

Human Resource Management Practices Process of PRAN RFL Group – A Comparative Study on the Pre and Post Pandemic Situation.

By

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This report is submitted to the School of Business and Economics,
United International University as a partial requirement for the degree
fulfillment of Bachelor of Business Administration

Internship Report On

Human Resource Management Practices Process of PRAN RFL Group – A Comparative Study on the Pre and Post Pandemic Situation.

Submitted To

Jakowan
Assistant Professor
School of Business Administration

Submitted By

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Major: Human Resource Management



United International University

Date of Submission:

April 21, 2023

Letter of Transmittal

Date: April 21, 2023

To,

Assistant Professor

Jakowan

School of Business & Economics,

United International University.

Subject: Internship Report on Human Resource Management Practices of Pran-RFL group- “A Comparative Study Pre and Post Pandemic Situation.”

Dear Sir,

I'm turning in my internship report, which is called "The Human Resource Management Practices in Pran-RFL Group “A Comparative Study Process of Pre and Post pandemic Situation.”

The report will give us an overview of the HR operations of this company, such as Recruitment & Selection, Training & Development, Performance Appraisal, Payroll & General Policies and Benefits, Organizational Health & Safety, etc., and how they have handled the Recruitment & Selection process and other HR functional activities during the pandemic. The research I did helped me learn enough to write an exclusive report you think is important. I'm grateful for your constant help and willingness to work with me.

I wish that you would be very pleased to accept my report and oblige thereby.

Sincerely,

Jannat Chowdhury

ID# 111 162 143

Certification of Similarity Index

Title of the Report:

Human Resource Management Practices Process of Pran-RFL group- A Comparative Study on the Pre and Post Pandemic Situation.

Name of Student: Jannat Chowdhury

Supervisor: Jakowan

Department: BBA

My internship report is a unique piece of research and contains no plagiarized content, as attested by this statement. This report was not prepared using any unethical practices.

Signature: Jannat Chowdhury

ID#111 162 143

Declaration of the Student

I hereby certify that the internship report titled "Human Resource Management Practices Process of Pran-RFL group- A Comparative study on the Pre and Post Pandemic Situation " is an original work based on my practical work experience and comprehensive study of existing practices in the "Human Resources Management and Recruitment and Selection" department.

This report has been prepared only for academic purpose as a partial requirement for compiled the degree of "Bachelor of Business Administration (BBA)"

Signature:

Jannat Chowdhury

ID#111 162 143

Program: Bachelor of Business Administration (Major in Human Resource Management)
United International University.

Acknowledgement

I would like to begin by thanking Allah for granting me the opportunity to complete my internship at such a prestigious organization and the health to complete the program successfully.

Secondly, I would like to express my deepest gratitude to my academic supervisor, Jakowan, Assistant Professor, School of Business and Economics, UIU, for his kind assistance and unwavering collaboration throughout the preparation of this report.

From May 01, 2022 to September 01, 2022, I had the opportunity of serving as an Intern in the HumanResources and Organization Recruitment & Selection department of pran-RFL group. I am very grateful to A.S.M Syam Sir, Head of Recruitment, Imran Hosen, Sub-Assistant Manager, and Pallab Moulick, Deputy Manager of RFL recruitment and Organizational Development, for educating me and providing me with hands-on training regarding the department's operations.

Therefore, I am appreciative to A.S.M Syam Sir, Head of Recruitment for the pran-RFL group for allowing me to complete my internship under his supervision.

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Executive Summary

The report was created in order to fulfill a portion of the requirements for my Bachelor of Business Administration (BBA) degree. Based on my actual work experience as an intern from PRAN RFL group. The department of Human Resources Management at Pran-RFL group, I've created this report.

I've done research on "Practices of Pran-RFL Group Human Resource Management Process- A Comparative Study on the Pre and Post Pandemic Situation throughout Covid-19." The major goal of this essay is to outline HR departmental operations and the changes that HRM practices have undergone as a result of the current world crisis. In this report, I've discussed the organization's health and safety programs, internship experience, and HR operations also pre and post pandemic process of organization recruitment and selection. I prepared this report into five parts.

In the first part, there is an introduction part that talks about the background study, the report's goals and motivation, its scope of limitations, and its method.

The second chapter is about the Pran-RFL group's company profile, including an overview of the company and its history, an analysis of the company's trends and growth, Profit, customer segments, Protocols, products and services, Performance Appraisal, business operations, and so on.

In the third chapter, I write about the HR functions, such as the process of before and after a pandemic, the training and development programs and the performance appraisals, also the organizational health and safety initiatives. I also write down about how these functions have changed during Covid-19.

But chapter four goes into more detail about my experiences of 3month internship, such as my responsibilities, duties, positioning, training, contributions to the department, how I used my academic knowledge and skills.

And the last, I have concluded this report in part five and included some key points such as recommendation and key understanding etc.

Chapter I

Introduction

1.1 Background of the Report

As a result of the current situation, the human resources department is anticipated to provide a bigger response than previously. Due to COVID-19, the work schedule has changed. I have seen the effects of several modified HRM practices at Pran-RFL Group Limited as I attended my internship program after covid. So, I asked my esteemed professor to accept my internship report on Pran-RFL Group's HRM Practices.

1.2 Objectives of the Report

Covid-19 Human Resources Management practices A comparative study on the pre- and post-pandemic periods will be summarized in this study's findings. An in-depth examination of HR's operational activities such as recruitment and selection, training, evaluation of performance, compensation, and payroll is provided in the report. It also examines how HR responded to the crisis by improving its operational processes.

1.3 Motivation of the Report

Human Resource Management systems has suddenly changed during the pandemic as work norms have changed. Employees prefer to work from home, and their health and safety are more important to them than anything else. The main goal of this report is to find out how HR professionals are managing these situations and how cope up business section and changes in how they do their work. So, I wanted to do a study in the Pran-RFL group's Human Resource Department to find out how HRM practices had changed during Covid-19 and to learn more about them.

1.4 Methodology of the Report

In this Internship report, qualitative research was done to find out about how Pran-RFL handles its Human Resource Management. I used both first-hand and second-hand sources of information to write this report. Since the report that follows is more of a description, I didn't put any numbers in it. The report is more about real-life situations. I mostly used verbal analysis to explain how the Recruitment and Selection department works and what kinds of practices they have thought about changing because of the global pandemic. Here are the sources of the data:

- **Primary Data:** Among the methods used to obtain this data were an internship, discussions with my supervisor, colleagues, and cross-functional teams, as well as my observation of overall functional and operational activity.
- **Secondary Data:** It was gathered from the company website, bdjob.com, the HR manual, and academic knowledge, with other places.

1.5 Scope and Limitations of the Report

Due to the fact that I finished my internship in the recruitment and selection human resources department, I was given relatively simple access to operational and functional information. Because of this, I decided to focus my thesis on the pandemic's impact on human resources management and the resulting improvisations. However, confidentiality of information was a constraint I had to work around when compiling my report.

1.6 Literature Review

Human Resources Planning (HRP) is a strategic process that involves evaluating an organization's recruitment and HR practices in the context of evolving business needs and devising the necessary actions to fulfill those objectives. Its primary objective is to ensure that the organization has the appropriate number and composition of qualified personnel available at the right time and place to implement its strategic goals effectively.

when an effort is made to foresee long-term HR supplies and demands in relation to altering situations facing the Organization and when HR needs are attempted to be met through HR development programs. Future personnel supply and demand are systematically predicted by the recruitment department of a firm. RFL has numerous factories and a wide range of products despite its size. They need a lot of labor, including factory workers, blue collar and white-collar workers, divers, security guards, salespeople, and security guards. The human resources recruitment department can better plan its recruiting, selection, training, career planning, and other associated activities by estimating the number and types of people that will be required.

The hiring department is in charge of making sure that the company has the right people in place at the right time. Effective HRP not only aids businesses in achieving their affirmative action objectives but also improves a department's capacity to respond proactive and socially responsible to the challenges it faces.

For the organization, recruitment is the process of "Talent Acquisition." This is carried out in accordance with recruitment guidelines provided by a set of recruitment policies. While hiring entry-level officers' aids in building up the human resource base, hiring experienced staff aids in the acquisition of fresh perspectives and tools that are beneficial in providing clients with high-quality service.

Almost all Organization believes in luring, keeping, and inspiring skilled workers inside the business. In order to do this, the company offers competitive remuneration packages and gives all employees an equal chance for career advancement. It is thought that the organization needs highly effective human resources in order to accomplish its objectives. As a result, the business places a strong priority on hiring individuals who are highly skilled and competent. Their hiring procedure is effective since they conduct a written exam and an interview before setting up a one-day session

to assess candidates who are willing to accept obstacles in order to accomplish company goals.

HR has a significant role in luring, keeping, and inspiring qualified and competent workers. The primary assets of a corporation, given the current volatility of the organization industry, are its employees' skills, not the material and financial assets that appear on balance sheets. Finding important talent and finding replacements for key employees who depart takes time and money. The Organization therefore follows the following approach to guarantee that they can continue to cultivate and keep the talent that they foster through appropriate recognition and career advancement. This policy also permits some preventative steps in terms of manpower planning because the Organization needs to make sure that none of its important employees leave suddenly and put their operations in danger.

It is essential to evaluate an employee's performance at the end of the year or a specific period in a fair and systematic manner. This helps in identifying the employee's strengths, areas for improvement, and overall contribution towards the organizational goals. The performance review process helps in setting goals for the future and providing constructive feedback to the employee to enhance their performance.

Moreover, it also helps in identifying any training or development needs of the employee and offering the necessary support to help them excel in their role. In summary, the performance review process is a crucial aspect of performance management that helps organizations to evaluate and improve the performance of their employees.

The main point of the appraisal process is that when it is done right, the person being evaluated, the supervisor, and the company all benefit. A lot of an individual's work goes toward helping the company reach its strategic goals. Performance appraisals tell employees what they are doing and how well they are doing it, as well as what level of effort and task directions they need to make in the future to improve themselves and the company. Performance evaluation also helps to make sure that the company's hiring process is fair.

Human Resources Development (HRD) involves the process of improving employees' job skills, potential, and progress, which benefits both employees and the company. The organization provides assistance to staff members to enhance their level of experience and knowledge, which ultimately increases their value to the company. HRD activities, such as training, workshops, exposures, exchange visits, and any other form of development opportunity provided by the organization, help employees advance their knowledge and abilities.

To ensure effective HRD, it is essential to invest in the continuous process of training. This will enable employees to improve their competencies and perform their job roles more efficiently, contributing to the overall success of the organization. Leaders in the organization should undergo regular internal and external training to help them develop their leadership traits, abilities, and organizational understanding.

In conclusion, appropriate training and enabling opportunities contribute to the human resources development of an organization. By investing in HRD activities, organizations can improve their employees' skills, knowledge, and abilities, leading to increased productivity and efficiency.

Chapter II

Company Overview

2.1 Company Analysis

In 1981, RFL began making products out of cast iron (CI). At first, the main goal was to make sure that people in rural areas had clean water and affordable tools for irrigation. Today, the company has a wide range of CI products, such as pumps, tube wells, bearings, gas stoves, etc., and is known as the largest cast iron foundry and light engineering workshop in Bangladesh. With the goal of providing the people of Bangladesh with high-quality products they need, RFL expanded into the PVC and plastics industries in 1996 and 2003, respectively. At the moment, it is the market leader in all three of these areas: cast iron, PVC, and plastic. A big amount is also sent to different countries as exports. It has its own R&D facilities so that it can design and make new products. To make sure that products are good, a well-run testing lab is used. RFL has been given the BSTI certificate and the ISO9001 certificate because it follows the rules set by both organizations to the letter. We are a very strong company with 125,000 employees who work hard to make sure that our plastics, PVC, and CI products are customized and of high quality.

RFL has established a standard for quality among its rivals by producing items of the highest caliber in order to provide customers with top-notch services and real value for their money. In the home market, the unequalled items have made a significant name for themselves. This is achievable since the business is expertly run and promoted by individuals who guarantee inventiveness. We would be honored to work with you as a manufacturing partner as you grow your company.

RFL is a company that offers a wide range of products across 18 different categories, including Cast Iron, PVC Pipes, Fittings, Household items, Electronics & Accessories, Construction & Building Materials, Melamine, Sanitary & Bathroom Fittings, Furniture, Kitchenware, Electric Cables, Ready-made Garments & Textiles, and Others.

With over 5500 products on offer, RFL has established a strong presence in the market. In addition, the company has expanded into the retail business, with brands such as Vision Emporium, Walker, Rainbow Paints, and Regal. These brands cater to a diverse range of consumer needs, and have helped RFL to establish itself as a leader in the industry.

Vision: Improving Livelihood

Mission: Poverty & hunger are curses. Our aim is to generate employment and earn dignity & self-respect for our compatriots through profitable enterprises.

2.1.1 Trend and Growth

RFL began its adventure in 1980 with tube-wells, and today, more than 30 million families in various regions of Bangladesh use RFL tube-wells. The business also exports tube-well after satisfying local demand. Its export value was Tk3.9 core at the end of the most recent fiscal year, a 25 percent increase from the year before.

The Department of Public Health Engineering reports that just 105 persons utilize tube wells on average each year in rural sections of the nation.

The government began a Tk8,850 core project in January of last year with the goal of reducing the typical number of tube-well customers from 105 to 50. The project, which will begin in January 2020, is anticipated to be finished in June 2025.

2.1.2 Key Milestones

- RFL strive to create the best practice among themselves and they have been recognized for their efforts.
- Houseware Brand in Bangladesh.
- Trusted tube well brand of 3 million families for 40 years.
- The Most Loved Brand Award'' 2021 (by BBF) for 11 consecutive years.
- Exporter for 16 Consecutive Year.
- Green Factory Awards (DPL, HIP).
- Top VAT payers Awards from the National Board of Revenue for being top VAT payer in different financial year.
- National Productivity Award by National Productivity Organization.
- Best Employer Brand Award.
- National Export Trophies

2.1.3 Customer Mix

RFL Groups target market all over the country because they mainly produce household product. There are customer has 110000+ in all over the Bangladesh. There are has 5500 products and showroom 527+ and their business ruining 145+.

The client portfolio of RFL group is given below:

- BMW Cycle
- Gillet Ragger
- Care four
- Stores
- Boxer
- Massmart
- Tesco



2.1.4 Product and Services

- Rangpur Foundry Limited
- Gongga Foundry Limited
- RFL Plastics Limited
- Durable Plastic Limited
- Banga Plastic International Limited
- Rangpur Metal Industry Limited
- Banga Building Materials Limited
- Trade Environment Limited
- RFL Electronics Limited
- Gatewell Limited
- RFL Construction Limited
- Allplast Bangladesh Limited
- Bangladesh Lift Industries Limited
- Multi -Line Industries Limited
- Accessories World Limited
- Habiganj Ceramics Limited
- Habiganj Glassware Limited
- Habiganj Metal Industries Limited
- RFL Exports Limited





2.1.5 Swot Analysis

Everyone knows that Pran RFL company Ltd is one of Bangladesh's best plastic companies. The things that a company does well that can help it reach its goals are called its strengths. The company's strengths help it grow and give it a chance to launch new products successfully. To get a new product like a sleeping bag on the market, the RFL Company used its strengths. SWOT analysis of RFL group is needed to learn about a company's strengths, weaknesses, opportunities, and threats when running a business or putting out a new product. The RFL group's SWOT analysis is shown below.

Strength of RFL group:

- Brand image of RFL Company.
- Higher level quality control measures.
- Market share.
- Consumer loyalty.
- Highly skilled human resource.

Weakness of RFL group:

- Restricted decision taking capacity.
- Price disadvantages.
- Lowest per capita consumption.
- Unskilled man power.

Opportunity of RFL group:

- Company can develop the effective distribution channel.
- Competitors weak distribution channel.
- Export ties up with multinational.
- Franchise business all over the world.

Threat of RFL group:

- Changing competitor behavior.
- Aggressive competitors.
- Availability of foreign product.
- Limited target segmentation.

Chapter III
HRM
Practices

3.1 Recruitment & Selection Process

We know RFL is the one of the biggest companies in our country. They manufacture huge product and running lots of business at a time, That's the reason they are conduct a big department for recruitment and selection. The processes of recruitment and selection are used to identify and select the best employees for the Organization. Every organization has recruitment guidelines that are governed by an established talent acquisition policy.

Working in these fields, I'm genuinely astounded by the 20 to 40 new members or members who are rejoining each day. The processes of recruitment and selection are used to identify and select the best employees for the Organization. Every organization has recruitment guidelines that are governed by an established talent acquisition policy. One of the most crucial aspects of human resource management is this function. The steps for hiring new employees at RFL Group are listed below. Both during and after COVID-19, these steps were completed remotely.

3.1.1 Requisition & Approval

Line managers, department heads, and business heads must submit requisitions using the Head of HR (AGMHR) Form along with justification, job descriptions with 3-6 months' worth of deliverables, and an estimated salary that is set for each post.

The AGM of HR is approved and recommended by the Head of Recruitment Department (HRD). The COO will be notified if the majority recommends "Yes," and refused if they recommend "No." They typically employ their in-house created to finish this phase.

3.1.2 Job posting & Advertisement

The recruitment department typically publishes the position after gaining approval from the head of HR. They adhere to the conventional procedure prior to covid, which allowed them to be published in Bangladeshi local newspapers. That was extremely expensive, but they are using an online platform for COVID-19 and then posting circulars on websites like bdjobs.com. To advertise employment positions, they mostly use online channels. Therefore, doing so will be a really wise strategy to keep the job moving. They have now begun hiring foreign workers for senior positions like CEO and COO.

Additionally, they advertise the job positions inside so that internal staff members can apply. Job announcements typically include the following details:

- Job title.
- No of vacancies.
- Detailed JD & responsibilities (Role Definition)
- Qualification & experience in details.
- Work location.

- Educational Requirement.
- Required Certifications.
- Application Deadline.
- Instructions to Apply.

3.1.3 Interview & Written Assessment

At first, the Line Manager and HR should use the approved HCR Form to screen out CVs that don't meet the criteria. Before the interview, candidates who have been shortlisted take an online Core Competency Test (CCT) and an MTO test, which is taken by HR. Those who get at least 50% on these tests are considered to have passed. Those who make the short list and pass the MTO test are asked to meet with HR for the second interview. HR makes the evaluation report, which includes the MTO test scores and the interview result, and sends it to the Recruitment Head and the Line Manager/Department. Then, candidates are asked to come back for a third interview with members of the recruitment department. It's a day-long process where candidates work in groups to make presentations and present in front of the head of recruitment and the head of human resources also their present line manager. If the candidate is chosen, he will meet with the MD of RFL group for one last interview. During this pandemic, the interviews have been done through Google Meet or Microsoft Teams. And after the pandemic, the process is not too changed because online interview, cv shorting are same as doing as during covid-19 but the MTO test and interviews and day-long sessions are now done in face to face.

3.1.4 Employment Offer

Once the COO accepts a job offer, the HR department begins the recruitment process for a qualified candidate. The candidate's qualifications and experience are assessed based on their bdjobs profile, and their compensation package is determined accordingly. HR then requests a scanned copy of the candidate's personal documents and credentials, which the recruiter confirms through email and phone communication.

Once the reference check is complete, the candidate is issued an appointment letter before starting in their new position. However, highly qualified candidates, such as military officers or those currently employed at multinational corporations, may encounter some obstacles during this process.

3.1.5 Joining Process

This includes a current CV, copies of all academic certificates and registration cards, a color photograph of the candidate and clearance from the previous employer (applicable only to experienced candidates), as well as a copy of the national ID card or birth certificate.

RFL Recruitment HR's procedure is as follows:

- Letter of Appointment
- Participation (Joining Form, Code of Conduct, NDA & Employee Information Form)

3.1 Probation

A six-month probationary period is imposed on any candidate who is selected for employment. When the probationary period is over, the employee will be eligible for a number of benefits, including GDPS, insurance, increment, maternity/paternity leave, earned leave, and pilgrimage leave, among others, according to corporate policy. An employee's probation is often extended by three months if their performance falls short of market expectations and they are unable to live up to them. Workplace training is provided to assist the employee in meeting their responsibilities while also supporting the person in identifying areas of improvement.

3.2 Compensation & Benefits

Basic Employee Benefits for Permanent Employees are given :

3.2.1 Salary

There is a predetermined monthly pay for all RFL employees, regardless of whether they are employed on a contract or on a temporary basis. For the most part, the pay for all positions is the same. In rare cases, though, salaries for highly skilled individuals can be negotiated.

3.2.2 Provident Fund

In order to take advantage of GDPS, all employees must be long-term employees. When it comes to provident funds, the individual typically contributes 10% of their base salary, while the firm also contributes a similar amount. At the end of a three-year work tenure, the GRPS is considered to have matured. This GDPS policy remained unchanged during Covid-19.

3.2.3 Festival Bonus

Every employee of the company is eligible for two festival bonuses, which are equal to one month's "gross salary." Each employee of the organization receives a bonus that is equal to half of one month's (gross) compensation. The affected employees must be on the company's payroll on the day of payout. Despite certain business ups and downs, all employees must receive two festival bonuses during pandemic.

3.2.4 Meal Allowance

The corporation offers employees food services at a reduced cost that is split 50/50 between the company and the employee. The business did not need to serve lunch because the majority of the staff has been working from home throughout this pandemic. After the pandemic Pran-RFL gives 50 % meal allowance.

3.2.5 Travel Allowance

The organization provides travel allowance based on the responsibility and works of employees, Employees take travel facilities as like they are getting private car or motor bike based on their designation. And if they need to go on a business trip and As I am working recruitment department so I noticed that they are consistency going outside of Dhaka for recruiting. So that they are take travel allowance for organization work.

3.2.6 Mobile Allowance

Mobile Allowance is provided to both Permanent and Contract Employees in accordance with their positional entitlement. The amount of the mobile allowance varies depending on the employee's position. All personnel in the recruitment and selection department must receive a mobile phone allowance because they must text and communicate with candidates. Therefore, the mobile allowance is the most essential factor for the recruitment and selection department.

3.2.7 Insurance

An essential component of the employee perks is the insurance program. One form of indirect pay for the employee is this. In the organization, there are two different types of insurance schemes, including accident and death benefits. When an employee is hospitalized while on the job, the company pays for the majority of the treatments under the terms of the medical insurance policy. Some of the staff had contracted the corona virus during the epidemic. Under the terms of their medical insurance policy, the firm has contributed a proportionate amount toward the cost of their medical care.

3.2.8 Fuel Allowance

RFL provides substantial support for automobiles. Every executive receives automobile facilities. Provide transportation for low to middle-level staff. The amount of the fuel and personal car allowance varies depending on the employee's level of seniority. Since the majority of employees worked remotely during the pandemic, the company did not give fuel allowance for several months. Because their all works done by online some reason as like meeting or emergency need to comes office but maximum works done by online.

3.2.9 Financial Assistance

The organization occasionally provides Loan against their GDPS, departmental loan, and pay basis, in accordance with job-position-specific eligibility requirements. The loan is granted based on the following circumstances:

- Medical Treatment for self or dependents
- death of spouse, children or other dependents
- Own marriage

- Marriage of siblings / children
- Education for children
- Other emergencies (at the discretion of the management)

3.3 Performance Management:

Performance Evaluation is a structured approach used to evaluate an employee's job performance. At the start of a performance year, the line managers review the employee's job objectives, responsibilities, and expectations. Following this, the employee creates an action plan to achieve the set goals. Line managers also provide regular performance feedback to employees to help them improve their work. Performance evaluations are usually conducted after an employee has completed their probationary period, following a promotion or at specific intervals. Despite the challenges posed by the epidemic, the HR department has effectively implemented this approach to evaluate employee performance.

3.3.1 Performance Rating

The Pran RFL Group adopts a five-criteria rating scale for its performance appraisal process. The evaluation categories include outstanding, very good, good, fair, and poor. This approach is used to assess employee performance and provide them with feedback regarding their work. By utilizing this five-criteria rating scale, the Pran RFL Group can ensure that performance appraisals are conducted in a consistent and objective manner, allowing for fair evaluations across all departments and employees.

3.3.2 Performance Criteria:

The RFL Company's appraisal system incorporates job-related performance criteria, which are evaluated by the HR department when completing employee appraisals. There are various types of performance criteria used in this system, including:

- **General criteria:**

The standards of performance quality, business dedication, job knowledge, appearances, behavior, and initiative, etc., that are applicable and utilized for all corporate personnel.

- **Technical Criteria:**

Different roles of demand distinctive sets of skills, competencies, and knowledge. These criteria are developed collaboratively at the beginning of the performance yearly.

- **Management Competence:**

The performance of personnel at the deputy manager level and higher will be evaluated based on leadership, resource management, planning, and organizational abilities, among others.

3.3.3 Performance Appraisal Outcome:

A worker who is recognized as outstanding is deemed qualified for promotion or raise. A good employee may be suggested for job confirmation or the issuance of a letter of appreciation. Fairly rated employees may be recommended for training or extended probationary periods. It may be advised that an employee with a bad performance rating be terminated.

3.4 Training and Employee Development

In the Pran RFL group, the training and development program is considered the most important HR function. Some training programs are exclusively administered by the HR department. In this Covid-19 circumstance, the training programs have been conducted successfully using Microsoft Teams. Following the pandemic, their instruction is conducted face-to-face by term and season.

3.4.1 Training Needs

The department leaders are monitoring and observing employee performance and deciding who will initially be accountable for assessing employee training requirements. HR assists line managers in doing this evaluation.

3.4.2 Eligibility:

All employees are eligible to job and department-oriented training. However, one year of service is required for long term studies.

3.4.3 Induction and Orientation:

At Pran RFL, when a new employee joins the team, they are provided with an orientation session. The objective of this session is to introduce the new employee to their position and the organization, as well as to provide them with information about the company's rules, regulations, HR policies, and benefits. Human resources personnel typically lead this orientation process, and employees are greeted via email by the HR department. However, due to the COVID-19 epidemic, the traditional orientation process was not possible. To address this, the HR department at Pran RFL organized virtual orientation programs for new employees using the Microsoft Teams platform. This allowed for a safe and effective way to provide orientation to new incumbents, ensuring that they receive the necessary information to start their job with confidence.

3.4.4 Departmental Orientation:

When an employee joins the RFL group, he or she must also be introduced to all departments and the company head. This training is intended to provide an overview of the operational and functional operations of each department to new employees.

3.4.4 Inhouse Training

The RFL Group places great importance on providing training to its employees. This training can take place on-site or at a rented facility, which is offered by Human Resources in collaboration with the relevant department. For this purpose, the company employs senior personnel, in-house trainers, or external consultants. By offering regular training opportunities, the RFL Group aims to enhance employee skills and knowledge, leading to better performance and growth within the organization. The company's commitment to training and development demonstrates its focus on supporting employee career growth and promoting a culture of continuous learning.

3.4.5 Overseas Training:

Employees are sent abroad for training in Canada, China, Singapore, and India, among others, based on the needs of the firm. Through the study of trainee and supervisor input, the HR manager evaluates the quality and effectiveness of abroad training programs. And an in-house training program is established for trained staff. During covid-19, take a lesson on Google Meet; this process will continue after the epidemic.

3.4.6 On the job Training Program

New employees receive on-the-job training at their place of employment. During this training session, employees become familiar with their work environments and gain experience with their everyday responsibilities. Typically, a senior colleague or peers provide this form of instruction by verbal and written examples of previous work. Online meetings are utilized for on-the-job training because the majority of employees have been working remotely throughout this pandemic.

3.4.7 Exclusive Training Programs by HR Department

The HR division held two unique online training sessions during Covid-19. KPI, general company policies, and RFL group benefits are among the topics covered in the training sessions. For the entire RFL workforce, these two training sessions were really helpful.

3.4.8 Payment of the Training

The company prioritizes training initiatives that are both efficient and affordable, and it pays for all program components, including season, course, food, lodging, and travel expenses.

3.4.9 Evaluation of a Training Program

Employees are required to complete a training evaluation form following each training or workshop, which is then reviewed and commented upon by the trainee's supervisor. The

evaluation of a training program looks trainees' response, learning, immediate behavior and long-term outcomes.

3.4.11 Organizational Health & Safety

According to RFL, a secure and healthy workplace can increase employee productivity and efficiency. Organizational health and safety issues are a top priority for Covid-19. They initially adopted a home office policy so that staff members could work from home and avoid having to report to the office.

3.4.12 Health and Safety Measures

Following this global epidemic, HR departments have implemented health and safety precautions in conjunction with the admin and logistics departments. like as

- All personnel had easy access to soap and hand sanitizer.
- Thermal cameras in the office might measure the temperature at the door.
- They disinfect and clean restrooms, floors, cubicles, and other surfaces at least twice every day.
- To keep the shoes clean as they enter the office, they have a wet floor mat.

3.4.13 Health & Safety Guidelines:

The HR division has produced a number of guidelines on behalf of the RFL firm management to aid all employees in adjusting to the new standard.

- Face masks were required for all employees to wear in the workplace.
- Visitors and clients were not permitted on the premises of the office by employees.
- Using Microsoft Teams, events, conferences, and meetings should be scheduled remotely.
- Employees at the workplace should maintain a 3-meter physical distance.
- Employees should refrain from shaking hands and other physical pleasantries as well as socializing in the office.
- If an employee has a fever or cold, they are not allowed to come into the workplace.
- Line managers have been instructed to implement roster duty for their departments to lessen the number of workers who need to be physically present at work.
- Any employee who contracts the corona virus must remain home alone for at least 14 days and present a negative medical test results before returning to work.

Chapter IV

Internship

Experience

4.1 Position, Duties and Responsibilities

On April 1, 2022, I was appointed as an intern by the department of Human Resources and Organizational Recruitment and Selection. My internship lasted for three months. I initially limited my assistance to my senior colleagues' HR department's most basic operational and functional chores during my internship. I then received the assignment of hiring and choosing. Here is a list of my duties and responsibilities:

- Sorting CVs
- Calling for interviews
- Coordinating interviews
- Taking the exam
- Verifying the candidate exam script
- Finishing the evaluation
- Printing documents (Conducts, Employee Info Collection Form, Non-Disclosure Agreement Joining Letter, Office Rules), as well as
- Making sure new hires have the proper paperwork and other documentation
Personal filing, scanning of joining documents related to HR, maintaining various employee data, preparing periodic reports, issuing various types of letters (invitations, employment certificates, etc.), and maintaining regular internal communications are all part of the job description.

4.2 Training

I had no professional experience in the Human Resource Management industry as a novice. Therefore, the entirety of my internship served as training for me. Within the first week, I have also acquired subjective knowledge of the company's HRM practices. I progressively became familiar with all paperwork associated with recruitment & selection and employment termination. University-level training in Microsoft Word and Excel enables me to create and manage employee databases. I have gotten hands-on training on the company's recruitment and selection procedure

Contribution to Departmental Functions

In addition to my regular job duties, I have participated in a number of projects. I contributed to the writing of the training course's materials on occupational health and safety. The HR department's Training Requisition Form needs to be revised and uploaded to the employee management system (EMS) software. I then gave my supervisor some sample Training Requisition Forms that I had produced. The business formerly wanted to offer leadership training to the senior management. I therefore asked several HR Consultancy firms for a training program for leadership skills (Grow an Excel, Enroute- Centre for development, Talent Centric, and Future Leaders). After receiving input, I examined all training programs in an Excel spreadsheet and submitted it to our chief operations officer.

4.3 Evaluation

Head of recruitment A.S.M. Syam Sir is my supervisor reviewed my performance prior to the conclusion of my internship term. Since I was unable to view the performance evaluation form and my scores or the performance measurement criteria. After join as an intern my supervisor and other management satisfied on my work, I was offered a position as a Management Trainee Officer in the department of Human Resources and Recruitment and Selection.

4.4 Skills

As a newcomer to the industry, I have brought a positive outlook, professional demeanor, genuineness, punctuality, and a strong commitment to my work. I have also utilized my skills in Microsoft Word, PowerPoint, and Excel to prepare various materials such as monthly reports, presentation slides, survey questionnaires, and forms.

My willingness to learn and adapt to new situations has allowed me to quickly integrate into the team and contribute to its success. I am eager to continue developing my skills and knowledge in this field and make a positive impact on the company's goals and objectives.

4.5 New Skills Developed

During my internship, I significantly improved my writing and interpersonal skills. This progress was mainly due to my enhanced communication abilities, which I developed while collaborating with cross-functional teams and senior colleagues. In addition, I received extensive training in Microsoft Excel, enabling me to create and manage personnel databases, budgets, proposal comparisons with graphs, HR forms, and other related tasks.

4.6 Application of Academic Knowledge

Since the majority of my job responsibilities involved the Recruitment & Selection process, I was able to apply academic knowledge to my work and exhibit my academic understanding. Using my expertise of industrial & labor legislation, I have also assisted in the development of contents for a training program on occupational health & safety and communicated with the office culture's senior.

Chapter V
Conclusion &
Key Facts

5.1 Recommendations for Improving Departmental Operations

The RFL group has separate divisions for Human Resource Management, Admin & Logistics, Training, and Recruitment. This structure ensures that the HR department is not overwhelmed with administrative tasks and can focus on practicing HRM with integrity. To further enhance departmental operations, the following recommendations are suggested:

Firstly, the HR department can create a dedicated email ID such as hrm@rflgroupbd.com to receive CVs from candidates and communicate with them. This will help to avoid using employee email IDs for such purposes.

Secondly, candidates should be informed of their interview schedules via email, SMS, or phone call to ensure timely communication.

Thirdly, the HR department can leverage social media platforms like Facebook, WhatsApp, LinkedIn, and bdjobs to shortlist CVs of potential candidates.

Fourthly, the HR department should send a job offer letter to confirm the candidates' acceptance of the offered position.

Fifthly, the HR department can adopt paperless documentation for joining formalities to minimize clerical work.

Sixthly, it is recommended to preserve soft copies of employee files to minimize the risk of damage or loss of paper records.

Lastly, conducting yearly performance assessments will encourage employees to be more dedicated and committed to their work.

5.2 Key Understanding

My main presumption is that HR can always ensure that employees are working in a secure and healthy environment. By introducing the best abilities on the employment market, they might contribute to the organization's expansion. They carry out assessments of employees' training needs and plan a variety of training sessions for them so that they may understand their job descriptions and shape their careers accordingly. They want to make sure that the performance review is conducted properly so that the effective workers receive promotions and raises and the ineffective workers have a chance to grow and become more sincere in their work. Additionally, they wish to adapt the company's standard human resource management procedures to the new standard, such as doing away with the annual picnic and performing the entire recruitment and selection process online. Because of this, the company was unable to offer some non-financial incentives to its employees, but they were still able to receive direct financial benefits. The

Functional responsibilities of the HR department were largely unaffected, although it was required to apply new rules about home offices, roster responsibilities etc.

5.3 Conclusion:

We all know that the Pran RFL group is one of the most successful companies that helps people with their home services. The company employs more than a million people, and it doesn't care about their gender or religion. The HR department makes sure that RFL groups are always a safe and friendly place to work on behalf of the management. They want their direct supervisors and coworkers to make their employees feel like they are recognized, valued, and cared for. They want to take precautions and safety measures to avoid work-related dangers. The HR department might be able to help the company do well by hiring the best people. They are always trying to make the workplace better for the people who work there. Their main concern is always how many people leave. They want to keep qualified and skilled people working for them by offering good pay and chances to move up in their careers.

RFL values the significance of performance reviews in evaluating employees' skills and identifying areas for improvement. These reviews aid employees in understanding their job performance and what they can do to enhance their skills and close any performance gaps. Typically, performance reviews are conducted at the end of the probationary period, after a promotion, or following a pay raise. The company recognizes that a well-designed training program for employees can equip them with the necessary tools to help the organization succeed by improving their core competencies, job skills, and proficiencies. Both internal and external training programs are offered within the organization. The HR department conducts monthly orientation seminars for new hires, among other initiatives. The HR department at RFL engages employees in various activities such as annual picnics, cultural programs, and sports competitions between and within companies, among other events, to foster camaraderie among the employees and enhance their teamwork skills.

In addition, I believe that the report provided a comprehensive overview of the Human Resource department's functional and operational activities, including the Talent Acquisition Process, Employee Training and Development Program, Performance Assessment, Compensation and Payroll, and Organizational Health and Safety. The report also highlighted the HR department's efforts to adapt to the new normal.

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