Internship report on

The Operational Functions of HR Policies of Super Star Group (SSG)

Submitted to

Mahreen Mamoon

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Submitted by

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Major: Human Resources Management and Marketing

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Letter of Transmittal

30 October 2016

To

Ms. Mahreen Mamoon

Assistant Professor

BRAC Business School

BRAC University.

Subject: **Submission of internship report.**

Dear Ma'am,

With humble respect and great pleasure I am hereby submitting my internship report on "The Operational Functions of HR Policies of Super Star Group (SSG)" that you have assigned me as an essential requirement of the internship program. It is really a great opportunity for me to work on the project and where I got to learn how to represent the things those I have did hands-on, how to gather information about what I'm doing and how I am doing from the tasks while going with them. I have also found some pitfalls while working there and their probable solutions that can make things easier and effective. I have found the study very interesting, beneficial, effective and enriched with positive insights.

I have tried my best to make it an effective, informative and credible one. The report will narrate deliberate insights about the overall functions of HR operations of the organization. I am really thankful to you for providing me the opportunity to learn by working and enriching my practical knowledge likewise the theoretical. I hope that you will consider the errors that may be seemed in the report due to some limitations that I have to face in spite of my best effort and avidness.

Sincerely yours,

Ahnaf Shahriar

ID: 12104213, BRAC Business School.

Acknowledgement

I would like to acknowledge the assistance, guidance and encouragement that I was been blessed from the almighty and a number of helpful persons. Firstly, I am very grateful to my academic internship supervisor, my honorable teacher, Ms. Mahreen Mamoon, Assistant Professor, BRAC Business School for providing immense necessary supports and feedback throughout the semester on this report.

I would like to express my gratitude to my colleagues and seniors from my department, specially my organizational supervisor, Mr. Mohammad Tanim Rahman, deputy manager; Mr. Tamzidul Alam, AGM; Mr. Shahriyar Iqbal; Mr. Shafat Rahman and Mr. Salman Kabir Abid, executive from Human Resources department of Super Star Group (SSG) for helping me with the relevant information about HR policy, operations, recruitment and others necessary that I needed to prepare this report. In addition, I would like to thank the honorable head of Human Resources, Mr. Khandoker Golam Azam and all of the employees of SSG for providing me with the necessary support whenever required. Without the contribution from the personnel mentioned above, it would not have been possible for me to fulfill the objectives of this project work. In addition to that, I am also thankful to my family members, classmates and colleagues.

Executive Summary

During my internship period in Super Star Group (SSG) I got practical idea and knowledge about how a business organization operates and coordinates smoothly with the help of the human resource management wing which ensures that the right number of people are in the right place and in a right time to perform the right job. In addition to that I have also came to learn about the insights of the organizational cultures, practices and also observed how SSG handles its employees with proper valuation and empowerment to ensure that they are providing their best for the organization with motivation, hard work and perseverance. I tried to describe those here in this report.

The report begins with an overview of the organization profile of SSG with its background, vision, mission, values, products and services. It also includes the overview of the HR department, its vision, mission values, standards, manpower and the approved departmental hierarchy.

The next section describes about the internship program of SSG HR, the external and intern recruitment process with the process flow chart.

The following section contains details about the HR operational wing, its functions and standards that it is trying to maintain in its operation.

The next section contains details about the different HR policies of SSG and my responsibilities which reflect most of the responsibilities of HR operations wing.

The following part discusses about my learning during internship, constraints or findings those I found from my observation over there and their probable solutions.

The next analytical part contains the Strength, Weakness, Opportunity and Threat (SWOT) analysis of SSG.

The report concludes with a brief conclusion where I stated my overall stance about this internship program and future potentialities.

Table of Contents

Objectives of the report

Broad objective: The staple objective of this report is to provide an insight of the internship program of SSG HR and the learning of an intern by performing practically in a corporate field just at the end of the academic curriculum. This report will also assist to get a clear overview about the human resources department of Super Star Group (SSG) and how it is implementing the HR policies through its operational activities.

Specific objectives:

i.   To identify the necessity of HR operational functions for the organization
ii.   To get insight about how SSG HR operates efficiently with its human resources with the help of HR operational activities
iii. To find out how the whole organization get benefitted by the HR operational functions
iv.   To find out how SSG HR is emphasizing on QMS (Quality Management System) and EMS (Environment Management System) and managing to ensure sustainable development to achieve the international standards.
v.   To analyze the drawbacks of SSG HR and find out the probable effective solution to minimize them
vi.   To rationalize why SSG will be a better option for internship for the potential future interns

Methodology: This report is an individual production of the report writer. However, preparing such a report isn''t that easy for one''s own brain only. So I had to take help from different sources of information. I used two kinds of sources- a) primary sources and b) secondary sources.

> **Primary sources:** Discussion with internship supervisor, colleagues and employees.
> **Secondary sources:** SSG website and web portal, HR policies, Time Attendance Software (TAS) and Human Resource Information System (HRIS) software.

Scope of the report

This study will help me to rethink about the lacking in my performance and good realization about what and how I should improve myself from the lessons or learning. It is also helpful for me to enhance my writing competencies. It will also help me to flourish my critical thinking and analytical ability. This report may help the other potential future interns who want to do their internship in SSG or the same type of organization or industry. This may be found as a necessary informative document for SSG to get the insights about the intern‟s feedback or perspective about their internship programs, supports and working environment. Thus this will help both the interns and the organization to work on their areas of improvements.

Limitations of the report

I have tried my best to prepare a good, informative and insightful report. Nevertheless, in spite of my eagerness and enthusiasm, I had to face some limitations while working on this report which are mentioned below-

i) Information needed related to my topic were not so available, I had to do brainstorming a lot and collect information and necessary data from day to day work.

ii) Time to work on the report was very less in internship and job period as responsibilities were huge.

iii) I was unable to seat and work on this report for more than a month because of my severe illness and my grandfather‟s death.

Chapter 01: Introduction

1.1 Overview of Super Star Group (SSG)

SSG is a leading and successful manufacturer, importer and marketer of electrical accessories and equipment for last two decades under the brand name of **"SUPER STAR".** The company started its journey in 1994 by establishing its first venture through an Incandescent lamp plant located at Narayangonj. SSG provides wide range of lighting and other electrical solutions for residential, commercial, and other special needs. The group offers high quality lighting solution to its wide range of customers that made SSG number one in lighting sector of Bangladesh. Compact Fluorescent Lamp (CFL), incandescent lamp (GLS), Light Emitting Diode (LED), fluorescent tube light, switches & sockets, fan, fluorescent lighting fixture, PVC Insulating tape, electronic ballast, and distribution board.

In addition, the group is the exclusive distributor of Kawamura Electric Inc. of Japan and Federal Electric of Turkey for marketing of their Circuit Breaker and other electrical safety related products in Bangladesh. In addition, having their own fan products with brand name "Super Star Fan", they became the exclusive distributor of Khaitan Fan of India in Bangladesh. The quality of these products is guaranteed and its durability is unquestionable. All these products have got both intrinsic and aesthetic value for which SSG is proud of and find itself truly satisfied in supplying the quality goods to their valued and prospective buyers and consumers.

SSG started a new concern named **Super Star Engineering Ltd.** (SSEngL) in 2012, and proved its ability to manufacture, supply, installation, testing and commissioning of electrical sub-stations, elevator & generator as well as complete electrical solutions on turnkey basis as one of the leading and popular brand in Bangladesh. SSG entered into renewable energy business under the name of **Super Star Renewable Energy Ltd.** (SSREL) in 2013. Using the brand name **"Super Star Solar",** this company designs and develops innovative renewable energy related products that are best suited for customer needs. To meet the accelerated demand of city dwellers, SSG expanded its activities in real estate sector under the name of **Super Star Properties Ltd.** in 2011, to provide high quality

comfortable living and commercial space that will deliver the highest value for money of the customers.

Besides above, SSG is exploring to add few more new products which will add the image of SSG in many folds and establish as a diversified conglomerate.

A team of experienced and highly skilled professionals having good corporate culture are keeping contributions in the growth of SSG. All the products that are manufactured by SSG are mostly designed by their own professionals and all the product designs are kept under copyright law so that no one can copy their product design. SSG has a reputation of being involved in a good number of Corporate Social Responsibility (CSR) activities and maintains a very good credit rating with banks and other financial institutions.

1.2 Vision:

To be the most contemporary conglomerate - locally and globally.

1.3 Mission:

We provide innovative products and solutions that offer customer's delight.

1.4 Values:

We're Bold

We're Responsive

We're Innovative

We're Global

We're Humane

We're Tec savvy

We're BRIGHT, Because we believe our future is bright

1.5 Factory overview: SSG is enriched with six different factories for the production and assembling of its diversified products from its various product lines. The factories are named below with their location:

1. I. R. Bulb Company Ltd. (I. R. Bulb factory)- Bhuighor, Narayanganj
2. Super Star Electrical Accessories Ltd. (SSEAL factory)- Fatullah, Narayanganj
3. Super Star Electronics Ltd. (CFLfactory)-Shiddhirganj, Narayanganj
4. Super Star Fan Ltd. (Fan factory)- Kachpur

5. Super Star Engineering Ltd. (SSEngL factory)- Munshiganj
6. Supreme Electronics Ltd.- Savar

1.6 The Human Resources department of SSG:

SSG HR believes that the human resource is the most important resource amongst all and that is why it is trying to empower its employees from every possible aspect and itis working relentlessly to keep employees motivated, to ensure the best output from this resource with a strong vision to provide the best return on investment (ROI) for the overall profitability of the business.

1.7 Vision of Human Resources Department:

HR department"s vision is to enhance competitive advantage by aligning strategy in order to maximize the employee productivity.

1.8 Mission of Human Resources Department:

- ⊙ HR mission is to open gates, to find ways of getting things done by working together in a spirit of continuous improvement,
- ⊙ To ensure collaboration and to facilitate the accomplishment of the organization"s mission by providing leadership and guidance in the development process,
- ⊙ To ensure implementation of equitable administration of policies and procedures, thus fostering a positive work environment.

1.9 Wings of SSG HR: The HR department of SSG is consisting of 13 dedicated and hardworking members who are to support the human resources and accomplishing all the related tasks of the whole corporate body and factories. There are four wings of SSG HR to correspond the whole department. They are as mentioned bellow:

1. Recruitment, placement and employer branding
2. Compensation, benefits and HRIS
3. Training, development and employee engagement
4. QMS &HR operational excellence

1.10 The hierarchical manpower chart: The following hierarchical chart represents the approved manpower chart of SSG HR. There were 3 more officers recruited to support factory HR after this got approved.

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                            ┌──────────────────────┐
                            │      Head of HR       │
                            │ (Khandoker Golam Azam)│
                            └──────────┬───────────┘
        ┌────────────────────┬─────────┴──────────┬──────────────────────┐
┌───────────────────┐ ┌───────────────────┐ ┌───────────────────┐ ┌───────────────────┐
│ Recruitment,      │ │ Compensation,     │ │ Training,         │ │ QMS & HR          │
│ Placement &       │ │ Benefits & HRIS   │ │ Development &     │ │ Operational       │
│ Employer Branding │ │                   │ │ Employee          │ │ Excellence        │
│ (Md. Tamzidul     │ │ (Shahriar Sumit)  │ │ Engagement        │ │ (Mohammad Tanim   │
│ Alam)             │ │ Deputy Manager    │ │ (Muhammad         │ │ Rahman)           │
│ Asst. General     │ │                   │ │ Shafiqul Islam)   │ │ Deputy Manager    │
│ Manager           │ │                   │ │ Deputy Manager    │ │                   │
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│ Shafat Rahman  │ │ Sr. Executive│ │ Saddam       │ │ Sakib Alam   │ │ Ahnaf        │
│ Sr. Executive  │ │              │ │ Hossain Sajib│ │ Executive    │ │ Shahriar     │
│                │ │              │ │ Executive    │ │              │ │ Executive    │
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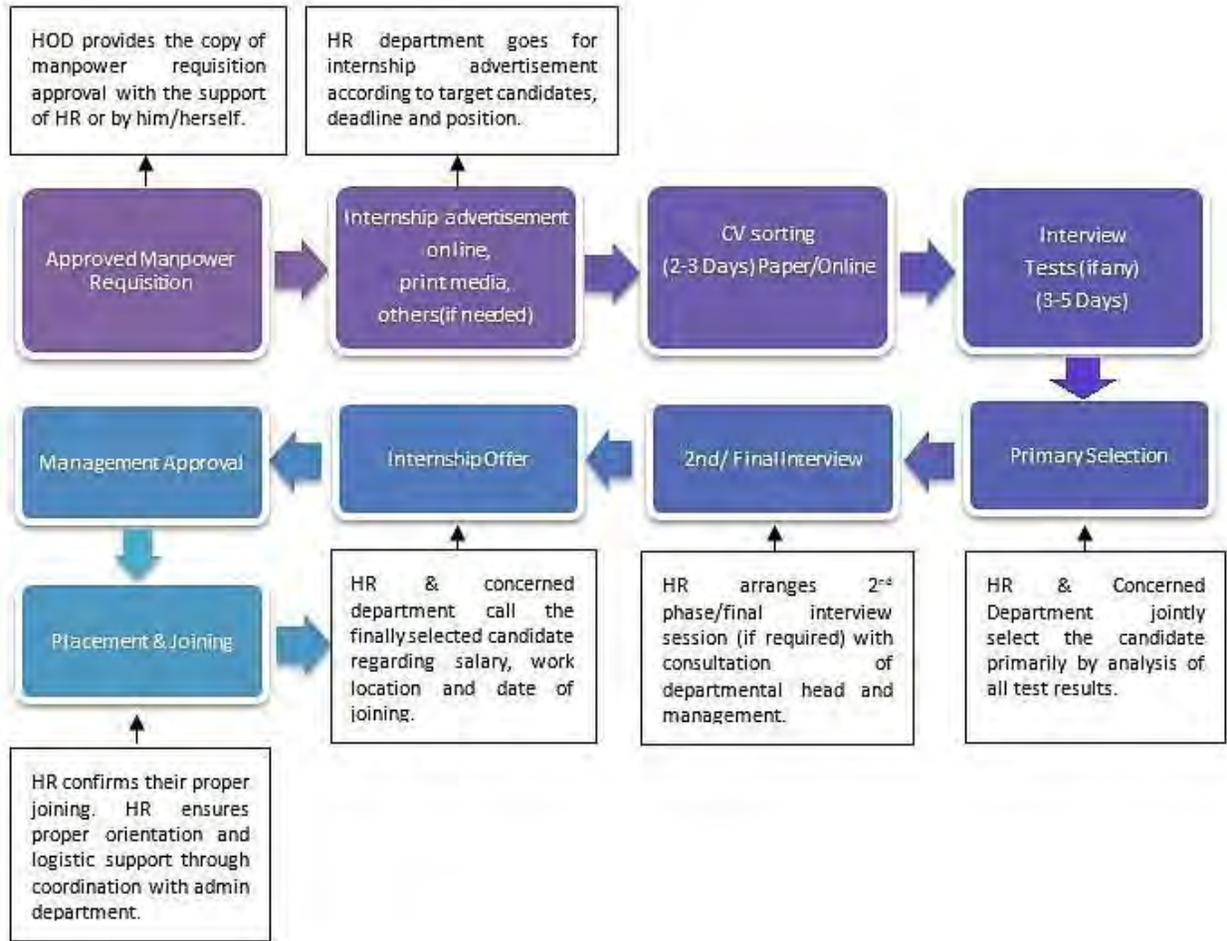
Chapter 02: The internship program of SSG HR

SSG is highly interested in fresh bloods to bring and sustain young leadership to cope up with trend, to run with the tide. It intends its business operations to be run and every success to be grabbed by the strong and active hands and brains of the young talents of the time. As a part of the young talent recruiting and management, SSG offers internship programs to students who are about to commence there career with a successful completion of academic curriculum. The offerings are open for all the regular students from government approved and reputed universities of Bangladesh. Usually, SSG recruits interns for different departments of the corporate offices and factories. Interns are recruited there to make them knowledgeable about the corporate culture, practices, about the changes that are taking place over there, to build them for the coming challenges and to be fit in the local or multinational corporate bodies. In HR department, they recruit interns in quarterly basis in a year. It"s a 3 months long program. I, along with another intern from another reputed private university was being recruited as interns for the advanced internship program under the HR operational excellence team for 3 months.

2.1 External recruitment process of SSG: External recruitment is the process of finding potential candidates and encouraging them to apply for and be willing to accept the jobs. SSG"s external recruitment procedures are described below:

Advertising in local newspaper, website posting, employee reference/ recommendation, walk in applicants etc. By advertising or using other sources SSG always tries to recruit the best candidate through a tight screening process, such as written test, computer test, IQ test etc.

2.2 Intern recruitment and selection process: Interns are usually recruited externally and SSG follows a systematic process to attract and picking up the best candidate for its internship program. The whole sequential procedure is described through the following chart:

HOD provides the copy of manpower requisition approval with the support of HR or by him/herself.

HR department goes for internship advertisement according to target candidates, deadline and position.

Approved Manpower Requisition → Internship advertisement online, print media, others(if needed) → CV sorting (2-3 Days) Paper/Online → Interview Tests (if any) (3-5 Days)

Management Approval ← Internship Offer ← 2nd/ Final Interview ← Primary Selection

Placement & Joining

HR & concerned department call the finally selected candidate regarding salary, work location and date of joining.

HR arranges 2nd phase/final interview session (if required) with consultation of departmental head and management.

HR & Concerned Department jointly select the candidate primarily by analysis of all test results.

HR confirms their proper joining. HR ensures proper orientation and logistic support through coordination with admin department.

Chapter 03: The HR operations wing

QMS and HR operational excellence is a different and well equipped wing of SSG HR. In short, it"s called "HR Operations". The total manpower of this team is two- the deputy manager and an executive. HR operations is working on two very vital systems of making HR related aspects smooth running and up to date with the changing HR world and to achieve the international standards by working on human resources aspects effectively and efficiently. They are- i) Quality Management System (QMS) and ii) Environment Management System (EMS). The policy for QMS and EMS of SSG are described below:

Super Star Group Integrated Policy (QMS & EMS):
   i) SSG is committed to fulfill customer delight through state-of-the-art manufacturing facilities for ensuring best quality environment friendly products & proactive services.
   ii) As a leading electrical accessories and equipment manufacturing company, it is dedicated to

   ⊙ Increase productivity

   ⊙ Prevention of pollution & ensure energy conservation

   ⊙ Ensure continual improvement

   ⊙ Minimize the adverse impact of its activities on the environment

   ⊙ Improve work force capability through proper development initiatives

   ⊙ Increase organizational growth

   iii) SSG is committed to achieve excellence by complying with:

   ⊙ ISO 9001:2008 standard

   ⊙ ISO 14001:2004 standard

   ⊙ Applicable & subscribed legal requirement

3.1 Functions of HR operational wing:

The HR operations team is solely responsible for day to day ongoing operational affairs and disciplinary aspects of employee related issues. They can be categorized as following:

1) Job confirmation related issues

2) Transfer of the employees

3) Disciplinary actions

4) Leave management

5) Employee attendance management

6) Employee personal file management

7) Automation of employee personal files to make them paperless and easy to access

8) Grievance management

9) Policies management

10) Employee engagement

11) Office notes

12) Office circular

13) Phone, SIM card, laptop, MODEM, car requisitions maintenance

14) ID card and business card requisitions management

15) Employee personal information maintenance

16) Certificates management and issuing

17) HR budgeting

18) HRMS and HRIS management

19) Employee exit interview on resignation

20) Employee clearance and final settlement

21) HR audit (Twice a year)

Chapter 04: The HR policies of SSG

SSG HR has developed a comprehensive HR policy manual which covers all practices that are being followed in terms of running the HR functions smoothly, efficiently and effectively. The objective of the manual is to ensure familiarization of HR practices among the employees. The HR policy manual reflects that how employees shall perform within the organization during the period of their career with SSG. The manual records the details of various policies with the purpose to achieve consistency, uniformity and fair interpretation of various practices at all times. At the same time, employees will also find here the high-level guiding principles and values that all employees should believe in and comply with, in order to gain the respect of their colleagues, customers and competitors. The policy titles are mentioned below from the HR policy manual:

1) Office hour, holidays, attendance & leave policy
2) Code of conducts policy
3) Workplace etiquette and behavior policy
4) Recruitment & selection policy
5) Probation & confirmation policy
6) Increment & promotion policy
7) Transportation & vehicle policy
8) Foreign travel policy
9) Mobile phone policy
10) Internet mobile data and MODEM policy
11) IT policy
12) Amendment of laptop policy
13) Group hospitalization insurance policy & group life insurance policy
14) TA & DA policy
15) Transfer policy
16) Policy for overstay & holiday work allowances
17) Disciplinary action policy
18) Separation & settlement policy
19) Festival bonus policy

20) I-Pad/Tab policy

21) Internet MODEM ceiling issue, MODEM limit increase, approval for increasing the mobile phone allowance & internet package)

22) Attendance bonus policy

23) Approval for salary, OT, tax, absent and others, daily allowance for Audit dept., approval of several HR policies)

24) Internal memo

25) Policy for acceptable internet usage

26) Policy for data storage, laptop usage, and information privacy

27) Policy for archiving & email preservation

28) Car loan entitlement policy

29) Ta & DA and hotel stay policy for employees of SSG Professional lighting, Corporate Sales, Institutional Sales &Super Star Engineering Ltd (SSEngL).

30) Incentive policy for cross functional referral/sales/new client introduction

31) Incentive policy for component & project sales of Super Star Engineering Ltd (SSEngL).

32) Incentive Policy for sales of SSG Institutional Sales dept.

33) Incentive policy for sales of SSG Professional lighting Corporate Sales unit

34) Incentive policy for SSG Professional lighting

These are the overall HR policies of SSG. Here, HR operations is responsible to implement some of them which are to be described in next chapter.

Chapter 05: Activities of HR operations and my responsibilities

HR operations mainly work on implementation of different HR policies to handle the human resources related issues accordingly. As an intern my responsibilities were to work as per my supervisor"s instructions, helping him in various operational actions, helping and working with other teams and departments in need. The disciplinary actions, transfer, job confirmation, policy and some other related issues were handled by my supervisor and I used to work on all other operational functions. Moreover, I also took part in my supervisor"s tasks and learned about handling some of his responsibilities. So the responsibilities I accomplished will provide an overall review on HR operational functions or practices of SSG. Here, I am going to describe those:

5.1 Remaining up to date with organizational affairs and operations: On the very first period of the internship program at SSG, the staple tasks were to learn about the entire organization, including the board of directors, management committee, about its huge product lines, innovations, how SSG is operating its business successfully from last two decades, how SSG runs its administrative activities, how it focuses on the HR policies and how HR operations team is working to ensure the proper implementation of the policies. I had to remain updated about to what extend the administrative and human resource related issues were getting changed, how to cope up with the changing affairs, where the team couldn"t performing well and what are the ways to mitigate the problems etc.

5.2 Maintaining employee personal files: As per the policy, operations wing keeps and maintains personal files for individual employee with high confidentiality. All the personal information about an employee is kept in his/her file. It contains an employee"s educational records and other related documents, certificates as well as certificates of co-curricular activities, copy of national ID cards of employee and his/her parents and nominees, experience and salary certificates from previous employer(s), copy of any disciplinary decision taken against him/her, salary, increment, appointment or transfer letter etc. Personal files are maintained for 3 categories of employees:

    i.   Corporate employees

    ii.   Factory employees

iii.   Resigned employees

3 different excel files are maintained for these 3 types of employees. In case of new joiners, with employee documents, I had to fill new personal files which are designed by SSG and in a common format containing SSG logo, date of joining, employee name, ID, designation, working area and other related fields on it. I also created 10 different folders each containing 18-20 files and placed them in the folder racks with tracking tag numbers. In case of new joiners, I also had to update the existing excel files with new fields mentioning his/her name, designation, department, date of joining, working area, zone, file status, file location and remarks about the missing documents or information. The personal file management system of SSG HR is solely conducted by the operations team. In case of any need of any personal file or information, only the employee ID or name was required. We could find and handover any file on demand within a minute from the racks with the help of the file location mentioned in the excel files.

5.3 Updating employee personal file information: I used to update the employee personal files time to time if there any new document came to be updated. I also used to update information about employees in the excel files accordingly. Sometimes documents were provided by the other departments to be updated in files too. For example, documents related vehicle purchase and allocation provided by admin department, E-TIN certificates provided by employees from departments etc. I had to make sure that all the given documents were being updated in the respective employee personal files.

5.4 Automation of employee personal files: To get access from anywhere in employee personal file and to make it paperless and automated, all the personal files are to be scanned and uploaded in HRIS (Human Resources Information System) software. Although the other intern was assigned with the responsibilities to do that, I was sent to Super Star Properties Limited"s office at Mohakhali DOHS along with a target to scan files of 10 folders containing 170 files in 4 days. I was able to meet my target efficiently keeping one day at hand which brought me much motivational appreciation. (Annexure-3)

5.5 Scanning, printing and updating necessary documents: The automatic scanning machine was given under my charge later to get done with necessary scanning of documents. We needed to keep a copy of letters or certificates provided to employee or other concerned and that"s why I used to scan the original document and keep a backup of that. Moreover, very often I got email

from employees working outside of head office or Dhaka containing scanned documents related their educational, attendance, leave, resignation aspects etc. I had to get those printed to update them in their personal files and for further processing.

5.6 Employee attendance record management: According to the policy, employee attendance records are to be updated for salary process and overstay allowances. Attendance record system is very much organized in SSG. All the corporate offices and factories have integrated attendance record devices to record the in time and out time of employees through finger or card punching. Everyday I used to connect all the devices from the head office to download all the program files and uploading them to the HRMS software for daily attendance report for overstay and salary adjustment report.

5.7 Preparing overstay report: After updating attendance records, I had to prepare overstay reports on demand for the employees who worked for extra office hours on the previous day(s). Everyday I used to prepare 10 reports on an average. As per policy employees who work for at least 11 hours a day or at least 2 hours beyond the office hours will be entitled for overstay allowances.

5.8 Factory visit for materialization of related policy: As mentioned earlier, SSG has 6 different state-of-the-earth factories to produce its diversified products. I, along with the other intern visited the factories with the supervision of our supervisor. I got to know about the production process, raw materials, supply chain management, working environment, enforcement of labor laws and implementation of our HR policies and there overall management procedure. Besides, factory visit from HR is a regular task to inspect whether the activities are according to the standards and if there is any bad impact on the environment or not, which complies with the QMS and EMS policy. From the visits the practical experiences help to take necessary decisions about the factories" working environment, human resources management and other benefits.

5.9 Leave managing and updating: Leave management is one of the core regular activities of HR operations team. A dedicated software named „Time Attendance Software (TAS)‟is used to manage leave and attendance issues. Whenever someone came with a leave form (Annexure-4), I then had to check on the software whether the employee is eligible for the specific leave (i.e.

casual, sick, annual, compensatory or others) or not. Then I filled up the form from HR part mentioning incumbent"s leave balance. Once his/her departmental head approved it, I then updated the leave according to category in the TAS.

Leave management procedure as per policy:

Individual will apply leave on a prescribed leave form.	→	HR will fill the necessary leave update and feedback.	→	Immediate Supervisor will recommend/reject
				↓
HR will update in the database and keep the record	←	Approved/ rejected leave form will be handed over to HR	←	Head of the Department will approve/reject the leave
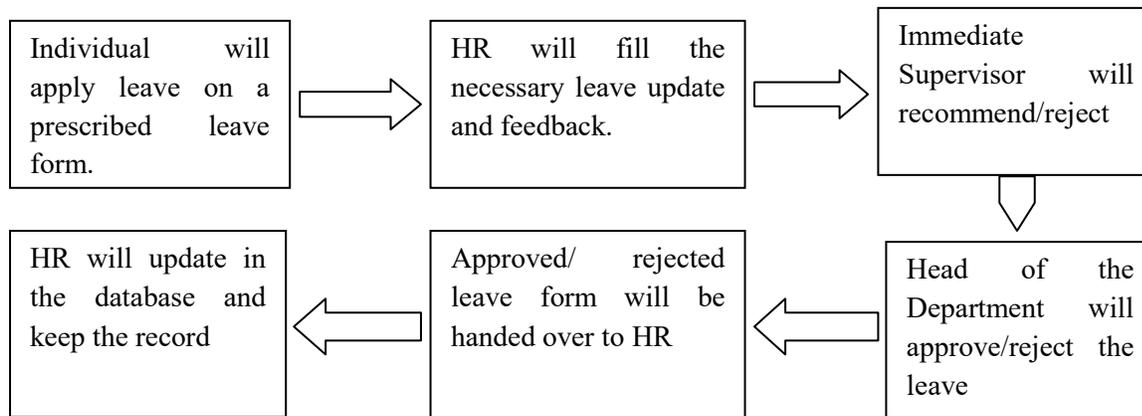
As per the leave policy the employees are entitled to get the different types of leaves (Annexure-6) as mentioned below:

1. Casual leave- 10 days

2. Sick leave- 14 days

3. Annual leave- 20 days

4. Hajj leave- 30 days

5. Maternity leave- 112 days

6. Paternity leave- 3 days

7. Compensatory leave- 10 days

8. Leave without pay- 30 days

9. Other leave- 30 days

5.10 Preparing attendance report for salary adjustment: SSG HR is very much organized in salary processing. As the management always prioritizes the employee compensation and benefits issues, so it's the rule to process and disburse the salaries before the first day of the following month. Here, the compensation and benefits team accomplishes the whole task with active collaboration of HR operations team. As per the policy, I made attendance reports of the corporate officers based on the individual's attendance record starting from 21st of the previous month to 20th of the current month and 26th to 25th for the factory officers respectively. If it's found that any officer is late for office or left earlier other than official duty in any 3 days in a week then 1 day salary is deducted and the same policy is for 1 day of unauthorized or uninformed absence. I had to check each and every active officer's attendance report of the whole month of all the 14 departments and SBUs and 6 factories and make salary adjustment report of the whole organization to submit to the compensation and benefits team. Here, I had to be much careful as it was a very challenging task even to deduct salary of manager and above designated personnel who might lose around 10000 BDT for a single day. So I tried to ensure 100% accuracy and accountability.

5.11 Resigned employee's final settlement/clearance processing: Another important task was to work on resigned incumbent's final settlement processing. According to the policy, resigned employees will have to submit his/her resignation application to HR with approval from his/her reporting boss and department head. Whenever HR operations team receives any resignation letter, the settlement process gets started from that very day. A form (Annexure-5) was filled up and attached with the resigned letter. The form contained some related employee information like name, ID, designation, department, working area, zone, date of joining and effective date of resignation. Then I used to go for getting clearance from 8 different departments such as employee's concerned department, HR, Admin, IT, Accounts, Cash, Sales admin and Audit. After that I handed over the documents to Accounts department for final processing. If the resigned incumbent is eligible to get an amount within 14,000 taka then it is handed over in cash and a cheque is issued for more than 14,000 taka. This was one of the most urgent tasks among all as it's directly related with monetary return to the incumbent where, a late completion may fade away the company's reputation**.**

2.12 ID card and business card requisitions processing: Incumbents submit their ID card and business card requisitions along with the joining set submitted to the recruitment team. Then recruitment handover the requisition forms to operations team. As soon as I got the forms, I put them into the files those I maintained separately for ID and business cards. Then I updated them in excel files those I maintained to keep record from our end. The files contained the incumbent"s name, ID, department, designation, requisition received date, date of sending to the vendor, proof checking, final proof checking, received from vendor and the present status indicating whether it"s handed over to the employee or still at hand. It"s a very systematic process where I had to proof read for each and every alphabet to make sure all the error free ID and business cards.ID and business card processing was a very regular task as there are a lot of employees joined over the time and existing employees also need those if they get promoted or in case of any damage to the previous one. From a count I found that I processed ID cards for more than100 employees and 30,000 pieces of business cards were handed over by me throughout my internship period.

2.13 Processing vendor's bills: After getting ID and business cards as finished products from the vendor I had to collect all the delivery invoices and bills of the whole month and check all the documents with proper calculation of the whole lot according to the per unit price. I also took a copy of the whole document for any further reference. If everything seemed ok then I used to take approval from head of Human Resources and then processed the bill completely with the help of Supply Chain Management department. It gave an opportunity to learn how to work with cross-functional department.

2.14 Biometric attendance management and proximity ID cards processing in attendance device and software: As mentioned earlier, SSG takes attendance through finger or ID card punching method. Once a new employee joined, on the very first day I had to make sure that his/her finger print was introduced in the attendance record device to keep record of the employee"s daily attendance until he/she gets the ID card to punch. I prepared 2 types of ID cards- 1) proximity card and 2) non- proximity card. Proximity cards are issued for the employees who work in corporate offices, factories and who work in such workplaces those have installed attendance device. On the other hand, non-proximity cards are issued for the sales people, field forces and who works in other than Dhaka city offices where attendance device

isn‟t used. After getting proximity cards from vendor, I updated their information like proximity numbers, employee‟s name, ID number and other related things in the ZKTeco attendance software. After that all the individual employee information were uploaded and downloaded to the ZKTeco attendance device separately. The same process was for finger print introduction. Later, the information is updated on another software titled "Time Attendance Software (TAS)" to make sure the proper attendance records are saved against the respective employees. (Annexure-7)

2.15 Distributing ID cards and business cards: After getting prepared all the ID and business cards, I used to send them throughout the country through courier services. SSG has its sales managers in almost every district of the country and I had the updated lists for lighting and accessories containing the area wise sales manager‟s dealer point addresses with other necessary information like cell phone number. Once I got confirmed about the employee‟s working areas or points, I just printed out the addresses and paste on the SSG envelopes containing the ID and business cards. Then they were sent to our enlisted courier service offices through Sales Admin department.

2.16 Preparing and issuing NOC, experience certificate and other letters: Another responsibility of HR operations was to prepare No Offence Clearance (NOC), experience certificates, resignation acceptance letters, clearance letters for visa processing and other letters or certificates on demand. I usually prepared all those whenever an employee asked for. Although there were formats and templates for letters but I could bring changes with approval from my bosses and they appreciated me for thinking out of the box and bringing notable change which brought about newness in employer branding.

2.17 Issuing different documents and letters: In HR operations there are various types of letters prepared or issued. They can be categorized as job confirmation rating forms and letters, show cause letters, salary increment letters, disciplinary action related letters, performance appraisal related forms and letters etc. Likewise sending ID and business cards, I used to send different kind of letters and forms to countrywide locations through courier services.

2.18 Troubleshooting technical problems in attendance devices and software: I have handled a lot of problem regarding finger or ID card punch and attendance record. It was

common that someone came to me with a problem like suddenly he wasn"t getting access through finger or ID card punch or his attendance report wasn"t showing him present at office although he was present physically throughout the month. In those types of cases I used my expertise, experience and technical know-how over the attendance devices and software and could able to solve the problems within very short period, nobody had to wait for a long to get the service from me.

2.19 Preparing welcome mails: SSG HR is always very pro-active in welcome the new employees. The recruitment team arranges colorful flower bouquet for a new joiner on his/her very first joining day and the concerned department head welcomes him/her with that warmly. Other concerned and HR personnel remain present. I used to take pictures of that grand event. Later, within that day I used toed it the pictures and attach the best one on the word template for welcome mail. Other necessary information of the employee was to be typed there. To do that I had to gone through the new joiner"s personal file, specially his/her CV to know about his/her educational background, work experiences, special qualifications, most recent employment history and calculating the total length of service till date. Keeping all those in mind I wrote a summary of his/her academic background and professional career and present details about his/her role and contact details in SSG. As soon as the new joiner approved my draft by a proof read, I then attached the welcome note to our official outlook email and sent to the head of the department to be sent to all the employees, MD, CEO, DMDs, Chairman and Vice Chairman through official email to introduce that new member.

2.20 Photography: It was another out of paper work for me. The time when my bosses and others got to know about my passion about photography and saw some of the pictures those I have taken on a few events at the early days of my internship, I was given with the charge of the official DSLR camera and other accessories to cover all the events and celebrations onwards. I became very glad to be tagged with an extra job responsibility like photography. I had covered the biggest event of SSG, the Annual Business Conference held in BICC where the presidents of FBCCI and DCCI, high officials from country"s well-established businesses, all SSG employees including countrywide distributors and dealers were present. I was being praised a lot by high officials of SSG for capturing the pictures of the grand event. I also took pictures of CEO and MD"s meetings with foreign delegates and marketing head of a renowned multinational

company, SSG-Labaid Corporate Health Agreement signing ceremony, different corporate meetings, new joiners welcoming event and each and every celebrations of my department. My picture was published in SSG bulletins and news letters. It was very nice to get tremendous support and appreciation for my effort.

2.21 Manual attendance summary adjustments: Although attendance record was kept by the devices but sometimes, for some exceptional cases HR operations has to adjust that. For example, an employee was unable to punch or was late to punch on his office attendance device on specific working days but he was assigned by his boss to work in field or market or in any out of office place or he was late due to some other reasons which he already informed to his reporting boss. For this kind of issues, as per policy he has to let HR operations know that through a formal procedure. All he has to do is just sending an email to us describing the reasons of late attendance keeping his reporting boss in CC. I was assigned to adjust their attendance record for those day(s) with mentioning comments or reasons beside each. The same procedure was followed to adjust the informed early leave or informed leave. Everyday I had to go through a lot of emails and adjusting them manually in the software for each employee to prevent their salary deduction for authorized late, early leave and absence. (Annexure-8)

2.22 Working on Annual Business Conference 2016: Every year SSG organizes its Annual Business Conference and this is the biggest event of the company. This year it was held at Bangabandhu International Conference Center (BICC), Dhaka. It was a daylong event. All the SSG employees, countrywide dealers, distributors and other concerned were took part on it. The chief guest was Mr. Abdul Matlub Ahmed, President, FBCCI and Chairman, Nitol-Niloy Group. The special guest was the president of DCCI. Among others, many corporate big shots and high officials from country"s well-established and renowned businesses were present on the grand event. My responsibilities were to prepare and attaching name tags of the guests and participants on the invitation cards, distributing them in factories outside of Dhaka and other offices with my boss an another intern, supporting other teams on demand and working on the event day with multiple role like photography, event management related tasks etc.

Chapter 06: Learning during internship

As it was an advanced internship program so the responsibilities were huge and challenging as well compared to other conventional internship programs. I never get scared or put back step for challenges. I was really happy knowing my responsibilities and it gave a pleasant feel that I will be learning a lot doing my internship there at SSG HR. Here, I am going to describe broadly about the learning those I achieved during my internship:

6.1 Inter and intra-team work: Nobody can bring about the massive success by his/her own individual effort, rather, only team work can ensure that within lesser timeframe. If we think about today‟s highly competitive world, it‟s just impossible to think about the overall success of such a huge company brought about by only a brain. Although I worked in team before in various spheres of my academic life like in school, Scout, B.N.C.C., Red-Crescent society, volunteering works, university club, part-time job and many other fields but working with teams in a corporate arena was a totally different experience for me and obviously the learning was not like those I gathered in this life before entering to one of the corporate giants. I could learn about how to mix and cope up with people with different minds, thoughts and ideas, how to listen, respect and appreciate other‟s ideas, how to present mine, how to mix mine and other‟s to make it ours idea and how to make things happen effectively and efficiently with that by group effort. Throughout my internship I had to perform several tasks which needed team work and support from others. For an example, I can mention about organizing the grand event, Annual Business Conference 2016. Although the Marketing and Business Development (MBD) department, Administration and other departments might got the responsibilities to make it happen but HR did a lot for it. For example, MBD was to prepare the invitation cards but they didn‟t know about the number of employees SSG has, their designation, departments etc., which only HR know about. I, along with the other intern prepared printouts of the total employee details list both in normal papers and sticker papers to make name and address tags and put them on about 2000 cards. The list was prepared and provided by the compensation and benefits team. So here, inter-team work was practiced and by completing the cards with tags, distributing them to appropriate places and people and ensuring proper supports on before and on the event day, we established effective and efficient intra-team efforts by working with other departments which could make the whole event successful and fruitful. Other than that, in HR operations I had to go through

with so many tasks which needed combined efforts from other team like recruitment, compensation and benefit and organizational development (training and development).

6.2 Responsiveness: Working in a corporate sector was totally new and challenging for me as I got the opportunity for the first time. As a student I had to be responsive to my academic duties like studies, university rules and regulations etc. but while working in a corporate arena it was quite different. Responsive is the most needed thing that is needed to work diligently in any sector, in any place of the whole world. I was able to realize from my own that I have to reshape my behavior, attitude, habits, sense of managing responsibilities properly, sincerity etc. I learned how to cope up with a new working environment, how to work with people from different thoughts, how to be more responsive to my duties by working according to the organizational practices and cultures.

6.3 Multitasking: „Multitasking‟ was a word of curiosity to me before the internship. Every internship or job offering came with this word. I assumed that multitasking means doing more than one thing at a time but as soon as I started my internship I started to realize that it‟s not only about to do things altogether but also having the capability of managing all the things to get done with any given time with ensuring accuracy and efficiency. I learn how to work on so many things altogether by setting priority, how to manage the multiple processing of assigned duties to me within the timeframe to ensure the expected outcome.

6.4 Self-motivation: Motivation can drive a person‟s performance towards optimum level of efficiency. It can be from monetary or non-monetary aspect and from thyself. In internship, the last source is needed the most. Till now in my life I am a person who doesn‟t actually need that much motivation from other to work hard. I can motivate myself to accomplish my duties diligently. Throughout my internship period I could enrich this quality of mine. I hardly waited for my boss or seniors to give me something new to deal with rather, I tried to find out what else could I do, how the working process should be designed to make things more simple and prompt, how could I do better on any given task, how I‟ll rectify my mistakes for coming tasks etc. If something seemed wrong or time consuming I motivated myself every time to find out a better solution so that the same problem can‟t take place again.

6.5 Client management: Serving people is always a pleasing thing to do to me. In HR, employees are considered as the most important client to serve, providing support and assistance. Although it may seem that HR usually does only the routine work on disciplinary actions, attendance management, training and other decision making tasks but HR serves the employees a lot to fulfill their necessities. Here, HR operations team is directly involved and dedicated than others. If I talk in light of my experience in HR I found a number of employees came to me every day for many things like attendance report for overstay allowances, ID and business card issues, finger or ID card punching problem, NOC letter, visa processing clearance letter, resignation acceptance letter etc. Every day I had to deal with a lot of clients, listening to them about problems and providing the best possible service within a short time. By doing so in a regular basis I learned how to serve clients in a proper way, how to customize my attitude towards my clients, how to make them happy with my service and how to ensure the expected service within a reasonable timeframe. This learning will help me in near future while I‟ll be handling more quantity of clients and taking decisions for them.

6.6 Corporate culture: As working in a corporate office was a very new experience for me so I had to be aware about the difference between university or campus culture and a corporate office culture. I found that I have many things to learn about how to talk more formally with bosses, how to talk with the office colleagues and seniors, how to deal with different people with different thoughts and perspectives and how to work effectively to help my whole department to support the organization in achieving the organizational vision and mission. Moreover, I learned how to be more professional in every aspect which will help me a lot in my future career path to walk with confidence and experience.

6.7 Working efficiently under pressure: I have seen many internship or job offerings demanding candidates with "ability to work efficiently under pressure" but I had little clear idea about the term. When started my internship in SSG,I gradually started to realize the inner meaning of that term. HR operations team needs to be the most active team in HR in every working day, throughout the month. Although we had routine tasks to accomplish but not in any morning I couldn‟t even imagine what sort of things will come to me to solve and how busy the day would be. As the only executive of HR operations resigned after few days of the internship program, I was the only person to look after all the core daily tasks of an executive of the team.

So I went through a lot of pressure every day. It was common for me to work in office beyond the office hours. At the time of salary processing in every month I had to stay till 9 pm for at least two consecutive days. I got very little time as free time in office days.HR operations is a very dynamic team so I had to run with the current. I had to work faster than ever taking lots of pressures upon my shoulder while timely and fruitful outcomes were the challenge to overcome to show my capability and making my hard working ability shiner. I learned how to set priority among assign tasks, how to work fast, how to make thing simpler, how to work properly according to instruction to fulfill the target given to me.

6.8 Operating and maintaining new and different types of software and devices: As a BBA student it didn"t need me to work on software or electronic devices but there in SSG I got to learn about how to operate and maintain different types of HR related software like HRIS, HRMS, Time attendance Software (TAS) and ZKTeco devices. Now I am able to solve any kind of employee attendance related problem very quickly and accurately. Besides, I can also operate different attendance software to adjust employee"s attendance records manually, making reports for overstay allowances and salary adjustments. I have also learned how to operate HRIS, the widely used and internationally popular human resources software. By working on this software I came to know how to input various employee information and data, how to create salary account profiles, how to link HRIS to payroll management etc. In a nutshell, working with the different HR related software and device brought notable learning and experience for me which will help me a lot in my future career in HR.

Chapter 07: Performance assessment and employment from internship

SSG HR is very organized in performance appraisal and it follows a systematic procedure to evaluate the intern"s performance. Interns are evaluated by the fulfillment of the targets they are assigned with. Abilities like working under pressure, multitasking, situation handling and leadership qualities are also taken into consideration. The internship supervisor rates an intern through an evaluation form where there are 11 criterions to rate out of 5 points in each. Here, the job oriented skills that are rated are job knowledge, punctuality, frequency of need of supervision to complete a task, is he result driven or not and how committed he is towards his duties. The soft skills that are evaluated are the communication skills, team work, interpersonal relationship, appearance, adoptive to culture and presentation skills. Besides, at the end of this advanced internship program we had to present power point presentation on 5 different topics assigned to us. The topics covered i)presenter"s profile, ii) learning during internship, iii) learning other than HR operational functions, iv) how the intern added values to SSG and v) what is his suggestions for SSG HR to do better in future. It was an hour long presentation for me as I could bring out so many points to be explained. All the deputy managers and the assistant general manager were present as audience and assessors. I could answer all of their questions deliberately and establish my stance before them and got their appreciation and positive feedbacks accordingly.

After getting the marks of performance assessment and presentation from all the assessors the management decided to pick me up from the interns for permanent employment. I was given with the offer to join as an executive there in HR operations team. It was very pleasant to me as I got recognition for my hard work and dedication. I have joined as an executive in SSG HR with greater responsibilities and commitments. I am trying to work diligently to keep my commitment sand proving myself as a hardworking and dedicated employee.

Chapter 08: Constraints/findings

It is beyond debate that SSG is one of the most uprising organizations in Bangladesh. Having a clear and broad vision, it is operating its business to attain all its goals and the vision as well. Nevertheless, as every organization has some problems and obstacles so SSG isn"t a different one here. The SSG employees see the obstacles or problems as challenges to overcome with their expertise and efficiency. As I did my internship in HR so here I am going to discuss about the problems those I found there from my close observation-

8.1 Problematic HRIS software: Human Resources Information System (HRIS) is one of the most useful and widely used systems in HR arena. It is supposed to be the most prompt software but unfortunately, it"s different in SSG. HRIS software is not user friendly and runs very slowly. Very often it takes a lot of time to upload and saving files. Sometimes it doesn"t show any employee information even though all of them are saved against an employee ID number. Besides, malfunctioning is very frequent. Although it"s supposed to be accessed and used by multiple users at a time but it"s common that if one person is working from one computer then another person can"t get access on click and even if it"s accessed but can"t be used smoothly as it doesn"t work according to command and show irrelevant messages. Although it"s developed and maintained by the external vendor but proper and timely support or service isn"t available from them. This problematic HRIS software hampers the productivity of HR operations a lot. For example, if it could be used smoothly with multiple users then more than one intern could work on scanning and uploading employee personal files. Consequently, the scheduled completion of digitalization of employee personal files could be made possible which could prove the target achieving capability of HR operations team.

8.2 Insufficient working space: SSG"s corporate head office got a huge full floor of a building like UCEP Cheyne Tower to provide a convenient workplace for different departments under one roof. Nevertheless, the HR department got little space as the number of employees was also little in early days but as more employees are being recruited so it"s less congenial to provide sitting arrangements for all of them there. For example, interns usually don"t get any specific place to seat and work with necessary stuffs. They need to search for free space and sometimes need to use a different desk which is for other department. For example, I and the another intern

had to use the desk of the AGM of another department as the position was vacant. In addition to that very frequently we had to use the guest"s chairs before our AGM too. It was one of the most notable constraints found there. It hampered the effectiveness of the whole department as there are less people compared to responsibilities. If there was more space then more interns could be appointed to achieve the targets on time with effectiveness. It caused another problem which is separate sitting arrangement for same team members. From my observation, as my supervisor"s desk was in another room so communication got hampered. Either he had to walk towards me for uncountable times for even little things or I had to go to him there which did cost both time and energy. Moreover, my supervisor couldn"t see that how many clients I had to handle and how many additional tasks I had to perform at a given time, how nicely I can communicate with people and how nicely I served the clients. He might think that I work very slowly. So impression and e4valuation both got influenced in that case.

8.3 Poor technical support: It was not that good experience from technical support. The attendance software didn"t work properly very often, attendance devices were not free of problem, internet speed was almost always too slow even to load a simple attendance report page. There were very common problems in leave updating like a leave wasn"t getting updated but the balance got decreased and showed error balance. Sometimes it happened that I myself updated daily attendance record adjustments but didn"t find those on the following day. As a result employee"s attendance reports showed wrong records which might cost deduction of their salary if I couldn"t find out the problem. There were many technical problematic issues with the employee"s finger or ID card punching even though I had made all the required processes error free. I had to do the same thing many times only because of the problems with attendance device and software. Besides, going out of order of printers was very common. We had to postpone our emergency printouts until it became fixed. If the toner got finished or if there any problem with that then sometimes we had to wait for days to get that replaced. Support from responsible technical service provider wasn"t timely and satisfactory. E-mail server went out of order very often which created much problem in internal and external communication of the organization. All these technical supports are the prerequisite to work efficiently and smoothly, these are the very must inputs to attain the set efficiency level and results but for the problems we had to face because of these, hindered a lot the overall productivity.

8.4 Lack of proper flow of information: From my observation, I found that people aren't communicated well and provided with proper information. New joiners weren't communicated properly about the dos and don'ts. For example, a new joiner doesn't know why to punch regularly on attendance device, whom to inform about his/her late attendance, early departure or leave but he/she had to face problem because of an un-updated attendance report which might cost unnecessary salary deduction. We had to suffer a lot for these. For example, whenever employees got his salary deducted without getting informed about that prior or despite of absence or late for official work, all of them started to come to me or my supervisor with their queries and if their deducted salary was refundable for valid reason then we had to handle a lot of things with the compensation and benefits team and also there were many paper work to do for second or third times. It wasted both time and energy while we could perform on others strategic aspects.

8.5 Less weekly and other holidays: There are six working days in a week in SSG which I don't think good for the people working there. In addition to that some of the employees of the corporate offices and factories have to work on Fridays too which I don't think is good. As a human being an employee should be given with proper rest and brake too boost up energy and refreshing the physic and mind to resume duties with more enthusiasm and dedication. The person who works for the whole week should be given at least two weekly holidays as the almost all other organizations do. I saw that people get less enthusiasm working on Saturdays and other holidays. It's not felt good when people from other organization were enjoying the national or religious holidays, enjoying weekend or holiday tours but I had to work relentlessly at office even on that day too. This type of practice put negative impacts both on employee motivation and overall productivity a lot.

8.6 Inefficient employee personal file management system: Personal file management and maintenance is one of the vital responsibilities of HR operations in SSG but what I found wasn't that systematic. There was inadequate space to place all the personal files. With the increase of new joiner's files all the racks got filled up and other places are also occupied fully with the resigned employee's files. Gradually, almost all the empty spaces on the floor got occupied by the files. Putting them on folders wasn't a good option as there wasn't any sufficient space left to accommodate the big size folders. As a result, we couldn't create file's folder location and

finding out any necessary file from those was a very difficult job. File missing or misplacing was common.

8.7 Communication and other problems between departments and SBUs for being situated in different location: During my internship period I had to face a lot of problem in working with some departments and SBUs as they were situated in different and distant areas. For example, departments like the Marketing and Business Development (MBD), Internal Audit, SAP, Sustainable Business Division (SBD), Corporate and Institutional Sales Department (CSD and ISD) and SBUs like Super Star Properties Limited (SSPL), Super Star Professional Lighting (Pro Light), Super Star Engineering Limited (SSEngL), Super Star Renewable Energy Limited (SSREL-Solar) are situated in diverse location within Dhaka City. It created a lot of problem to get things done which needed their cooperation. For example, to accomplish an HR related task of Super Star Properties Limited or Professional Lighting we had to wait for a long to get necessary papers signed by their concerned people and getting back from their Mohakhali DOHS area"s office to the head office at Shegun Bagicha. Same type of problem occurs with the other departments and SBU"s too. For example, likewise the other tasks employee final settlement and clearance process needs approval from eight different departments and for that purpose I needed to go different departments like MBD, Internal Audit, SSREL, SSEngL, CSD and ISD for a single signature from each of their department head. Scanned copy isn"t accepted in this case as the final documents were to be submitted to the accounts or cash and they don"t accept any scanned or photocopied paper other than the original one. Besides, there were a lot of problems and gaps in communication took place among the mentioned departments and SBUs only because of being situated in different and distant locations.

Recommendations

Every problem has the solution all we need is to just try to reach the root of the problems to know about the actual reasons behind them and taking necessary actions to minimize them. While working there at SSG I faced a lot of problems within those months but I never thought those as "problems" rather, they were new challenges to me where I could learn things those I didn"t know before. Every time I saw a problem or obstacle, I just tried to start thinking that what could be the probable solution to minimize that"s effect or how should I have done things or be proactive so that the same type of problem won"t be repeated. However, as I have pointed out some of the major findings or problems earlier so I am going to discuss about their probable solution which came out from my mind and practical experience:

8.8 Redesigning HRIS software and ensuring necessary supports on demand: Data inputting and updating method in HRIS software should be redesigned to make it easy and user friendly. Outlook is also needed to be changed. Fixing bugs and unnecessary error messages should be done. Scanned personal files uploading should be made faster. This software should be made the reliable and complete source of paperless employee information to be accessed and used from anywhere, anytime. As the software runs by non IT experts so help from the software service provider is a must but they aren"t seemed to be effective in situations. So, timely and proper support from the vendor should be ensured as the company spends lot of money for the software purpose.

8.9 Re-structuring sitting arrangement and providing more working space: Sitting arrangement should be restructured to utilize the unused or less used spaces. Huge amount of spaces are occupied by employee personal files, other official files, folders, two-storied racks etc. If the racks could be made one-storied beside each other instead of upper and lower then people can sit under those vacant places. Besides, replacing the unorganized personal files and folders kept on floor to racks or the free spaces upon the racks can save much space and people can sit there too. There are lots of responsibilities in HR operations team and the department as well so appointing more people has became obvious. Besides, at least interns should be provided with sufficient space to work. So it"s high time to restructure the sitting arrangement and getting more

space for both the existing team members and new people to achieve the department"s goals and vision within given time, with effectiveness and efficiency.

8.10 Ensuring timely and proper technical support: Remaining technically sound is the fast and foremost requirement of running business smoothly and competitively in this highly technologically developed era. Technical supports are a must thing on demand as all the people who run the software and electronic devices are neither that expert in those nor that much tech savvy. So the thing they need is proper support when needed. It"s high time to change some things and practices. Firstly, internet speed must be increased. My experience with internet speed was always horrible. I got to know that the total bandwidth was very less compared to the number of people. I think, if more bandwidth can be bought then it will be very helpful for all the users to complete their tasks faster and the overall productivity will be increased as nowadays almost in all things we need to use internet. IT support should be more prompt and error free. For printers, toners, papers and other required stationary things it"s needed to be discussed and set up action plans accordingly with admin department that how their supports can be attained faster and efficiently. For malfunctioning in leave and attendance software the IT department should be more proactive and find out proper solutions with their expertise to stop repetitions of error records and reports. Lastly, the external software service provider and vendors should be more active in solving the day to day problems those take place repeatedly.

8.11 Ensuring proper flow of information and effective communication: Information and communication gap are the two biggest problems in workplaces. I found it there in the organization which created a lot of problems. To overcome it a good communication practice between HR, other departments and employees is needed to be established.HR should discuss with other department like admin or IT about how far their individual responsibilities are and who should be responsible for what sort of things. I saw that when some employees faced any problem or got any query regarding his/her laptop, desktop, modem or SIM card then they just frequently knocked to HR hoping that as HR recruited and appointed them so it might be responsible for all the logistics and supports. I had to waste a lot of time talking with people physically and in a number of phone calls in those regard which I wasn"t supposed to do. I had to then take them to the concerned department and people as they didn"t know. So it was also a waste of time and energy. So to prevent these types of problems employees should be

communicated and persuaded properly that for what kind of queries or problems they should go to whom. Moreover, new joiners should be educated by the primary knowledge about the organization, departments, their responsibilities, how and why to punch regularly, how and why to mail about their absence, late or early out, how to help HR by providing proper and necessary documents and updates regarding their personal and official affairs etc.

8.12 Providing weekly two days and other holidays: As I got chance to work in HR so I got good chance to mix and deal with the employees. So form my observation, I can say that two weekly holidays is the earnest demand of almost every employees. Some of them directly came to HR and expressed their boredom and problems they had to face for working six days a week. I think, it"s high time to hear to employees otherwise switching company can be a consequence of this type one-sided decision. However, if it"s really necessary to remain strict on this type of decision then employees should be compensated with higher and attractive amount of money and other facilities.

8.13 Restructuring employee personal file management system: To prevent misplacing of employee personal files some steps should be taken which are- updating the excel lists of personal files by checking whether the folder location was written correctly or not, in case of a resigned employee whether his file was being put in the resigned file"s bag and still excel list"s location is showing his ID number in the active employee list or not. Besides, all the new employee files which are remaining scattered on the floor or here and there are to be kept in appropriate folders and updated in excel lists. Maintaining a file moving register is a must to get to know that exactly who took a file and where the file is right now. Another effective way is to re organizing the file cabinets or racks to keep folders according to their category. For example, all the factory employee files containing folders can be kept in one rack, another for corporate employee files and others are for resigned and miscellaneous files. It can minimize the searching time as if someone need a file of a factory or corporate employee"s file then he/she will be able to just go and search in the categorized rack or cabinet. Implementation of these ideas can be found effective to reduce the misplacing of employee personal files.

8.14 Bringing all departments and SBUs together under one roof: It is high time SSG get focused on all of its departments and SBUs equally in supporting them equally, observing their

activities closely and taking necessary developmental measures to ensure the overall better performance and boosting up organizational profitability. To be able to do so, all the departments and SBUs should be brought under the same roof. Although it is not possible to bring all of them inside head office floor but they can be bring in the same building as it is multistoried and SSG authority reserves the negotiating facility with the building authority. Moreover, as a well-established business organization with huge operation and wings, SSG can easily arrange for an SSG Tower like many other established organizations of the country. If it can be done then a massive change and development will be found within the whole organization. It will also foster the overall organizational performance and profitability on a huge scale.

Chapter 09: SWOT analysis of SSG

It's not that easy to analyze an established brand and a whole organization like SSG for an HR person but from the view of my academic and practical knowledge I'm going to figure out my analysis about its strengths, weaknesses, opportunities and threats-

9.1 Strengths:

i)   Target market is very huge

ii)   Good competitive brand value

iii) Production costs aren't high

iv)   Comparatively diversified product lines

v)   Strong supply chain management system

vi)   Positive growth of demand in local market

vii) Attractive and reasonable price to grab customers

viii)   Product quality and standard are accepted by target groups

ix)   Faster and up-to-date innovations than others with differentiation strategies

9.2 Weaknesses:

i)   Less marketing and promotional activities in boosting up sales volume

ii)   Lack of brand awareness among all target customers

iii) Brand positioning and salience are less than the competitor's

iv)   All the SBUs can't still performing the same in increasing profitability

v)   Lack of recognition of others SBU's products or services compared to electric products (light, fan and electrical accessories)

9.3 Opportunities:

i)   Diversified and innovative products can attract more target groups of potential customers who prefer to buy and use differentiated products

ii)   Partnership with established foreign businesses will help a lot to expand business all over the world

iii) Good local brand value can help to achieve good market share of the similar international industries

iv) Introduction of new product line can bring success with less promotional effort and costs as the parent brand is already established and popular

9.4 Threats:

i) Availability of duplicate products with lower price

ii) Rivalry among competitors can bring about price falls

iii) Real estate businesses are getting collapsed by the established brands because of being focused on only one business and target consumers

iv) Entrance of local successful and widely popular brands like Walton, Paradise, BRB, RFL (Click, Vision) into the similar industry with better brand value, positioning and acceptance

v) Lucrative job offers by new entrants in the industry with better salary structure, holiday, leave and other employee benefits can drive away employees to switch SSG.

Conclusion

It is beyond any doubt that doing internship in an organization like Super Star Group (SSG) is a nice opportunity for a graduating student of BRAC University. This internship program provided me with the opportunity to learn a lot of things which will help me in my future career path. It was a very good start of corporate life which enabled me to know about my limitations, shortcomings, mistakes and helped me tremendously to rectify myself to minimize those. Besides, the values I added to SSG are also remarkable. Although I have found some problems or constraints there but as a fast growing company SSG will be mitigating them well in near future. Managing human resources is a continuous practicing tool to gain profitability by the activeness and efficiencies of an organization"s human capital- the most important resource. Without proper human resources management no other effort will be found forthcoming as the humans run the wheel of productivity with their labor and brain. So every organization should give the first priority and importance to manage and develop its human resources to achieve the long term vision.

Last of all, it can be said that the internship program that I accomplished in SSG is considered to be a very helpful part of my academic life and will be a good learning for my long future ahead in corporate arena. I am really very fortunate to be an employee of this corporate giant. I will try my best to materialize the learning from internship in the new role onwards.

Reference

1) SSG web portal
2) www.ssgbd.com
3) SSG monthly news letters
4) HR policy manual of SSG
5) Time Attendance Software (TAS)
6) Human Resources Information System (HRIS) software of SSG

Annexure

Annexure-1: The brand logo
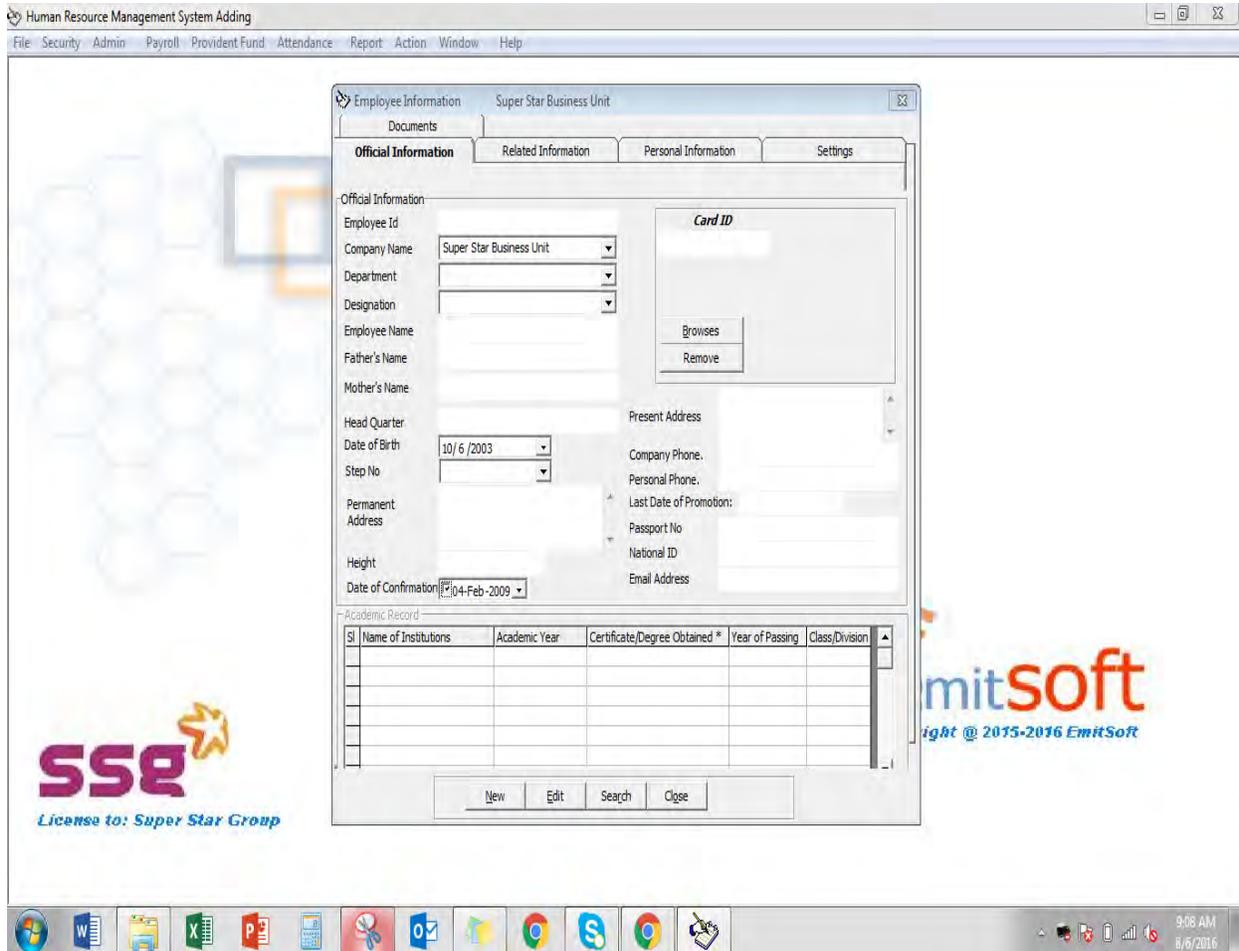

Annexure-2: Snaps from some of the advertisements
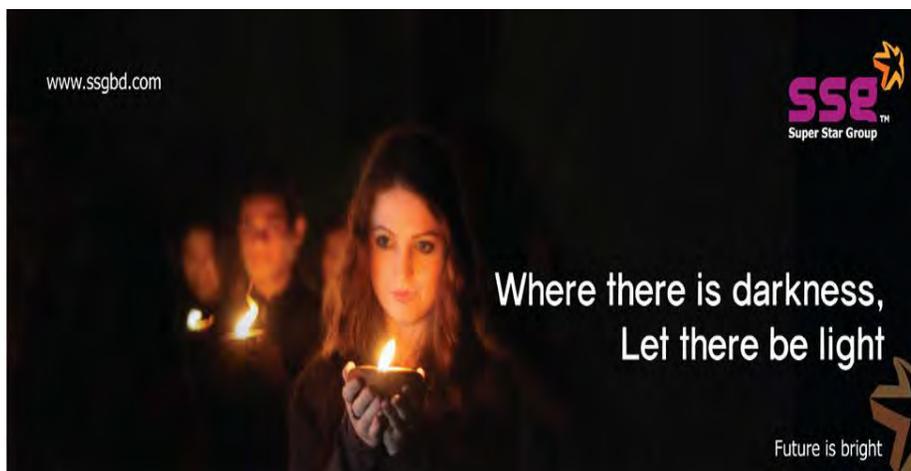
ACHIEVEMENTS

Annexure-3: HRIS/HRMS software for automated and paperless employee information

Annexure-4: Employee leave application form

Super Star Group
Leave Application Form

SSg
Revision no. 00

Name of Employee:						
Employee ID:			Designation:			
Department:			Job Location:			

| Leave (Tick mark) | Casual Leave (CL) | Sick Leave (SL) | Annul Leave (AL) | Others (Specify): .... | FOR: ....Working days | |

From/on:.................................To:.................................Reasons: ....
....

Address While on Leave:	
Contact Phone No :	Applicant Signature With Date

Name of the Leave Reliever:

(To be filled by HR Department)

Leave Status	CL (days) as on	SL (days) as on	AL (days) as on	
Opening Balance				
Leave Taken				
Leave Applied For				
Closing Balance				Authorized Signature-HR

Special Remarks(if any):

Recommended/Not Recommended

Approved/Not Approved

Signature
Functional Head

Signature
Department /Division Head

01.11.2015

Note: Should reach HR after approval

Annexure-5: Employee final settlement clearance form

Name of Employee				Designation	
Employee ID		Department		Area/Division	
Date of joining			E. D of Resignation		

This is to inform you that, the above-mentioned employee is going to be resigned. Your observation is expected on the following issues for clearance.

SL	Department		Observation					SIGNATURE
1	Concerned Department		Responsibilities					
			Files/ Documents					
2	HR Related Issue		**Salary**			Month/S		
			PF			Duration		
			Mobile Set			ID Card		
			Loan					
3	Admin Related Issue		Mobile SIM/Bill					
			Int. Modem					
			Transport/Vehicle					
4	IT Department		**Laptop**			**PC Set**		
			Pen drive			**P.HDD/Other**		
5	Accounts	Advance						
		Other Due						
		Bill						
		Incentive						
		Cash						
6	Sales Admin	TA/DA						
7	Audit							

Annexure-6: Leave updating to Time Attendance Software

Annexure-7: ZKTeco Attendance management software for biometric and ID card punch management and employee information updating

Annexure-8: Employee manual attendance record and summary updating

⌂ Main Menu		**Employee Attandence Edit Form**				**Manual Insert**
From Date:	▦	End Date:	▦		Employee ID:	View

::Display Emp Details::

Employee ID:		Eployee Name:				
SL No	Date	Intime	Outtime	Status	Attendance Type	Shift
1	2016-08-01			Present ▾	Outside for Offici ▾	▾
2	2016-08-02			Present ▾	Outside for Offici ▾	▾
3	2016-08-03			Present ▾	Outside for Offici ▾	▾
4	2016-08-04	9:00:00		Present ▾	Out Side for worl ▾	▾
5	2016-08-05	9:00:00	24:00:00	Present ▾	Physical Attendar ▾	▾
6	2016-08-09	09:02:12		Present ▾	Outside Training ▾	▾
7	2016-08-10			Present ▾	Outside Training ▾	▾
8	2016-08-11			Present ▾	Outside for Offici ▾	▾
9	2016-08-13	9:00:00	18:00:00	Present ▾	Moved to Other (▾	Supreme ▾
10	2016-08-16	08:59:45		Present ▾	▾	▾

Highlight All   Match Case