in real life
- ✓ More discipline, punctuality, and capacity to cope up with different individuals have been developed.

### **1.3.3 Problems/Difficulties:**

During my internship period, I did not encounter any kind of serious difficulties as the company was very organized and employees were cooperative. However, since this is a conventional organization, there were some barriers to obtaining access to some departments. The organization retains confidentiality. Hence, collecting information was a limitation.

### **1.3.4 Recommendations:**

- ✓ The internship program needs to be designed in a more structured way.
- ✓ The scheme of paying internships needs to be implemented to inspire applicants to participate
- ✓ Job for interns needs to be defined further.

## Chapter 2: Organization Overview

### 2.1 Introduction

#### 2.1.1 Objective:

- To find out the factors that cause effective employee performance management
- To get an overall picture HRM practices in the company
- To evaluate the role of the organization in adopting sustainable policies to enhance the work environment

#### 2.1.2 Methodology:

To gather all the information, I have used both primary and secondary data.

- ❖ Primary data: I have visited the factory of Apex Holdings Limited at Gazipur where I get some raw and solid information. Moreover, there was a training session conducted by in-house expertise which gave me authentic information.
- ❖ Secondary Data: I have also used secondary data in my report which are mainly taken from the official website of the company.

#### 2.1.3 Scope of the study:

This section of the report offers a summary of the company's details on various divisions, the implementation of management structure, the organizational role in performance management.

#### 2.1.4 Limitation of the study:

Even though being a very coordinated organization and cooperative employees, I had to face a little challenge to get access to certain departments as it was a traditional company. The company maintains confidentiality. Therefore, it was a limitation to collect information. Moreover, the time constraint is also a concern. To write a proper research paper, 6 weeks is not sufficient. However, I tried my best to absorb as much information as possible and evaluate them in the report.

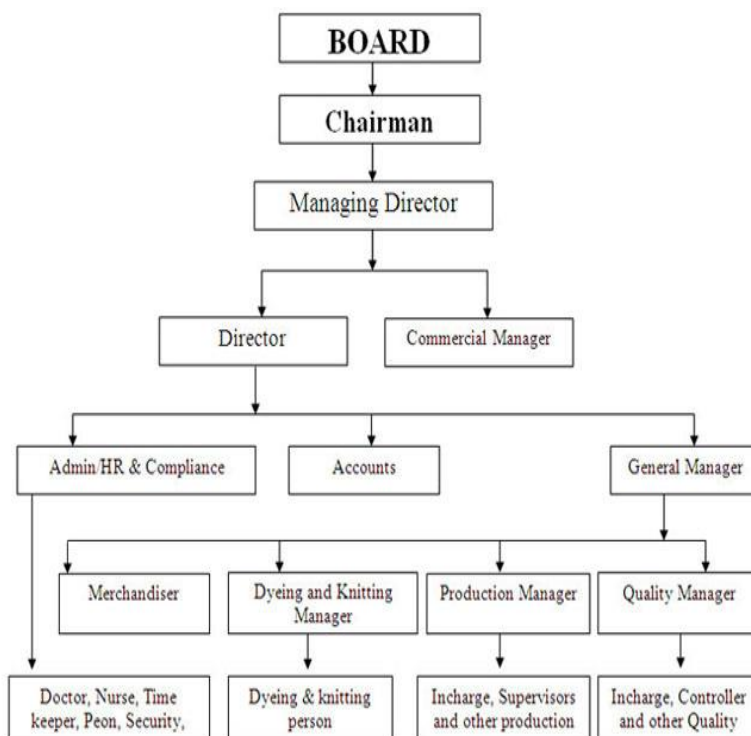
### 2.1.5 Significance of the study:

I focused primarily on the company overall details, performance management system, working progress of departments, and an overview of the role of the company in the industry. So in terms of collecting information, completing this section of the study was quite critical. Nevertheless, I tried to organize the entire report with sufficient information in a structured and systematic way for easy understanding by other people.

## 2.2 Overview of the Company

Apex Holdings Limited (AHL) was set up to handle other Apex export-oriented manufacturing enterprises. In 1998, the company called Apex Holdings Limited was structured and registered. As a manufacturing company, AHL operates a variety of different companies and the fields are frozen foods, textiles, chemicals, and agriculture. In 1980, the companies embedded in AHL began their first journey as export-oriented manufacturing companies, and consistently it becomes a sizable big organization that consists of five manufacturing enterprises in three industries broadly. Apex Holdings Limited (AHL) was essentially organized as a management corporation for all businesses to retain and provide support. As there are several apex companies, the share of individual business is owned by all the Apex Holdings Limited Directors. Now there are 9 companies under AHL which are as follows- Apex textile printing mills limited, Apex spinning and knitting mills limited, Apex lingerie limited, Apex fashion wear, Apex yarn and dyeing, Apex foods limited, Matex Bangladesh limited, Apex Organic Soya Industries Limited, Apex Bio-fertilizers & Bio-pesticides Limited. **(Apex Holdings Limited, August 2020)**

The main business of AHL is garments and textile oriented. Its organogram is as follows:



**Figure 1: Organizational hierarchy**

<b>Manufacturing enterprises</b>	<b>Production/year</b>
Apex Textile Printing Mills Limited (ATPML)	3.6- 4 million pieces undergarments for male and female
Apex Spinning & Knitting Mills Limited (ASKML)	24 million pieces dress for children and infants
Apex Lingerie Limited (ALL)	1.8-2 million pieces brassiere and panty
Apex Fashion Wear Limited ( AFWL)	24 million clothing

**Table 1: Annual Production**

## 2.3 Management Practices

At Apex Holdings Limited, management practice is very well-maintained. In the code of conduct, the management body ensured that everybody would get a fair opportunity to improve. In the case of Human Resource Management department, they have broken it into several divisions, such as the recruitment division, training, and development, compensation, and payroll unit. Every sub-department has been put to accomplish specific tasks related to the department.

For recruitment, both external and internal options are open. All types of recruitment operations are the responsibility of the HR management division. In the case of external recruitment, the company provides fair job opportunities for all, irrespective of gender, color, race, and so on. An interview takes place for the eligible applicants and the best ones get the chance to be the employees of the company.

**Compensation and Pay-roll unit:** This unit focuses primarily on the set of guidelines relating to the organization's pay system and benefits packages and includes a comprehensive mechanism for encouraging equal treatment within the organization.

**Training and Development:** The management team is very informed about the company's ongoing activities and any situation. In this regard, management keeps their employees trained by experts and also calls for meetings with manufacturing staff, often with the head office, to assist departmental staff to have the overall update on all company activities from time to time. Even, the newly joined employees are given proper mentoring, coaching for performing their job with perfection.

## 2.4 Marketing Practices

### 2.4.1 4P for garments business:

**Product:** Apex always strives to fulfill the needs of its buyers with quality products. They have an inspection procedure having different inspection room for different buyers. There is also a 2-3 fold checking policy to ensure the consistency of their goods. Furthermore, all product approval and monitoring to ensure integrity is preserved for chemical and yarn dyeing businesses.

Price: AHL tries to give their clients the best deal, even for price competition. The head of the merchandising department is involved in pricing quotes and managers are also involved in making logical decisions.

Place: Having sourced buyers they do shipment as per buyer's demand. According to the shipping chart of buyers, they can easily distribute their products to different countries via Chittagong port.

Promotion: They primarily communicate with the buyer via the website. On the basis of the communication, they set up a meeting with buyers intending to explain the operation and production potential. Even as a part of marketing activities, they have the option for the buyer to visit their factory in order to influence buyers by demonstrating their entire activity.

#### **2.4.2 Marketing practices for other businesses:**

Even though Apex Holdings Limited is primarily a textile-based company, it has some other companies too based on different businesses like yarn, dyeing, chemical for which their marketing strategy is to visit the market and approach buyers. Marketing managers and senior executives tend to visit the market, companies, and clarify their product specifications. Also, providing after-sales service is another marketing department strategy. AYDL and MBL have a marketing or sales team that directly visits the market to engage with buyers and develop business relationships.

## **2.5 Financial Performance & Accounting Practices**

The finance and accounts department manages the operating cash flow and expenditure of Apex Holdings Limited. Investment. The tasks they are supposed to do are as follows:

- ❖ Preparation of annual accounts for the whole business
- ❖ Preparing MIS
- ❖ Tallying information and searching for updates
- ❖ Control of the funds
- ❖ Bank reconciliation, monthly and annual closing of admission, early loan payment, intercompany payment, insurance policy for all properties, preparation of quarterly stock report for banks



- ❖ Development and payment of bank loan, intercompany registration and cash incentives
- ❖ Tax assessment and making payment accordingly.
- ❖ Monthly salary cash, honoring cheque over phone, annual analysis of HSBC's personal loan agreement, opening and running bank accounts.
- ❖ Making arrangement of international employee compensation structure.

Since this department is connected with the company's cash flow and expenditure, this is the most confidential department which is not authorized to share data with all. Therefore, it was one of the drawbacks for me that I could gather very limited information.

## 2.6 Operations Management and Information System Practices:

### 2.6.1 Operation management:

Apex Holdings Limited is a management corporation which founded to give support to Apex's other manufacturing legal entities. Hence, the head office offers all sorts of assistance to handle the entire operation in the factory. The directors of the company are active in controlling and following up the whole operation. Exporting garments is the main business of apex and in order to manage this operation, the company has several departments as follows:

HR and Administration- This department primarily oversees the HR, admin and compliance part of the company. They handle recruiting, performance management, training and development, legal affairs, logistics and also cleaning issues.

Merchandising department- Sourcing buyer and taking work order is a key task of the merchandising department. They handle both order creation and production part. They are supposed to provide buyers various sample of garments to get the order. Also, they follow up the production, requirements, raw materials sourcing, and shipment.

Process Control-There is a process control team for disseminating the updated market price of knit fabric.

Purchase and international Procurement department- This department basically ensures that any kind of necessary raw materials or goods are provided to the head office and factory

whenever it is needed. It can be machinery, yarn, chemical, machinery parts, daily necessary raw materials and so on.

Commercial department- It is a wide department consisting of import, export, customs and audit sections to support the operation in a more organized way. (Apex Holdings Limited, September 2020)

### **2.6.2 Information system practices:**

AHL has a system department for information system management which ensures technical support to all other departments of the company. AHL has its own software named as Oracle in order to maintain payroll, data entry, recording, giving work order, requisition, bill entry, payment follow up, audit supervision, and many more. This oracle software makes it easy for the factory and headquarter to function effectively as all the dates are entered in the software simultaneously. Moreover, AHL uses outlook email platform for making inside and outside interaction with buyers and suppliers. (Apex Holdings Limited, September 2020)

## **2.7 Industry and Competitive Analysis**

### **2.7.1 SWOT Analysis of Apex Holdings Limited:**

A SWOT analysis involves analysis and finding out of the strength, weaknesses, opportunities, and threats of any organization. Strength and weakness are two critical criteria for assessing and gaining an understanding of the internal competence and ability of the organization. On the other hand, opportunities and threats describe the company's external environmental effects and cannot be regulated by the company. The SWOT analysis of AHL is shown in the next page using a table.

	<b>Beneficial</b>	<b>Harmful</b>
<b>Internal</b>	<p><b>Strength</b></p> <ol style="list-style-type: none"> <li>1.The company's own property and facilities</li> <li>2.Expert, skilled and active workforce</li> <li>3.Quality fabrics as per buyer's demand</li> <li>4.Organized line of goods</li> <li>5.Systemetic governance and inspection</li> </ol>	<p><b>Weaknesses</b></p> <ol style="list-style-type: none"> <li>1.Insufficiency of trained workers</li> <li>2.Lack of involvement of subordinates in policy making</li> <li>3. Indifferent in taking feedback from buyers</li> </ol>
<b>External</b>	<p><b>Opportunities</b></p> <ol style="list-style-type: none"> <li>1.Worldwide business connection</li> <li>2.Diversification of manufacturing</li> <li>3.Recruiting lively new graduates</li> </ol>	<p><b>Threats</b></p> <ol style="list-style-type: none"> <li>1.Efficiency of rivals</li> <li>2.Barriers to trade, law and regulations</li> <li>3. Corona pandemic</li> </ol>

**Table 2: SWOT Analysis**

### **2.7.2 Porters analysis of Apex Holdings Limited:**

There are five variables in the study of porters that show how viable the company is and reveal the position of the company in the business and industry.

- ✓ Competitive rivalry- The competition is moderate in this company as not all business can produce same quality goods. However, there are a number of companies who are elevating their ability in this business day by day.
- ✓ Threat of new entrants- Exporting readymade clothing is not an easy business to create as it requires enormous property, factory set up, costly machineries, equipment, training, manpower, expertise, powerful management, huge amount of capital and so on. Hence, the threat of new entrants is low.
- ✓ Threat of substitute- Threat of substitute is high as new types of fabrics, materials and designs are being emerged day by day which are tough to be manufactured in Bangladesh.
- ✓ Bargaining power of supplier- The bargaining power of the supplier is high provided that buyers nominate supplier. In this case, AHL would only obtain

materials from them to satisfy the buyers. However, if there is no nominated supplier, then the suppliers' negotiating power is moderate since there are alternatives of suppliers for each commodity, even though in terms of quality, choice is less. Therefore, it is safe to say that AHL remains in moderate position.

- ✓ Bargaining power of buyer- Bargaining power of buyer is high in the garments business. As most of the earnings of Bangladesh rely on this sector, the companies ought to be cautious about the satisfaction of buyers. It is necessary to grab all the purchasing orders both for the companies' profit and the country itself. So the buyers bargaining power is high and AHL and all the companies have low power.

All in all, it can be said that in terms of industry and competitive analysis, AHL remains in moderate position.

## 2.8 Summary and Conclusions

The RMG sector is Bangladesh one of the prime earning sources which contribute to economy of Bangladesh. If we equate ourselves with China, it can be realized that we are more capable of manufacturing textile goods at a cheap price because of our lower labor cost while china is facing the rise of labor costs. It leads to gaining an advantage for ourselves and getting more preference for many foreign investors. This growth of this sector is an advantage for a textile company like Apex Holdings Limited. Apex Holdings Limited is very much experienced in its manufacturing and management activities. The management of the organization is operating their business with great knowledge, skill, and experience. It is evident that they have a strong place in the market in terms of competitive analysis which can be even strengthened by avoiding the flaws.

## 2.9 Recommendations

- They can take assistance from industry experts to optimize the organizational structure more systematically. In this, consultancy could be a great strategy.

- The company needs to improve the way in which it can determine its role according to the product life cycle to succeed in the sector with a more secure position. As a result, taking future action and effort to compete would be easy for them.
- The business needs to be more creative in its function to achieve a solid position in this competitive market. They can introduce a design department that can be an extra advantage for the company.
- In order to calculate its annual growth, the organization should attain the BCG (Boston Consulting Group approach) matrix technique to make it easier for them to understand their growth in the industry.

## **Chapter 3**

### **Employee Performance management in Apex Holdings Limited**

#### **3.1 Introduction**

##### **3.1.1 Background of the study:**

At Apex Holdings Limited, I have worked as an HR intern. It is a 100% export oriented garments and textile-based company. So I have prepared my internship report based on this company and industry. In the report, I have focused on my learning which I have accumulated while performing my duties in this company. During my learning period, I have visited the factory and all the departments of the company, and based on that I have focused on identifying employee performance management, its difficulties and tried to specify the problems.

##### **3.1.2 Objectives:**

- ✓ To explain AHL' training needs
- ✓ To review and analyze the current performance assessment process and identify the strengths and shortcomings of the existing performance.
- ✓ To assess the management practice of compensation.

### **3.1.3 Significance of the study:**

The significance of this study is very momentous. Due to preparing this report about the performance management system, I have got the privilege to communicate with HR and admin personnel of the organization and tried to notice how they manage their employee performance. It is a whacking opportunity for me to elevate my skill in this sector. The report I have prepared is more likely to be my experience-based rather than book-based learning. I have tried to arrange the information in an organized and systematic way for other people's learning.

## **3.2 Methodology**

To gather all the information, I have used both primary and secondary data.

- ✓ Primary data: I have visited the factory of Apex Holdings Limited at Gazipur where I get some raw and solid information. Moreover, there was a training session conducted by in-house expertise which gave me authentic information.
- ✓ Secondary Data: I have also used secondary data in my report which are mainly taken from the official website of the company.

## **3.3 Findings and Analysis**

In general, Apex Holdings Limited uses the record of previous employee performance of the job and behavioral activities with colleagues and management as part of managing the employees. After a 1-year provision period, the compensation of employees is increased with confirmation as per the company's current policy. In this probation period, employees are exposed to different types of training. Having done the training, employees are supposed to sit for the practical and theatrical test. If they become successful, then they are promoted to an executive position. In the case of workers, they are given training in the "learning incubation floor" even before the joining where they are taught how to do sewing, cutting, finishing. After training, a test is to be taken. The ones who perform well are recruited as the worker of the company. Now, they are continuously monitored and guided by textile engineers and respective managers to do their tasks with maximum perfection.



**Figure 2: Practical training of workers**

There are 20000+ employees in Apex holdings limited for whom they have a pay system in compliance with the laws of the government and the law on labor wages. Every worker has to work for 8 hours, 6 days a week in a month and their basic salary is 8000 takas/month. If any worker wants to do overtime. he/she is supposed to get an extra 40 taka/hour provided that up to 24 hours/week is allowed for overtime.

Each company aims to give its employees certain benefits which include financial benefits, non-financial benefits. In this section, I am going to focus on the non-financial benefits offered by Apex Holdings Limited. The company provides travel allowance to officers and executives, not the workers. Since the number of workers is massive, it is practically impossible to provide them transportation service. However, AHL has 2 Coaster buses, 2 Hiace cars, 4 Noah cars, and 30 private cars for travel allowance only for officers and executives (Source: Mr. Jewel, August 2020). Moreover, Apex Holding Limited has an emergency medical unit. The doctors and nurses remain in the organization from 9 AM to 6 PM and free medicine are also provided to sick workers. If any pathological examination is required, the company keeps a very minimal charge for this. They are always prepared to provide medical service in case any accidental event occurs. If any big accident occurs to workers while performing the job, AHL undertakes full responsibility to bear the medical bill. Besides, AHL has implemented a community health and injury insurance program for the well-being of employees. The last and not the least, AHL provides its employees with many form of vacation to uphold the leave labor law and also the laws of the government.

The operation of human resources in the organization makes the organization more balanced and easier to run. Many HR professionals believe their position as a business partner requires decision making in business. So they have to be strategically focused to be more successful. This career is more demanding and responsible for evolving HR profession. At the time of

my internship period at AHL, I have discovered the strengths and shortcomings of its HRM practices.

AHL obey the labor law of government and the international labor act. They keep their work environment safe, clean, and healthy for the laborers. Moreover, the method of performance management is quite modern and offers incentives based on an excellent performance. Also, the officers are not very strict with the workers which leads to the good performance of workers on their own. All the laborers are obedient to their superior and they can also lift logical demand which actually is a positive indication of a good HR practice. Furthermore, if employees do not use accrued leave, they get extra compensation which is an inspiring factor for the employees. I also found no office politics which is a good indication of equal assessment of employees. In this company, no oppression has occurred so far which represents a solid HR practice within the company.

AHL also has certain shortcomings that need to be addressed. The appraisal method is focused exclusively on performance basis that restricts the area of employee assessment. The website is still under development to unfold the information of the company. Moreover, the company does not typically include advertisements in media outlets such as local newspapers and online media which might be a discouraging factor for new employees. Also, many of the workers do not feel job security due to the frequent termination of employees.

### **3.4 Summary and Conclusion**

Performance management is the method of measuring the performance and progress of an employee or a group of employees on a given job and their potential for future growth. It consists of all standardized methods used to assess employee attitudes, achievements, abilities. The company today demands that the HR role provides a value-added service. This demands a sharp business emphasis from HR practitioners and the implementation of a high-quality HR system incorporated into the strategy and operation of the company.

The study “Performance Management of Apex Holdings Limited” discloses that employees are the most important resource of organizational development for garments industry like AHL. The workers have to conduct the whole activity here from starting to finishing the final



product. Therefore, with a view to elevating the efficiency of employees' overall performance, the significance of a dynamic HRM practice is absolutely crucial.

### **3.5 Recommendations**

While completing my internship program at Apex Holding Limited, I have traced some areas of development where the company can focus. So, my recommendations are as follows:

- ❖ To assess the workers' performance, they can implement more specific performance evaluation approaches.
- ❖ The incentive system is a significant motivational factor for the better performance of employees. So the company should structure its incentive system in a more organized manner.
- ❖ They may consider providing certificates and positive reviews that help employees to achieve more self-confidence in them which can be reflected in their success in return.
- ❖ It is important to keep appraisals and incentives apart. Appraisals should be only about the training needs, results, and career growth of an employee; whereas, different pay evaluations should be performed annually to determine the employee benefits and rewards.

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## Appendix

### Personal Interview Question

1. What drives the management to establish Apex Holdings Limited (AHL)?
2. In which rate, the different companies of AHL makes production per year?
3. What methods does AHL use to recruit its employees?
4. How is AHL managing employee performance?
5. Do you believe the training is sufficient enough for employees to have efficient performance?
6. Why do you think proper compensation and incentive system is important for employee performance management?