

Report On
General HR Practices & Employee Job Satisfaction at RANGS
Limited

By

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ID: 17104037

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
September, 2021

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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 have acknowledged all main sources of help.

Student's Full Name & Signature:

Tanzila Ahmed Adrita
ID: 17104037

Supervisor's Full Name & Signature:

Jubairul Islam Shaown
Lecturer, BRAC Business School
BRAC University

Letter of Transmittal

Jubairul Islam Shaown
Lecturer,
BRAC Business School
BRAC University
66 Mohakhali, Dhaka-1212

Subject: Submission of Internship Report

Dear Sir,

This is my pleasure to display my entry level position at the Human Resource Department of RANGS Limited, which I was appointed by your direction.

I have attempted my best to finish the report with the essential data and recommended proposition in a significant compact and comprehensive manner as possible.

I trust that the report will meet the desires.

Sincerely yours,

Tanzila Ahmed Adrita
ID: 17104037
BRAC Business School
BRAC University
Date: September 11, 2021

Non-Disclosure Agreement

This agreement is made and entered into by and between RANGS Limited and the undersigned student at BRAC University

Acknowledgement

By the grace of Allah, I have successfully completed my internship at RANGS Limited. I am glad about finishing my report given by my respected instructors Mr. Jubairul Islam Shaown and Mr. Mohammad Atiqul Basher within the due time. I would not be able to complete this report without my instructors' valuable feedback and guidelines. I cordially thank both of my instructors for their encouragement in writing a quality report and finishing it within the assigned time limit. Moreover, I would also like to thank my field supervisor Mr. Muntasir Rahman Chowdhury (Senior Executive of HR, RANGS Limited) for his remarkable efforts and contribution behind completing my internship. Last but not the least, I am also grateful to all the kind respondents who invested their valuable time in participating the survey.

Executive Summary

I joined at RANGS Limited as an intern to complete my internship course BUS400. I worked in the HR department of RL for 3 months under the supervision of Mr. Muntasir Rahman Chowdhury, Senior Executive of HR. I have learnt many new things while working at RL that really enhanced my practical knowledge related to Human Resource Management. I have professionally done many core tasks of the HR Department. This internship report contains detailed information regarding the general HR activities of RL and its employee job satisfaction.

Firstly, I have discussed the overall HR activities that are done by the company's HR department. I have also used charts where necessary. In this report, I have thoroughly discussed the departmental working structure and its relevant findings. Moreover, I described the data collection method. In the findings part, I conducted a survey on employee job satisfaction so that the HR professionals of RL can understand their present condition and can better analyze their departmental effectiveness. However, I provided some recommendations to minimize existing HR problems of the company. In the end, I also added a short conclusion summarizing the key points of the report. However, in this report, I have tried to provide adequate information based on my working experience at RL.

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List of Acronyms

HR – Human Resource

RL – RANGS Limited

SBU – Strategic Business Unit

Chapter 1

Overview of Internship

1.1 Student Information

This report is prepared by myself, Tanzila Ahmed Adrita. I am a student of BRAC Business School, BRAC University. My student ID is 17104037. At present, I am in the last semester of Bachelor of Business Administration program. I am done my major in Human Resource Management & Marketing.

1.2 Internship Information

1.2.1 Basic Information: I am doing my internship at RANGS Limited. The duration of my internship period is 3 months from 01 June 2021 to 31 August 2021. I'm working in the department of HR as an intern. RANGS Limited is under Automotive-3 Division. The present location of RANGS Limited is 387, Tejgaon Industrial Area, Dhaka-1208.

1.2.2 Field Supervisor's Information: The name of my field supervisor is Mr. Muntasir Rahman Chowdhury. He is a Senior Executive in HR & also the SBU HR Lead, RL.

1.2.3 Job Scope: Firstly, the job responsibilities include assistance in recruitment process such as, interview call, interview preparation and necessary arrangement. Moreover, maintaining employee database and personal file, doing new employee onboarding and joining formalities, collecting data for different HR reports are also important parts of the Job duties. Furthermore, monitoring employee leave and attendance, assistance in different employee engagement activities arranged by HR department and other relevant tasks required by respective department are included in the job description.

1.3 Internship Outcomes

1.3.1 Student's Contribution to The Company: Being an HR Intern of RL, I have done many tasks that are considered as the core tasks of HR department. For example, I have prepared monthly payment sheets on employee corporate SIM usage. Moreover, I have prepared and issued necessary letters and certificates to employees related to their given benefits and allowances on behalf of the company management. I have also worked on employee salary sheets, CTC, clearance, final settlement with relevant requisitions. However, I contributed to interview and employee probation evaluation activities. Furthermore, I have maintained employee personal files, updated employee database, monitored employee leave data and done other relevant HR tasks. Overall, I have contributed to complete the HR tasks in more swiftly and smoothly manner.

1.3.2 Benefits to The Student: There are a lot of benefits I have received while working as an Intern at RL. First of all, I have learnt a lot of new things in this 3 months. For example, I have gained valuable experience regarding corporate life. I was provided complimentary lunch and snacks which also can be mentioned as a benefit I had. I got to know about the organizational culture and how each department works. However, being a student with HR major, this internship has provided to me an opportunity to enhance my HR related practical knowledge. In a way, the internship was useful to broaden my practical knowledge as the internship program created a path for me to be able to make practical implications of the theories that I have studied so far. My internship helped me to realize the actual scenario of HR department and its relevant activities. Furthermore, internship helped me to do networking. Networking increases the possibility of securing a job as it provides the scope to make good bonding with the professionals or coworkers at the workplace. Necessary skills like problem solving, communication and teamwork can be developed by the help of doing internship.

Internship also helps to learn about how the workplace operates, its culture, employee relations and structure of the leadership. Internship provides the scope to learn from the professionals and coworkers. It is also significant for building up the resume as doing internship enhanced my job experience which is really important to add some value for my career progression. After completing my internship at RL, I feel more interested and passionate about building my career in HR. However, additional benefits that I gained from this internship include boosting up my self-confidence and enjoying financial facilities.

1.3.3 Difficulties Faced During Internship: There were some problems or difficulties that I have faced during my internship. Firstly, I faced difficulty with adjustment. I needed nearly one month to become fully comfortable at this new place. Moreover, I faced difficulties with the long working hours of 8.5 hours. Furthermore, in the beginning, I faced difficulties regarding working with Microsoft Excel. Professional work requires MS Excel proficiency but I was not really in touch with Excel for quite long. Furthermore, my internship period was for 3 months but I had to work there for less than 3 months because of the government announcement for continuous lockdown and shutdown from the month of June to July. For this reason, I could not get enough time to learn more things and prove myself in a better way. Besides, I was also unable to focus on my assigned tasks because of such unstable situation of our country. Additionally, I also faced problems while working on the survey regarding employee job satisfaction as the employees of RL were not cooperative enough to invest their time in filling up the survey form which results in collecting lower responses.

1.3.4 Recommendations on Future Internships: There are some recommendations that I would like to suggest to RL for their future internships. Firstly, the future Interns of RL should be kept accountable to their field supervisor so that the Interns can learn to be more responsible and take their duties seriously. The future Interns should be provided temporary employment ID card so that the Interns can use it as per their necessity. For RL future interns,

there should be arrangements of scheduled regular check-ins so that they can learn to be punctual. Moreover, RL can arrange orientation program for the future Interns which will make the Interns understand their roles in a clearly defined way. Additionally, the orientation program will also be useful for a formal introduction session and make the Interns feel warmly welcomed to the workplace. Furthermore, RL future Interns should be provided with handbooks so that the Interns can get a better understanding about their workplace, necessary rules and guidelines. However, RL should offer the future Interns time flexibility so that the Interns can feel motivated towards their duties instead of feeling burdened. Moreover, Intern supervisors of RL should consider taking presentation on the work of Interns and providing the Interns necessary feedbacks. RL should also offer in-house training for the future Interns to develop their skills that are necessary for their assigned roles. Lastly, offering scholarships to Interns should be there at RL in order to attract more candidates with required qualifications.

Chapter 2

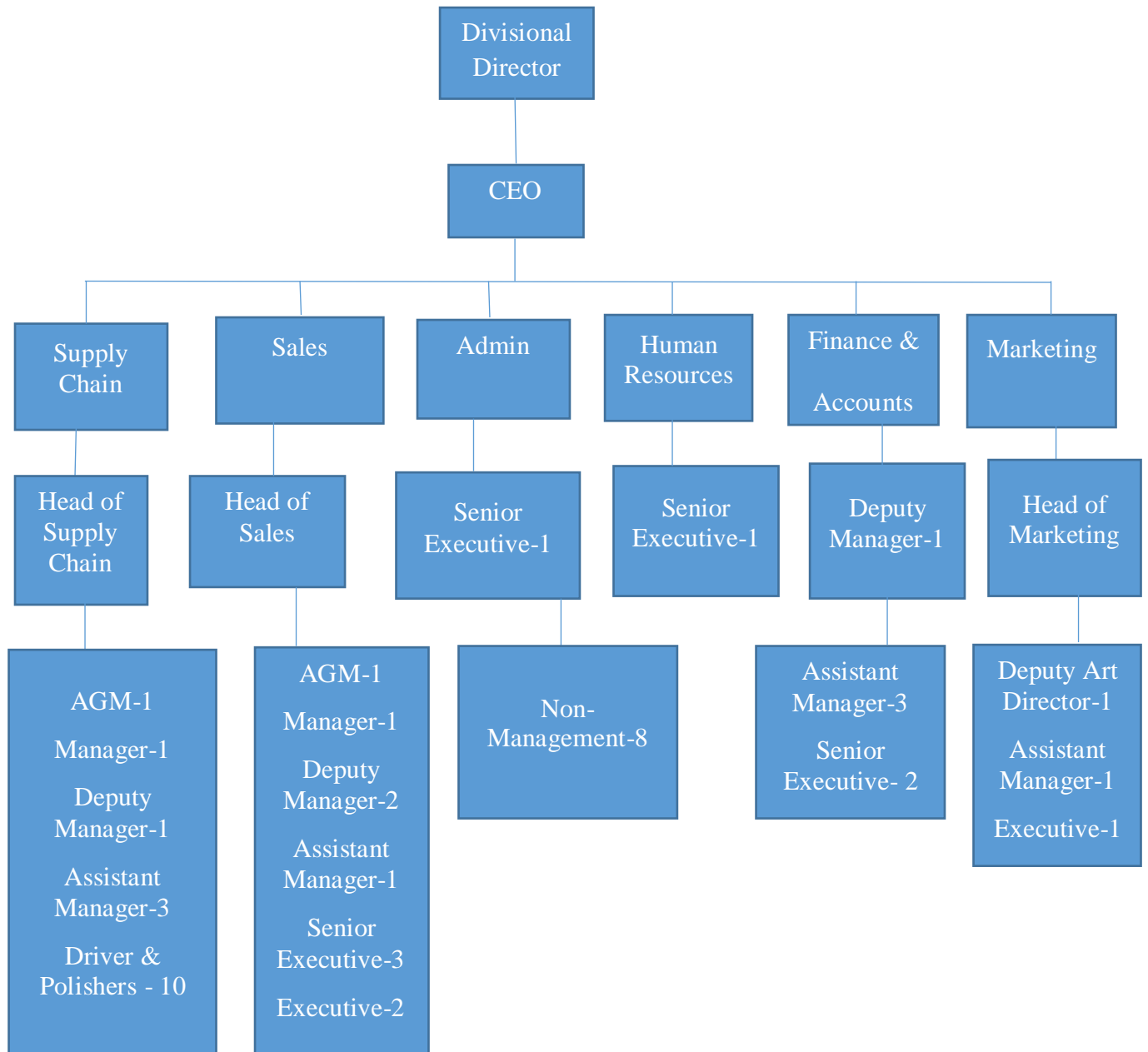
Organization Part

2.1 Introduction: RANGS Limited is a private limited company. The company started on 25th June, 1979 as a sister concern or SBU of RANGS Group. At present, RANGS Group is known as RANCON. RANGS Limited falls under its automotive-3 division. There are four SBUs under Automotive-3 division which are RANGS Workshop Limited (RWL), Kokusai Links Co. Limited (KLC), RANCON Auto Industries Limited (RAIL) and lastly, RANGS Limited (RL). RANGS Limited is bringing popular brands since the very beginning such as, Toshiba, Suzuki, JMC, Mahindra, Mitsubishi Motors, Mercedes-Benz, Shell, Eicher and Samsung. At present, RL is working with the brand of Mitsubishi Motors. Mitsubishi Motors is known as a global automobile company headquartered in Tokyo, Japan that has been manufacturing SUVs and pickup trucks, electric and plug-in hybrid commercial and passenger vehicles as well as has a competitive edge in the ASEAN region.



Mitsubishi Motors is distributed solely in Bangladesh by RANGS Limited. RL assembles and imports passenger and light commercial vehicles. RL is in agreement with the state owned enterprise, Pragoti Industries Ltd in order to assemble Pajero Sport with the collaboration of Mitsubishi Motors Corporation. Hosting motor shows, sponsoring golf tournaments and other regular ATLs, RL has taken extensive market campaigns. RL is currently associated with nine different Mitsubishi Motors models in Bangladesh market. RL is providing genuine spare parts and world class after sales service. Its showrooms and service centers are situated in both Dhaka and Chittagong. About the market share of Mitsubishi Motors Corporation, approximately 25,000 units per year is the total demand for passenger vehicles in Bangladesh. There are three broad categories, such as, Brand New, Reconditioned and Used. Brand new vehicles are sold by RL only where the total yearly sales is approximately 1000 units. RL has made Mitsubishi Motors the best brand in Bangladesh in terms of Band New car segment. RL prioritizes customer satisfaction which is clear by the dedication of RL staffs and management. RL is providing regular capacity-building training to the work force for maintaining standards. There are two showrooms in Dhaka at Babylonia and one showroom in Chittagong to provide its customers maximum access to the Mitsubishi Motors products. It is a company of total 50 employees at present. RL is working with total nine products of Mitsubishi motors. Eclipse Cross, Xpander, Outlander (Luxurious, Basic, CKD, and PHEV), Pajero V6, Pajero Sport, L-200, Attrage and Montero are the products of Mitsubishi Motors that RL has been working with since the very beginning.

- **Organizational Chart of RANGS Limited:**



2.2 Overview of the Company

2.2.1 Mission: Providing the most reliable automotive services ensuring maximum customer satisfaction.

2.2.2 Vision: To be the leading player and most preferred Car Dealership Company in the automotive industry of Bangladesh.

2.3 General HR Practices of RL

Recruitment & Selection:

- **Recruitment:** Before hiring, the HR of RL follows a proper recruitment plan to do the hiring process effectively. First of all, HR defines their goals such as, increasing headcount, trying not to recruit from the external sources, creating powerful pipeline of talents, decreasing new hiring time and cost. Furthermore, HR of RL forecasts the hiring needs for the future based on updating the organizational charts, identifying likely promotions, retention, turnover, employee growth and skill gaps. Moreover, HR determines the type of candidates they want to hire. HR also develops its sourcing strategy. Besides, HR of RL refines its process of selection by ensuring the chosen candidates will remain connected to the organization. Additionally, preparing recruitment and selection budget is another important thing for HR such as, the cost of sourcing, selection and onboarding, salaries etc.
- **Selection:** For selection process, there are several states that the HR of RL goes through. Firstly, The HR department publishes the application form to get new candidates. After wrapping up the application phase, this department goes through the

collected CVs which is known as resume screening. The next step which is done by the HR of RL is screening call where applicants get shortlisted by the recruiters. After that, the shortlisted candidates come for an in-person interview. RL maintains a candidate evaluation form to score the candidate in every area. The evaluation form criteria includes education considering the educational qualification meets the requirement of the job; relevant job knowledge considering the extent about knowledge requirement of the job; conceptual or analytical skills through developing realistic plan, analysis and problem solving capabilities; potentiality in respect of self-development and career progression; adaptability to change, open to new ideas, takes on new responsibilities, handles pressures and uncertainties, adjusts work plans to meet ever changing company needs; communication regarding how the candidate is presenting ideas across and their ability to comprehend problems; attitude considering self-confidence, independence and flexibility; creativity on global concepts considering the ability to develop new ways of doing works, applies new techniques considering global concepts; judgement considering logic, opinion & soundness of reasoning; lastly, overall personality considering the overall attitude and interpersonal abilities. Next, HR checks the candidates' backgrounds and references. Finally, in the last step, the HR makes decisions regarding whether to select the candidate for offering the job.



Employee Training & Development: HR of RL implements necessary training and development process based on employee needs. The goals or objective behind providing an employee training and development program are to develop skills to work more effectively, to enhance knowledge and attitude, to know about ethics and corporate culture. The training methods that the HR of RL mostly follows are the orientations, computer-based training, apprenticeships and internships as well as job rotation.

Employee Motivation: Employee motivation is an important factor for increasing productivity. Motivated employees put a great contribution to the company. RL works for employee motivation so that the employees can feel enthusiastic, creative, energetic and committed to the company. RL motivates their employees by providing gifts on their good news, special events and also helps the employees financially to keep the employees engaged to the organization. For example, RL provides wedding gifts to employees under the marriage gift policy-2017. Moreover, employees are also given gifts on child birth. Besides, an advance

loan for purchasing mobile phone under mobile phone usage policy-2017 is provided to the employees in need. Furthermore, facilities of having financial support for the education expense of the employees' children is there too. Additionally, the facility of employee Life and Medical Insurance as well as adequate salary increment are also given for the employees of RANGS Limited.

Employee Evaluation: Employee evaluation is an important process for every organization. Accurate employee evaluation is significant. RL focuses on proper employee evaluation as it increases employee job satisfaction and retention. Moreover, it improves the performance of employees and productivity. By the help of evaluating employees, deserving ones are chosen for promotions. Moreover, employees who needs training are identified through the evaluation process. There is six months of probation period for the employees of RL. Each employee goes through the evaluation process after working in this organization for six months and gets a confirmation letter based on their evaluation scores. A probation evaluation form is maintained to do the employee evaluation. RL evaluation criteria consists of communication skills, self-presentation, quality of job done, ability to meet deadlines, capability to work under pressure, sensitive information handling, punctuality, proactivity, attitude and career commitment. The employees in probation are scored out of 100 based on these criteria. On the basis of their evaluation scores, the employees receive the confirmation / termination or an extension proposal for their probationary period.

Organizational Development: Organizational development is one of the main tasks of HR. Organizational development always brings a positive change for the company. Organizational development is significant for employee development to function better. HR professional analyzes data and research for the betterment of the overall organizational systems. HR department of RL is highly focused on its organizational development so that it

leads to the overall employee growth and increased profit margins. Besides all the core work of HR, equity and workforce diversity is ensured at RL. Moreover, HR department makes necessary improvement of the employee rules and policies. Furthermore, accurate adjustments of labor costs is also done. However, HR ensures health and safety at the workplace as it has ensured to maintain zig zag pattern and adequate uses of masks and hand sanitizers for the employees in this pandemic situation. Apart from this, in order to make sure the organizational development, HR works for the organizational effectiveness without bringing any change to the values and culture of the workplace. HR brings out employee potential by appreciating them for their valuable contribution and motivates them for further accomplishments. Additionally, HR has to make proper planning and strategy to ensure productivity. Moreover, aligning behaviors of the employees with the structure, strategy and objectives of the company is another important job of HR. However, promoting the values among the people and workplace is also done to ensure organizational development.

Besides, HR of RL focuses on employee compensation management including employee salaries, festival bonuses and increment, final settlements, allowances such as, fuel and car allowances; billing of employee corporate SIM usage; billing for the subscription of India-Bangladesh Chamber of Commerce & Industry (IBCCI) and Japan-Bangladesh Chamber of Commerce & Industry (JBCCI); updating employee database; maintaining data for charges handover and takeover etc.

2.4 Summary and Conclusions: The private company of RL is one of the SBUs of RANGS Group which falls under the automotive 3 division. RL has been working with many renowned brands. As a sole distributor in Bangladesh, RL is working with is Mitsubishi motors Bangladesh. RL has nine types of Mitsubishi motors vehicles in total among which Xpander

and Eclipse models have the highest demands in Bangladesh. RL has partnership with Pragoti Industries Limited for the purpose of car assembling. Its showrooms and service centers are located in Dhaka and Chittagong divisions. The mission and vision of RL are highly customer focused as it values customers' satisfaction the most. However, the main HR practices of RL include recruitment and selection, employee training and development, employee motivation, employee evaluation and organizational development.

2.5 Recommendations: There are some recommendations that I would like to suggest for the HR department of RL. Firstly, the employee handbooks should be revised or developed. Employee handbooks should be updated per year as the handbooks plays an important role in providing necessary information to the employees about the company policy, rules and regulations. Moreover, RL is still using the company policy of 2015 which is quite old and should be updated. Additionally, the job descriptions should be reviewed annually with the reflection of employees' current responsibilities. Updated job description with current responsibilities is also helpful at the time of employee performance evaluation process. Furthermore, the employee personnel files and its other relevant documents are easily accessible by any employee of the organization which may result in data leakage or breaking confidentiality. For this reason, I feel that the documents regarding employee personnel files should be kept with more security. However, HR of RL should focus more on its employee productivity. To enhance employee productivity, HR can conduct an employee survey annually so that the employees can feel heard by getting a platform to convey their problems and opinions regarding their job responsibilities, benefits or workplace. Besides, allowing flexible working options is also necessary to be there for better employee productivity. However, employees together should go for an annual trip for their much needed refreshment.

Chapter 3

Project Part

3.1 Introduction

3.1.1 Background: This internship report will give the students an opportunity to learn the real meaning of corporate life. I have done my internship report on the HR department of RANGS Limited from where the students will get a chance to know about the real scenarios of its working environment, coworkers, employee policies and job duties that are usually quite different from the bookish knowledge. This report can be used for better understandings about how the HR department works and its core responsibilities. Moreover, this project can provide the basic knowledge regarding team work, office culture, peers support, handling clients, employee relationships and performing assigned duties. However, the report will be useful in order to enhance people's perspectives by making them more realistic and shaping their career to be prepared for their upcoming future.

3.1.2 Objectives: There are various important objectives of doing this internship report. The objectives can be defined in two categories such as, general objective and specific objectives.

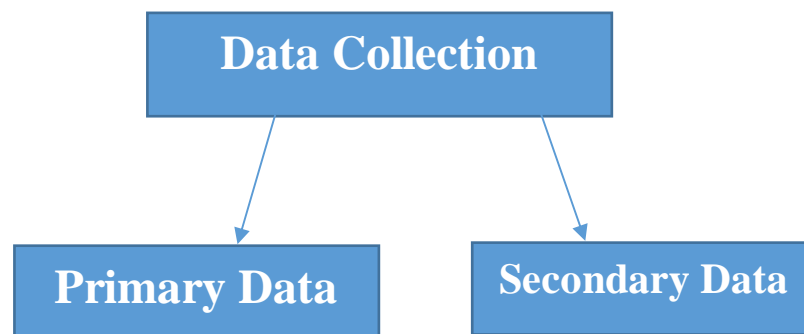
- **General Objective:** The general objective of this report is analyzing employee job satisfaction of RANGS Limited to make necessary recommendations for its HR department. I have done necessary research and analysis on the organization for discovering the current status of employee job satisfaction as well as provided necessary suggestions to fulfill the general objective of this report writing.

- **Specific Objectives:** There are some specific objectives that will altogether fulfill the general objective of this report. The employee job satisfaction can be measured through a survey. Firstly, an employee survey will be conducted to know about the existing problems of the company. After doing the survey, the reasons of employee dissatisfaction and the areas where the management is lacking will be found by doing a thorough analysis of the survey results. However, there will be further research and brain storming as per necessity for coming up with more effective ideas so that the best recommendations can be made accordingly.

3.1.3 Significance: Doing this internship report has a lot of significance as it plays an important role for the betterment of the company. First of all, the company will be benefitted by this report as the management will know about the core areas where the profitability is lacking. This report will provide some important recommendations based on the founded problems and implementing those recommendations can bring overall organizational improvement. Moreover, the reasons behind employee dissatisfaction are also discussed elaborately in this project that can be useful for the management to understand the issues and resolve it. Thus, the overall employee job satisfaction of this company will be increased. However, increased job satisfaction will lead to increased productivity that will create a positive impact on the overall profitability of this company. Moreover, this project will also be a great source of necessary information for those who are interested in doing job at RL. Additionally, through this project, my on-site supervisor will be informed about my learned lessons, skills and opportunities that I had while working at the company and he would be able to further develop the internship opportunities or lessons for the future interns. So, by these

mentioned facts, it can be said that this project has immense significance for the welfare of this company and its employees.

3.2 Methodology: For preparing this internship report, I have tried to collect both the primary data and secondary data. In case of primary data collection, I have used survey and questionnaires from 40 employees covering all the departments. I had discussions with my field supervisor and other coworkers to increase my data collection. Moreover, I also gathered some data through personal observations. Besides, I have collected most of the data from the internal source and through my on the job experience.



In case of secondary data, I have used only a few secondary sources, such as, I have collected data from the internet using the website and the Facebook page of Mitsubishi Motors Bangladesh, RANGS Limited. Besides, I have also collected data from online article and journals.

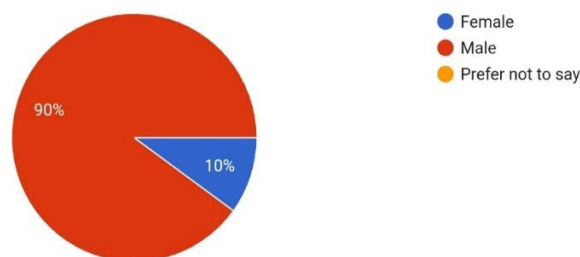
3.3 Findings & Analysis: I have done a survey on the employee job satisfaction at RANGS Limited for the findings and analysis of my internship report.

- **Survey Title:** Employee Job Satisfaction Survey at RANGS Limited
- **Sample Size:** 40
- **Department Covered:** Marketing, HR & Admin, Finance, Supply Chain and Sales.
- **Primary Data Source:** Executive, Senior Executive, Assistant Manager, Manager, Deputy Manager and office staffs.

Questionnaires: Demographics

Gender of employees:

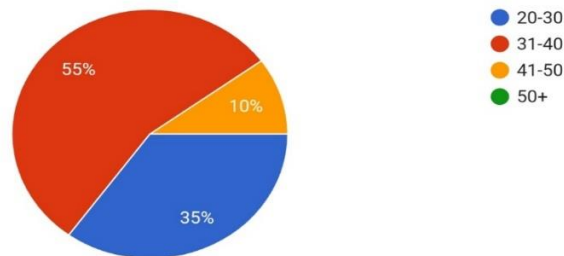
Please mention your gender.



According to the survey, 90% of employees are male and only 10% of employees are female at RANGS Limited.

Age of employees:

What is your age?

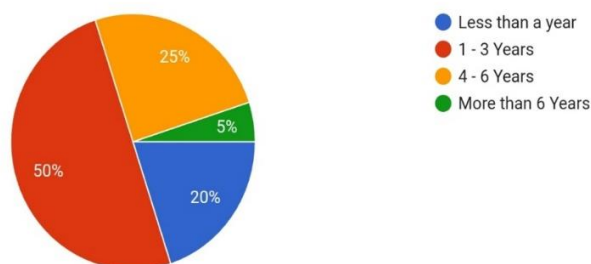


Most of the employees of RL are in between the age of 31 to 40 years and the percentage of these employees is 55%. Besides, there are 35% of employees who are aged between 20 to 30 years. Moreover, 10% employees are aged between 41 to 50 years. Furthermore, the percentage of employees who are aged above 50 years is 0%.

Survey Results:

Service length of employees:

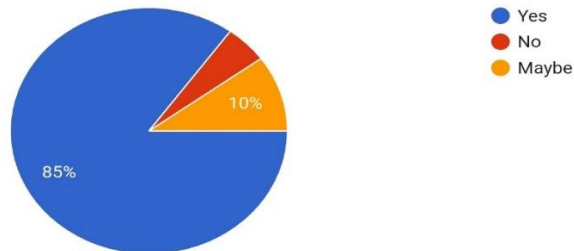
What is your service length at RL?



The highest service length among all the employees is 1 to 3 years which is 50%. Moreover, the second highest refers to the 25% of employees who are working for 4 to 6 Years. The percentage of employees who are working at RL for less than a year is 20%. However, there are only 5% of employees who are working at RL for more than 6 years.

Career building at RL:

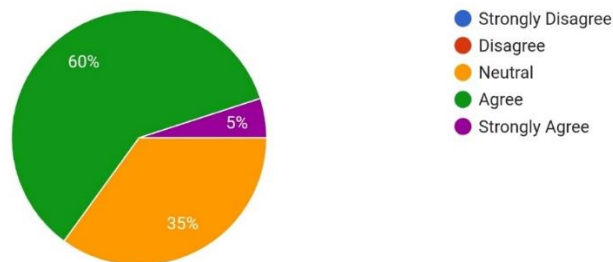
Do you think RL is a suitable place for building up your career?



85% employees agreed with the fact that RL is a suitable place for career building. 10% employees were confused regarding the answer. However, there was only 5% of employees who answered negative.

Defining job responsibility:

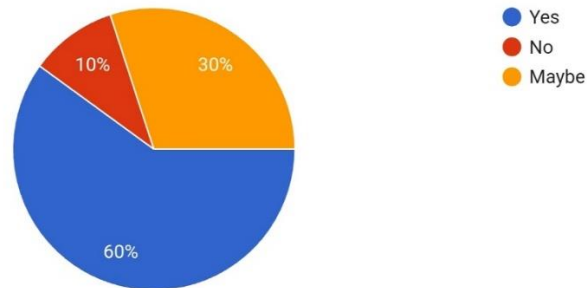
Your job responsibility was clearly defined while starting your career at RL.



There are 5% of employees who strongly agreed that the job responsibilities were clearly defined while starting their career at RL. Moreover, 60% employees agreed with the statement. Besides, 35% employees were neutral about this. However, nobody disagreed with the given statement.

Receiving effective training & development:

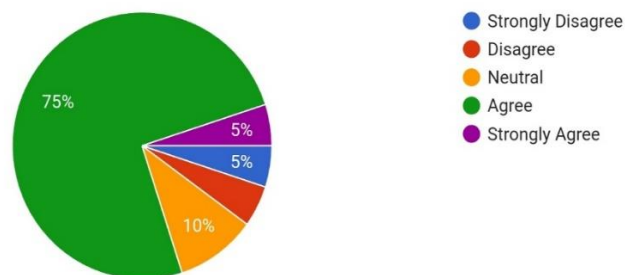
Do the Employees of RL receive effective training & development by the management?



60% of employees agreed that they receive effective training and development by the management of RL. Moreover, 30% employees were not sure about this. However, there was also 10% of employees who disagreed with the fact of receiving effective training and development program.

Following employee friendly company policy:

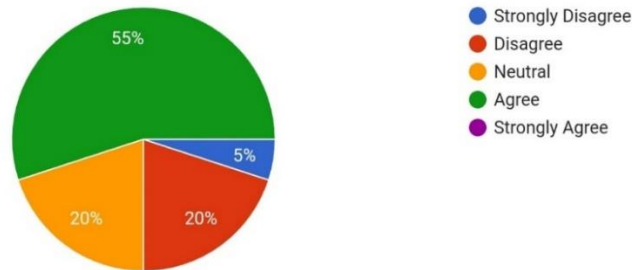
The company follows employee friendly company policy.



75% of employees agreed that the company policy of RL is employee friendly. 5% of employees strongly agreed with this. Moreover, 10% of them were neutral. 10% employees also disagreed with the statement.

Ensuring maximum employee productivity:

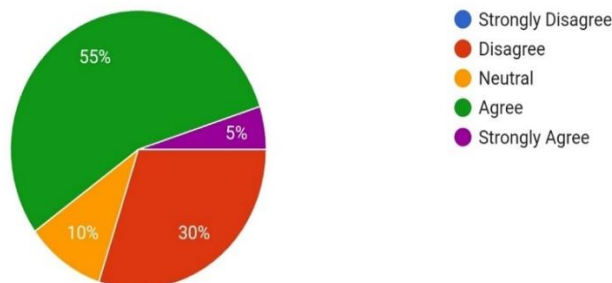
HR department of RL follows appropriate planning and strategy to ensure maximum employee productivity.



55% of employees agreed that HR of RL follows proper planning and strategy to ensure maximum employee productivity. 20% employees disagreed with this matter and the percentage of employees who were neutral was also 20%. So it refers to that the HR department needs to focus more on its effective planning and strategies. Furthermore, 5% of employees strongly disagreed with the statement related to their HR department.

Rewarding sufficient increment and other financial benefits:

The employees of RL are rewarded sufficient increment and other necessary financial benefits based on their performance and positions.

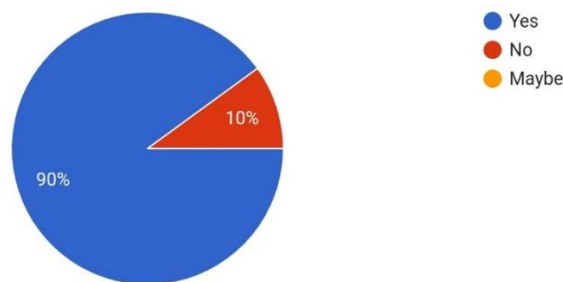


55% of employees agreed that sufficient increment and other financial benefits are given to them. However, 30% employees disagreed with this statement. So, the HR of RL should focus

more on providing sufficient rewards and benefits to the employees based on their positions and performance. Besides, 10% of employees have given neutral responses. However, only 5% of the employees strongly agreed with this statement.

Receiving necessary tools and technology to do the job:

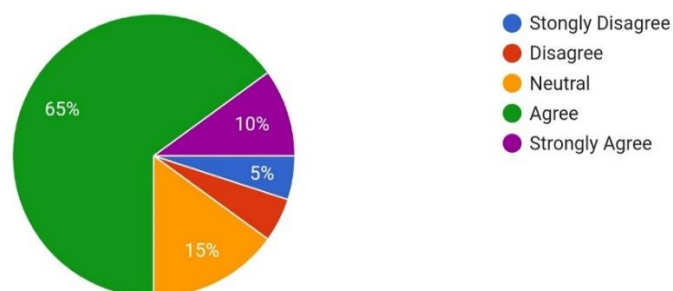
Do the employees receive the tools and technologies that are important for their jobs?



There are 90% of employees who agreed that the employees are provided with the required tools and technology which are important to do their jobs. Only 10% of employees responded negative.

Enjoying company culture:

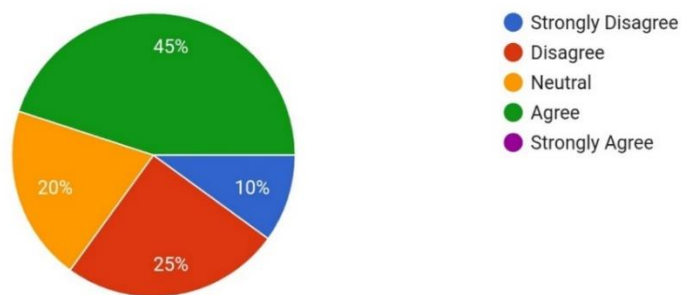
The company culture is enjoyed by the employees.



According to the survey response, 65% of employees enjoy the culture of the company. Besides, 10% of employees strongly agreed. Moreover, 15% of them provided neutral responses. However, the rest of the 10% disagreed with the statement.

Feeling happy about the work:

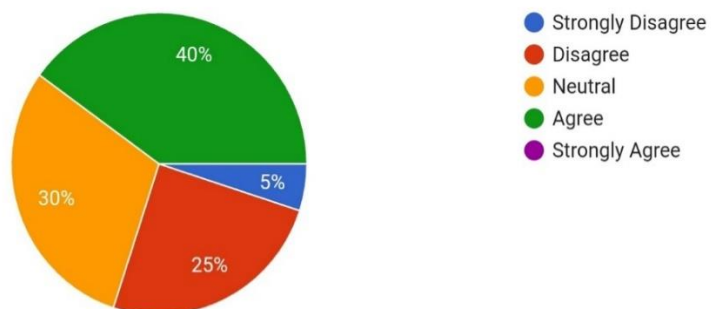
The employees feel happy about their work.



45% of the employees feel happy about their work. 10% of them strongly disagreed and 25% of them disagreed with the statement. Moreover, 20% of them responded neutral.

Feeling appreciated for their contribution towards the company:

Employees feel appreciated for their contribution towards the company.



40% of employees agreed that they feel appreciated for their contribution towards the company. 30% gave neutral responses. 25% of employees disagreed with this statement and 5% were strongly disagreed.

Moreover, I also asked for suggestions from the employees but according to the survey results, there were no suggestions found for the HR department.

Analyzing the survey results, I have found that each question has received positive and negative responses. The overall percentage of positive responses is higher each time than the negative responses. So, it can be said that the employee job satisfaction rate at RL is in good condition.

3.4 Summary & Conclusions: The overall project writing experience will be very memorable for me as this was my first report writing where I have worked solo, not in a team. Doing internship report helped me for my overall progression by fulfilling the general and specific objectives. Significance of doing this project has no bounds as this will help increasing the organizations profitability and employee satisfaction. Moreover, writing the internship report was also useful for me to get a deeper and better understandings about different aspects of the company. This project will also encourage others who want to build their career at RL. Furthermore, the data collection method from both the primary and secondary sources has made the report more enriched with maximum accuracy. The primary data was collected from 40 employees including all the departments through survey and questionnaires. Besides, the secondary data was mostly collected from the relevant websites. However, from the survey results, it is found that the overall employee satisfaction rate was higher than the dissatisfaction rate. The core problems or the areas that the HR department is lacking behind have been founded from the survey findings and analysis to get a clear image about its employee dissatisfaction rate. Through the analysis of the negative responses, it is found that a large

number of employees are mostly dissatisfied regarding the insufficient increment and financial benefits. Additionally, some employees didn't receive necessary training and development by the management. Additionally, a large portion of employees feel that the HR department is not working on ensuring the maximum employee productivity as it has lack of proper planning and strategies. Sometimes employees get disheartened also for not receiving the minimum appreciation for their valuable contribution towards the company. Apart from these, necessary recommendations have also suggested in order to minimize the employee dissatisfaction.

3.5 Recommendations: From the findings and analysis part, the organizational problems are identified. The problems that I found are mainly related to the employee job satisfaction. Such as, not providing sufficient financial benefits to the employees, not showing appreciation or giving rewards for employee contribution, not emphasizing on ensuring maximum employee productivity and not giving necessary training and development to the employees are increasing employee dissatisfaction rate. These problems are the root causes of employee dissatisfaction that has a negative impact on the company's profitability. I would like to provide some recommendations in order to minimize the employee dissatisfaction rate in these areas.

- **Increasing Financial Benefits:** First of all, the HR department of RL should increase its financial benefits and increment for the employees so that the employees remain motivated to their duties.
- **Emphasizing On Training & Development:** HR should focus on employee training and development by analyzing the training requirement through comparing the expected skills and actual skills of an employee.

- **Ensuring Maximum Employee Productivity:** HR should work on making proper planning and strategy to ensure maximum employee productivity. In this case, the management can add unlimited PTO policy and work from home options in order to make the life of its employees a bit easier.
- **Providing Rewards:** Lastly, the HR department should ensure that all the employees are receiving enough rewards to show appreciation to them as per their valuable contribution towards the company.

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