

Internship Report on  
“Successful Teamwork of a sewing thread industry in Bangladesh:  
A Study on Coats Bangladesh Ltd”



Coats Bangladesh



**Successful Teamwork of a sewing thread industry in Bangladesh:  
A Study on Coats Bangladesh Ltd**

**By**

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**To**

Mr. Noman Hossain Chowdhury

Senior Lecturer

**BRAC Business School**

**An Internship Report Presented in Partial Fulfillment of the  
requirement for the Degree Bachelor Business Administration**

**Date of Submission**

1 June, 2016

## **Certificate of Supervisor**

This is to certify that Md Omar Faruk bearing ID no - 12104195 was an internee student and has prepared internship report titled “**Successful Teamwork of a sewing thread industry in Bangladesh: A Study on Coats Bangladesh Ltd**” under my close supervision. He is a hard worker and perseverant. He possesses quality of learning agility. He has prepared the report with utmost care.

I wish him a very bright future.

.....  
Mr. Noman Hossain Chowdhury

Senior Lecturer

Brac Business School

Brac University

## **Declaration**

I, Md Omar Faruk, am here by declaring that this report “**Successful Teamwork of a sewing thread industry in Bangladesh: A Study on Coats Bangladesh Ltd**” has been prepared based on my internship for three months in above-mentioned organization with due integrity and confidentiality. Findings and Recommendations are made here from my sheer observation. In addition, I have taken necessary assistance and filtered contents of my report regularly from my supervisor.

However, I would also like to declare that I am responsible for any major or minor mistakes if I have ever committed here. I seek your kind generosity in this regard.

.....

**Md Omar Faruk**

**ID: 12104195**

**BBA Program**

Brac University

## Letter of transmittal

1 June, 2016

Mr. Noman Hossain Chowdhury

Senior Lecturer

Brac Business School

Brac University

**Subject: Submission of internship report**

Dear Sir

This is informing you that I have completed my internship program at Coats Bangladesh. The internship report has been prepared for the completion of my internship as per the requirements of my undergraduate BBA program at Brac University.

In writing this paper, I have tried my best to apply the concepts learnt in my program along with the actual experience learned while working for this project in my company. I have reflected in this report what I have done as per the requirement of the company and the decisions taken and the reasons for taking these decisions. However, I will be glad to clarify any discrepancy that may arise on this report. I hope this report will entice your kind appreciation.

Sincerely,

Md Omar Faruk

ID: 12104195

Brac Business School

Brac University

## **Acknowledgement**

First of all, I express my gratitude from heart to Almighty Allah, the most merciful and beneficent, who blesses us with the knowledge, gave me the courage and allowed me to accomplish this task. As a part of our BBA program, I did my internship program at Coats Bangladesh Limited, a world renowned company who mainly supply industrial sewing thread in the garment sector.

In preparing this report the biggest support comes from my internship supervisor Mr. Noman Hossain Chowdhury. Without his supervision, suggestion and help I could not have completed this report.

I am also thankful to some other people of Coats Bangladesh with whom I worked at CBL. At first, I have to be thankful to Mr. Moyeen Uddin (Compensation and Benefit Manager), and Mr. Arfadur Rahman (Corporate Affairs Manager) my supervisors at Coats Bangladesh Ltd. I am so thankful to Mr. Kanak Ferdous HR Officer and also all people of Coats Bangladesh who helped and assisted me to work at Coats Bangladesh with a friendly environment. I would also like to take this opportunity to express my wholehearted gratitude to some of my friends who offered encouragement, information, inspiration and assistance during the course of preparing this report. This report may suffer from many shortcomings; nevertheless I have exerted my best efforts in preparing this report. I seek excuse for the errors that might have occurred in spite of my best effort.

## **Executive Summary**

The title of internship report is “**Successful Teamwork of a sewing thread industry in Bangladesh: A Study on Coats Bangladesh Ltd**”. This report is based with five chapters.

In the first chapter, it will discuss about the origin of the report and some research process. In this report I have done a small survey in Coats Bangladesh. So I here will discuss the total process of the research. In chapter 2 it will discuss about the history and background of Coats Plc. It will also discuss about the mission, vision, principles of Coats Plc. It will also show the functions of HR department. In the chapter 3, it will show the works I have learned from Coats Bangladesh in last three months with descriptively.

In the chapter four, I have discussed about a small survey how to measure the workforce success by HR scorecard & to measure the level of satisfaction of the employees. Successful companies put first internal customer (HR) as a way of attaining and retaining external customers with expected satisfaction. However, HR Scorecard captures HR performance that assists managers to decide whether they (behaviors) align to strategy execution. There are three indicators of HR Scorecard such as HR capability, HR environment, HR architecture and HR success. Job satisfaction is a worker's sense of achievement and success on the job. It is generally perceived to be directly linked to productivity as well as to personal well-being. The term job satisfaction refers to the attitude and feelings people have about their work. Positive and favorable attitudes towards the job indicate job satisfaction. Negative and unfavorable attitudes towards the job indicate job dissatisfaction. Job satisfaction is the collection of feeling and beliefs that people have about their current job.

In the fifth and last chapter, it will discuss some recommendations for those finding and analysis parts. Human Resource Department is playing one of the most outstanding roles in Coats Bangladesh. Man is the ultimate resource of the organization because they think, speak, so that utilization of this resource is very critical. Every success of an organization depends on manpower.

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# **Chapter 1: Introduction**

## Origin of the Report

This report is a requirement of the BUS 401 course of my BBA program. I have been assigned a particular topic under the supervision of Mr Moyeen Uddin and Mr Arfadur Rahman. Along with the theoretical knowledge, practical orientation is needed to enrich one's perception about the real life problems and situations and how the theoretical knowledge comply with the practicality is also important to learn. I have tried to gather as much information as possible in order to make a presentable report. I have used all updated information. Basically I have worked on the HR department of this organization. The employees of Coats Bangladesh were very co-operative and cordial which really helped me to complete my report on time.

## Rationale of the study

The rationale behind this study is actually to satiate the quest how foreign companies successfully afford to implement human resource management in their organizations. It is found that foreign organizations adapt cultural diversity with geocentric managerial viewpoints that create them differentiated from other competitors. Learning agility lets the foreign firms to secure profitability and experience steep growth in diverse environment. Workforce success determines the attainability of objectives and job satisfaction shows attitude of employees toward organization. These two cores reveal the basement of human resource practices of an organization. Thus, it resonates to work on this topics.

## Objective of the study

The Report has been made as a partial fulfillment of the internship program of BBA program of Brac University. However, there have been some other ulterior reasons like getting accustomed to the pragmatic working environment, making the use of everything that has been learnt as yet in the academic courses of BBA program and most importantly demonstrating a clear picture of Human Resource Department of **Coats Bangladesh Ltd.**

**Broad Objective:** The report broadly explores to know the HR practices of Coats Bangladesh Ltd and how the organization is benefitted from these practices.

**Specific Objective:** The report has mainly two specific objectives such as-

- i. To measure the workforce success by HR scorecard
- ii. To measure the level of satisfaction of the employees

## Scope of the study

This report literally gives a vivid idea of the Human Resource Department of **Coats Bangladesh Ltd**, explicitly figuring out what are the things happening perfectly all right within the organization. . I have also come through different managerial personalities to conduct the research; I did questionnaire survey to get more information for the report. The cooperation of all the employees with whom I was working during my internship period was also assist me a lot to continue my research. This report is mainly focused on the overall Human Resource Management practice of the entire company.

The scope of the study is limited to organizational setup, functions, and performances the substance presented in this report were not to be applicable anywhere outside of Coats Bangladesh & were not to be used anywhere except Brac University.

## Methodology

**Research Design:** Basically descriptive research design has been implemented. Survey method is used to collect the data. Personal interview technique has been used to conduct the survey.

**Population:** All employees of Coats Bangladesh constitute population size of the study.

**Sample Unit/Element:** This is the element or set of elements considered for selection in some stage of sampling. Sample elements of this study are each individual person.

**Sample frame:** Sample frame is a list that includes every member of the population from which a sample is to be taken. In this report sample frame has been identified by considering all employees of head office.

**Sampling Design:** Sampling is a definite plan for obtaining a sample from a given population.

- a. **Sample Procedure:** My sampling method for preparing this report is non probability convenience sampling,
- b. **Sample Size:** The sample size is 22.

Departments	No. of employees
HR & Admin	7
Marketing & Sales	5
Finance	5
Supply Chain	5

## Research Instruments

Questionnaire: There would be two sets of questionnaire

- Workforce success measured by HRSC
- General way of measuring job satisfaction of employees

Questionnaire pattern: There are two sets of questionnaires.

- The first set contains 11 questions where first five questions are about HR capability, second two questions are about HR environment & the last four questions are about HR architecture.
- The second set contains 9 questions where all questions are related to job satisfaction.

## Data Management

Source of Data: There are two sources of data used in this study such as

### Primary source

I visited most of the people of Coats Bangladesh, mainly the HR executives in person, who conduct the selection and recruitment of the organization and are directly responsible to make their subordinates well-motivated and devoted to what they do, making the best outcomes. I tried to gather the information by means of a set of questionnaires along with interviews.

### Secondary source

I have also gone through their websites and their annual reports, which gave me a wide breadth of information and that made the report more informative. Moreover I used the following as my secondary source in order to prepare my report.

### Internal Sources

- Prior research report
- Organization's Annual Report.
- Any information regarding the HR sector

### External Sources

- Different books and periodicals related to the HR sector.
- Internet browsing.
- Newspapers

## Data Collection

I've collected primary data from the sample. I used questionnaire to collect data from the sample and collected necessary data related to the research topic. I have obtained data via **personal interviews** at the organization premises. Sometimes, I interviewed to the same sample group to figure out some information, which I think the sets of questionnaires won't suffice delivering.

## Data processing

I've collected the data & then put them into MS Excel. Finally the result was found.

## **Limitations**

This report is not free from limitations. Moreover, the topic is so much vast; I have faced some problems while preparing this report. The limitations acquainted with this report are as the following:

- **Time limitation-** my internship program was about 12 weeks. This is fairly enough if I only concentrate on the report only but the thing is during this time I was busy to continue daily official activities. That's why there was a time constraint to finish it within the specified timeframe.
- **Lack of information-** As the company operates globally lot of policies are made by the higher authority of foreign countries and as an intern I was not allowed to get all the information . So it was one of the problems I faced while preparing the report.
- **Lack of communication-** Since I had to spend all the working days in office each and every week so I did not have any scope to communicate with my supervisor to be informed about what aspects I need to include in my report.

## Chapter 2: History of Coats Bangladesh Ltd



## **Coats Bangladesh**

Coats is the world's leading industrial thread and textile crafts business. Coats Bangladesh Ltd, a subsidiary of Coats Ltd UK, is recognized as the most trusted and recommended thread manufacturer and market leader in supplying of Industrial Sewing Thread. Perhaps, that is why many of the high street brands prefer as well as recommend to use Coats Thread.

## **Journey of Coats**

In its journey of more than 250 years, Coats has established its manufacturing plants in more than 70 countries and expanded its business operations in over 150 countries, worldwide.

## **Merger with Tootal**

In 1990, Coats expanded its business horizons in Bangladesh and started its operations as Tootal Thread Bangladesh Ltd. In 1997, a global merger with Coats and Tootal Thread famed which is presently recognized as Coats Bangladesh Ltd. At present, Coats Bangladesh Ltd has 2 state-of-the-art Dyeing plants established in Chittagong and Gazipur. With over 800 dedicated employees, Coats Bangladesh is one of finest examples of enriched human resources.

## **Mission of Coats Bangladesh Limited**

To be the largest and most diversified Thread Business, providing world class service and support through innovative and process driven strategies; thus allowing our partners to focus on their core competencies while reducing bottom line costs and exceeding expectations.

## **Vision of coats Bangladesh Limited**

Coats will do this by focusing on their passion for excellence and efficacy, while being committed to the needs and concerns of our partners and staff. Coats will change the way people and companies conduct business worldwide utilizing a global work force, real time, through a comprehensive network of talented and responsible individuals.

## Coats's values

The atmosphere of Coats Bangladesh is designed to foster personal, professional and corporate growth. Thought, contribution and team work are valued over job titles. Coats People work together in a spirit of cooperative teamwork and trust, emphasizing the following shared values:

- To know what they are doing. To like what They do. To keep Their promises, Globally.
- To recognize that customers pay for actions, not words. To commit ourselves to understand and improve customer profitability. To take social, ethical and environmental responsibilities seriously.
- To use our capacity to imagine, innovate and improve. To take considered risks. To compete as a team.
- Are proud of Coats and our collective achievement. To view the future with confidence.
- To expect our work environment to reflect sense of community while nurturing a commitment to innovation. They are comfortable, yet professional, are casual, yet respectful.

## Principles & goals of coats Bangladesh limited

There are five principles and three goals of Coats Bangladesh Limited. The principles are

- Freedom to operate
- Delivery (keep promises)
- Openness and Honesty
- Customer led innovation
- Energy for change

The goals are

- Profitable sales growth
- Increased productivity
- Positive teamwork

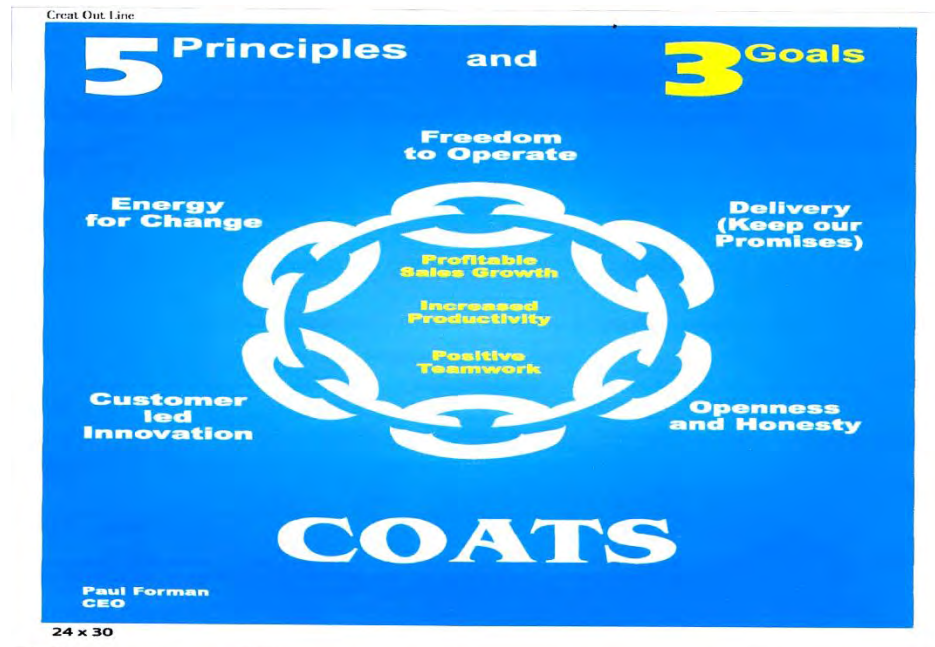


Figure 1: five principles of Coats

## Functional Departments

There are 5 functional departments in coats Bangladesh. All the departments are interrelated with each other.



Figure 2: 5 functional departments in coats

First of all HR department recruits people for all the departments. Marketing department take the orders from the customer and then handover to the supply chain. Then they process the order and send it to the manufacturing department for production .Then the finished goods again come to the

supply chain to deliver to customer end. Finance department play a core role here by providing the monetary support. IT department is linked with all the department for system implementation. My role in coats is working with HR team. Especially I am working with Compensation and Benefits HR and Administration team.

## Human Resource Structure

It involves 4 aspects:

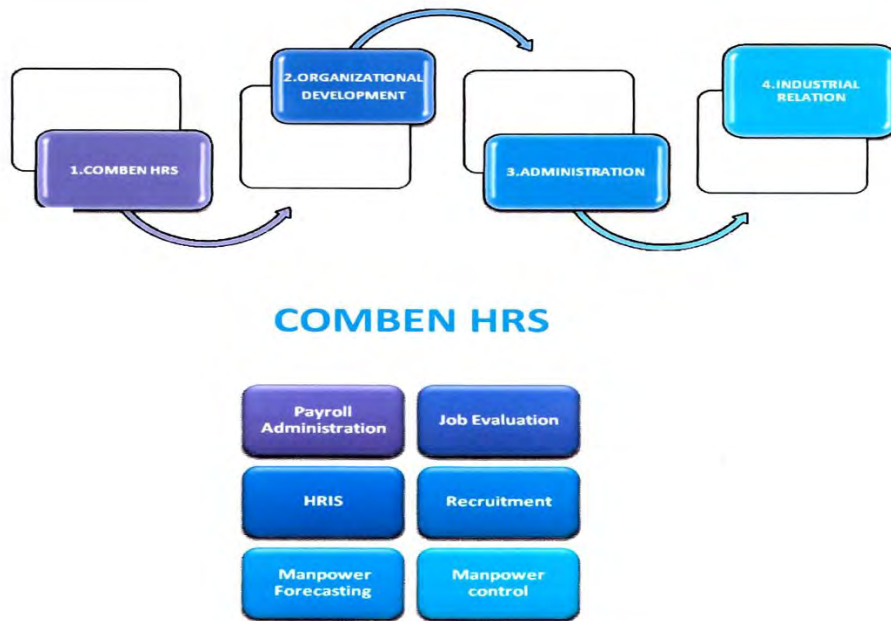


Figure 3: HR structure

## Payroll Administration

According to the designation payroll are being decided. Taxes are deducted from the salary.



Figure 4: payroll process

**Job Evaluation:** Frequency is 5 years for job evaluation in coats Bangladesh.

**HRIS: HUMAN RESOURCE INFORMATION SYSTEM:** The job of HRIS is to maintain all the data of the employee.

**Recruitment and selection Process:** While any department of require an employee they inform HR. According to approved requisition, they advertise through online. Both internal & external sources are used. Then interview are taken for the final selection of the right candidate.

## ORGANIZATIONAL DEVELOPMENT



*Figure 5: organizational development of HR*

**Employee Engagement:** Employee Engagement is the extent to which employees are motivated to contribute to organizational success, and are willing to apply discretionary effort to accomplishing tasks important to the achievement of organizational goals.

Engagement is comprised of four components:

- Advocacy/referral
- Organization satisfaction
- Pride
- Commitment/loyalty.

Action planning should be focused on other survey questions that are uniquely identified as drivers of engagement.

**Talent and Career Management:** Identifying the talented employee of the company and to retain them and also emphasize to develop their skills in specific area to make them more expert for the greater benefit of the company.

## ADMINISTRATION

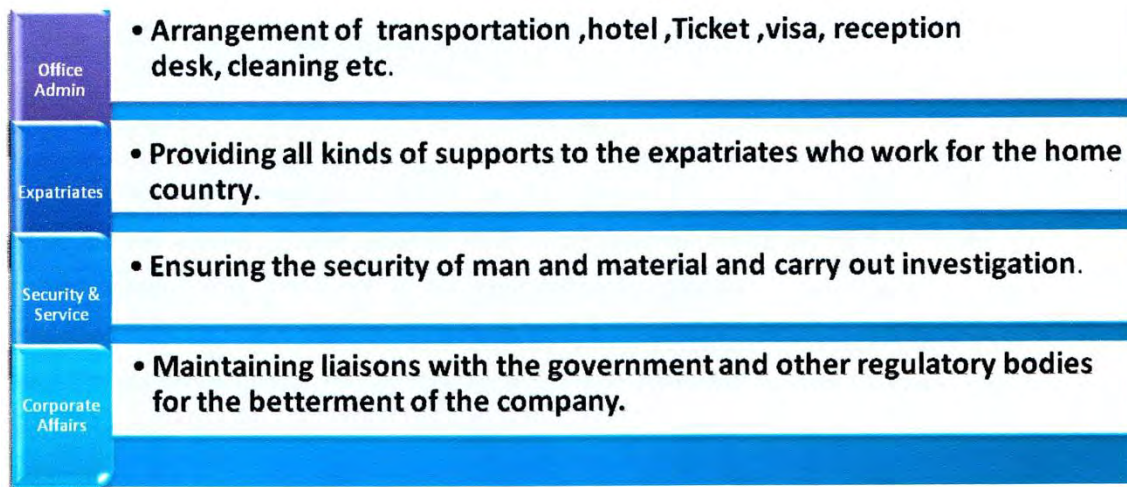


Figure 6: Administration structure of Coats

## Chapter 3: My Role at Coats Bangladesh Ltd

## Creating Purchase Requisition at SAP

Now a days SAP (Systems, Application, Products) is popular application for the companies to make purchase requisition and purchase order to maintain the total purchase system. In past different companies used different application to keep those records. But recent days, SAP application has got a huge popularity to keep these records. To keep records in SAP, employees should be expert to use SAP application, because all the transactions are being kept in this application. A company provides few employees authority to use this application. To use this application, employees are given a user name and password to use it. Now the process to make PR in SAP is given below:

1. At first, we have to turn on the application and log in with our ID and password to make a PR in SAP.
2. After logging in, we have to search for purchase requisition under the materials management Colum in the left side of SAP application. Or we can search for ME51N in the search Colum for directly open the tab of PR.
3. After opening the PR tab, at first we can see item Colum where we have to start from 10, 20, 30 for numbering. Because SAP doesn't support 1, 2, 3 numbering system.
4. Then we will move to the next Colum. Here we can material Colum, where we have to mention the name of the material we will going for purchase. Usually, companies make the list of all the products with short code that they use for material Colum. It helps them to easily find the product.
5. Now will move to the next Colum. In here we can see short note Colum where we have to write a short note for the reason of requirement of that product.
6. Then quantity Colum we have to write the amount of the product and the next Colum of units will be filled up automatically when we will use codes in material Colum. In the delivery date Colum, we have to add date of the day when we prepare the Colum.
7. Next will move to the plant Colum, where will mention the name of plant. Like as, Coats have total three plants in Bangladesh. Head office (bd10), Chittagong plant (bd11), Rajendrapur plant (bd12). In my department we always make the PR of head office. So we use bd10 in plant option. And in POR Colum we always type bd5 option.



8. Now we will move to the Vendor Colum where we have to mention the name of the vendors from where we will purchase the products. All the name of the vendors is inputted in the application before from finance department of the company.
9. After completing this works, we will press enter button of the keyboard. Then a new tab will open, where we can see a material group box. In there we have to add some details in that area.
10. Next will move to valuation Colum where we have to add the value of the product. After giving the value of a product it will automatically complete the sum of total and it will automatically match with our PR slips copy.
11. By this way we have to add the value of products of same vendors in the PR form. Then will save the PR, where will get PR number. We have to collect the PR number for further enquiry.

SAP Menu>Logistics>Materials Management>Purchasing>Purchase Requisition>Create ME51N

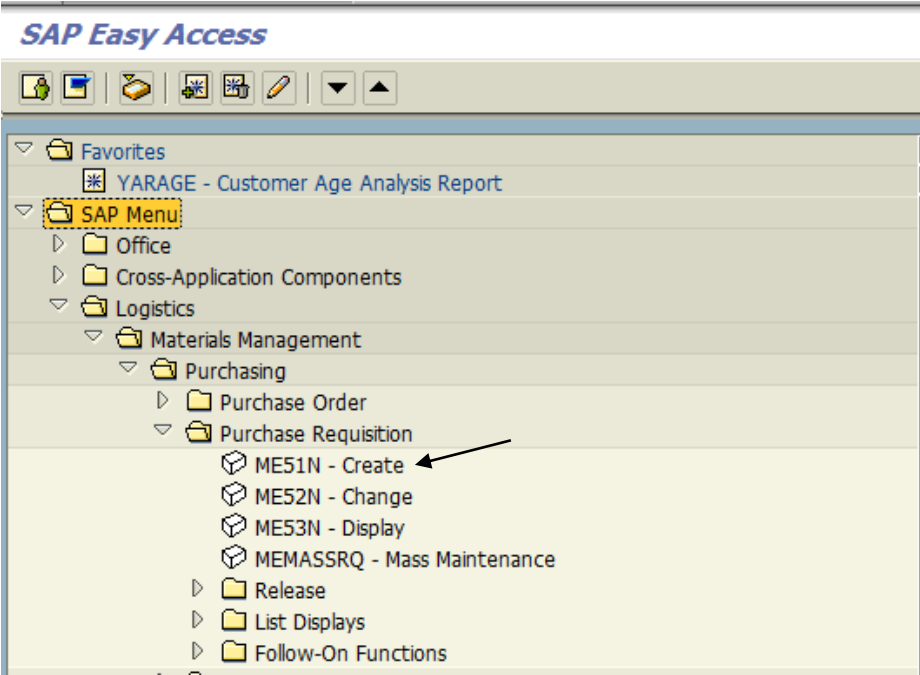


Figure 7: creating purchase requisition

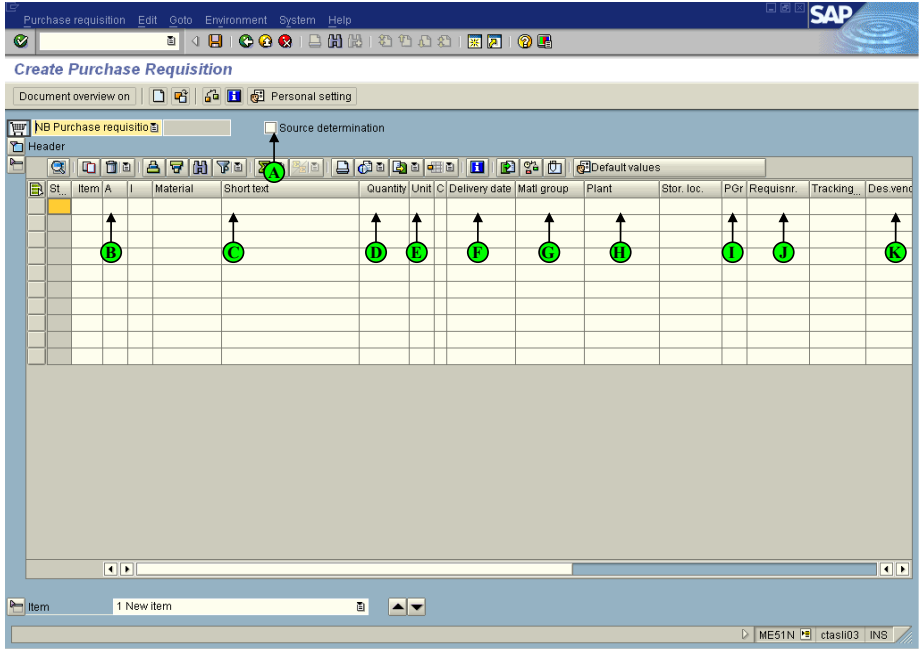


Figure 8: purchase requisition page

**A**– Click on Source Determination. If there is a Purchase Info Record for this material it will automatically assign the vendor to the requisition.

**B**– Account Assignment Category

Enter “K” for Cost Center for non-inventory items or Engineering Spare Parts

**C** – Short Text

Enter description of the item you want to purchase. You do not have to enter anything here if the material has a SAP global code.

**D**– Quantity

Enter the quantity you want to purchase

**E**– UOM – Unit of Measure

Enter the unit of measure for the item you want to purchase. You do not have to enter anything here if the material has a global code.

**F**– Delivery Date

Enter the date you want the purchase to be received at Coats

**G**– Material Group

Select the material group that best describes what you want to purchase. You do not have to enter anything here if the material has a global code.

**H** – Plant

Enter the site for which you are requesting the purchase

**I** – PGr – Purchasing Group

Enter the Purchasing Group Number of who will process the Requisition

**J**– Requisitioner

Enter the SAP Username of the Requisitioner

(It is important to keep the format consistent since you will use this field later on to search for Purchase Requisitions)

**K**– Desired vendor

Enter the suggested vendor

To search for your vendor number, click on the field and click on the icon to search for your vendor.

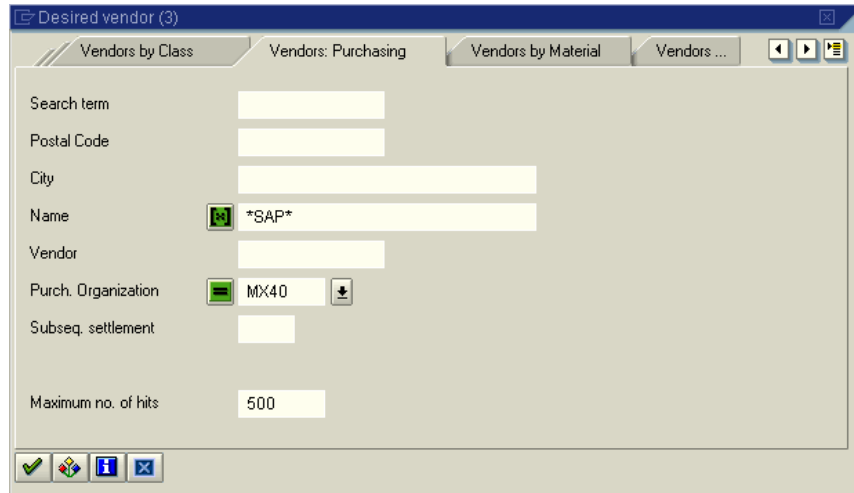


Figure 9: searching vendor

On the Vendor: Purchasing tab, enter the following:

Name: Vendor's name with an asterick \* before and after.

Purchase Organization: Purchasing Organization

It is important that your vendor is set up for the Purchasing Organization you are using.

Otherwise Accounts Payable will have trouble processing invoices.

Press ENTER or click on the green check

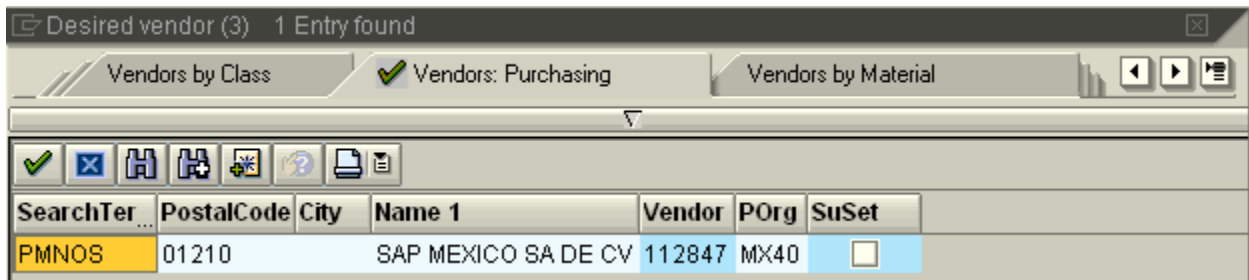


Figure 10: searching vendor

Double click anywhere on the line with the vendor information and it will import the vendor number into the Purchase Requisition

L- POrg – Purchasing Organization

Enter the Purchase Organization

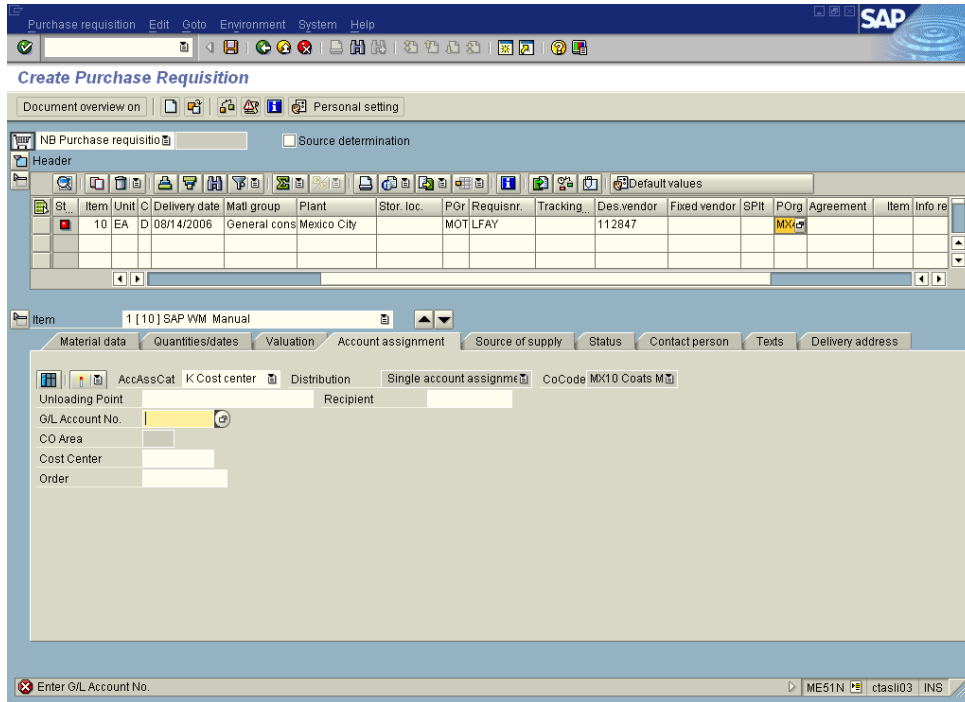


Figure 11: adding GL code

The following steps MUST be done in the order suggested below:

**M– Cost Center**

Enter the Cost Center

Press ENTER

**N – G/L Account Number**

Enter the G/L Account Number

Press ENTER

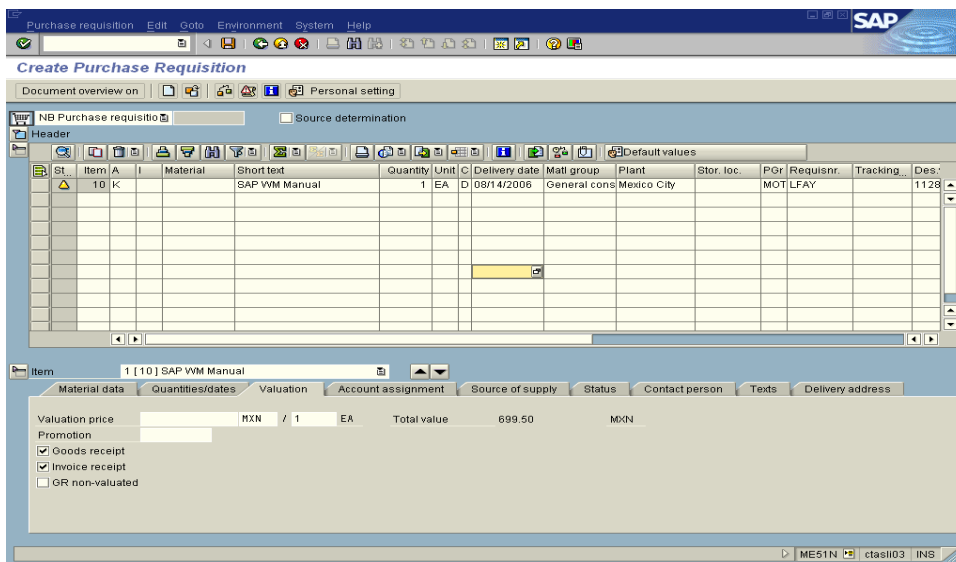


Figure 12: adding price amount

## O – Valuation Price

Enter Purchase Price

You can put in the price by each or multiples.

Click on the Delivery Address tab to view or change Ship to Address

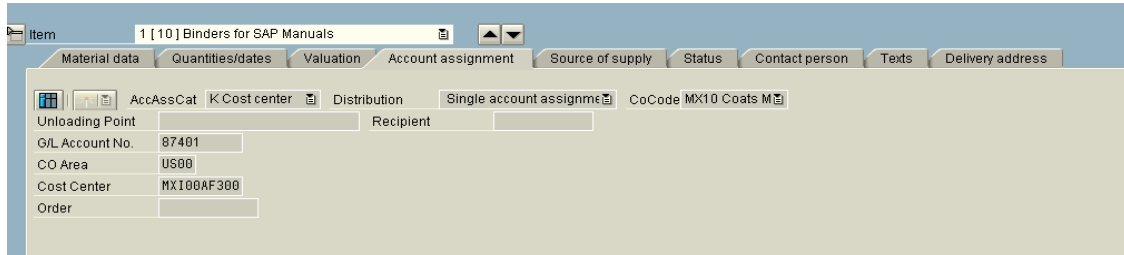


Figure 13: adding address

Edit the address if the Ship to Address differs from the address displayed

## Display Purchase Requisition

SAP Menu>Logistics>Materials Management>Purchasing>Purchase Requisition>Display  
ME53N

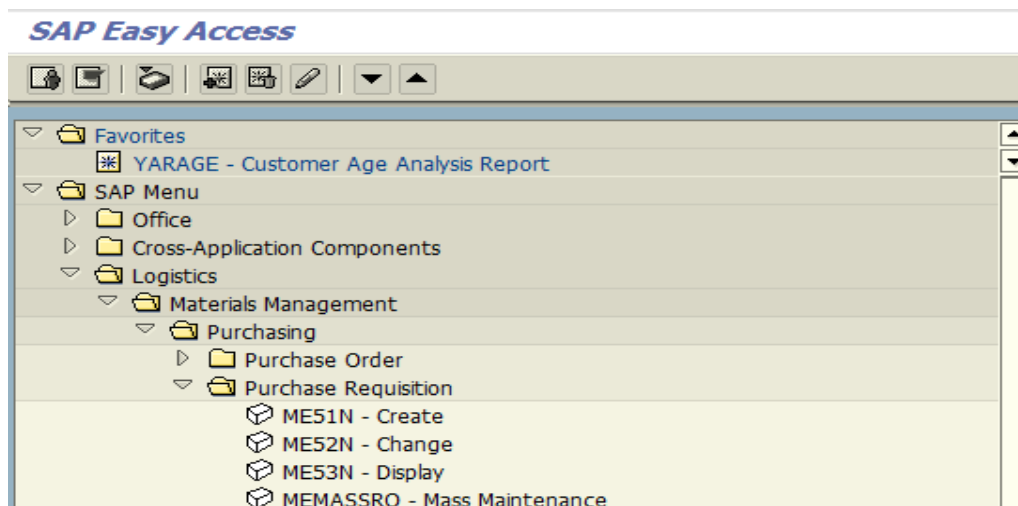


Figure 14: opening purchase requisition

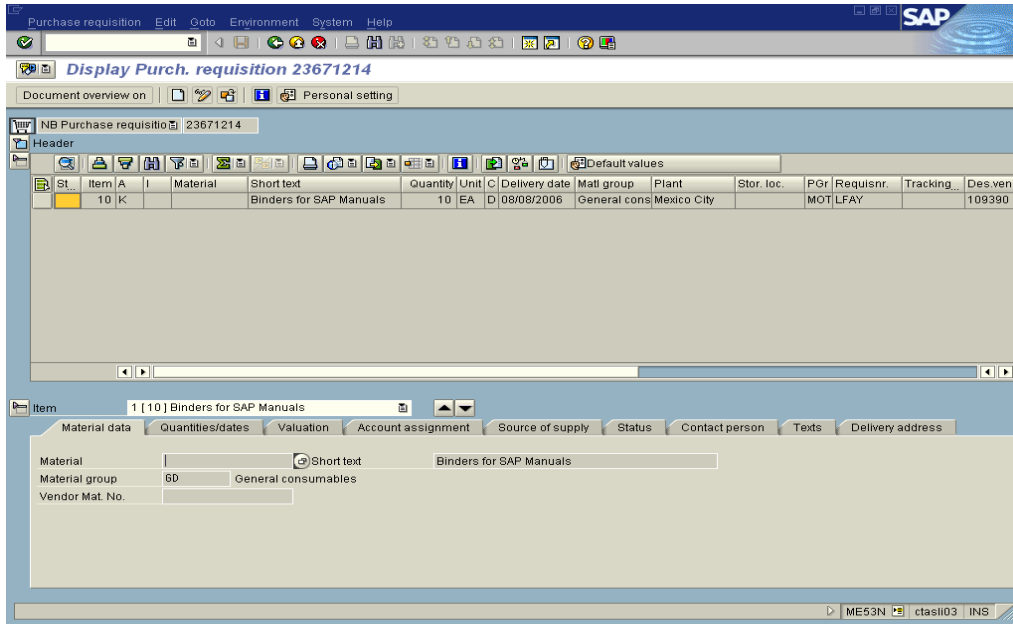


Figure 15: displaying purchase requisition

A – Click on the “Other Requisition” icon

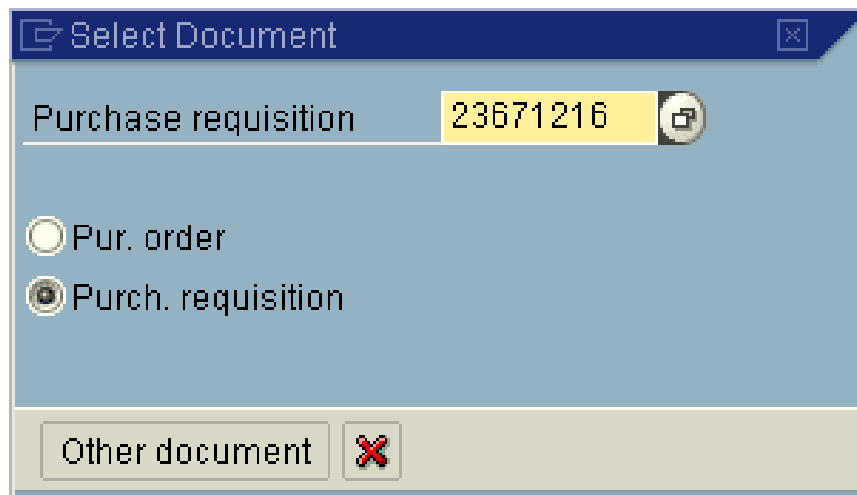


Figure 16: selection purchase requisition

B – Enter the Purchase Requisition number

Press ENTER

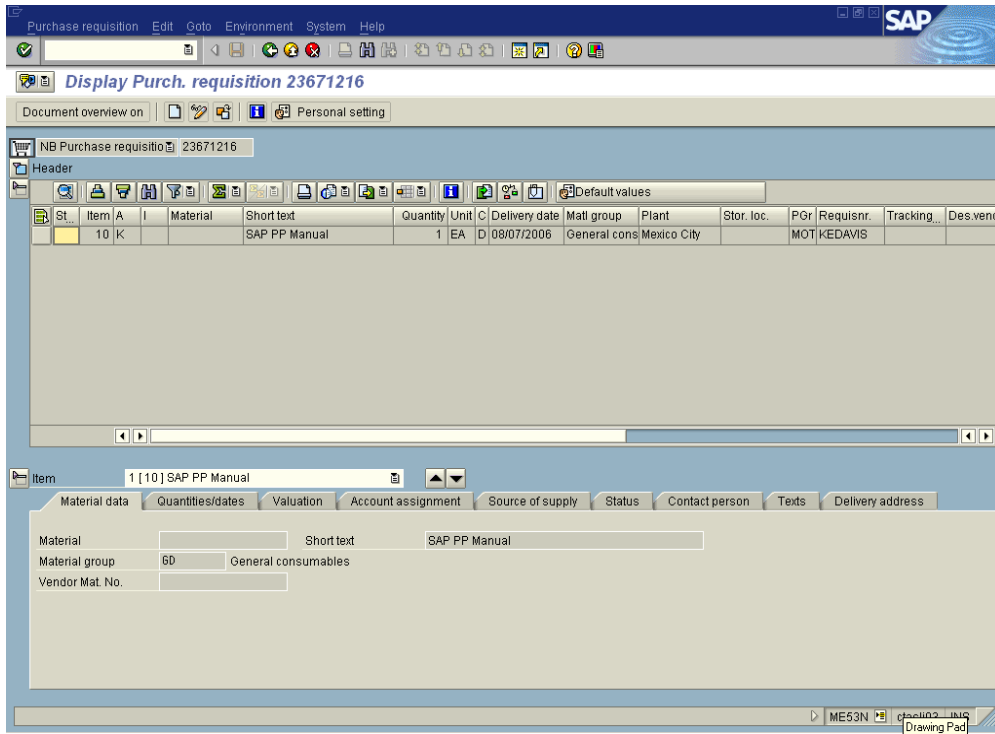


Figure 17: displaying purchase requisition

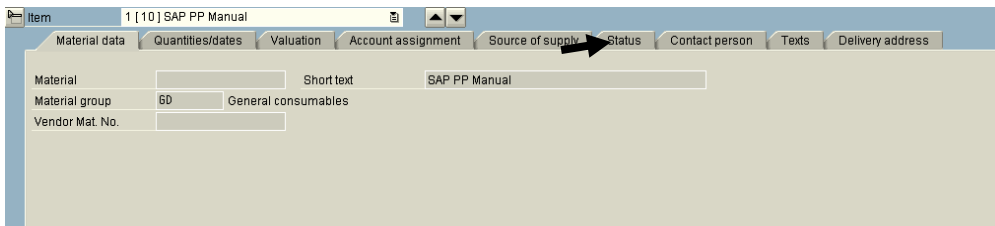


Figure 18: displaying status in purchase requisition

Click on the "Status" tab at the bottom of section.

The requisition below has not been converted to a Purchase Order

Processing stat = N Not edited

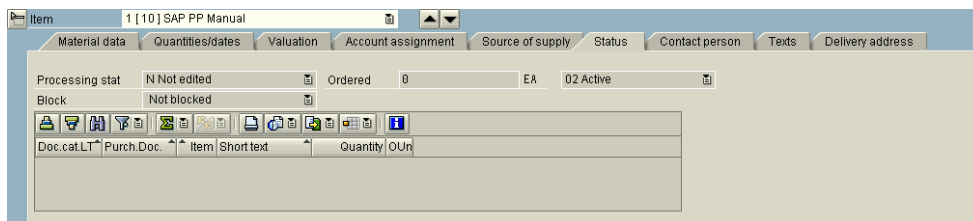


Figure 19: displaying status in purchase requisition

This other requisition below has been converted to a Purchase Order

Processing stat = B PO created



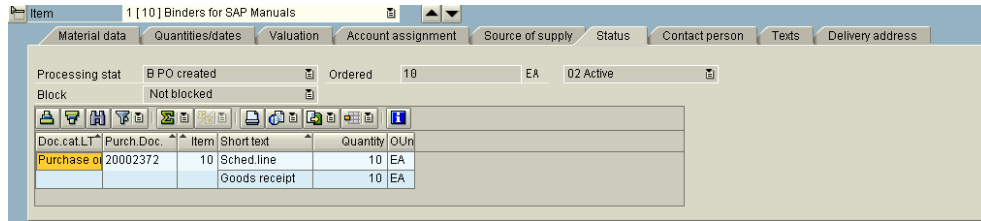


Figure 20: displaying status in purchase requisition

You will also see the Purchase Order number and amount and if any goods receipts exist. Double click on the Purchase Order number to view the Purchase Order.

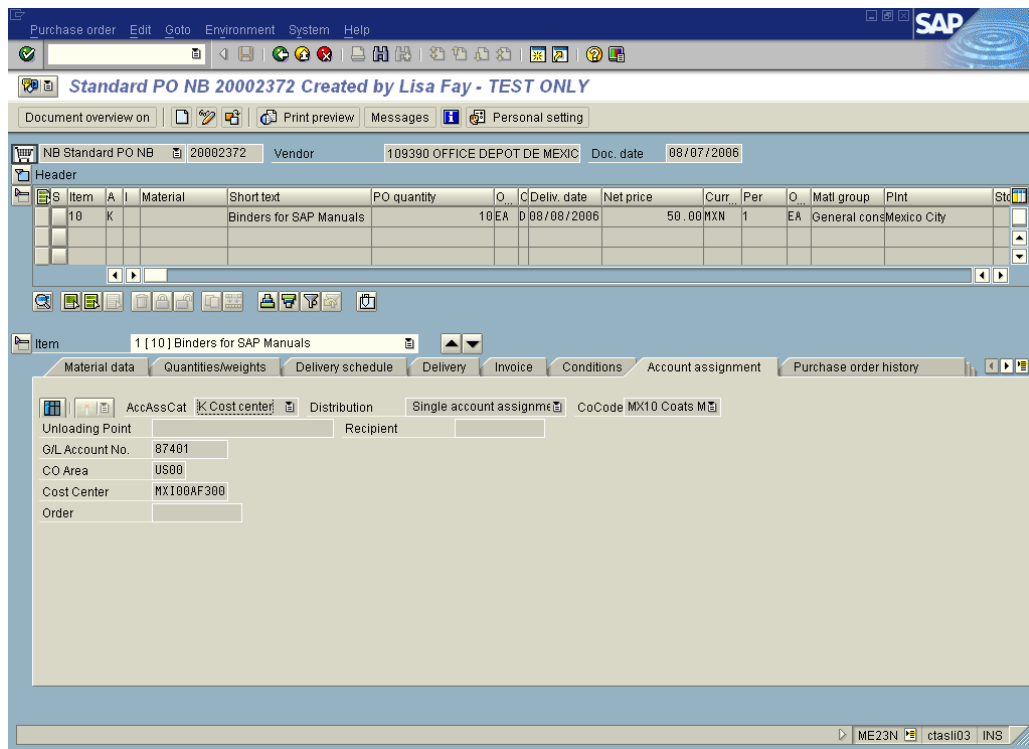


Figure 21: displaying status in purchase requisition

## Change Purchase Requisition

SAP Menu>Logistics>Materials Management>Purchasing>Purchase Requisition>Change  
ME52N

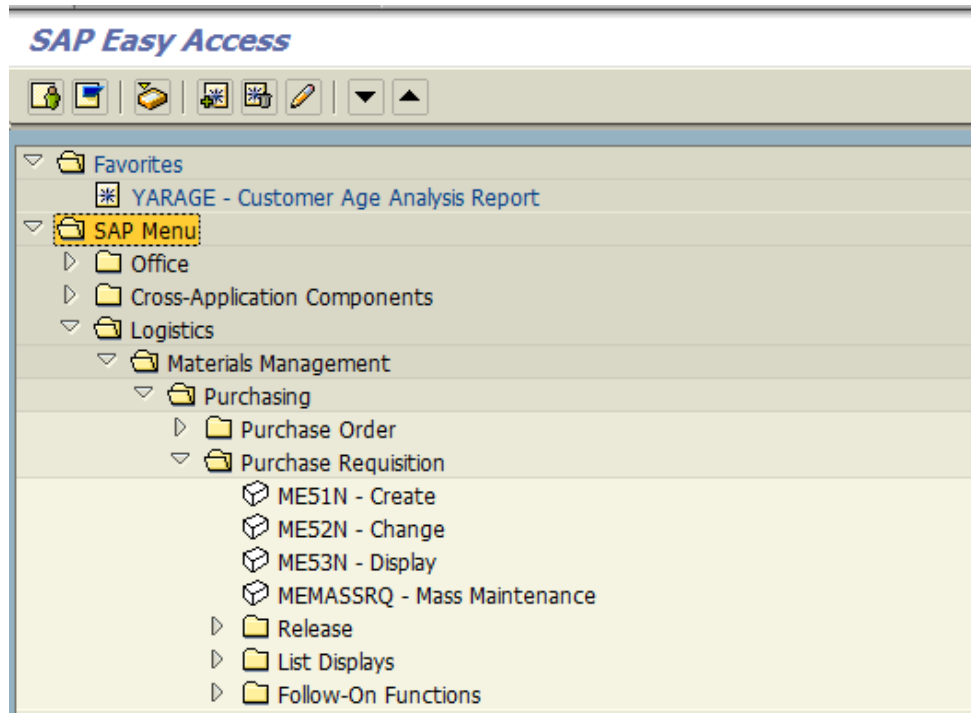


Figure 22: change in purchase requisition

SAP will default to a Purchase Requisition. This may not be the one you want to change. Follow the directions on “Display Requisition” in order to change the requisition number. Once you have made your changes, click on the Save icon

## Search for Purchase Requisitions

SAP Menu>Logistics>Materials Management>Purchasing>List Displays>General ME5A

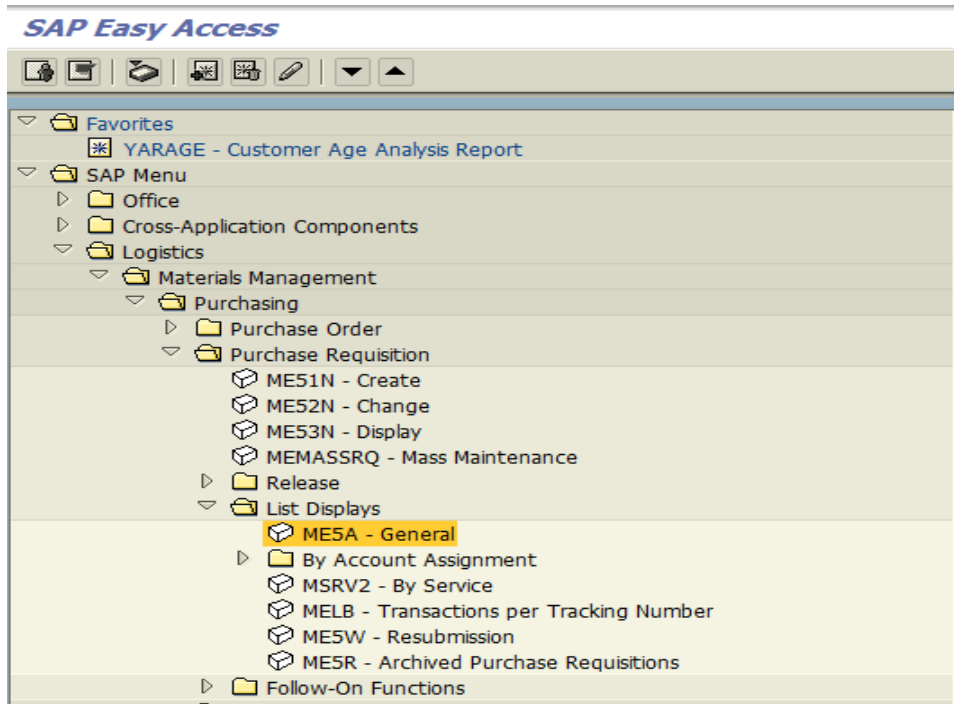


Figure 23: search in purchase requisition

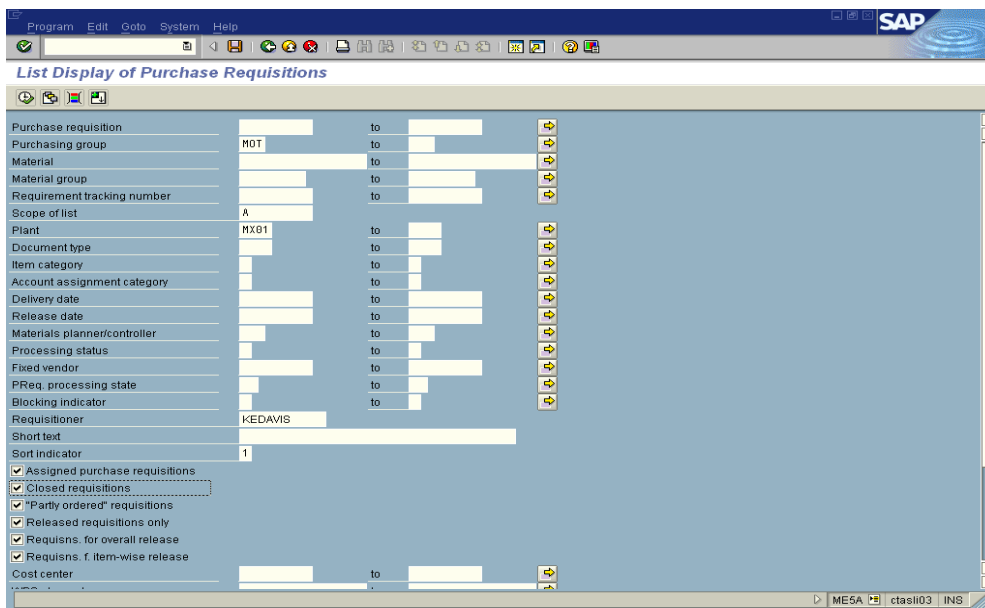


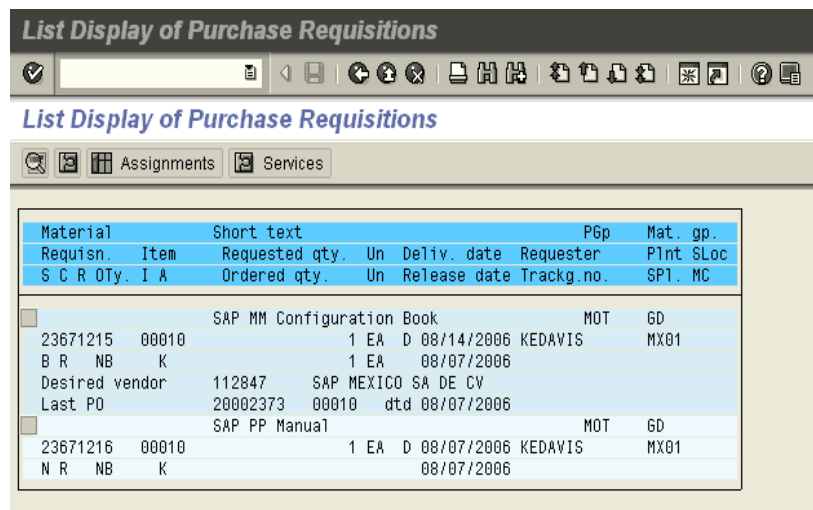
Figure 24: search in purchase requisition

Enter as much criteria as you can to help expedite the search.

In the example on the previous page the following values were entered:

- Purchasing Group
- Plant
- Requisitioner

Make sure that everything is checked. You may omit checking the “Closed Requisitions” if you are only looking at Open Requisitions.



The screenshot shows the SAP 'List Display of Purchase Requisitions' interface. It features a search bar at the top, a toolbar with various icons, and a table of requisitions. The table has columns for Material, Short text, PGP, Mat. gp., Requisition, Item, Requested qty., Un Deliv. date, Requester, PInt SLoc, S C R Qty, I A, Ordered qty., Un Release date, Trackg.no., and SP1. MC. Two requisitions are visible: one for 'SAP MM Configuration Book' and another for 'SAP PP Manual'.

Material	Short text	PGP	Mat. gp.
23671215	00010	MOT	GD
B R NB K			
Requested qty.	1 EA	D 08/14/2006	KEDAVIS
Un Deliv. date			MX01
Desired vendor	112847	SAP MEXICO SA DE CV	
Last PO	20002373	00010 dtd 08/07/2006	
23671216	00010	MOT	GD
N R NB K			
Requested qty.	1 EA	D 08/07/2006	KEDAVIS
Un Release date			MX01

Figure 25: search in purchase requisition

A list of Purchase Requisitions will be displayed. You may view them by clicking on the Display Requisition icon.

## Goods Receipt for Purchase Order

The purpose of this hot sheet is to detail how to goods receipt a purchase order (PO) created.  
Use the SAP T-code MIGO

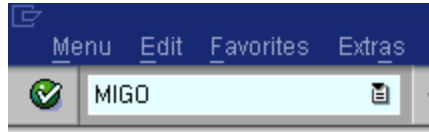


Figure 26: opening goods receipt

And press enter

Enter the PO number and check movement type is 101, press enter.

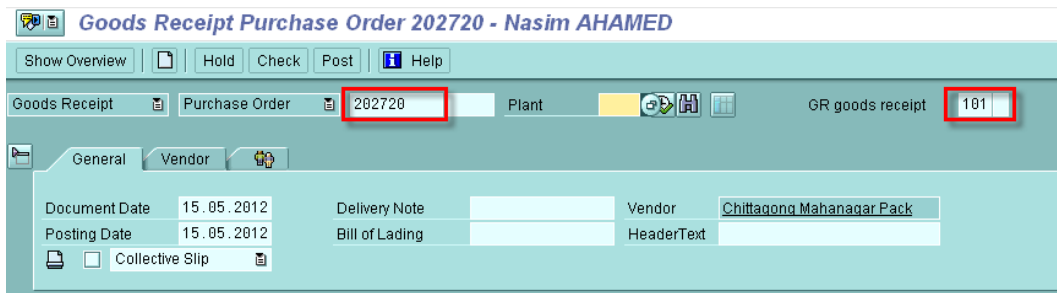


Figure 27: searching by po number

Once the PO data is populated check the quantity matches the invoice.

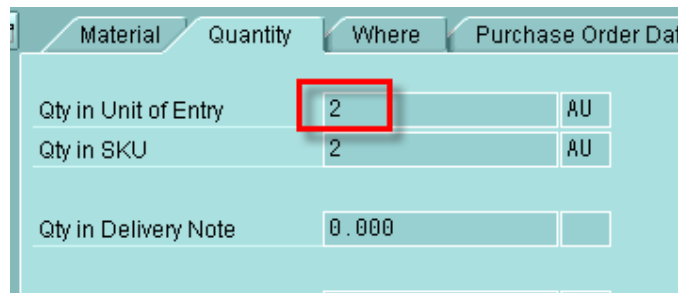


Figure 28: selecting quality received

If all the data is correct, select the "OK" box and press Check.

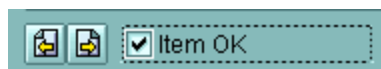


Figure 29: checking the items

Document status should be set to green and message “Document is O.K” displayed.

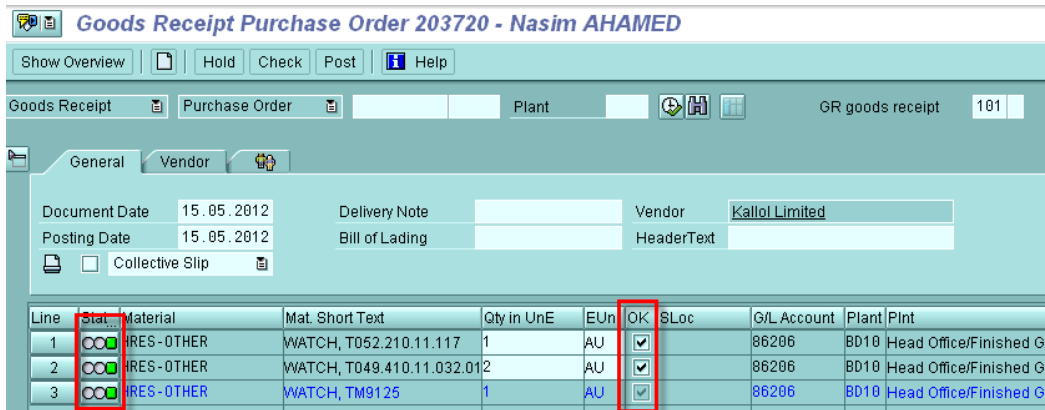


Figure 30: completing goods received

## Approve PF Loans from PF Applications

1. We have to check our monthly documents who have applied for PF Loans.
2. Then we will check our employees’ loan schedule to ensure about the previous loan of them.
3. If any employee has previous loan, then we have to check for approval application they had attached with the loan form. If our finance department has confirmed that they have completed the previous loan, then we will continue to next process.
4. If the employee didn’t settle the loan, we have to inform him to settle the loan first.
5. If the employee don’t have previous loan or he has completed his previous loan, we can approve his loan by his contribution in provident fund update account. We can check for it from contribution file.
6. We can maximum approve the amount in round figure of his contribution. Suppose, an employee has contribution 72000tk this year. He will get 70000tk maximum for PF Loan.
7. An employee can get maximum 24 months to repay his loan to the company with interest.
8. After checking everything we will mention the above statement in the PF Loan Form. The application form should be signed by at least two trustee of PF Loan.
9. Now we have to complete the accounts statement for the accounts approval. In the accounts form, we have to fill up the amount, months to repay the loan, starting month of the loan, account number of those employees where the money will be transfer and the total amount of loan that we have applied to accounts department for the month.

10. Then we will complete a bank statement to pass the PF Loan. We do all the process in Standard Chartered bank. So we will log in our company's pf account. Then will attach the accounts statement and the details that are needed to complete the bank statement.
11. At last, we will print all the documents for the approval from our signatory.
12. After the approval of signatory, loans will be distributed to the person's account.
13. For the management and non-management part loan will disburse in two process. For the management it will disburse account to account and for the no-management it will disburse through BPTN transfer service which in process from DBBL employee account.

## **Prepare a Documentation for Payroll**

Payroll is a company's list of its employees, but the term is commonly used to refer to:

- the total amount of money that a company pays to its employees
- a company's records of its employees' salaries and wages, bonuses, and withheld taxes
- The company's department that calculates and pays these.

Employees are sensitive to payroll errors and irregularities: Good employee morale requires payroll to be paid timely and accurately. The primary mission of the payroll department is to ensure that all employees are paid accurately and timely with the correct withholdings and deductions, and that the withholdings and deductions are remitted in a timely manner. This includes salary payments, tax withholdings, and deductions from paychecks.

In Coats Bangladesh, we also prepare payroll for all the employees of our management, non-management, junior management and ex patriot. The payroll file shows the total employees list and total amount of salary we are paying in our country. Then we submit a copy of complete payroll in India. Because Indian coats always look after the payroll of our country and they submit the total payroll to our main branch in United Kingdom. We prepare our payroll in MS Excel.

1. In the excel sheet, first we include all the employees who have joined in recent month. We all know that we always prepare payroll for every month.
2. Then we add a list where we can find the employees who have resigned from the job in recent month.

3. Next we prepare a list of confirmation. In where we can check the salary increase of the employees.
4. Then we prepare a promotion list. In there we include all the name of the employees who have been promoted with their positions.
5. Next we include a list of LFA. LFA means leave fair assistance. We also include the employees who have taken advance from us. We also include deductions.
6. By this way we can prepare a up to date list of salary of the employees. Then we submit this file to our finance department to check the total process and for next process.

<b>Coats Bangladesh Limited</b>									
Salary Adjustment information for the month of February'16									
<b>New Join:</b>									
SL No	Empl. Code	Name	Designation	Location	Department	Job Grade	Joining Date	Cost Centre	Bank A/C
<b>Resignation/Separation</b>									
SL No	Empl. Code	Name	Designation	Job Grade	Effective Date	Cost Centre	Remarks		
<b>Other Adjustments</b>									
SL No	Empl. Code	Name	Designation	Grade	Amount	Remarks			
<b>Advance Deduction</b>									
SL No	Empl. Code	Name	Designation	Grade	Amount	Remarks			
<b>Confirmation</b>									
SL	Empl. Code	Name	Designation	Effect Date	Salary Review	Remarks			
<b>PF Loan</b>									
SL	Empl. Code	Name	Designation	Grade	Amount	No of EMI	Start Date	End date	Remarks

Figure 31: Sample of Payroll of Coats Bangladesh



## Chapter 4: Findings and Analysis

## Workforce Success by Human Resource Scorecard (HRSC)

Human Resource Scorecard involves the following issues.

HRSC	Questions
HR Capability	1. I need training immediately to perform my job
	2. I face challenges in performing my job
	3. I perform creative job rather than structured routine job
	4. I can respond to the changing working condition
HR Environment	5. Organization fosters me little to enhance my creativity
	6. I can work as per my ability here since logistics are available
	7. I would like develop my long time career here.
	8. HR takes care of us by its functions.
HR Architecture	9. HR follows employee-friendly policies and systems.
	10. H.R holds the key to solve employee-related problems.
	11. The whole workforce of the organization is successfully performing their jobs.

## Summary of Responses of the Respondents at a glance

Statement	Agree	Neither agree nor disagree	Disagree
I. I need training immediately to perform my job	31%	55%	14%
2.1 face challenges in performing my job	18%	68%	14%
3. I perform creative job rather than structured routine job	62%	18%	
4. I can respond to the changing working condition	86%	14%	
5. Organization fosters me little to enhance my creativity	62%	32%	
6.1 can work as per my ability here since logistics are available	91%	9%	
7.1 would like develop my long time career here.	91%	9%	
8. HR takes care of us by its functions.	100%		
9. HR follows employee-friendly policies and systems.	100%		
10. HR holds the key to solve employee-related problems.	100%		
11. The whole workforce of the organization Is successfully performing their jobs.	68%	32%	

Variables	Satisfied	Neutral	Dissatisfied
1. Pay and other monetary benefits	68%	32%	
2. Decision making process and communication pattern (downward, upward and horizontal)	77%	23%	
3. Supervisor & coworker's behavior (specially informal)	68%	32%	
4. Job nature (job autonomy, work Schedule, job stress, creativity of job etc.)	59%	41%	
5. Working condition	9%	91%	
6. Management policies	73%	23%	
7. Recognition and promotion	55%	45%	
8. Job status and job security	100%		
9. Overall job satisfaction	68%	32%	

## Findings

After working in Coats Bangladesh for three months I have find some major things in their company. Also doing this the whole part the following findings have been found

- Besides routine job CBL fosters employees to enhance creativity
- Employees face challenges in their work & they can respond to the changing working condition.
- Most of the employees think that HR provides enough logistics support for what most of them want to develop their long-term career here.
- HR follows employee-friendly policies & systems by which it takes care of its employees.
- All the employees think that HR holds the key to solve employee-related problems.
- Most of employees feel satisfaction with their pay & monetary benefits, Promotion & recognition.
- Employees are satisfied with their supervisor & co-worker behavior
- Employees are satisfied with their working condition, job security & job status
- Coats Bangladesh is widely successful around the RMG sector of Bangladesh
- They have achieved the recognition from BGMEA and BKMEA
- Zips operations are fully controlled and authorized by Coats even though it was opened through the JV operations
- All the operations of Coats Plc all over the world is done in SAP
- They always keep track with modern technology.
- It is found that 91% employee think that HR provides enough logistics support for what most of them want to develop their long-term career here.
- 68% of employees feel satisfaction with their pay & monetary benefits, Promotion & recognition.

## Chapter 5: Recommendations and Conclusion

## Recommendations

- CBL Should foster more to enhance its employee's creativity by assigning those creative tasks.
- Changing job nature (job autonomy, work schedule, job stress, creativity of job etc.) might be done to make the employees more satisfied.
- HR should implement policies taken by itself more strictly
- HR should take some initiatives which may help the whole workforce of the organization to successfully performing their jobs.
- Management may arrange some competition events for letting employees brainstorm and generating innovative ideas. Now-a-days, innovative capabilities of employees are deemed as source of competitive advantage.
- Excessive frequency of training programs may sometimes halt employees to progress when they think these programs unnecessary. Right training program on right tune for right employee should be focused.
- Mind set of top level towards HRD should be changed.
- All the financial aspects related to Zips needs to be controlled by both companies rather than CBL only.

## Conclusion

Coats is operating its business almost 250 years since 1730 and Coats Bangladesh is operating since 1989 officially it started its joint venture with AK Khan which is still continuing and continuously growing and improving till today. This is why it is one of the renowned JVs in the country. Coats Bangladesh Ltd is operating its business on its reputation, quality service and relation of direct contacts with local government.

Human Resource Department is playing one of the most outstanding roles in coats Bangladesh. Man is the ultimate resource of the organization because they think, speak, so that utilization of this resource is very critical. Every success of origination is depending on efficient and effective manpower. HR starts when a man enters in the organization and its end, when he leaves the organization .HR deals with the human dimension. During my internship program, I have gathered lot of practical knowledge from the company.

Finally prepared from this HR based report, after doing analysis and research on the workforce success & job satisfaction of employees of Coats, though I have found some factors affecting on level job satisfaction but still this is also true that the practice of human resource management in coats Bangladesh is really strong enough to serve the purpose of the company.



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- Relevant paper and published documents on Coats Bangladesh Limited.

## Appendix

### Questioner of Analysis

#### FACTORS AFFECTING WORKFORCE SUCCESS AND JOB SATISFACTION OF COATS BANGLADESH LIMITED

This questionnaire contains 20 questions. Your free and frank responses would be highly appreciated and helpful for me. Your answers will be used as the input of my report and Subject to be disclosed for the interested readers.

**Rate each item by placing a cross in the relevant box.**

	Statement	SD	D	N	A	SA
1.	I need training immediately to perform my job					
2.	I face challenges in performing my job					
3.	I perform creative job rather than structured routine job					
4.	I can respond to the changing working condition					
5.	Organization fosters me little to enhance my creativity					
6.	I can work as per my ability here since logistics are available					
7.	I would like develop my long time career here.					
8.	HR takes care of us by its functions.					
9.	HR follows employee-friendly policies and systems.					
10	HR holds the key to solve employee-related problems.					
11.	The whole workforce of the organization is successfully performing their jobs.					

### Measurement of Satisfaction

SN	Variable list	Strongly dissatisfies	Dissatisfied	Neutral	Satisfied	Strongly satisfied
1.	Pay and other monetary benefits					
2.	Decision making process and communication pattern (downward, upward and horizontal)					
3.	Supervisor & coworker's behavior ( specially informal)					
4	Job nature (job autonomy, work schedule, job stress, creativity of job etc.)					
5	Working condition					
6	Management policies					
7	Recognition and promotion					
8	Job status and job security					
9	Overall job satisfaction					
<p><b><i>Please kindly note down other variables that cause your satisfaction and dissatisfaction at your job.</i></b></p> <p>1.....</p> <p>2.....</p> <p>3.....</p> <p>4.....</p> <p>5.....</p>						

**Thank you for your cooperation**

**1. I need training immediately to perform my job**

- a) Strongly disagree
- b) Disagree
- c) Neither agree nor disagree
- d) Agree
- e) Strongly agree

Particulars	Respondents	Percentages
Strongly disagree		
Disagree	7	31%
Neither agree nor disagree	12	55%
Agree	3	14%
Strongly agree		

*Table 1: Need for training*

**2. I face challenges in performing my job**

- a) Strongly disagree
- b) Disagree
- c) Neither agree nor disagree
- d) Agree
- e) Strongly agree

Particulars	Respondents	Percentages
Strongly disagree		
Disagree		
Neither agree nor disagree	4	18%
Agree	15	68%
Strongly agree	3	14%

*Table 2: Challenges in performing job*

### 3. I perform creative job rather than structured routine job

- a) Strongly disagree
- b) Disagree
- c) Neither agree nor disagree
- d) Agree
- e) Strongly agree

Particulars	Respondents	Percentages
Strongly disagree		
Disagree		
Neither agree nor disagree	4	18%
Agree	18	82%
Strongly agree		

*Table 3: Performing creative job*

### 4. I can respond to the changing working condition

- a) Strongly disagree
- b) Disagree
- c) Neither agree nor disagree
- d) Agree
- e) Strongly agree

Particulars	Respondents	Percentages
Strongly disagree		
Disagree		
Neither agree nor disagree	3	14%
Agree	17	77%
Strongly agree	2	9%

*Table 4: Responding in changing working condition*

## 5. Organization fosters me little to enhance my creativity

- a) Strongly disagree
- b) Disagree
- c) Neither agree nor disagree
- d) Agree
- e) Strongly agree

Particulars	Respondents	Percentages
Strongly disagree		
Disagree	15	68%
Neither agree nor disagree	17	32%
Agree		
Strongly agree		

*Table 5: Enhancing creativity*

## 6. I can work as per my ability here since logistics are available

- a) Strongly disagree
- b) Disagree
- c) Neither agree nor disagree
- d) Agree
- e) Strongly agree

Particulars	Respondents	Percentages
Strongly disagree		
Disagree		
Neither agree nor disagree	2	9%
Agree	20	91%
Strongly agree		

*Table 6: Availability of logistics*

**7. I would like develop my long time career here.**

- a) Strongly disagree
- b) Disagree
- c) Neither agree nor disagree
- d) Agree
- e) Strongly agree

Particulars	Respondents	Percentages
Strongly disagree		
Disagree		
Neither agree nor disagree	2	9%
Agree	15	68%
Strongly agree	5	23%

*Table 7: Developing long time career*

**8. HR takes care of us by its functions.**

- a) Strongly *disagree*
- b) Disagree
- c) Neither agree nor disagree
- d) Agree
- e) Strongly agree

Particulars	Respondents	Percentages
Strongly disagree		
Disagree		
Neither agree nor disagree		
Agree	17	77%
Strongly agree	5	23%

*Table 8: HR takes care by its functions*

**9. HR follows employee-friendly policies and systems.**

- a) Strongly disagree
- b) Disagree
- c) Neither agree nor disagree
- d) Agree
- e) Strongly agree

Particulars	Respondents	Percentages
Strongly disagree		
Disagree		
Neither agree nor disagree		
Agree	7	32%
Strongly agree	15	68%

*Table 9: Employee friendly policies & systems*

**10. HR holds the key to solve employee-related problems.**

- a) Strongly disagree
- b) Disagree
- c) Neither agree nor disagree
- d) Agree
- e) Strongly agree

Particulars	Respondents	Percentages
Strongly disagree		
Disagree		
Neither agree nor disagree		
Agree	2	9%
Strongly agree	20	91%

*Table 10: Solving employee-related problems*



**11. The whole workforce of the organization is successfully performing their jobs.**

- a) Strongly disagree
- b) Disagree
- c) Neither agree nor disagree
- d) Agree
- e) Strongly agree

Particulars	Respondents	Percentages
Strongly disagree		
Disagree		
Neither agree nor disagree	7	32%
Agree	15	68%
Strongly agree		

*Table 11: Whole workforce performing their job successfully*

## Job Satisfaction

### 1. Pay and other monetary benefits

- a. Strongly dissatisfied
- b. Dissatisfied
- c. Neutral
- d. Satisfied
- e. Strongly satisfied

Particulars	Respondents	Percentages
Strongly dissatisfied		
Dissatisfied		
Neutral	7	32%
Satisfied	15	68%
Strongly satisfied		

*Table 12: Satisfaction on pay & other monetary benefits*

### 2. Decision making process and communication pattern (downward, upward and horizontal)

- a. Strongly dissatisfied
- b. Dissatisfied
- c. Neutral
- d. Satisfied
- e. Strongly satisfied

Particulars	Respondents	Percentages
Strongly dissatisfied		
Dissatisfied		
Neutral	5	23%
Satisfied	17	77%
Strongly satisfied		

*Table 13: Decision making process*

### 3. Supervisor & coworker's behavior (especially informal)

- a. Strongly dissatisfied
- b. Dissatisfied
- c. Neutral
- d. Satisfied
- e. Strongly satisfied

Particulars	Respondents	Percentages
Strongly dissatisfied		
Dissatisfied		
Neutral	7	32%
Satisfied	15	68%
Strongly satisfied		

*Table 14: Supervisor & coworker's behavior*

### 4. Job nature (job autonomy, work schedule, job stress, creativity of job etc.)

- a. Strongly dissatisfied
- b. Dissatisfied
- c. Neutral
- d. Satisfied
- e. Strongly satisfied

Particulars	Respondents	Percentages
Strongly dissatisfied		
Dissatisfied		
Neutral	9	41%
Satisfied	13	59%
Strongly satisfied		

*Table 15: Nature of job*

## 5. Working condition

- a. Strongly dissatisfied
- b. Dissatisfied
- c. Neutral
- d. Satisfied
- e. Strongly satisfied

Particulars	Respondents	Percentages
Strongly dissatisfied		
Dissatisfied		
Neutral	20	91%
Satisfied	2	9%
Strongly satisfied		

*Table 16: Working Condition*

## 6. Management policies

- a. Strongly dissatisfied
- b. Dissatisfied
- c. Neutral
- d. Satisfied
- e. Strongly satisfied

Particulars	Respondents	Percentages
Strongly dissatisfied		
Dissatisfied		
Neutral	6	27%
Satisfied	12	55%
Strongly satisfied	4	18%

*Table 17: Management policies*

## 7. Recognition and promotion

- a) Strongly dissatisfied
- b) Dissatisfied
- c) Neutral
- d) Satisfied
- e) Strongly satisfied

Particulars	Respondents	Percentages
Strongly dissatisfied		
Dissatisfied		
Neutral	10	45%
Satisfied	12	55%
Strongly satisfied		

*Table 18: Recognition & promotion*

## 8. Job status and job security

- a) Strongly dissatisfied
- b) Dissatisfied
- c) Neutral
- d) Satisfied
- e) Strongly satisfied

Particulars	Respondents	Percentages
Strongly dissatisfied		
Dissatisfied		
Neutral		
Satisfied	10	45%
Strongly satisfied	12	55%

*Table 19: Job status & job security*

## 9. Overall job satisfaction

- a) Strongly dissatisfied
- b) Dissatisfied
- c) Neutral
- d) Satisfied
- e) Strongly satisfied

Particulars	Respondents	Percentages
Strongly dissatisfied		
Dissatisfied		
Neutral	7	32%
Satisfied	15	68%
Strongly satisfied		

*Table 20: Overall job satisfaction*