



Report

On

Human Resource Practices of Oriental Oil Company Limited

(Alliance Holdings Limited)

Submitted To

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Submitted By

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Letter of Transmittal

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Subject: Submission of the Project Report

Dear Madam,

As per the requirements for the completion of the Project report, this report has been prepared by me on Human Resource Management Practices of “**Oriental Oil Company Ltd.**” A sister concern of Alliance Holdings Limited. The report focuses on the HR practices in this organization.

In this report, I tried to transmit the theories and understand how these theories are accomplished in real life situations. I constantly make an effort to put my honest to give this report a presentable outline and make it as instructive as potential considering the constraints. I think this report will give an exact scenario of the current Human Resources Practices.

During the making of this report, I have followed all your detailed instructions concerning report and as to present my views as possible to do in the easiest way. I will be joyful to response any quarries regarding the study and report.

I hope the report meets your expectation as you wanted. I will be glad to answer any queries regarding the study and the report.

Thank you

Yours sincerely

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Acknowledgement

I am grateful to almighty for giving me the opportunity to do my project report. I also want to convey my deepest appreciation to all the ones who provided me the chance to complete this project report. First, I would like to thank my academic supervisor, Assistant Professor, Ms. Fahim Tasneema Azad, for her kind guidance, precious time, direction and steady guideline in preparing the report.

I am also grateful to Iffat Imam, Asst. Manager, Business Strategy and planning and she is also handling the HR department of “**Oriental Oil Company Limited**”. For her valuable support and bearing that lead me to the successful completion of my project report.

Executive Summary

Oriental Oil Company Limited is a franchise and exclusive lubricant manufacturer of Hindustan petroleum corporate limited of India, a Government-owned Integrated Oil Company. The Human Resource Management is the most important part of the organization. Oriental oil company Ltd. takes its employee as human capital. My objective of the study is to discuss the Human Resource Management practices and Functions of Oriental oil Company Limited. Oriental Oil Company Limited is in Mobil oil Company Business and here I focus on how the organization followed Human Resource Management practices and Human Resource Management Functions appropriately in their organization, and to discuss the Human Resource Management Practices and functions, Training and Development, Recruitment and selection process, Performance Appraisal. Furthermore, I am interested to know about the Gratuity and provident fund system because these two parts are important for the organization, to know about the organization's Benefits policy and their succession management planning, HR planning budget system and other Allowances strategies.

Oriental Oil Company is a leading company in Bangladesh with an international historical past. It is one of the best Mobil companies in Bangladesh.

Human Resource Management systems and human resource management planning of Oriental Oil Company are the processes of getting right and qualified number of competent people into the right job, another way; HR planning is the way of matching the supply of people internally and externally with the openings the company's expectations to have within a given time frame. The quality of the applicant and his or her expertise are studied and then placed keeping in mind how Oriental Oil Company will be successful in achieving their vision, objective and goals.

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1. Introduction

1.1 Origin of the Study:

Human Resource Management in an organization is a critical task. It is never done but a continuous process. If there is any lack in the practice, company will not be able to attain and keep a good and qualified employee which will affect their organizational goals, mission, vision, and development. When an employee gives poor performance then ultimately the organization performance goes down. So it is most important part for the organization to select a good employee with the best efforts of recruitment and selection process. After recruitment organization have to train up the employees so that they don't remain just an employee rather become a resource for the organization. Then we call those employees the potential human resources. The activity is not done by training them.

Organization has to conduct performance appraisal so that I can get the view of contribution from our human resource towards the revenue as well as development. I should also avail motivational tools and punishment arrangement to influence employees work positively for the organization. To ensure that, a company selects the best candidates and best employees, train them up and conduct fair performance appraisal. Company also tries to satisfy their employees by providing suitable compensation ensuring health and safety. Each company develops their own policies and procedures for practicing Human Resource Management. Based on the establishment policies companies undertake these procedures. The organization achieves by the people or human resource not by the machine .so it is essential to sustain these human resources to facilitate gain long term success in organization performance. Oriental Oil Company also provides emphasis on HRM practices. This organization has its own procedure. And according to the policy Oriental Oil Company is performing Human Resource Management Practices.

In my project report, my main goal is to identify the overall HR practices of Oriental oil company Limited.

1.2 Scope of the study:

The scope of the study is limited within the organization of Oriental Oil Company Limited. But I try my best to collect enough information to complete my report. So it has been somewhat easy to know about their HR practices and HR functionalities and that have helped me a lot to complete this report where, you will find a quite wide spread analysis of their activities and I got enough relevant information.

Here, I have discussed with the topic related issues to the profile of the organization and Human Resource Management practices and HR functions of Oriental Oil Company Limited.

1.3 Limitation of the study:

- Proper documents and papers were not accessible adequately.
- The employees of the company were too busy with their work. For this reason they could provide me enough time to reach my satisfaction level of information.

2. Research objectives of the Report:

Primary objective:

The primary objective of my study is to complete the partial requirement of BBA program, United International University. And to study and analyse about Human Resource Management practices and Human Resource Management Functions of Oriental Oil Company Limited.

Secondary objective:

- This study is undertaken to analyze and understand the Human Resource Management Practices especially how HR practices influence in the activities and the success of this organization, which gives mean exposure to practical implication of theoretical knowledge.
- To know how the company maintain employee relationship and nurtures its employee to reach the goal.

- To know the functions of Human resource management of Oriental Oil Company Ltd.
- To analyze the real and practical knowledge of Human Resource Management functions.
- To know their employee benefits policy.
- To know about the company compliance, labor relationship according to labor law act and Industrial Relationship.

3. Research Methodology:

Methodology of the Report:

The purpose of the study is to find out about organization data and information for complete my report and that have been collected both primary and secondary sources. The relevant information collected from primary source and fundamental portion of information collected during the secondary sources. It was not easy for me to gather the information via sources because of the time shortage of significance personnel. The following primary and secondary sources are:

Primary sources:

- Observation when I visited the organization
- I talked with some Employees of the Oriental Oil company Ltd.
- Own practical knowledge

Secondary sources:

- Company profile annual report
- Website of the Oriental Oil Company Limited
- Text book and reference books
- Internet , Articles related to study

4. Organizational Profile

4.1 Background:

Oriental Oil Company Limited (OOCL) is the franchisee and exclusive lubricant manufacturer of Hindustan Petroleum Corporation Limited (HPCL) of India, a Government owned Integrated Oil Company with an annual turnover of almost USD 20 billion. HPCL is one of the Global Fortune 500 Companies enjoying the 2nd largest market share in Lubricants in India and its Mumbai Refinery alone caters for 40% share of the entire Base Oil requirements of India.

OOCL started local manufacturing of HP Brand Lubricant in 2006 and with its competitive pricing and excellent quality of various grades of lubricants, the company managed to establish HP as a well-respected and recognized brand in Bangladesh.

Located on 1.72 acre industrial plot at Sarsa, Jessore the 10,000 MT/annum capacity plant was designed and commissioned with the full technical assistance of HPCL. Thanks to HPCL's knowhow OOCL's plant is only one of two companies in entire Bangladesh capable of carrying out hot-blending of lubricants and the various industrial machineries found in Bangladesh.

4.2 Organization Vision:

Its vision statement is

To become a respected leading market player, based on good ethical practices and trust amongst all their stakeholders. To consistently add growth to their business and at the same time builds goodwill in the industry.

4.3 Organization Mission:

Its Mission statement is

To offer their clients high quality products and reliable service consistency, keeping in mind the intrinsic values of the brands they are represented.

4.4 Values of Oriental Oil Company Limited:

- To strive to consistently improve their products and services
- To create wealth throughout the value chain by driving win/win relationships with their customers and suppliers
- To treat clients respectfully and fairly

5. Literature Review:

Human Resource Management is the term to explain formal systems devised for the management of people that's situated within an organization. We can also consider that the Human Resource Management of an organization is governance as employees of the organizations. Human Resource Management is sometimes simply referred to as human resource.

According to the author explanations about the Human Resource Management that they have explained the terms and conditions and how employees reducing risk maximizing return on investment that has been describing below:

As Edward L. Gubman, "Observed in the Journal of Business strategy, "The basic mission of human resources will always be to acquire, develop and retain, align the workforce with the business, and be an excellent contributor to the business. Those three challenges will never change."

Human Resources actually are the people, those who work for the organization and to do their job with responsibly. Human resource management is employee management system with an emphasis on those employees as assets for the organization. In this context, employees are actually referred to as human capital that is most important part for the organization. As with other assets of the organization, the alternative is to make more important use of employees, to reducing risk and maximizing return on investment. So as to say, that human being are more important part for an organization or business related purpose that they fulfilling the work very actively and with responsibly.

Every company's human resource department is always responsible for creating, managing, identifying the necessary things that the company need, implanting and obviously look after the overseeing policies and governing employee's behavior. And to give necessary guideline to the employees for doing their work properly and to do well behave with others.

So a company human resource has much responsibility to see and to maintain everything wisely. Human resource department try to maintain and explain the following views are:

- The resource which are to be required from
- What basic skills, training and experience they need to have
- How can the resources will be required
- How long the resources will be needed for the organization
- How day to day management activities will be formed
- The actual time that when the resources will be needed
- How resource will be developed

The objective of this report is to present the literature review of human resource management practices studies to explain meanings, capricious and their relationship related to human resource management.

6. Human Resource Management:

Human resource management is the part of the organization that is concerned with the people dimension. Human Resource Management deals with human relations of an organization starting from recruitment to labor relation. Human Resource Management concerned with the people dimension of management. It is a process of management, development, motivation, and to maintain of human resource of an organization.

Human Resource Management Practices identified as the practices, policies, functions and systems that influence employee's behavior, attitudes, and performance.

Human Resource Management is a part of general management that deals with the human requirement. Many authors defined about HRM in different manner. Some of them are quoted below:

M. J. Jucious: "The field of HRM involves planning, organization, directing, and controlling functions of procuring, developing, maintaining, and utilizing a labor force."

Dale Yoder: “HRM is the provision of leadership and direction of people in their working or employment relationship.”

David A Decenzo and Stephen p.Robbins: “Human is made of our activities

- Staffing
- Training and Development
- Motivation and
- Maintenance

Every organization is trying to comprise of people acquiring their service, developing, their skills, motivation them to high levels of performance, and ensuring that the employee continue to maintain their commitment to the organization are essential to achieving organization objectives, goals because these parts are very important for the organization.

Core Functions of HR:

The company has three members in their HR team, while the whole activities are conducted by these three personnel. For any single area of work is not assigned to any individuals. We know Human resource professionals conduct a wide variety of tasks within an organizational structure. A brief review of the core functions of human resource departments will be useful in framing the more common activities a human resource professional will conduct.

The functions can be summarized as

7.1 Staffing:

This is the process of hiring suitable candidates according to their knowledge, skills and in my practical experience I gathered from the organization that the process they are followed for staffing is that, they are hiring candidates as per as their need basis . The Oriental Oil Company limited basically, hiring new full-time employees, hiring contractors, and terminating employee contracts.

Activities that are included in staffing are:

- Recruitment
- Selection
- Leave management
- Personal profile management

From the theoretical knowledge:

- To Identifying and fulfilling talent needs
- Utilizing various types of recruitment technologies that can help to acquire a high volume of applicants
- Terminating contracts in case of any necessary
- Maintaining ethical hiring practices because it is important for the organization
- To write down of employee contracts and negotiating about their salaries and benefits that could be provided for them

7.2 Human Resource Planning:

Human resource planning is the process that defined by identified the number of employees a company needed in terms of high qualification, it is actually called as an ongoing process of regular and structured planning. For the main purpose of human resource planning is to make possibility that employees have best level of interaction with their jobs. Also, this planning process ensures that employees are in right number as required there neither a surplus of manpower nor a shortage.

7.3 Human Resource Planning Activities:

Oriental Oil Company yearly HR planning system rather takes these issues as a continuous process all around the year.

Their HR planning activities are given below:

- At first they are analyzing environment and understanding their present situation in the market and comparing to competitors in respect of bottom-line, strategy, strengths, reputation & weakness.
- After knowing their position they analyze their mission, vision and goal to calculate how many employees they will be needed in future overall.
- Next they ask every department of their organization to inform whether they needed any helping hand. In that case the organization identified if any vacancy has been created immediately or not.
- After analyzing HR demand they look for supply and ask every employee for referral candidates.

7.4 HR planning budget:

The Oriental Oil Company Limited doing their HR budget planning basis on previous calendar year and they are saying that they are followed this system and the market survey and inflation rates are the big factors.

The importance of Human resource management in a company should be realized in the budget for their department. As they said to me about the important items that they need to address and financial aids is a necessary to do the budget.

The activities that they consider

- Employee skill training
- Administrative costs including maintenance in their system
- Travel
- Labor relation costs
- Compensation and benefits
- Advertising, job positioning and recruitment process

Reasons that a budget can help human resources function better-

- **Employee wellness:** The top responsibilities of the human resources department is to make sure all employees are taken care of specially the new recruit employees because they are needed training and development program that help the employee to give better feedback in the work field.
- **Performance:** Performance is the most important par for the employees. To give their better performance in the organization. As they said human resource specialists could be more motivated in contributing better performance if they receive adequate pay and the employee salary and compensation will come from their budget.
- **Value to the business:** The better employees they hire the more the business becomes stable and profitable.

7.5 Development:

Development is the process that can bring the organization in the highest position of the market. Developing is not only for the organization but also the total human resource management system of the organization. In an organization HR has a huge responsibility to see and to make proper development system for the betterment and bright future of the organization position.

Oriental Oil Company's development system that is providing resources for continued and development is like a key investment for the organization, and HR of their organization is maintaining a developmental approach to existing human resources.

Development activities are:

- Giving the appropriate training needs and preparing their new employees for their role that's the employees represent and that's the employee will play into the organization.
- Providing opportunities to keep employees up to date that they are performed into their respective fields.
- To preparing the management prospects and providing feedback to employees and managers.

I also asked that, is their organization using most up-to-date software like HRIS software for saving and maintaining employees data as a prove but they didn't use this system but they are planning about this to star this process as soon.

7.6 Compensation:

Salary is the important part of an employee's life to get salary the as they deserve depends on their work. A good salary can give an employee more motivated for work and to give better feedback. Another part of an organization is to provide benefit policy that also inspired employee in work that included of human resource management. This includes identifying appropriate compensation based on role, and legal requirements.

Oriental Oil Company Limited giving compensation to their employee's according to the employee's designation wise as per company policy. They are providing provident fund for the employees after permanent them and they didn't provide gratuity systems.

Compensation activities are:

- To set the compensation levels to match the market, using benchmarking that could be better such as their organizations standard for a given job function.
- To discuss raises and other compensation increases and decreases with employees in the organization.
- To ensure compliance with legal and cultural expectations it basically comes from employee compensation.

7.7 Hygiene and safety:

It is the most important part of the organization. Every organization should have to keep maintenance in this side.

After talking about this topic they explain me that they are very alert about Hygiene and safety in their factory and corporate office. They have enough cleaner to keep their organization clean. At the same time they have got sufficient safety precaution system (as like fire door, fire extinguisher, smoke detector, safety stairs etc.)

Safety and health activities are:

- To ensure compliance with legal requirements based on job function for safety measure.

7.8 Employee and labor relations:

In this case it is defending about an employee rights, coordinating with unions and mediating disagreements between the organization and its human resources is also a core HR function.

Employee and labor relation are:

- Mediating disagreements between employees and employers
- Considering claims of harassment
- Discussing employee rights with unions that is necessary, and also with the management and stakeholders.
- To reduce other workplace abuses.

7.9 Performance Appraisal:

Performance appraisal system is a systematic tool for measuring the performance of an employee and identifies the gaps and plan for future development in order to enable to better performance between the jobs and incumbent. It is an HR process for driving business outcomes.

They explain me about performance that through the systematic ways they are measured employee's performance. And performance appraisal allows them to decide regarding training requirement, promotion, lay out etc.

Performance appraisal process is:

- Assign tasks with a period of time
- Set a standard to measure tasks
- Evaluate the standards of the task after it is done
- Found information from several wings of the organogram about the activity and behavior of the employee
- The person who is giving feedback about the employee after evaluating

8. Human resource management practices in Oriental Oil Company Ltd. (Alliance Holdings Limited).

Oriental Oil Company Limited along its modern business view considers and practices employee work culture consisting of a simple mixture competence and fairness. The company agrees with amongst business improvement by using the use of growing efficiency concerning employee's .Human Resource Management deals with the sources. It shouldn't be taken lightly. Basically Human Resource Manager tries to ensure the best use of this resource. They try to motivate the employees so that they feel to work harder for the organization. For that reason some benefits needs to be provided. The main reason to practice Human Resource Management in an organization is to convert employees into resource. Oriental Oil Company Limited for its resource scarcity and size of the organization doesn't have all the Human Resource Management practice. Even for the confidential issues I didn't get access in all the area of Human Resource Management practice. So, here I tried to cover all the issues

I could gather. Human Resource Management practices I found in Oriental Oil Company Limited are:

- Recruitment and selection
- Training and development
- Performance appraisal

- Employee relationship
- Hygiene & safety
- Employee benefits

Recruitment and Selection:

Recruitment source:

Recruitment related activities like making interview question paper of candidate, creating database of interview candidate, data entries of selected candidates for the interview and that person who are recruited; everything is conducted here very carefully. I try my best to know about their recruitment and selection process. A recruit employee who hasn't the right knowledge and skill cannot perform their job effectively. As a result the overall performance level can make significant effect on the company performance. Therefore Oriental Oil Company Ltd. has been continuous to search for effective recruitment sources. At first I want to share my theoretical knowledge.

Types of Recruitment:

There are two types of recruitment in this organization they are:

- Internal Recruitment
- External recruitment

Internal and External recruitment sources of Oriental Oil Company Ltd:

Internal source:

In this policy they are giving preference to appoint internal candidates provided that the employee is suitable qualified for the vacant. Appointments supposed to be made by promotion, transfer with approval of the authority. No one is allowed to apply for appointment during probationary period. They are promoted internal employees on the basis of their succession planning.

They are caring succession planning because succession planning ensures that they have high qualified employees for all important position.

They think succession planning is the advantages for their organization because it's if they don't make any succession planning then their company will be faced problem into the market like revenue, market share and company's image.

That's why they are making succession planning.

External source:

When the Oriental Oil Company Ltd. required for job vacant to be circulated outside, their main objective will be to attract a pool of candidates to apply from which qualified candidates for job vacancies can be chosen.

Organization rely on-

- Advertisement
- Referrals
- Walk-ins and write-ins

Here, has been given a number of external recruitment sources that will be used by the company:

- **Newspaper advertisement:**

Their vacancy announced will be circulated by publishing advertisement in the national newspapers. The newspapers that are clearly circulated that chosen for publishing advertisement.

- **Employee referrals**

Oriental Oil Company Ltd. Selects required candidates with carefully. As for recruitment they also give vacancy advertisement in online job portal like BDjobs.com. But they give emphasis on referral job recruitment method. Like if anyone can bring an employee in the organization and that employee can pass the probation period then he or she will get a lump sum as the organization promised.

- **Walk-ins and write-ins:**

They are walk-in in people like who are seeking of a suitable job and to be arrived at HR department in search of a job.

Write-ins are those who send their CV for suitable position. And the both groups may be asked to fill up an applicant blank. Their relevant information may be kept active database file for any suitable position in future.

Selection process:

Selection process is done very carefully because they are very careful about finding out the right person for their organization. Their selection process begins after ending the recruitment process. The purpose of selection process is to collect information about a candidate and then assess how far the she or he can perform in the job.

Selection process involves screening and appraising the applicants in a systemic way. They are found the suitable candidates for the jobs and exist those who are not suitable for the job and after selection test they focused on performance related issues that whether the applicants fulfills requirements and can do the job.

Shortlist candidates:

Employer performs the selection process very carefully. In employee selection process shortlisted candidates fight with each other to show their potentiality. Candidates try to show themselves as better option than other candidates. Candidates have to give different tests. At the end of the process employer find out suitable employee for the organization.

Every candidate has to go through at least 1 written test and 2 interviews.

Written test:

In written examination candidates have to sit for a pen and paper examination.

The Oriental Oil Company's employer calls the shortlisted candidates for written test. Candidates must have to cut a good figure in examination to exist along with figure recruitment process. In written test, there fight about 12-15 person for 3 position. According to the intensity of the position candidate number may differ. If the candidates given examination marks are not up to the standard then they are gone again for CV sorting and follows process.

1st Interview:

Those who get good marks in written examination are called for 1st Interview. 1st Interview is conducted by work related section. The first interview size of the candidates gets narrower. After 1st interview there remain 3 or 4 candidates in list.

2nd Interview:

This basically conducted with top management. The remaining candidates after 1st Interview have sis with top management as a form of interview. The top management chooses the candidate to make part of Oriental Oil Company Limited.

Even if the Oriental Oil Company Limited feels that candidates are not suitable for the organization then follow recruitment process from the beginning again.

The full process of recruitment at least takes 2 weeks. It may differ according to the intensity of the position. It may differ according to the intensity of the position.

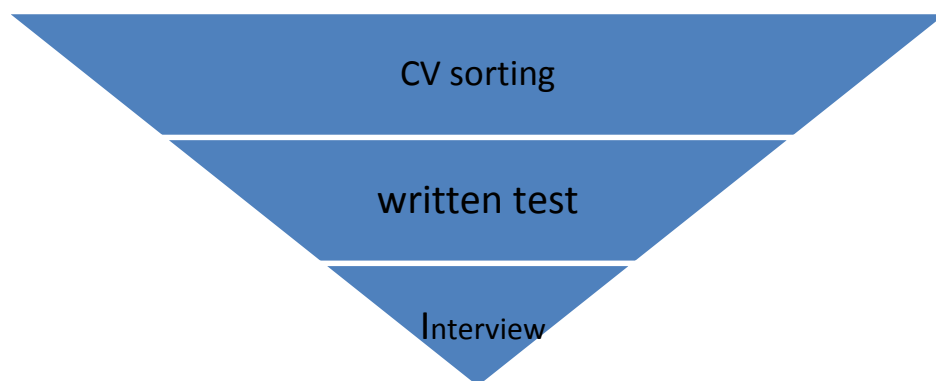


Chart: recruitment and selection process

Training and Development:

Their training process and policies are to support employee training is directly linked to the individual's specific job. Through training comes more qualified and efficient one. Training is very helpful weapon to make a person comfortable with new things.

Oriental Oil Company Ltd. Recruits a number of fresh graduates. That's why training is important for new employees as well as for the organization to turn new employee into resources. Basically this company gives on the job training. Every of this organization has a reporting boss.

For the developers there is a Tech Team Fascinator to guide new and existing employees to understand their work with the expected standard.

In case of succession planning, old position holder inform his way of work and give on the job training to new position holder. As developers work is quite similar they can easily cope up with related position.

If we talk about the training type Oriental Oil Company Ltd. is using On-the-job training. Mentorship is a training method. In case of mentorship one senior or experienced employee tries to guide the subordinate employee. He is trained while doing office work. Because of these reason it is called on the job training.

The organizations Tech Team Fascinator work as a mentor because they give guideline that employee can improve his skills and way of training is mentorship.

On-the-job training is one of the most popular training methods:

- Job rotation
- Coaching
- junior boards
- action learning

Oriental Oil Company Ltd. does not provide off-the-job training methods because it is costly.

Outsourcing Training:

The use of an outside company that takes complete responsibility and control of some training or development activities or that takes over all company's training varies administration, design, delivery, and development.

Oriental Oil Company Limited doing outsourcing training because it is,

- Cost saving
- Time saving
- Improvements in compliance capability,
- Lack of capabilities, within the organization to meet learning demands
- To provide best training practices

Performance Appraisal:

Performance Appraisal is a systematic way to evaluate employee's performance. It evaluates the performance of employees and their capabilities. This assessment gives us the view on employees pose like about the skills, ability. It also helps us to know the effort individual employee has given for the organization. Employer can plan for promotion, incentive and training for the employee on the base of the assessment. Same kind of importance should be given to existence of performance determiner, selecting performance appraisal tools and giving feedback of performance appraisal result.

Performance Determiner

Performance determiner is those factors which should exist in the organization for better performance of employees.

Those factors are:

- Required KSAs.
- Good working environment and
- Motivation

Required KSAs:

Basically, KSAs depend for knowledge, skill and ability. It is important and every work requires a set of KSAs.

Oriental Oil Company Limited tries to search candidates at time recruitment on the basis of knowledge, skills and ability.

Recruitment process and on the job training guideline ensure employees got the advice about way to attain required KSAs.

Good working environment:

Employees need a suitable environment for performing well. Not only the tools but also good attitudes of surrounding persons are also required to be good working environment.

Oriental Oil Company Limited keeps its employee always equipped. There is a healthy relationship between employee exists.

Motivation:

Motivation is the most important part for every organization. Everything the employee does is a reason behind the work. This reason is called motivate of the work. In the motivate employees to work for the organization. Employer provides reward to the employees to motivate. These rewards may be positive or negative. Positive rewards are also includes monetary and non-monetary rewards and bonus and negative rewards also can be called as punishment.

Oriental Oil Company Ltd. offers bonus on the basis of goal achievement. Besides this monetary bonus make the employees feel better and perform hard for the organization.

Performance Appraisal Tools:

Performance appraisal tools are those process from this we get information about employees. This information is the most important thing with which have to conclude a scenario. Getting pure, true and unbiased information is unconditionally important.

Oriental Oil Company Ltd. has several tools which gives them the uncontaminated information. Basically number of tools help to get biasfree information. Numbers of sources reduce the probability of contaminated information.

Tools uses in Oriental Oil Company are

Goal review:

Goal review is the process of assessing the accomplishment of assigned works of employee. In every employee get a goal to accomplish by the end.

This goal has three phases:

- Task oriented
- Organization oriented
- Person oriented

Peer review:

Oriental Oil Company Ltd. there is also peer review. For peer review one employee gives 2 other employee names to assess him. From those 2 persons, HR manager select 1 person to assess the employee and form a peer group.

After forming the peer group, those selected person give their view about employee. This peer review assessment needs not to done by only same ranked employee but it can also do by subordinates or supervisors.

Peer review is the grading method and peer review peer group give grade of every question on aspect of the employees. There are 5 grades of every question. Peer review also in wing of 360 Degree performance appraisal method.

Rank your colleagues:

In peer review 2 people asses one employee but in rank your colleagues every team member asses other team members.

Oriental Oil Company Ltd. developers are arranged under 2 super Tech. Team Fascinator. Developers just organize their team members name on the basis of efficiency.

Performance Appraisal Assessment:

Every employee is assessed on the scale of 100 marks. Incentive and other benefits are provided on the basis of mark one employee gets.

Criteria	points
House spent in office	10
Code quality	15
Team player	10
Revenue contribution	50
Goal	15

Client review:

Clients are the most important part for the organization and ultimate boss for the business. It is important to know whether they are satisfied with their employee or not. Hose clients so it is their duty to satisfy them with the ultimate require.

Clients review is one of the parts of 360 Degree performance appraisal method.

Employee Relationship:

Employee relation reflects the relationship within employees in the organization. There is a groups are named like trade union, workers association, executives committee etc.in large organization. But in case of small organization there need not such groups. It is possible to maintain the relationship with every individual.

Basically there are three shorts of relation in organization. They are:

- Employee to employer relationship
- Employer to employee relationship
- Employee to employee relationship

Oriental Oil Company's culture evokes good relationship in all this three types of relationship. Everyone behave friendly with each other.

Hygiene & safety:

Health and safety is one of the important parts that an organization has to maintain. Basically health and safety ensure that employee an organization has such an environment that keeps the employee healthy. Even Government has issued several gazettes that make these issues a must fulfilling criteria for an organization. Like cleanliness, temperature, space, pure drinking water, fire safety, fire exist, working gears, ventilation, washroom arrangement etc. are focused under hygiene and safety.

Oriental Oil Company Limited is awarded and very careful about hygiene and safety.

Cleanliness:

There is a cleaner mope the floor through every day at least twice. Everyday bacteria anticipator is applied to clean the floor.

Hygiene:

There is separate washroom arrangement for male and female in Oriental Oil Company.

Temperature, light & Ventilation:

There is not such a machine which will provide extra heat and sound but when I discuss about their manufacturing process. Actually the manufacturing process does not occurred here its occurred into their factory which is situated in Jessore and the director give advice to the factory employee and according to the direction they work. And in that case they provide cold water and orsaline for the employees' health that keep them hydride. In the organization where I visited there are enough of fan and Air conditioner arrangement. There are transparent glasses in the windows which help the natural light availability. Electrical light arrangement is also there in the office.

Fire:

Through there is no structured mock training about to use fire extinguisher, in the organization program they are trying to show how to use it.

Water:

In every sector of the office there is a water purifier to serve safe and clean water for the employee. There is also refrigerator from where employee can get cold water. There is a canteen in 2nd floor employee can take food from it.

Employee benefits policy:

The Oriental Oil Company Limited provides some benefits to their permanent employees like other companies.

Monetary benefits: provident fund, festive bonus, performance bonus based on certain goal, Medical allowance.

Non-monetary benefit: snacks, team events (picnic)

Annual leaves:

An employee of Oriental Oil Company Limited is certified 14 overall running days as an annual leaves, 10 days as casual leaves, and 18 days as sick leaves.

Maternity leave:

Oriental Oil company provide 12 weeks maternity leave for female worker and even give benefits of before 6 weeks of birth of a child and after 6 weeks birth of a child total 12 weeks benefits. And the female worker can take the benefits before birth of a child or she can take it later. But before take this benefit she has to inform in to the employer and must show medical report of her proved that she is giving birth of a child.

They don't provide gratuity scheme as they said to me about this.

Bonus policy:

The organization provide festive bonus and according to them, the festive bonus will be adjusted with the gross salary depending on how long an individual working as a permanent employee in the company.

Tax Deductions:

In Bangladesh, the corporate Income tax is collected from the companies. The amount of tax is basically based on the net income of company that they obtained while exercising their business activity. Therefore, Oriental Oil Company deducts tax at 25% in every business year in total amount of accumulated months from gross salary.

9. Findings and Analysis:

After analyzing the whole aspects of HRM practices in the Oriental Oil Company Limited I have findings both positive and negative about the organization. The given information will help you to understand:

Positive analysis:

- The organization is maintain flat structure that is good for maintaining clear and better communication channel.
- As Oil Company there is a good practice of HRM.
- There is some employee very loyal and committed to the company.
- Other department linkage with HR department is very formal and clerical.
- Company appeal to people for their recruitment process through advertisement.
- They use peer evaluation method to evaluate employees behavior rather than work foal.
- They are following reactive approaches for making any policy or orientation about new policy.
- Company using on the job training method.
- The performance appraisal method in Oriental Oil Company Limited is their 360 Degree evaluation. Through the performance appraisal is self-assessment to measuring their employee performance.

Negative analysis:

- There is needed performance appraisal training for HR officers what I feel about it.
- They don't give chance to the employee to appeal a high grade salary if they are not satisfied with their present salary.
- They never orient about their employee salary structure its make employee dissatisfied.
- They are only depending on the job training, whereas few employees are asking formal training.

- They are maintaining a home friendly environment in the office but employees are looking corporate practice as I observed.

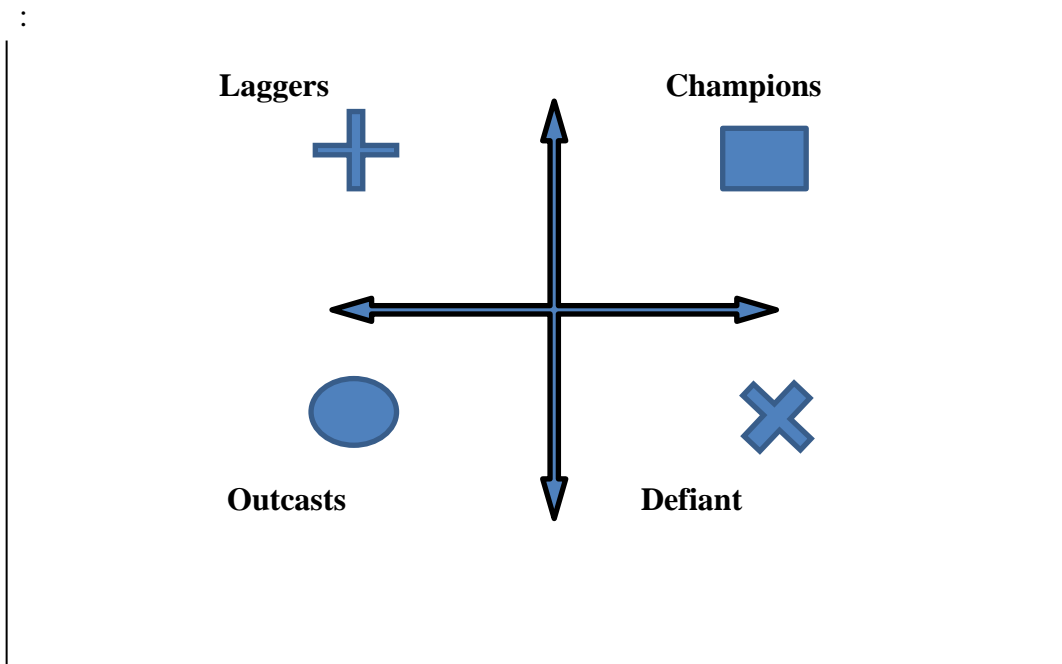
- They don't have any branch else this organization but has a factory in Jessore.

- Their manufacturing process doesn't occur here the director given instruction to the employer only.
- The whole organization is dependent on the decision of CEO and HR department.
- After all there is less satisfaction about holiday and work-life balance.

Discuss about the research questionnaires:

I am feeling lucky that I got all my answers according to my questions that I have mentioned in my report. I have a lot of queries based on my topic, is Human Resource Management and Human Resource Management Practices. I have chosen this organization of Oriental Oil Company Limited. This is a Mobil company and I have got a chance to visit this organization and to collect all information based on my topic. They are cooperating with me and give me enough time. I have talked with Iffat Imam, Asst. Manager, Business strategy and planning, and also talked to others of the organization. I can analyze and compare my theoretical perspective and practical perspective. I gathered all information and it helped me a lot to complete my report.

Cope analysis:



Cope analysis:

The commercial and competitive markets and commercial and competitive performance of products are measured in order to determine the strategic focus.

The Oriental Oil Company Limited falls into the defiant strategy because they are the leading company in the market.

10. Recommendations

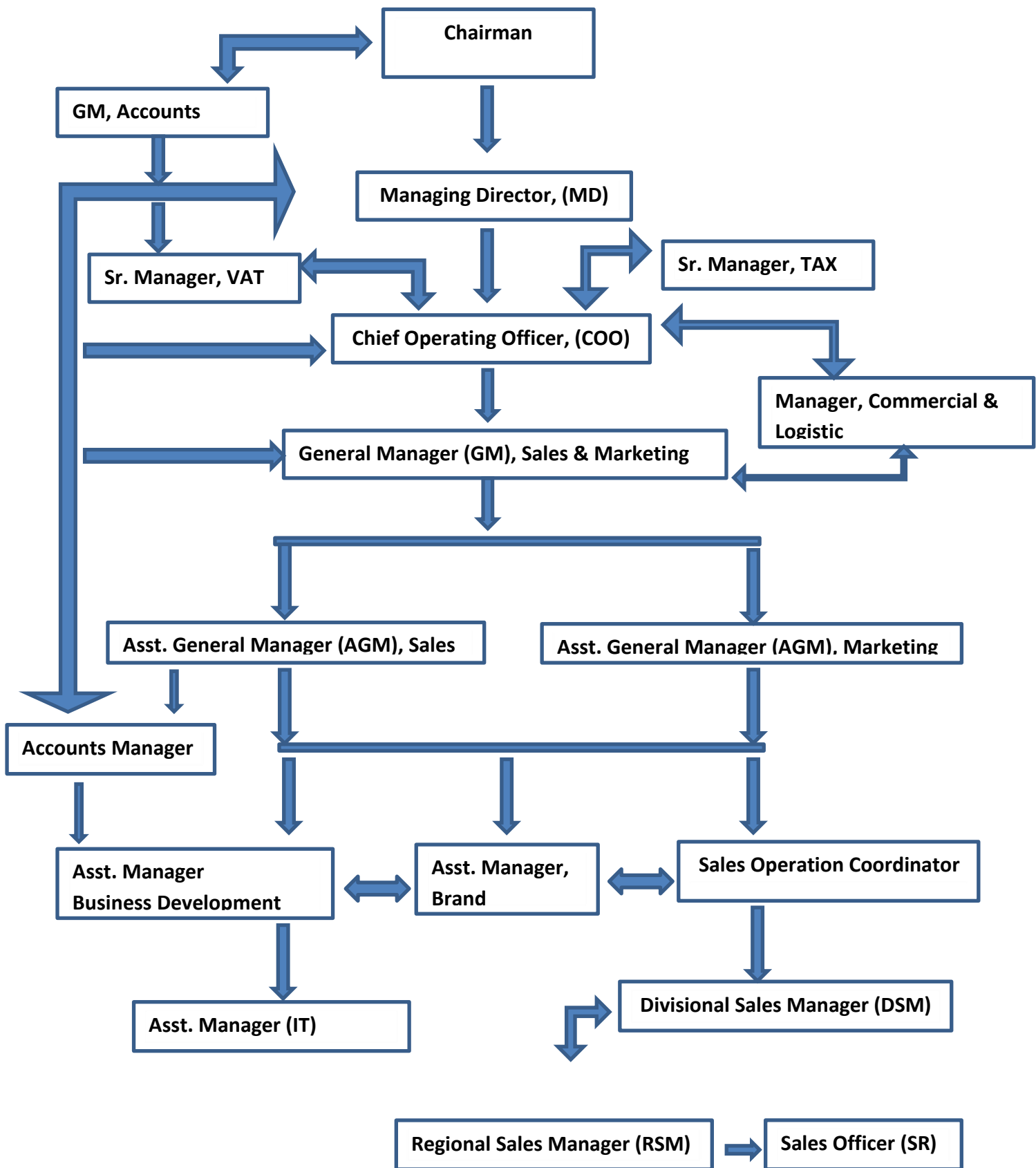
- Oriental Oil Company Limited follows human resource management practices but there is a few missing. They can there HRM practices more effective by concerning their employees more with human resource planning framework, by keeping up appropriate manpower by doing succession planning externally so that the other employees can get that the company takes after succession planning and as a result employee will work more in order to get a promotion.
- The recruitment and selection process should be undersized.
- Whenever a position gets to be vacant the company ought to not re-allocate the work among residual employee.
- Company should develop performance appraisal process.
- Oriental Oil Company Limited should establish TNA (Training Need Analysis) from so that they can understand which employee needs what training in which sector or segment and for how long.
- They need to be made gratuity systems.
- They need to be opened more branches because it will help the company's image.
- They need to be branding for their business products and can give ad through the media.

11. Conclusion:

Oriental Oil Company Limited is one of the market leading companies amongst Mobil industry in Bangladesh. The company's brand Hindustani petroleum (HP), oriental oil, vedol, Valvoline have grabbed the Bangladeshi Mobil market for its quality. Because it's the perfect engineers engine oil. The heart of the company is their workforce for whom they have become the number one brand in Mobil market. Due to maintaining a good human resource practices through the company and by proper human resource management systems.

Oriental oil company Limited have executed HR strategy and guidelines, and also expanded their human resource practices. In addition besides they constantly create job chance for qualified people and innovative incentive policy to encourage their employees. The company concentrates HR functional systems properly and focuses on quality products.

12. Organogram of Oriental Oil Company Limited:



Questionnaire:

- 1) How you achieve your organizational Goal?
- 2) What is the importance of HRM in your organization? And do you think both internal and external environment is important for manpower planning?
- 3) By which process you provide training? Which method you used in training?
- 4) Recruitment and Selection process for the job in your organization?
- 5) Do you think motivation effect the performance of the employee?
- 6) Do you think high salary effect on employees output?
- 7) Has the organization a wide network of computerized human resource data framework with the most up-to-date software?
- 8) Does the department staff work as well as a team?
- 9) Organization HR executive is fully aware of the business needs and strategy?
- 10) What type of business does your company?
- 11) How many branches does your company have and how many factories do belong?
- 12) Are the manufacturing process occurred here or outside of the company?
- 13) What type of benefit does your company provide for employees?
- 14) Does your company have gratuity and provident fund system?
- 15) What is the selection process for the job in your organization?
- 16) Has the organization arrangement for employee acknowledgement programs and award?
- 17) Are the Organization encourages employees to suggest product process improvement?

18) Does your organization caring out succession planning in order to ensure that executive is available to fill gaps in key management position?

19) How to do the HR planning budget in your company? And how can a budget help HR function better?

Visiting card



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