Internship Report

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An Internship Report

On

“Effect of Training and Development on Employee Performance and Employee Satisfaction of Bata Shoe Company Bangladesh Ltd.”


Bata
BANGLADESH

Letter of Transmittal

26th Dec, 2024

Ms. Piana Monsur Mindia
Internship Supervisor
School of Business and Economics
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Subject: "Effect of Training and Development on Employee Performance and Employee Satisfaction of Bata Shoe Company Bangladesh Ltd."

Dear Ma'am,

I am delighted to submit the attached report entitled "Effect of Training and Development on Employee Performance and Employee Satisfaction Of Bata Shoe Company Bangladesh Ltd."

This report provides a comprehensive analysis of the Human Resource Management Training strategies employed by Bata Shoe Company Bangladesh Ltd and how it influences employee performance and satisfaction levels enclosed by the company.

I want to thank you for supporting me and guiding me throughout my internship experience. I have devoted my time and effort in order to complete this report. I am grateful that I got a chance to work with you, it has been a pleasure to learn with you.

Yours Sincerely,
Yousra Islam
Student ID: 111 183 012

Acknowledgement

At first, I am thankful to Allah (swt) for giving me the strength to complete my internship report on time. I would like to convey my gratitude to all those who provided me the support to successfully finish this report.

I am very grateful to my supervisor, Mrs. Piana Monsur Mindia**,** for her assurance and guidance throughout my internship experience. It would not be possible for me to finish the report without her cooperation and direction.

Moreover, I cannot thank you Mr. Shahriar Rupom, HR Sales Manager at Bata Shoe Company Bangladesh Ltd. enough, for the opportunities he has given me as an intern to achieve practical experience at the company. Also, I appreciate the sales employees of Bata Bangladesh to participate in the survey.

I am also eternally grateful to United International University for contributing and giving me guidelines so that I can successfully complete of this report.

Table of Contents

Letter of Transmittal ii

Acknowledgement iii

Executive Summary 1

Chapter 1 Introduction 3

1.1 Background 3

1.2 Scope 3

1.3 Objective 4

1.4 Methodology 4

1.5 Limitations 4

Chapter 2 7

2.1 Company Analysis 7

2.2 Mission and Vision 8

2.3 Trend and Growth 9

2.4 Key Milestones 9

2.5 Customer Mix 10

2.6 Products/Services 10

Chapter 3 13

3.1 Human Resource Planning 13

3.2 Challenges in HRP 13

3.3 Recruitment and Selection 14

3.3.1 Recruitment Requisition Form and Approval 14

3.3.2 Job Advertisement 14

3.3.3 Selection and Assessment 14

3.3.4 Pre Boarding 15

3.3.5 On Boarding 15

3.3.6 Orientation 16

3.3.7 Probation 16

3.4 Training and Development 16

3.4.1 Boot camp training 17

3.4.2 Genesis Training 17

3.4.3 Product Training 17

3.5 Performance Management 18

3.6 Payroll 19

3.7 Reward and Recognition 20
3.8 Legal and Compliance 20
3.8.1 Maternity Leave 20
3.8.2 Health Hazard 21
3.8.3 Avoiding Child Labor 21
3.8.4 Register according to Labor Law 21
3.8.5 No Objection Certificate 21
3.8.6 Disciplinary 21
3.8.7 Working Hour, leave and Overtime 21
3.9 My Role in Internship 22
Chapter 4: Analysis 25
4.1 Gender Distribution of Bata Bangladesh 25
4.2 Work duration in the organization 25
4.3 Frequency of training programs 26
4.4 Training programs relevancy to your job 26
4.5 Training impact on overall performance improvement 27
4.6 Confidence in applying skills acquired from training to your job 28
4.7 Influence of training on work efficiency 29
4.8 Training impact on Employee Productivity 29
4.9 Satisfaction level on the quality of the training 30
4.10 Impact on personal growth and career development 31
4.11 Enhancing Employee Value through Training Programs 32
4.12 Influence of Continuous Training on Job Satisfaction 33
4.13 Recommending the training programs to other employees 34
4.14 Rating overall impact of training on your job performance 34
4.15 Rating overall impact of training on job satisfaction 35
4.16 Additional comments or suggestions for company training and development programs 35
Findings 36
Chapter 5: 38
Recommendation 38
Conclusion 39
Bibliography 40
Appendix 41

Executive Summary

This report, which I had to submit as part of the requirements for my Bachelor of Business Administration (BBA) degree, provides an overview of the Training sessions held in Bata Bangladesh for their Sales Person and how they play a role in improving their performance and satisfaction.

The report starts with the history, mission, and vision of the company, it focuses on how Bata prioritizes quality, innovation, and sustainability in the footwear industry of Bangladesh. It outlines the HR strategies of the company, including the recruitment processes, onboarding practices, and performance management systems that considers individual efforts with organizational goals. Training programs at Bata target increasing the selling skills and confidence of employees by measuring it on metrics such as UPTs and IPTs.

Furthermore, a critical analysis of the findings from the survey shows the effectiveness of the training programs on employee satisfaction and productivity. Most employees view the training program as effective in work efficiency, job satisfaction, and they were also confident in putting into practice the skills they learnt. On the other hand, some employees are moderately dissatisfied and they pinpoint areas where the quality and relevance of training can be further improved.

The report concludes with recommendations on how Bata can further improve its HR practices. It also includes suggestions for probable alterations to the management's strategy to broaden efficiency and productivity at Bata Bangladesh.

Keywords: Training, Bata Bangladesh, Performance, Sales, Employees, Job satisfaction, Development, Programs, Company

Chapter One:

Introduction of the Report

Chapter 1 Introduction

1.1 Background

During my BBA program, I did my internship with Bata Shoe Company Bangladesh Ltd. I worked in their Human Resources Sales Department, and I used my observations and knowledge to create this report. Effective human resource (HR) management can give businesses a major competitive edge on a worldwide scale, according to a recent study. My experience in the Sales HR Department taught me the value of Human Resource Management.

Since human resource is an important aspect, in order to maintain the resource's economic and effective performance it is mandatory to maximize their contribution to the completion of the organization's goals and objectives through training and development. Training is essential for retaining technically and socially competent individuals in administrative and management roles. Mullins (2007). The right employees training, development and education at the right time, gives huge payoffs for the business in enhanced productivity, knowledge, loyalty and contribution according to Heath field (2012).

By providing right training programs Bata Shoe Company Bangladesh Ltd. HR Sales Department can improve the quality of their Salesperson, encourage them on how to use the ladder for career growth and how it will benefit the organizational goals. The primary objective of this research is to examine the training and development practices at Bata Shoe Company Bangladesh Ltd.

1.2 Scope

This research dives into the Human Resources Sales Department Training tactics used by Bata Shoe Company Bangladesh Ltd. to improve employee performance and satisfaction levels. The company's efforts to cultivate a motivated and productive workforce— which is a critical component when it comes to outstanding from their competitors.

1.3 Objective

- **Primary Objective:** To understand and evaluate the effectiveness of Bata Shoe Company Bangladesh Ltd.'s Human Resource Training strategies in enhancing employee performance and satisfaction.
- **Secondary Objective:** To analyze the major factors that are influencing employee performance and satisfaction and to suggest recommendations for improving their HRM practices.

1.4 Methodology

This segment of the report is surrounded by a quantitative analysis framework which helps to evaluate the employee who are working under the Retail Sector (Sales Person) at Bata Bangladesh.

By the help of using Google Forms, an extensive survey was concluded which surrounds the various aspects of job satisfaction, workplace environment, and employee (Sales Person) performance. The survey was passed on to all employees (Sales Person) working under the Sales HR department within the organization, ensuring a broad representation of perspective on whether training has a positive or negative relationship with employee engagement.

In order to get comprehensive input, the questionnaire consists of both open-ended and closed-ended questions for quantitative analysis. The purpose of gathering responses was to promote openness and truthfulness. To find patterns, relationships, and regions of relevance, the data was carefully assembled and analyzed statistically.

The report encourages to offer valuable insights into the Sales HR training practices that are followed in Bata Bangladesh, and enhance the understanding of the effectiveness of training strategies in driving engagement and efficiency. This methodological approach helped in providing a data-driven foundation for the report's conclusions and recommendations.

1.5 Limitations

Although this report is comprehensive, there are some limitations to consider. Even though I had access to a wide range of information during my internship, some factors may have limited the

depth of analysis in particular segments. For example, many sales employees lacked the knowledge of how to navigate tools like Google Forms, making data collection difficult. Some participants were hesitant to complete the survey due to trust concerns, while others may not have completely understood the questions, which played a part as restrictions for collecting my data.

Chapter two:

Introduction of the Organization

Chapter 2

2.1 Company Analysis

Bata Bangladesh, established in 1962, has grown into a cornerstone of Bangladesh's footwear Industry, combining a rich legacy with a commitment to global standards. Bata has become a household name, trusted by generations for quality shoes that categorize every type of footwear, targeting all ranges of customers starting from children to adults. As a market leader, it not only leads in the footwear scenario but also sets trends with designs that blend style, comfort, and durability, thereby solidifying its reputation as a brand that evolves with the needs of its customers.

Bata Shoe Company Bangladesh Ltd. operates at two different production stations in Tongi and Dhamrai, producing millions of pairs annually. Committed to ensuring quality, the company follows international standards for manufacturing, safety, and sustainability. Besides manufacturing excellent footwear, Bata is one of the major players in the job market, as thousands of workers are employed, which plays a crucial role in strengthening the economy of the country.

With over 245 stores spread across the country, Bata Bangladesh can pride themselves on being the largest retail network in the nation's footwear industry. In addition to its own outlets, Bata supplies products to numerous wholesale and franchised stores, ensuring that its shoes are easily accessible to customers nationwide. This widespread presence enables Bata to bring style, comfort, and quality to every corner of Bangladesh.

Bata Bangladesh has a diverse product line designed to fulfill the needs of a variety of customer groups, including children and teenagers, professionals, and outdoor lovers. Popular brands like as Power, North Star, Weinbrenner, and Bubblegummers have earned a solid reputation for endurance and style. Bata has also invested heavily in its web platform to stay ahead of the digital curve, continuing to adapt to the changing needs of its customers.

Bata’s human resources strategy emphasizes nurturing its employees through development, training, and well-being initiatives. The HR team prioritizes attracting top talent, evaluating performance effectively, and fostering a positive, productive workplace. These efforts are designed to drive both personal and organizational growth, aligning seamlessly with Bata’s broader goals of achieving operational excellence and delivering exceptional customer satisfaction.

Bata's human resources strategy is to grow its employees by developing, training, and taking care of their well-being. The HR team focuses on attracting top talent, measuring performance effectively, and maintaining a positive and productive work environment. These will help in personal and organizational growth, thus perfectly aligning with the greater objectives of Bata in achieving operational excellence and delivering excellent customer satisfaction.

Obviously, Bata is not the only footwear industry in Bangladesh. Like many other global companies, Bata Bangladesh also faces growing competition, shifting consumer preferences, and the need to adapt to evolving technologies and market trends. Yet, it still thrives on its strong brand reputation and commitment to innovation.

Bata also adheres strictly to corporate social responsibility, largely contributing to the community with significant actions in education, healthcare, and environmental care. It is not only a support to local development but also a reinforcement in the view of Bata as one of the responsible and caring corporate citizens.

A commanding presence in the market, a wide array of products, and an attitude of customer first, Bata Shoe Company Bangladesh Ltd. is one of the leading companies in Bangladesh's footwear industry. In such a way, prioritizing quality, innovation, and sustainability, the company will be well-placed for long-term success and continued leadership.

2.2 Mission and Vision

Mission

Bata drives its mission of making lives better by making people look and feel good. To be the first choice with best value and quality of products and services. It also emphasizes the trading out of talent and supports an environment where an individual can blossom. Last but not least, Bata wants to keep its reputation as an industry shoe king, the most respected name in quality shoe manufacturing.

Vision

Bata Bangladesh aspires to be the most respected and trusted name in footwear business, respected for consistently delivering exceptional quality, innovative designs, and great value. Forever delivering extraordinary products that improve lives and lifestyles for a wide range of people, the

company will continue to lead the category they have created while remaining true to its roots of quality, sustainability, and community care.

2.3 Trend and Growth

Bata Shoe Company Bangladesh Ltd. is still expanding its business through an extensive retail network of over 245 stores and partnerships with more than 1,300 dealers across the country. Bata meets a wide spectrum of consumer needs by offering a diverse selection of formal, casual, and athletic footwear. The company's focus on local production and digital transformation, including a successful e-commerce platform, has allowed it to stay up with the shifting consumer tastes, especially during the epidemic. Putting innovation and sustainability first as crucial factors for future success, Bata maintains its position as the market leader in Bangladesh's footwear industry despite rising competition and changing expectations.

2.4 Key Milestones

Milestones of Bata Shoe Company Bangladesh Ltd:

1. 1962 - Beginning of Bata Shoe Company in Bangladesh with the inauguration of the first manufacturing facility in Tongi, Gazipur.

2. 1964 - Formal beginning of retail operations by opening the first-ever Bata store in Bangladesh.

3. 1985 - Expanded the production facilities with the addition of a plant at Dhamrai to cope with increased demand.

4. 1991 - BCP was introduced in Bangladesh for community development and education.

5. 2000 - First e-commerce platform of Bata is launched in Bangladesh to cater to the digital consumers.

6. 2014 - The opening of the 250th retail outlet marked the extensive retail coverage across the country.

7. 2020 - COVID-19 accelerated the digital transformation and improved online sales channels.

8. 2022 - Commemoration of 60 operational years in Bangladesh with continuing local manufacturing and retailing growth.

2.5 Customer Mix

Men: Bata offers a wide range of formal, casual, and athletic wear to meet the needs of professionals, students, and active individuals. This is further complemented with accessories such as belts, wallets, and shoe care products, making it one-stop for men.

Women: Bata thus provides a wide array of formal, casual, and trendy footwear to suit the needs of every woman-be she a working professional or a homemaker-with style and comfort for every occasion.

Children: Bata specializes in footwear for children, from school shoes to casual wear and sports shoes that are comfortable, durable, and stylish. Each design is carefully developed to suit different age groups, reflecting the strong commitment of the brand towards the children's segment.

Middle-Income and Affluent Customers: Bata caters to a wide range of customers, from middle-income to high-income groups, offering footwear from cheaper to expensive. This wide range ensures that all classes of people can afford the products.

Sports Lovers: The Power brand by Bata provides athletes and sports enthusiasts with high-performance shoes for different sports and activities, perfectly combining functionality with style.

2.6 Products/Services

Footwear	• Ambassador, Weinbrenner, and Power brands provide men with formal, casual, and athletic footwear. • Women's Footwear: Stylish and comfortable sandals, heels, casual shoes, and athletic footwear from brands like Bata Comfit, Marie Claire, and North Star. • Comfortable and durable footwear is also designed for children, which includes school, sports, and leisure shoes
Accessories	• Bags: consists of different handbags, backpacks, and traveling bags for men, women, and children. • Belts: Leather and synthetic belts for formal and informal settings. • Shoe Care supplies: A variety of shoe care supplies, including polishes, shampoos, brushes, and protectors guarantee quality and durability to the footwear.

Brands	• Bata is the flagship brand, offering a diverse assortment of footwear for all ages. • Power: A sports and athletic footwear brand geared toward active lives. • Weinbrenner: A brand that produces footwear items for outdoor and adventurous customers • Marie Claire: A women's fashion business that sells fashionable footwear and accessories. • North Star is a casual and fashionable footwear brand aimed at youthful consumers.
Retail E- Commerce	• Retail Stores: Bata has a very wide network of retail stores across Bangladesh, offering a personalized shopping experience to the customers through a wide array of options. • Online Shopping: The easy-to-use Bata e-commerce platform allows customers to browse for and buy footwear and accessories with the convenience of sitting at home, supported by hassle-free home delivery and easy return options.
Custom Services:	• Footwear Repairs: Care services to customers with their shoes. • Gift Cards: Bata provides gift cards that are usually purchased by customers for others, who then have their choices.

Chapter Three:

HR Functions of Bata Shoe Company Bangladesh Ltd.

Chapter 3

Bata Shoe Company Bangladesh Ltd. has a vast HR department, as they handle both Corporate HR and Sales HR separately. The Sales HR department constantly stays on clock as they ensure staffing needs are met accordingly to maintain the retail operations smoothly. The Sales HR department is mainly responsible for the functions:

- Human Resource Planning
- Recruitment and Selection
- Training and Development
- Performance Management
- Payroll
- Rewards and Recognition
- Legal and Compliance

3.1 Human Resource Planning

Human Resource Planning (HRP) is a thorough plan for forecasting an organization's future staffing needs and supply. By determining the quantity and types of workers needed, the HR department will be able to establish more effective strategies for recruitment, selection, training, career planning, and other related responsibilities.

HRP is an ongoing procedure of systematic planning, it guarantees that personnel and occupations are a good fit, preventing both manpower shortages and surpluses.

HRP includes an assessment of an organization's human resource needs in the light of changing circumstances, developing the necessary actions to fulfill those needs, and ensuring that the right types of people are available at the right times and places to carry out the organization's plans effectively.

3.2 Challenges in HRP

- Managing the shifting dynamics of the workforce, including turnover, absenteeism, and promotions.
- Finding and luring qualified workers.

- Educating and advancing staff to satisfy changing corporate requirements.
- Maintaining staff and encouraging a culture of competition within the company.

3.3 Recruitment and Selection

Recruitment forms an integral part of the HR strategy of any organization, contributing much to gaining a competitive advantage. The primary objective of the recruitment process is to find enough qualified candidates who will help the company meet its objectives.

It involves preparing interview questions, writing down the answers of candidates, keeping records of eligible people, employee database management, and dealing with all the paperwork. The work also includes updating the records, reviewing individual files, background verifications, and emailing and telephoning the candidates to keep their records accurate and updated.

3.3.1 Recruitment Requisition Form and Approval

For every new hire desired by a department, a recruitment request form (RRF) must be completed and approved with the signature of the department head. The need for a new hire - whether to augment the current complement or as a replacement for a vacancy due to the separation of an employee - must be justified in the RRF.

It should include the responsibilities of the position, number of workers needed, title, and pay expected. When the senior management signs the RRF, it is forwarded for further processing to the Talent Acquisition team.

3.3.2 Job Advertisement

Once you receive, approval of the RRF, the Talent Acquisition team engages ARMAC and PREDICTION, two third-party companies, to initiate the recruitment process. These companies provide job titles, descriptions, and outlines, Identify responsibilities and qualifications for the position. They also specify occupational requirements, educational prerequisites, certificates, submission deadlines, and applicant instructions.

3.3.3 Selection and Assessment

The Talent Acquisition of Bata Shoe Company Bangladesh Ltd. collects CVs from various sources, selects candidates, and arranges a written test. The test covers three areas: departmental questions, general knowledge - English and Math, and an IT test. The personnel supplies

departmental questions that it is in need of, whereas the HR department prepares some general and IT questions. Its self-section is assessed by the head, while the remaining are reviewed by the HR department. The candidates must obtain a marks above 40% on the overall to advance for interview. Interviews at Bata are conducted by permanent workers, Susmita Rinky Mondol and Hafsa Akter Badhon. After selecting candidates, they go to the final interview round.

3.3.4 Pre Boarding

After the assessment and interview procedure the selected people waits for Pre-boarding. Shortlist the ones performing well in the interview. The Talent Acquisition team contacts the shortlisted candidates via phone and email to send scanned copies of academic certificates, experience letters, previous salary slips or pay stubs, TIN, NID, and training certificates, as well as information whether they will be available for joining in the stores that will be assigned for them. After obtaining the documents, a member of the Talent Acquisition team negotiates pay with the selected candidate and starts the process of hiring.

3.3.5 On Boarding

Once the pre-boarding processes are done, the candidate will attend on the day mentioned in their offer letter, bringing the completed forms that were supplied earlier. When the candidate arrives, a member of the Talent Acquisition team will greet them, gather their paperwork, and check their original certifications. If any documents are lacking, the candidate must offer an application with a deadline for submitting the remaining information.

After that, the candidate will get a joining letter that is signed by them and the head of the department. They will also be provided two copies of the appointment letter—one for personal records and one for the company's records. The candidate will then set up their salary account by filling out a bank paperwork.

The Talent Acquisition team will then introduce the new hire to the department head. Finally, they will prepare the candidate's personal file and deliver it to the payroll department to conclude the onboarding process.

3.3.6 Orientation

The orientation process at Bata Shoe Company Bangladesh Ltd. differs depending on the job of the new employee. Corporate workers are greeted by the head of the relevant department, given a quick overview of how the department operates, and shown about the office to see various work spaces and facilities. This makes it simple for newly hired employees to understand the workflow and their position in the corporate environment.

The store manager educates the salespersons with the store's operations and reads them some necessary information on how to manage the inventory and stock system. This practical instruction will help the salesperson to understand the information and use the skills they need to keep the store running smoothly and provide excellent customer service.

3.3.7 Probation

The new employee is placed on probation for six months. Following completion, he/she is allowed to company benefits such as earned leave and pilgrimage leave, as specified in the business's policy. Probation may be extended for an additional three months if the employee's performance falls short of expectations. During this period, the employee and the line manager collaborate to identify areas of poor performance and offer on-the-job training to help the employee meet job requirements and enhance their skills.

3.4 Training and Development

Training is a vital function in human resources; Bata Sales HR employs training to provide employees with the skills, information, and attitudes they need to perform consistently in their roles and help the organization grow from within. Training sessions aim to improve salespeople's abilities and knowledge to align with company goals and market expectations. There are three types of training that takes place in Bata especially for the retail sector, they are:

- Boot Camp Training
- Genesis Training
- Product Training

3.4.1 Boot camp training

Boot camp training at Bata is designed to equip salesmen with the basic, necessary skills to excel in retail sales. This program emphasizes effective customer interaction and personal grooming by teaching salesmen to greet and assist customers politely and professionally. Key concepts such as Self Grooming, the "Bata 5 Stars" standards are introduced to maintain a consistent brand experience. Salesmen also learn about UPT and IPT, which are Units Per Transaction and Items Per Transaction, respectively, and these metrics help them understand and improve their performance. The training covers how to increase commission rates to motivate them in meeting and exceeding sales targets.

3.4.2 Genesis Training

Genesis training at Bata Bangladesh equips sales personnel with the skills to manage multiple customers effectively and adopt strategies to boost sales, commissions, and achieve targets. On this training, Bata introduces a key concept which is the conversion rate, it refers to the percentage of visitors entering the retail outlet who ultimately make a purchase. The training emphasizes effective ways to increase the conversion rate: effective organization, and impactful visual merchandising following the Bata 5 Steps. It also emphasizes the relationship between conversion rates and UPT. This training benefits the sales personnel by enhancing the quality of service, developing the skills, increasing sales and revenue, improving the confidence of the salesperson, and elevating their professional image.

3.4.3 Product Training

This Training solely focuses on the products that are available at Bata retail stores. The Sales person needs to know about the product details so that he/she can help the customer with a smooth shopping experience, and save time which will lead to customer satisfaction, hence creating a positive image and increase in sales. The training focuses on educating the Salesperson about:

Shoe Anatomy

- **Ladies:** Insole, Top Line, Vamp, Toe box, Outsole, Heel Breast, Top Piece, Pitch, Heel, Counter.
- **Men:** Counter, Heel, Top Line, Top Lift, Quarter, Tongue, Lace, Gimping, Vamp, Outsole, Midsole, Welt, Wing Toe-cap, Punch Line, and Eye Stay.

Shoe Materials

- **Upper Materials:** Leather, Nubuck Leather, Suede and Split Leather, Patent Leather, Plain/Smooth/ Full Grain Leather, Synthetic, Textile, Mesh, Knit.
- **Bottom Materials:** Poly Urethane, Thermo-Plastic Rubber, Polyvinyl Chloride, Leather.
- Foot Bed: Latex, Soft Eva, Molded Eva, Eva lite, HD Foam, Molded Phylon.

Technologies

- LifeSole by Ortholite, Duratex, Natural odor, Memory Foam, Bata Insolia, Bata Flexible, Ortholite, Scholl

Shoe Denomination

- It's basially a 7 digit code that indicates the information about the shoe type, group, color, Design no., Mutation, Material. It is needed so that it is easier for the Salesperson to identify shoes from the stock.

3.5 Performance Management

Bata Shoe Company Bangladesh Ltd. develops an effective performance management system by breaking down the firm's vision into specific, achievable objectives for each individual. This ensures that short-term output contributes towards the long run goals of the firm. We know that performance targets and standards are frequently used methods to express an expected output. Bata Shoe Company Bangladesh Ltd. uses UPT and IPT as the common techniques for identifying performance targets and meet standard's.

- UPT (Units per Transaction) means the number of products a consumer buys on average per transaction. This indicates the ability to upsell or cross-sell products, encouraging customers to purchase more than one item at a time.
- Items per Transaction, or IPT, is an indicator of the total number of products sold per transaction. Like UPT, this measures the effectiveness of various sales techniques in increasing items sold.

Bata's performance management system focuses on the following major areas:

- Performance Measurement: Evaluate job accomplishments against work plans, objectives, and expected outcomes.
- Individual Development Plan: Establishing the areas for personal growth and development.
- Skill and Knowledge Development: Developing skills and knowledge for career growth.
- Leadership and Behavioral Competencies: Assess the leadership qualities and behavioral competencies that provide the basis for organizational success.

3.6 Payroll

Payroll is the system that administers employee payments and tracks the total amount disbursed to them. It includes various vital functions, such as

- Creating Compensation Policies: Designing pay structures that may include flexible perks and leave encashment possibilities.
- Defining pay-slip components: Creating a breakdown of compensation components such base pay, variable pay, House Rent Allowance (HRA), and Leave Travel Allowance (LTA).
- Collecting Payroll Data: Compiling relevant information, such as meal costs from the company's food supplier, to ensure appropriate deductions.
- Calculate Total Compensation: Gross pay is calculated by factoring in statutory and non-statutory deductions, which yields the net compensation.
- Processing Timely Payments: Ensures that employees receive their salaries on time.
- Ensuring Tax Compliance: This includes managing the obligation for taxes to be deposited at source, such as TDS, PF, and other taxes, by filing necessary returns with the authorities.

Bata Bangladesh has given payroll management dedicated attention through its separate department, underlining the importance of this aspect for organizational success. It offers its employee’s compensation benefits such as Medical Allowance, Festival Bonus, Loan, Transfer, Financial Settlement, Leave Pay, and Salary (which is always distributed on 25th of each month).

3.7 Reward and Recognition

A performance appraisal refers to a formal approach to assessing the performance of employees. At the beginning of every year, employees and line managers review job objectives, duties, and expectations. The staffs develop an action plan to attain their goals following the target. Line supervisors give employees feedback on their performance throughout the year. Performance reviews are normally conducted at the end of every year, following probation, or after promotions and pay increases. This evaluation technique is totally digital, hence making analyses of productivity via ERP software.

Bata Shoe Company Bangladesh Ltd. uses a structured performance management system which highlights a thorough evaluation procedure in which personnel are evaluated based on their accomplishments and targets reached.

Bata's management actively encourages employee performance by providing a variety of award programs in order to foster a culture of motivation and engagement.

The organization have yearly and half-yearly awards for the best performers, and there is a monthly recognition program where the best performer of the month is recognized. Bata's efforts recognize individual contributions and create a climate that encourages people to achieve in their professions.

3.8 Legal and Compliance

HR compliance involves setting up policies and processes that align employment practices with current laws and regulations, while also complementing the company's overall human resource objectives. Legal compliance is critical for the firm to avoid legal issues, and the HR team must stay up to date on key rules and regulations to ensure the organization's ongoing success. Bata Shoe Company Bangladesh Ltd. follows strict legal and compliance rules so that all personnel adhere to organizational norms and laws, they take immediate action if any employee violates law or corporate regulation. The legal and compliance staff handles tasks such as:

3.8.1 Maternity Leave

Bata Shoe Company Bangladesh Ltd. offers working mothers a three-month maternity leave. While maternity leave rules vary by industry in Bangladesh, Bata makes sure to follow such policies alongside the law by providing: essential support to working mothers during this significant time.

3.8.2 Health Hazard

Bata Shoe Company Bangladesh Ltd. offers primary medical treatment in a separate room between the factory and HR office, where employees can access primary health facilities. First aid boxes are available in each department for immediate assistance if an injury occurs. The company also has a doctor and an ambulance for emergency situations.

3.8.3 Avoiding Child Labor

Bata Shoe Company Bangladesh Ltd. has a strict policy against underage labor. The legal and compliance staff oversees the employment process and carefully evaluates prospective employees' ages to ensure policy conformance. During the hiring process, the legal and compliance staff closely monitors each candidate's age to make sure this policy is followed.

3.8.4 Register according to Labor Law

Bata Shoe Company Bangladesh Ltd. maintains all their important registers, such as the attendance register, leave register, maternity leave register, and other insurance registers, which are closely monitored by the HR and legal teams.

3.8.5 No Objection Certificate

To obtain a No Objection Certificate (NOC) at Bata Shoe Company Bangladesh Ltd., employees should contact the HR team and provide a justification for the request, subject to verification by the legal and compliance department. The legal and compliance team will analyze the request and issue the NOC if it is considered appropriate.

3.8.6 Disciplinary

The HR team at Bata Shoe Company Bangladesh Ltd. works in collaboration with the legal and compliance teams in managing employee agreements, MAU policies, show cause notices, termination procedures, and disciplinary actions in accordance with labor laws.

3.8.7 Working Hour, leave and Overtime

As per the labor laws, no adult worker is allowed to work for more than 8 hours daily in any institution. They may be allowed to work up to ten hours daily in case of need. Bata Shoe Company Bangladesh Ltd. employees are entitled to one day of leave every week. Employees are eligible for 10 days of paid casual leave per year, which does not accumulate and cannot be carried over to the next year. Employees have the right to 14 days of paid sick leave each calendar year. If a

worker works more than the usual 8-hour workday, the excess hours worked shall be considered overtime, and they shall be paid twice their usual basic rate.

3.9 My Role in Internship

On June 23rd, 2024, I started as a Sales Human Resource Intern at Bata Shoe Company Bangladesh Ltd, a leading footwear company in Bangladesh. This section summarizes my contributions, learning experiences, and chances for improvement during internships.

Key Responsibilities and Achievements:

- **Talent Acquisition:** I have successfully coordinated and scheduled 48 interviews for the position Salesperson, among them 28 Salesperson were hired who are now working in their designated Bata Retail Store.
- **Training and Development:** I took three training sessions under the direction of my Supervisor "Shahriar Rupom – HR Manager" who guided me with proper instructions. It was the most interactive task for me as I could directly interact with sales staff, addressing their queries, this interactive experience was a cornerstone of my internship, which indeed left a mark on my professional growth and thus equipped me with skills that I would carry forward in my life.
- **Filing:** During my internship at Bata Shoe Company Ltd., I was responsible for maintaining accurate employee records and updating HR databases. This involved organizing and managing personnel files, ensuring data accuracy, and keeping records up-to-date to support HR operations effectively.
- **License:** Bata owns 261 retail stores all around Bangladesh, each store has to renew their license every year. My role was to communicate with the District managers regularly for updating data, and to ensure that all the stores renew their license within time.
- **Recognition:** My manager provided positive feedback on my performance. He acknowledged my confidence and proficiency in handling assigned tasks, even in the face of challenges such as the absence of permanent employees due to maternity leave. I remained active and committed to ensuring that my responsibilities were completed efficiently. He also appreciated my approach to work, highlighting how I consistently listened to instructions calmly and carefully before beginning a task. This practice allowed

me to fully understand the requirements and deliver results that met expectations. This feedback reinforced my belief in the importance of adaptability, attentiveness, and maintaining a solution-oriented mindset in a professional setting.

Bata Bangladesh has a really friendly and positive work environment. The atmosphere is very learning and profession development-oriented, which creates an ideal environment for interns like me to grow and prosper. My internship at this company has been a life-changing opportunity that has given me significant knowledge about the HR industry and how a multinational organization operates. This experience has provided me with valuable skills and knowledge that will benefit my future career.

Chapter Four

Analysis and Findings

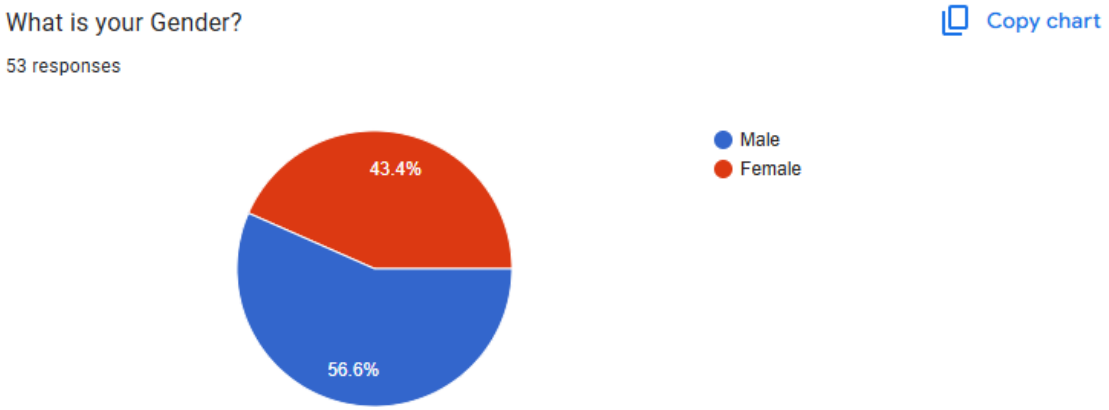
Chapter 4: Analysis

4.1 Gender Distribution of Bata Bangladesh

Male Employees: **56.6%**

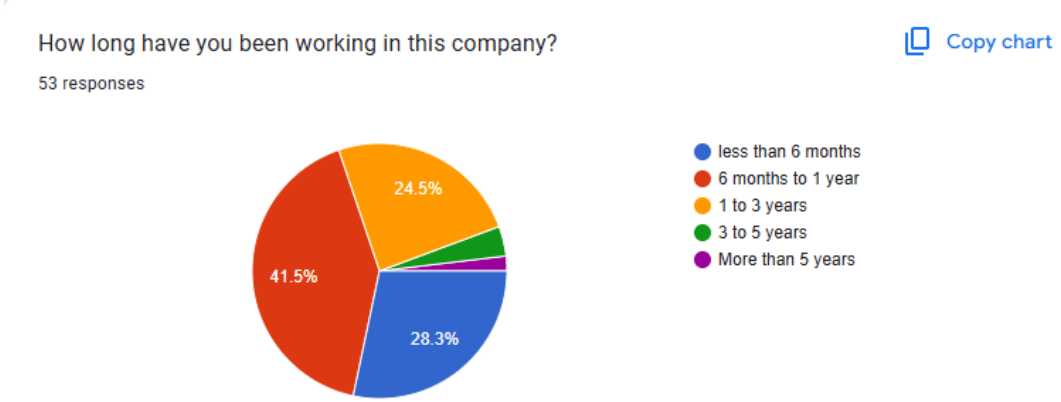
Female Employees: **43.4%**

We can see from the responses that there is 13.2% difference between male and female employees. This indicates a nearly balanced representation of male and female employees.



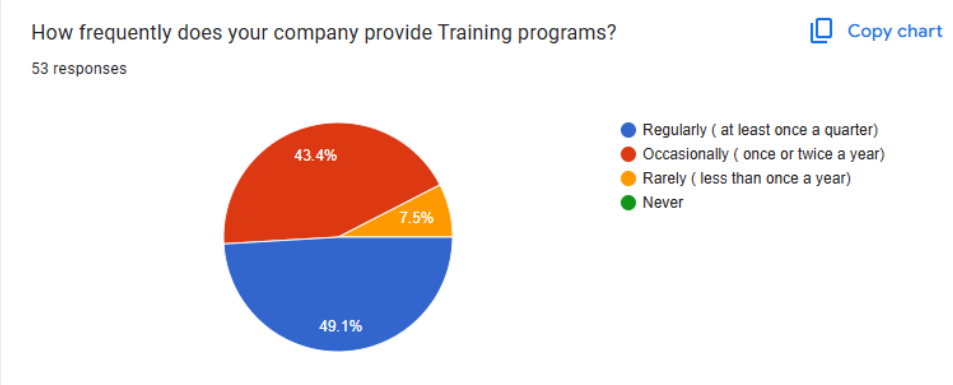
4.2 Work duration in the organization

If we evaluate the percentages, we can see that the highest no. of participants for this survey has been working in Bata from "6 months to 1 year **(41.5%)**", the least was "more than 5 years **(1.9%)**". The training sessions that are provided by Bata for Sales Person are usually between 6 months to 1 year of their joining.



4.3 Frequency of training programs

The pie chart illustrates the frequency of training programs provided by the company based on 53 responses. A significant portion, **49.1%**, reported that training programs are conducted regularly (at least once a quarter). Another **43.4%** indicated that training occurs occasionally (once or twice a year). Only **7.5%** report that training programs are provided rarely, less than once a year. No participant chose "Never," which suggests that the corporation provides training programs for all employees on a periodic basis.

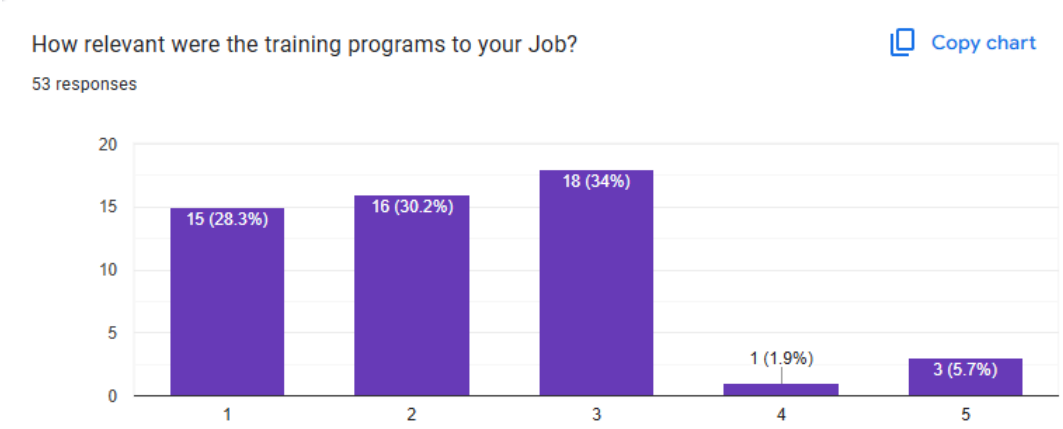


4.4 Training programs relevancy to your job

The bar chart represents the relevance of training programs to respondents' jobs, with **1** indicating high relevance and **5** indicating the least relevance. Here's an analysis:

- A significant majority **(59.5%)** rated the training programs as either **1** or **2**, with 15 respondents **(28.3%)** choosing **1** and 16 respondents **(30.2%)** choosing **2**. This indicates that over half of the respondents found the training programs to be highly or moderately relevant to their roles.
- **34%** of the participants rated the relevance as **3**, suggesting a moderate connection between the training and job applicability for this group.
- Only a small proportion found the training programs less relevant, with **1.9%** rating it as **4** and **5.7%** rating it as **5**. These results highlight that only a minority perceived the training as having minimal relevance to their job responsibilities.

Overall, the data suggests that the majority of respondents find the training programs to be beneficial and relevant to their roles, although there is still room to improve alignment for a subset of participants who rated the programs lower on the scale.



4.5 Training impact on overall performance improvement

The average rating indicates that there is a positive relationship between the training programs and employee performance which is **3.85** out of **5.**

- The majority of participants **(62.1%)** rated the training as either a **4** or **5**, concluding a notable positive response.
- The lowest rating was only given by a small percentage **(5.7%)**, from here we can conclude that the training was not recognized as ineffective.

The training had a positive impact in improving participants overall performance. This indicates that the training content and delivery were well-received by most participants. However, a small percentage of respondents gave lower ratings, indicating potential areas for improvement. We can learn how to enhance the training, by doing further analysis with those participants who rated low to understand the area for improvement.

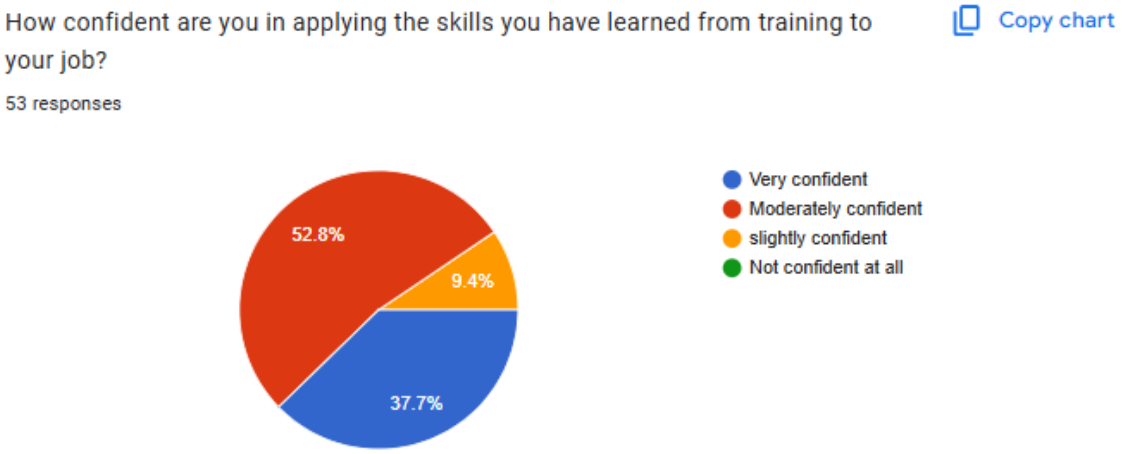


4.6 Confidence in applying skills acquired from training to your job

The chart illustrates that a vast number of the respondents vouched for being “Moderately confident **(52.8%)**" and “Very Confident **(37.7%)**” in applying their training-derived skills to their work. As majority of the respondents supported being confident we can say that this suggests a positive perspective on training in terms of relevance and effectiveness.

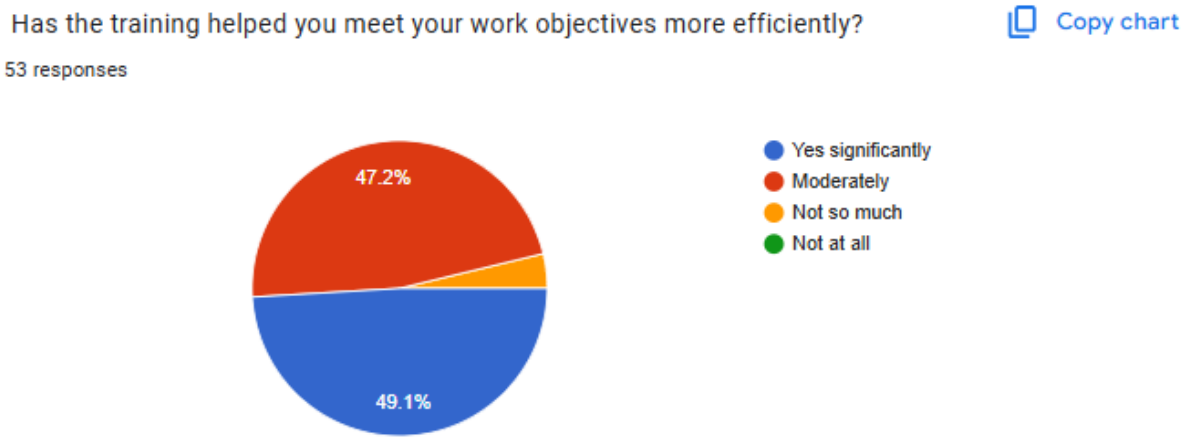
However a small portion of the respondents, reported being “slightly confident **(9.4)**”, This group includes those who could have benefited from further assistance or more personalized training content to fully bridge the gap between learning and practical application. Notice that no respondents **(0%)** report having felt a complete lack of confidence, supporting again the fact that the training provided some foundation for everyone.

In summary, the chart shows that employees generally find training useful and relevant to their specific job responsibilities. Although, the minority of the respondents portrayed that there is still space for improvement for addressing their issues, but the overwhelming positive feedback highlights the comprehensive success of the training programs in building confidence and capabilities of employees at work. The findings proves that investing in sill based training programs can help with enhancing organizational performance and professional growth.



4.7 Influence of training on work efficiency

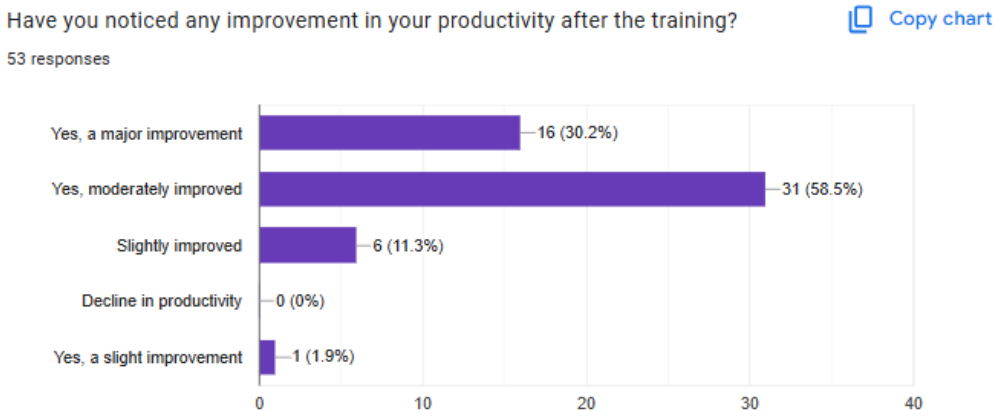
The chart illustration suggests that **49.1%** respondents supported that the training has significantly helped them to work more efficiently. Nearly half of the participants supported this idea building a strong impact of the training. Almost an equal number responded that the training had affected their efficiency moderately **(47.2%)**. This suggests that, while these individuals benefited from the program, but to an extent less than those who had responded positively at a higher level. A small percentage **(3.7%)** of participant's suggested that the training did not meet their work objectives as efficiently as it did for the rest of the participants. This shows that even though the majority supports the positive impact, for the minor group there is still room for improvement. We can say that the training was effective because no one has vouched for "Not at all **(0%)**" meaning even if it was slightly effective, it had a positive impact on everyone. The absence of negative responses highlights that overall the training program is effective on their performance.



4.8 Training impact on Employee Productivity

A majority of respondents **(31 individuals)** gave feedback about their productivity has moderately improved after taking the training. This indicates that the training session, has a significant impact on enhancing performance. Around **30.2%** which is **(16 individuals)** reported that their productivity majorly improved because of the training. Another **(6 individuals)** suggested that the training slightly improved their productivity meaning that the training was helpful but it did not fulfill their specific need. But none of the Salesperson reported that after

the training their productivity declined, almost **88.7%** reported moderately or major improvement in productivity after the training, revealing its overall success. Even though a small portion suggests that the training might need some work, altogether the data has proven that the training is effective when it comes to improving productivity

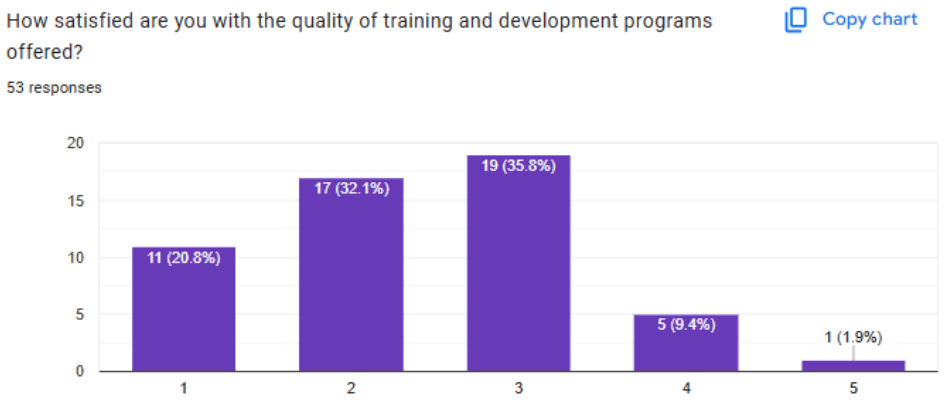


4.9 Satisfaction level on the quality of the training

The bar chart represents the satisfaction level on the quality of the training programs that are rated from a scale of 1 to 5 (1= very satisfied and 5= very dissatisfied).We can say from the illustration that majority of the salesperson rated 3 meaning that overall the quality of the training programs was "neutral **(35.8%)**". Among 53 responses 17 participants reported that they were "satisfied **(32.1%)**" with the quality, and 11 participants reported they were "very satisfied **(20.8%)**" with the quality of the training.

However, 5 participants reported they were "dissatisfied **(9.4%)**" and 1 participant reported "very dissatisfied **(1.9%)**" with the quality of the training. We can understand from here that majority of the salesperson are satisfied with the quality, but a small percentage does not support the idea.

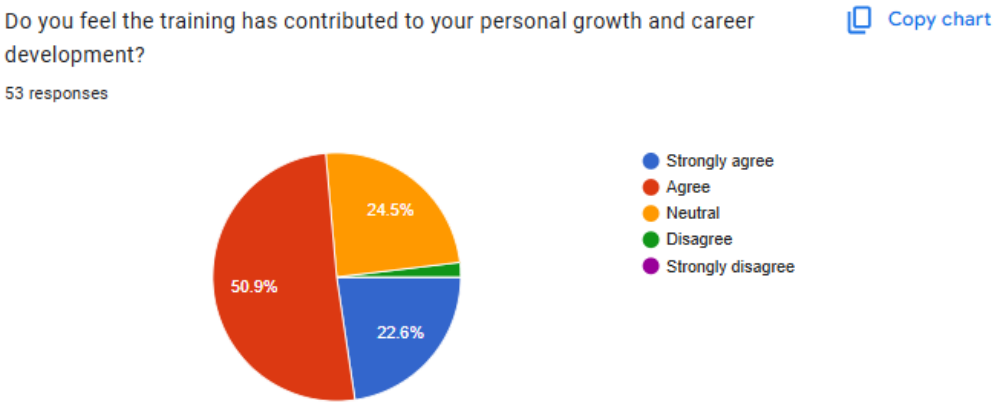
Bata Bangladesh can use this as an opportunity to improve the quality of the training program, they can include interactive question and answer session where salesperson can address their issues directly, and they can also include different variety of learning formats for example online courses, workshops etc.



4.10 Impact on personal growth and career development

The pie chart results are based on five points, 50.9% sales person has agreed upon that the training has a positive impact when it comes to personal growth and career development. A significant 22.6% strongly agrees that the training has contributed for their personal growth. This suggests that the vast majority of the salesperson gave a positive response towards the training encouraging personal growth and career development. On the other hand, 24.5% was neutral meaning they were not in support nor against it. Only 1.9% disagreed that training didn't play a role in personal growth and career development. And no participants strongly disagreed which makes it 0%.

Altogether, we can conclude that the training does play a role in positively influencing personal growth and career development. The absence of strong disagreement further dictates how effective the training has been in fostering professional development. To increase the capacity for improvement and development for salespeople the training program is an important avenue in all these findings.

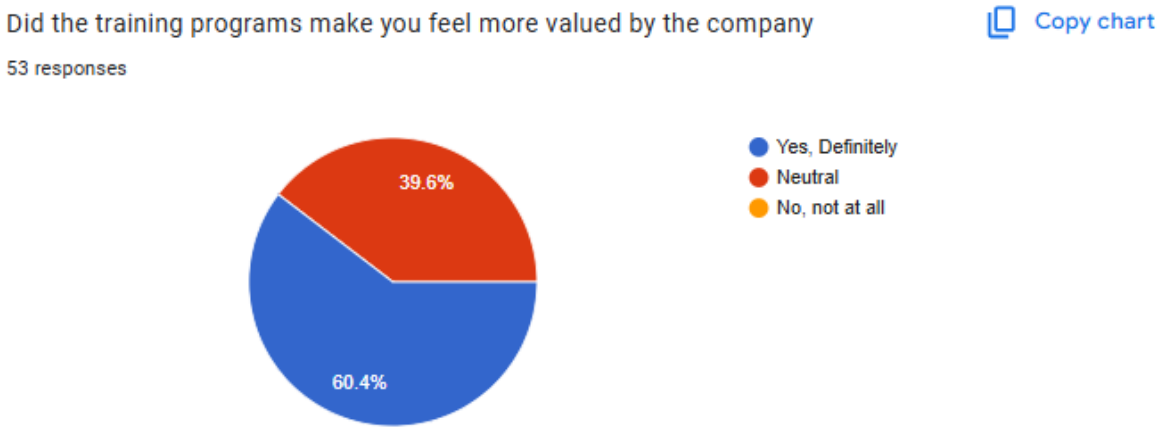


4.11 Enhancing Employee Value through Training Programs

This pie chart is a representation of the data collected through the form, it shows whether the training programs makes the Sales person feels valued by the company. Amid the 53 responses collected, **32 individuals (60.4%)** gave feedback "Yes, Definitely" meaning majority of the individual indicated that the training had a positive impact when it came to strengthening employee value. This response reflects the success of the training programs in creating an environment where employees feel acknowledged and supported by the company.

However, 21 individuals **(39.6%)** answered for "Neutral" which indicates they neither agreed nor disagrees with the given question. While this group did not express dissatisfaction, their lack of affirmation suggests that there might be underlying gaps in engagement or communication that the company can address.

There was no collection of negative remarks so we can say that Bata's training programs helps in boosting employee value making them feel being heard and appreciated within the company. Even though, a small portion reported, they are neither for nor against it, this leaves some space for improvement, to bridge this gap, the company could consider adopting more personalized approaches. After the training programs, one on one conversation could build more engaging and in depth feedback sessions. This actions can lead to revealing specific concerns, helping to improve the training programs.



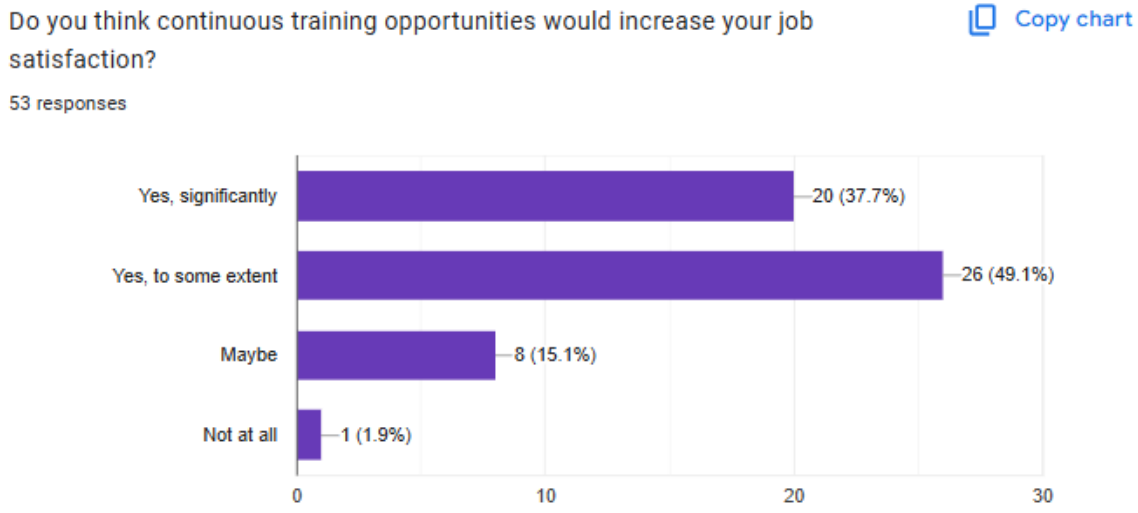
4.12 Influence of Continuous Training on Job Satisfaction

This study shows the relationship between conducting more training programs and how it has an effect on Job Satisfaction. The results are quite positive, out of 53 responses 26 individuals **(49.1%)** reported they were optimistic that continuous training would impact in improving their job satisfaction to some degree. And 20 individuals **(37.7%)** reported that the continuous training would significantly improve their job satisfaction.

On the other hand, 8 individuals **(15.1%)** is somewhere between certain and uncertain, indicating that they might need more clarity on the benefits that the training is providing. As this group of participants is unsure, Bata Bangladesh trainers could focus on the benefits of training, such as career growth or skill enhancement so that they can convert their "maybe" into a "yes".

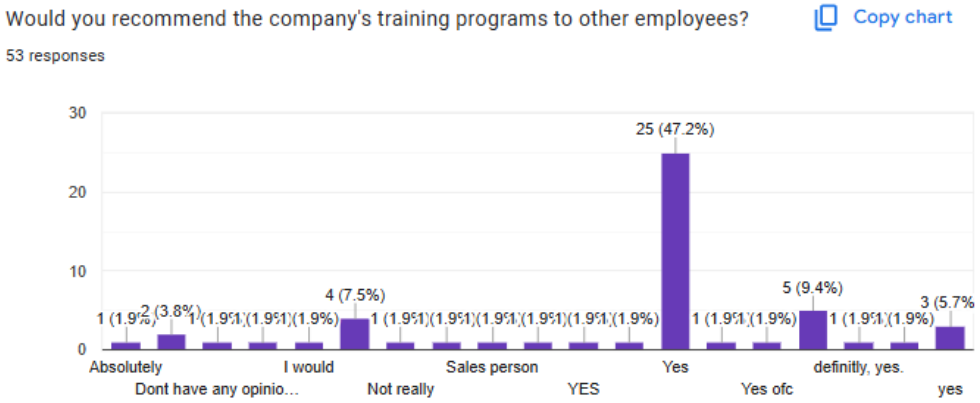
Only 1 participant **(1.9%)** reported that they do not value continuous training enhancing job satisfaction, indicating a rare but present dissatisfaction with the current practices. Addressing these concerns could lead to enhanced employee morale and operational efficiency.

The results indicated that offering consistent training programs could play a significantly important role in strengthening employees' job satisfaction. Most of the participants believed that training makes them more motivated and fulfilled, so this is something really worth investing in by any firm in order to keep their workgroup satisfied and engaged.



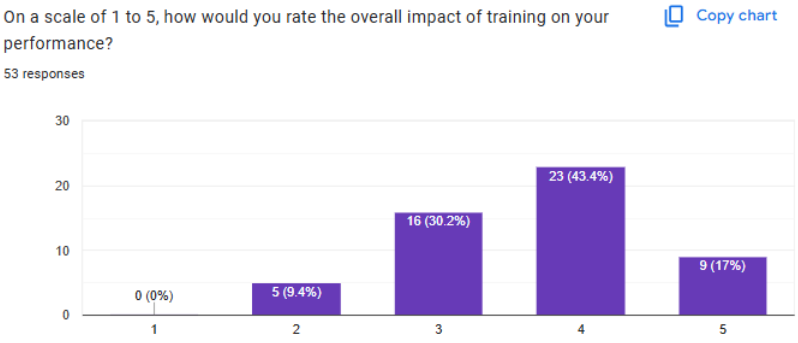
4.13 Recommending the training programs to other employees

This was a short question in the survey asking whether they will recommend the training programs to other salesperson, majority of the responses where either neutral or positive. Though most employees view the training positively, the hesitant responses throws a hint that there is room for development in taking care of their concerns and making the programs look more attractive and appealing.



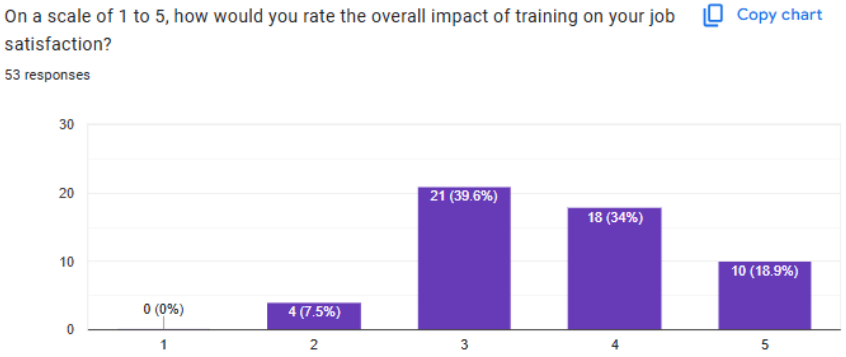
4.14 Rating overall impact of training on your job performance

In the provided Likert scale (1= no impact, and 5=very high impact). The bar chart provides information that 23 respondent **(43.4%)** rated 4, and 9 respondent **(17%)** awarding it a perfect 5. Altogether, 60.4% of participant's report that their performance is significantly impacted which highlights a positive feedback suggesting the training programs has a direct relationship with job performance. Meanwhile, 16 respondents **(30.2%)** rated 3 at a moderate level, describing the training as helpful but still had room for more refinement. A small percentage of participants particularly 5 individuals **(9.4%)** rated 2 which indicates dissatisfaction with the training. Notably, no one rated it as 1, suggesting even the lowest ratings still maintain some perceived benefit.



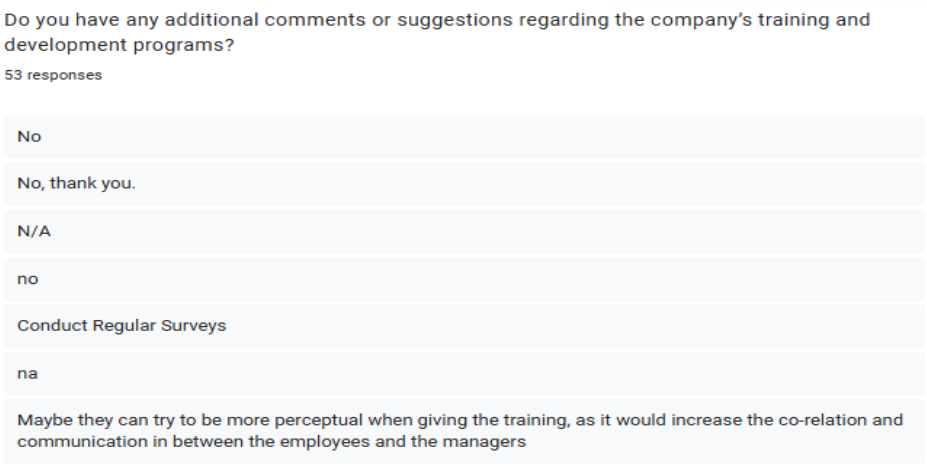
4.15 Rating overall impact of training on job satisfaction

In the provided Likert scale (1= no impact, and 5=very high impact). The bar chart provides information that 18 respondent **(34%)** rated 4, and 10 respondent **(18.9%)** rating it a perfect 5. Altogether, **52.9%** of participant's report that their performance is significantly impacted which highlights a positive feedback suggesting the training programs has a direct influence on job performance. On the other hand, 21 respondents **(39.6%)** rated 3 at a moderate level, describing the training as helpful but still had room for more refinement, this should be addressed by Bata Bangladesh employees and take action upon. A minor percentage of participants particularly 4 individuals **(7.5%)** rated it as 2 which indicates dissatisfaction with the training. However, no one rated it as 1, meaning there was no negative response which suggests even the lowest of ratings maintained some benefit.



4.16 Additional comments or suggestions for company training and development programs

This was basically a short answer question asking for personal response to conclude the survey asking the participants to give suggestions for any improvement.



Findings

- The career framework is complicated to understand by the sales employees, it needs to be transferred more clearly.
- The current feedback system does not meet the standards, which creates conflicts in understanding.
- More attractive compensation package for can play an important role in increasing productivity and boosting motivation
- Some sales employees did not find the training programs relevant to their jobs, showing dissatisfaction.
- Approaches from different department's needs encouragement for conducting flawless operation.
- Non-monetary benefits needs enhancement for employee motivation.
- According to majority of the sales employees the training programs seem to be effective.
- The training programs make the salesperson feel valued by the organization.
- According to majority of the sales employees the training programs seem to be effective.

Chapter 5
Recommendation & Conclusion

Chapter 5:

Recommendation

I have developed few suggestions and recommendation based on my own internship experience, and thoroughly examining all the chapters. The goal is to provide Bata Bangladesh valuable insights for the growth and address the challenges.

Organizations like Bata Bangladesh are always seeking chances to update their operational efficiency and employee satisfaction. The following advices are concluded from reviewing various perspectives of the employee experience, including job satisfaction, alignment with personal values, engagement, trust, and work-life balance.

By considering these recommendations, Bata Bangladesh can design its foundation to strengthen their relationship with employees which will lead to employee satisfaction, increase efficiency and productivity influencing overall success of the company.

- Develop a transparent career framework which is easily understandable by the Sales Employees, and making sure to convey it clearly to the employees.
- A feedback system should be created where the responses will be anonymous to ensure all opinions are considered. This will foster employee trust.
- A way to motivate the sales employees and encourage them to be more productive and profitable would be to offer more attractive compensation packages and growth opportunities.
- Providing leadership programs, skill-building workshops, and ongoing learning opportunities will empower employees and keep the organization competitive.
- The company should focus on acknowledging and rewarding professional and personal development. Employee motivation and loyalty will rise if their accomplishments are recognized and appreciated in terms of bonus and promotion policies, or other non-monetary benefits.
- Hold regular inter-departmental meetings to promote open communication and collaboration. This can involve teamwork to resolve problems, enhance service quality, and simplify corporate processes.

Conclusion

Bata Shoe Company Bangladesh Ltd. is one of the oldest multinational company in the country with steady growth and profitability. It has established itself as a reputable name in the footwear sector by operating effectively through its regional offices and continuously sustaining a stable financial performance. Bata is still a market leader, maintaining its position with comfort and reliability.

As an intern, the firsthand experience of these practices has been invaluable. Working together with people from different backgrounds gave me the amazing opportunity to capture significant insights into professional conduct and interpersonal skills, as well as an understanding of the dynamics of office work. I thoroughly enjoyed working with the dedicated professionals at Bata and developed skills that will undoubtedly play a role in future.

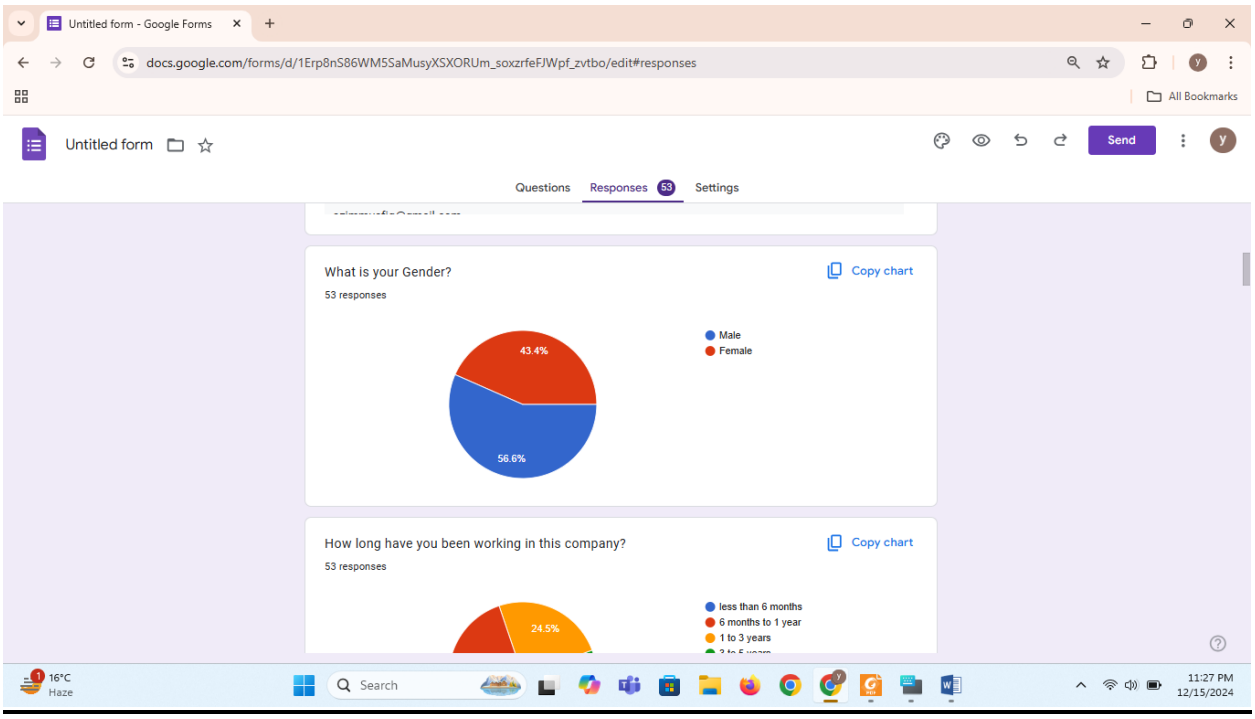
When the employees are working together, it is clear that they bring out the best version of themselves to work, which motivates in driving innovation and guiding the company towards success. Bata's Human Resources is a vast department which is constantly progressing to secure future development, nurturing a strong sense of corporate culture while providing a friendly and encouraging environment for its employees. The company's key to maintaining its competitive advantage is by focusing on professional development and employee well-being to drive future success.

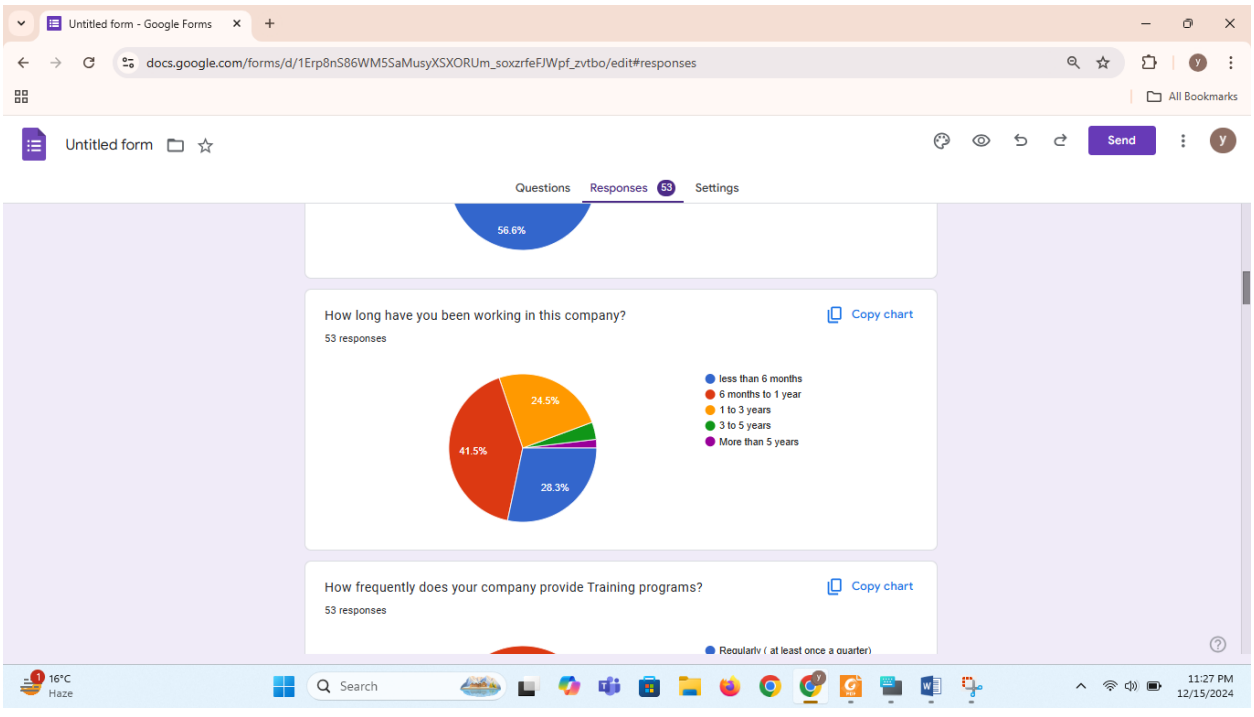
Bata's HRM approach is a powerful reminder that the heart of any organization should be its people. Bata must guarantee transparency in its performance evaluation methods and continue to strengthen relationship with its employees. Organizations can unlock their full potential by giving priority to employee engagement , establishing a ripple effect that supports individuals, teams, and the company altogether. As I conclude my internship, there is a lot of things I carry with me not only the knowledge gained, but valuable skills and principles that I aspire to apply in my future ventures. Also many memories and colleagues I will admire for a long time.

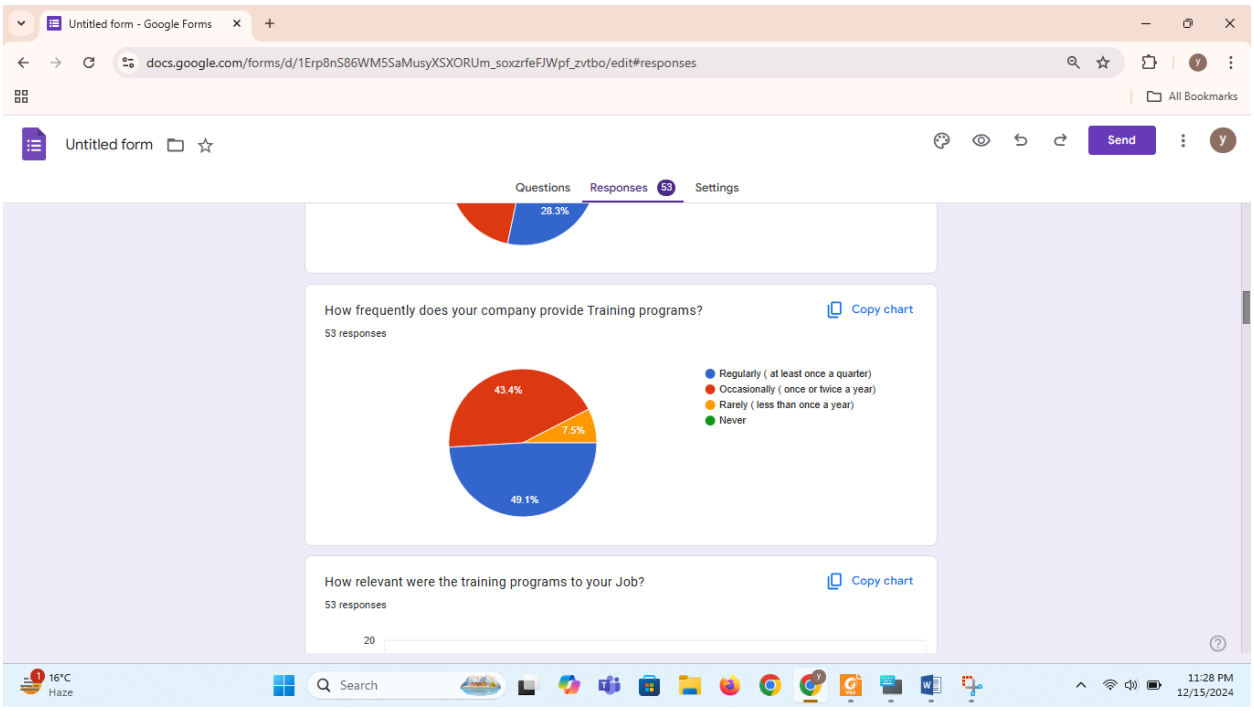
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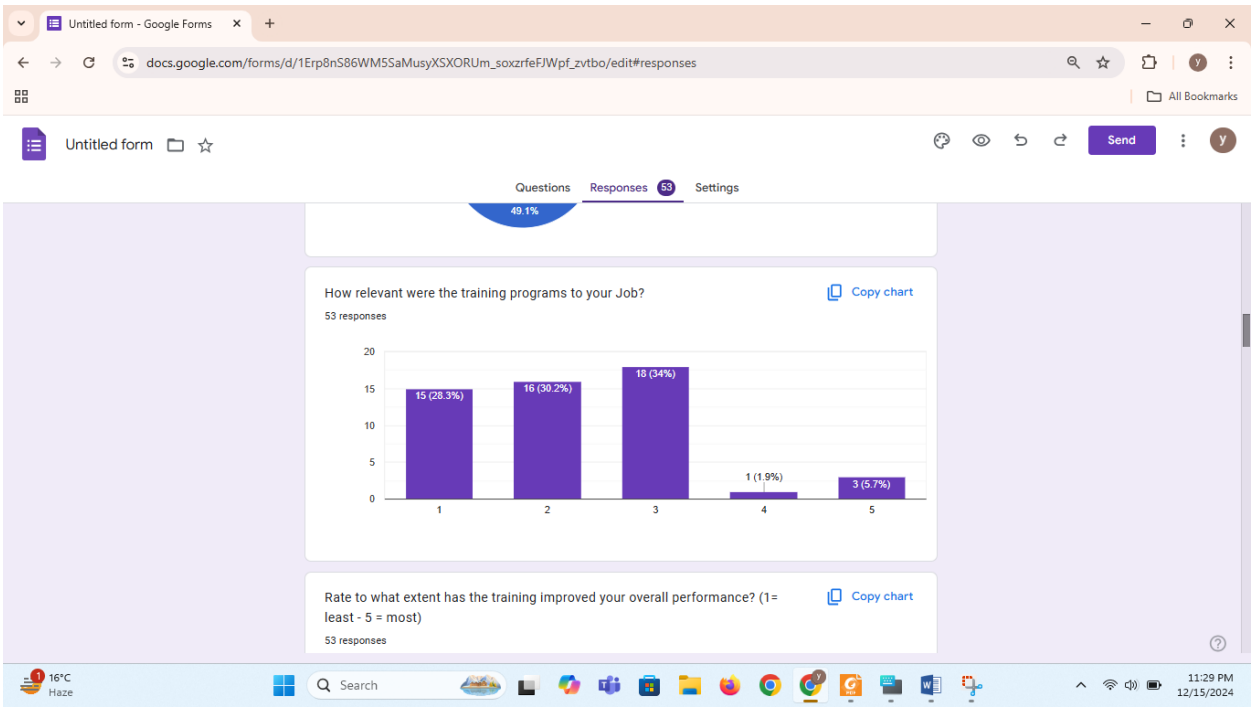
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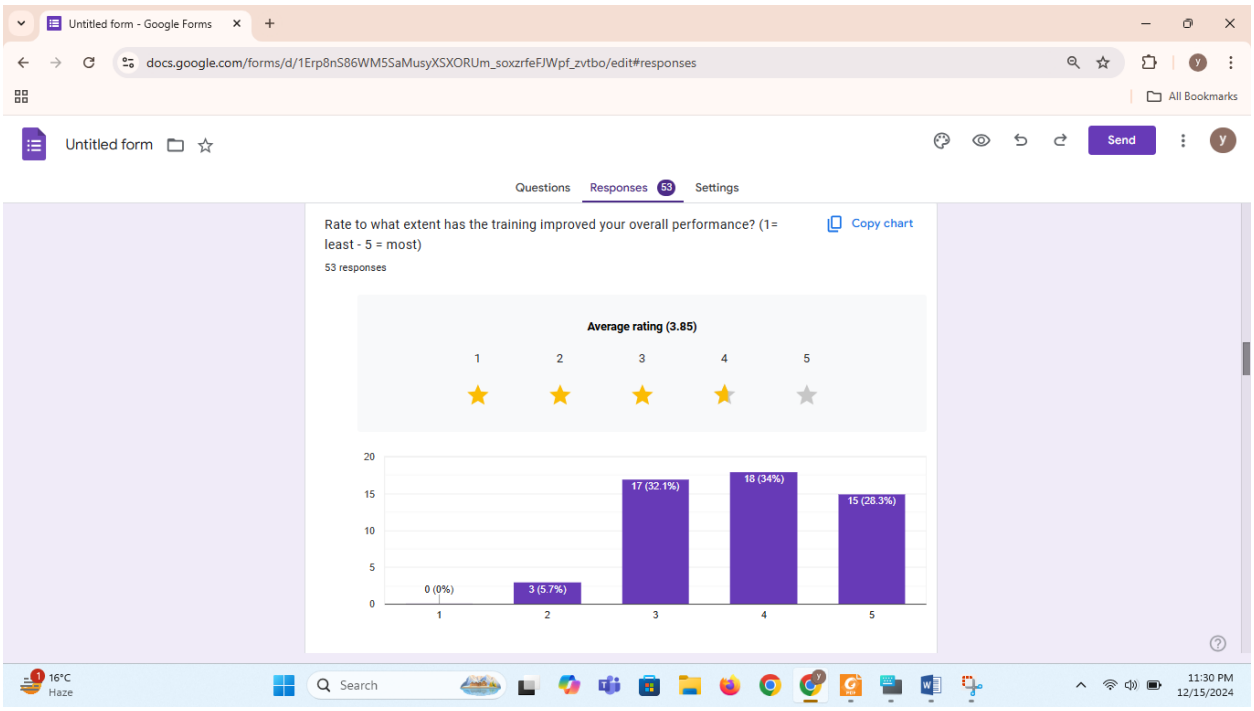
Appendix

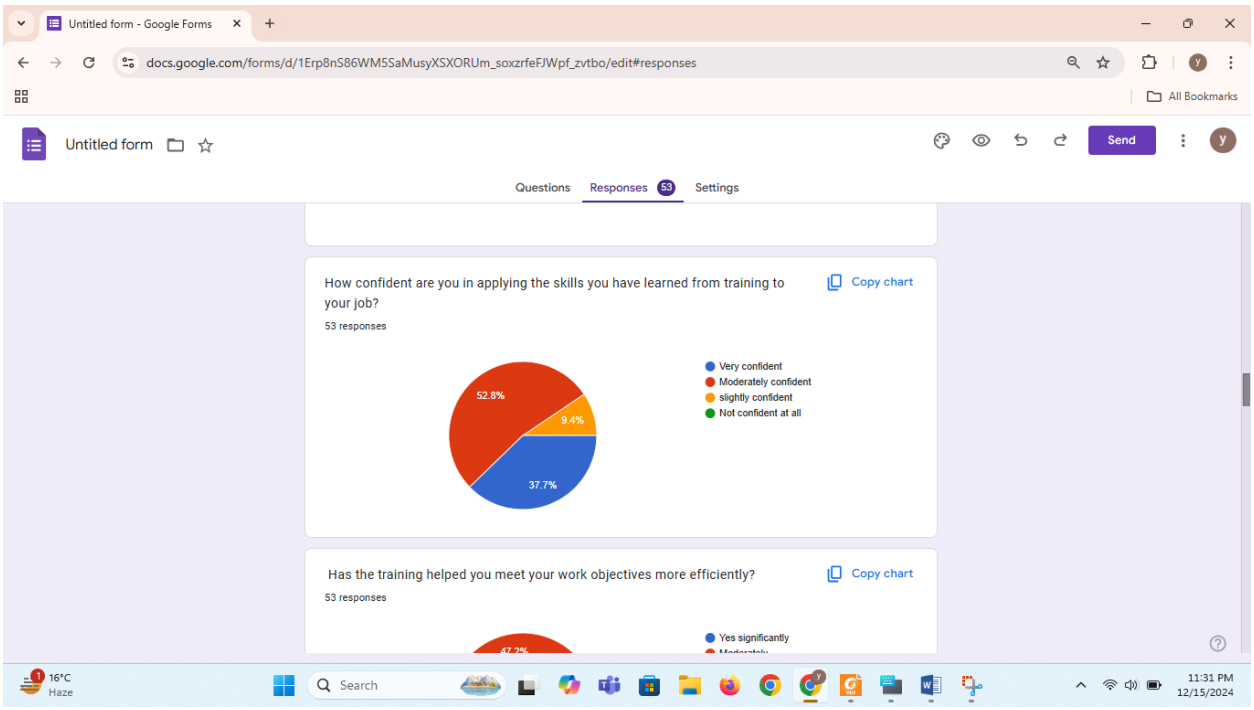

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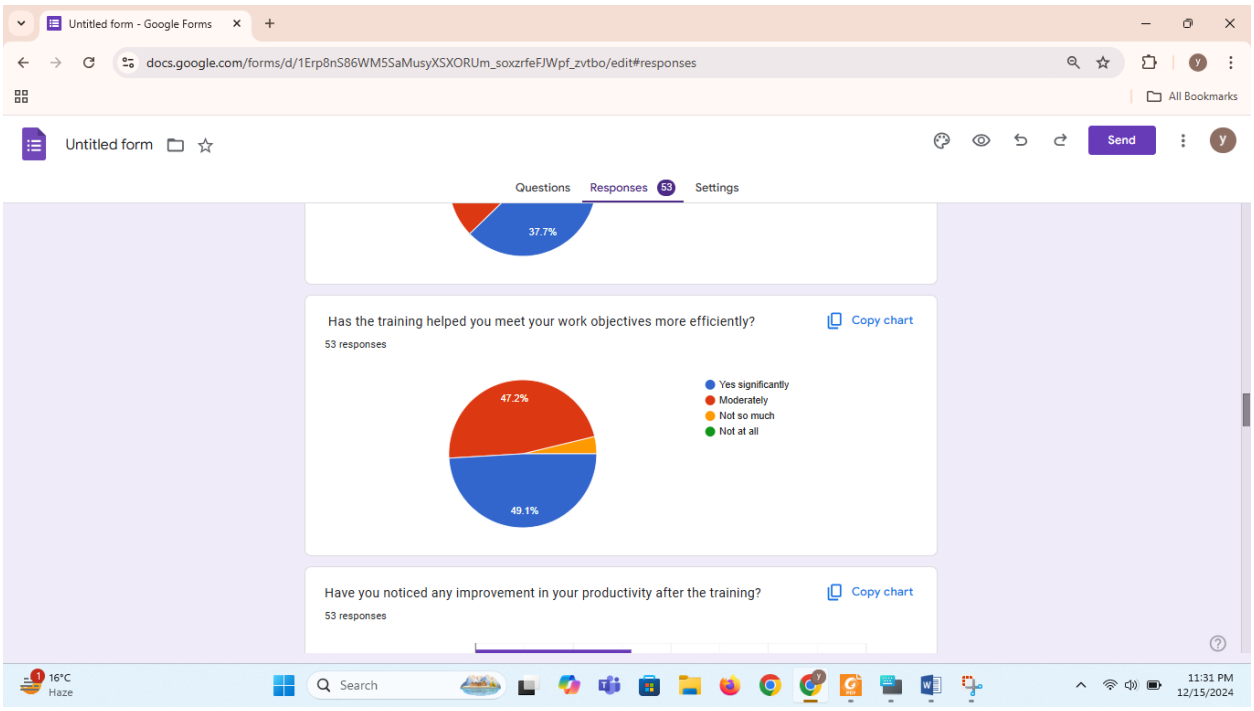

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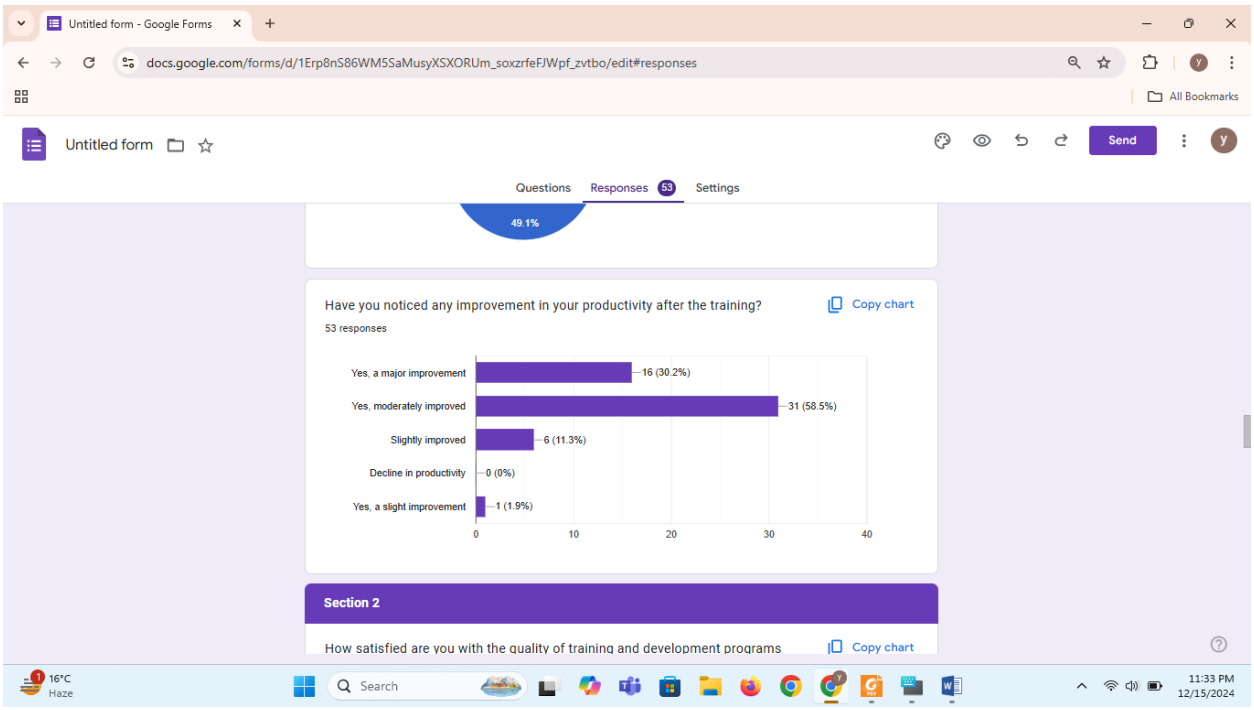

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53 responses
43.4%
7.5%
49.1%
Regularly (at least once a quarter)
Occasionally (once or twice a year)
Rarely (less than once a year)
Never
How relevant were the training programs to your Job?
Copy chart
53 responses
20
16°C
Haze
Search
11:28 PM
12/15/2024

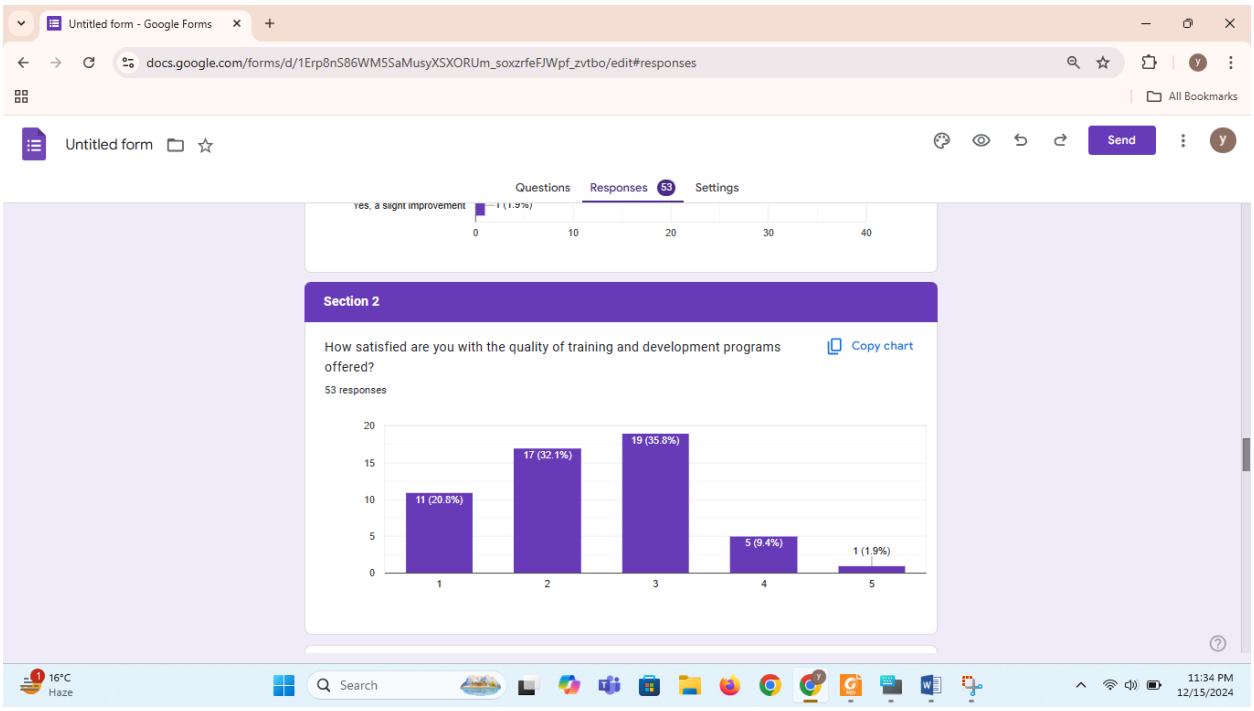

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Untitled form
Send
Questions
Responses 53
Settings
49.1%
How relevant were the training programs to your Job?
Copy chart
53 responses
20
15
10
5
0
15 (28.3%)
16 (30.2%)
18 (34%)
1 (1.9%)
3 (5.7%)
1
2
3
4
5
Rate to what extent has the training improved your overall performance? (1= least - 5 = most)
Copy chart
53 responses
16°C
Haze
Search
11:29 PM
12/15/2024

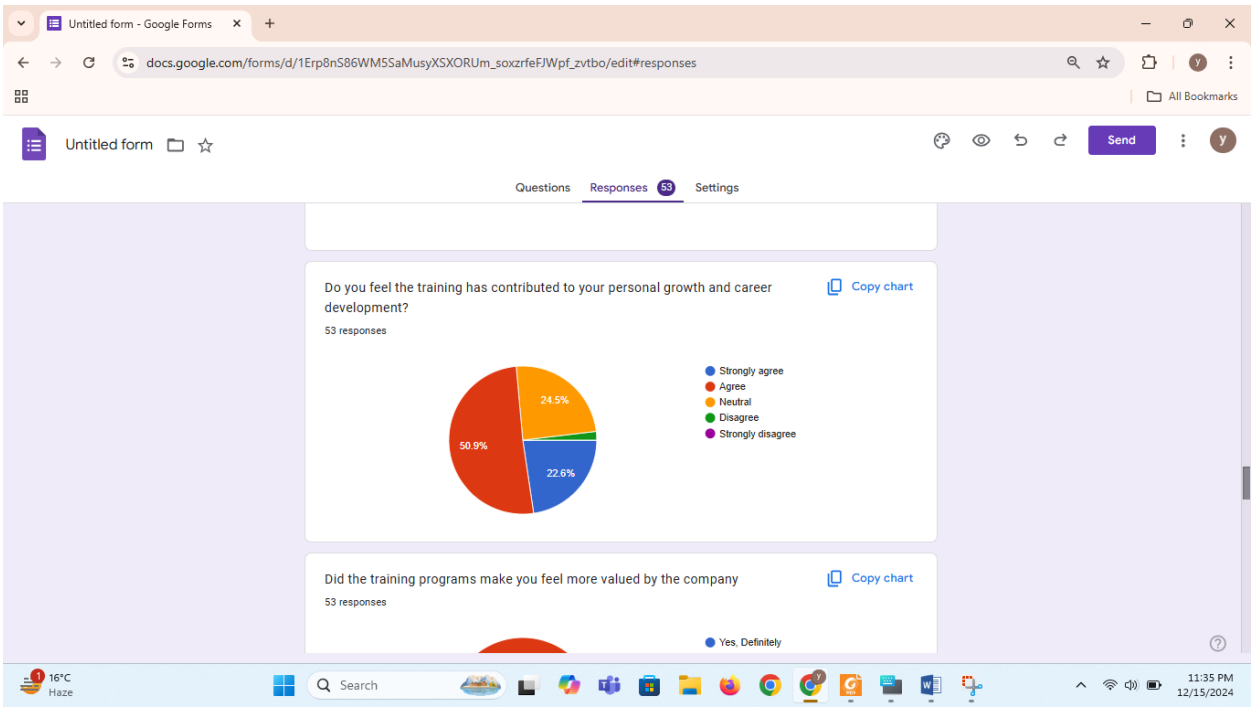

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Untitled form
Send
Questions
Responses 53
Settings
Rate to what extent has the training improved your overall performance? (1= least - 5 = most)
Copy chart
53 responses
Average rating (3.85)
1
2
3
4
5
20
15
10
5
0
0 (0%)
3 (5.7%)
17 (32.1%)
18 (34%)
15 (28.3%)
16°C
Haze
Search
11:30 PM
12/15/2024

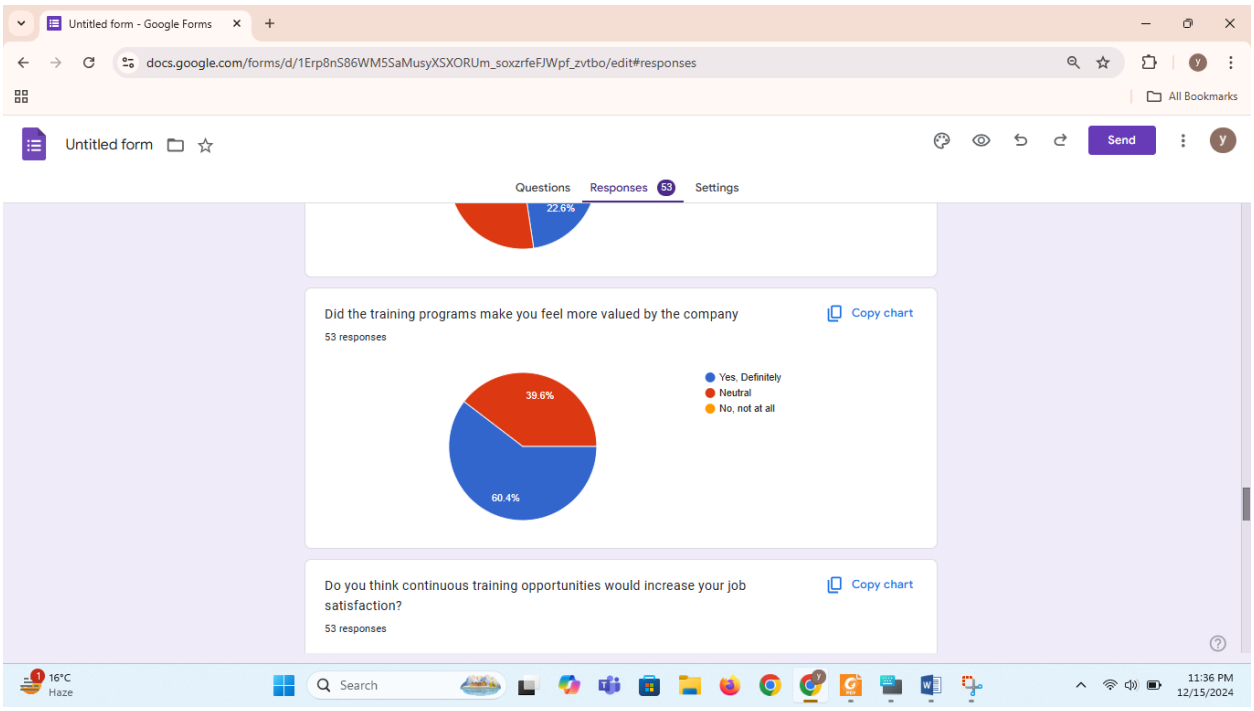

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Untitled form
Send
Questions
Responses 53
Settings
How confident are you in applying the skills you have learned from training to your job?
Copy chart
53 responses
52.8%
9.4%
37.7%
Very confident
Moderately confident
slightly confident
Not confident at all
Has the training helped you meet your work objectives more efficiently?
Copy chart
53 responses
Yes significantly
16°C
Haze
Search
11:31 PM
12/15/2024

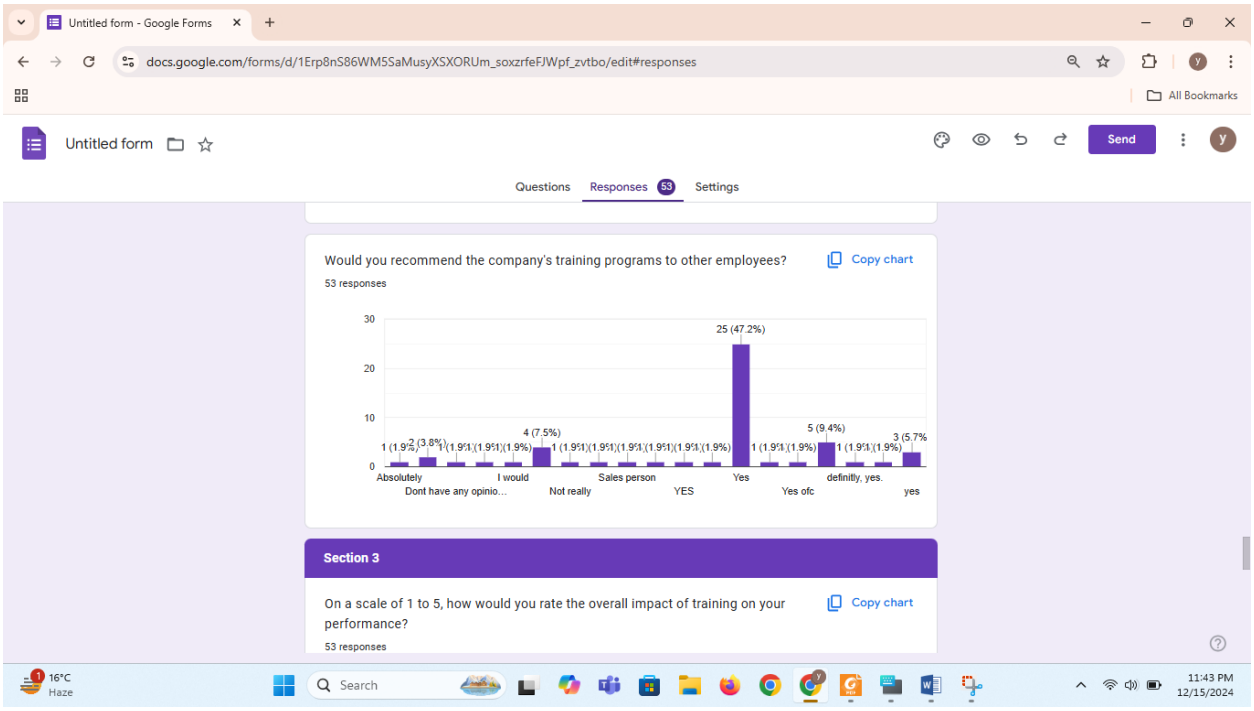

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Untitled form
Send
Questions
Responses 53
Settings
37.7%
Has the training helped you meet your work objectives more efficiently?
Copy chart
53 responses
47.2%
49.1%
Yes significantly
Moderately
Not so much
Not at all
Have you noticed any improvement in your productivity after the training?
Copy chart
53 responses
16°C
Haze
Search
11:31 PM
12/15/2024

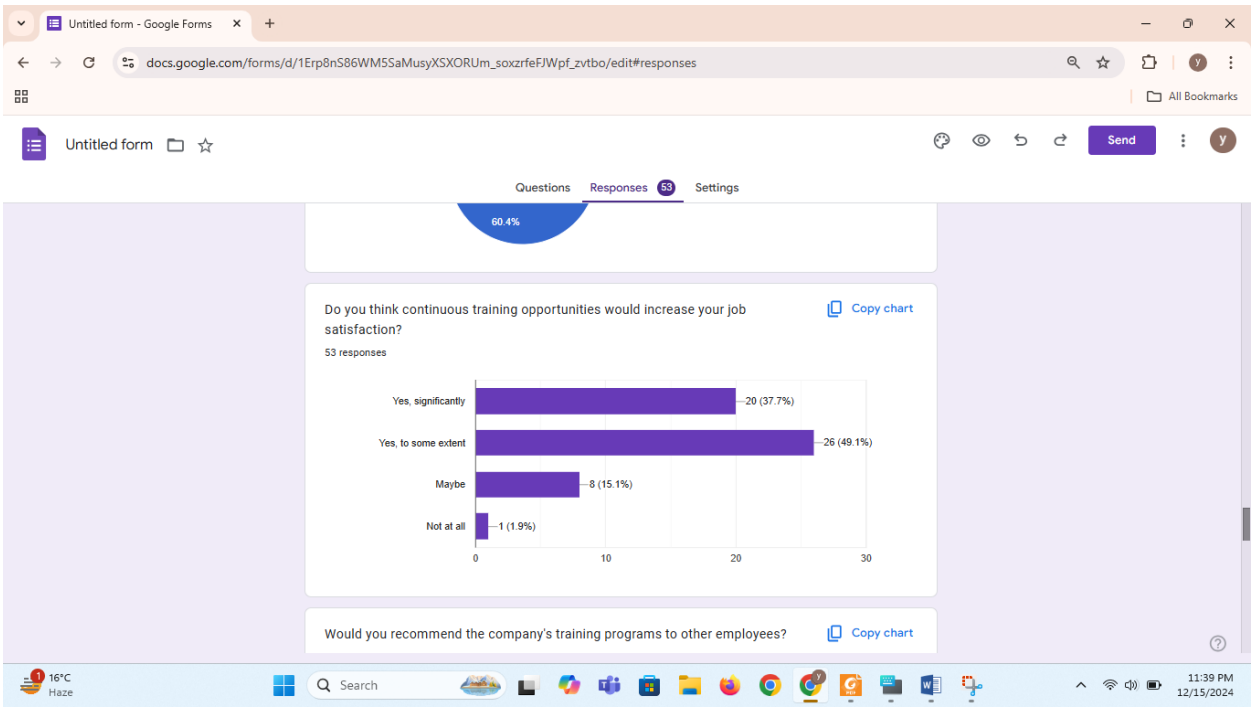

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Untitled form
Send
Questions
Responses 53
Settings
49.1%
Have you noticed any improvement in your productivity after the training?
Copy chart
53 responses
Yes, a major improvement
16 (30.2%)
Yes, moderately improved
31 (58.5%)
Slightly improved
6 (11.3%)
Decline in productivity
0 (0%)
Yes, a slight improvement
1 (1.9%)
0
10
20
30
40
Section 2
How satisfied are you with the quality of training and development programs
Copy chart
16°C
Haze
Search
11:33 PM
12/15/2024

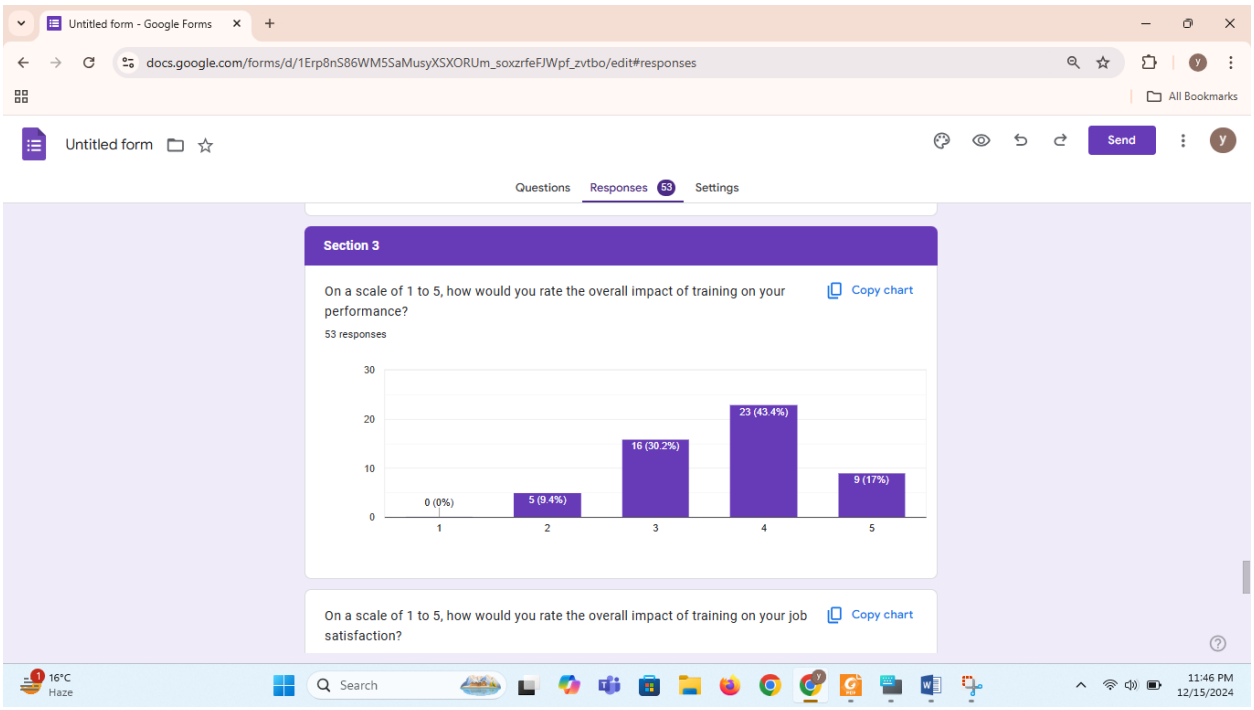

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Untitled form
Send
Questions
Responses 53
Settings
Yes, a slight improvement
0
10
20
30
40
Section 2
How satisfied are you with the quality of training and development programs offered?
Copy chart
53 responses
20
15
10
5
0
11 (20.8%)
17 (32.1%)
19 (35.8%)
5 (9.4%)
1 (1.9%)
1
2
3
4
5
16°C
Haze
Search
11:34 PM
12/15/2024

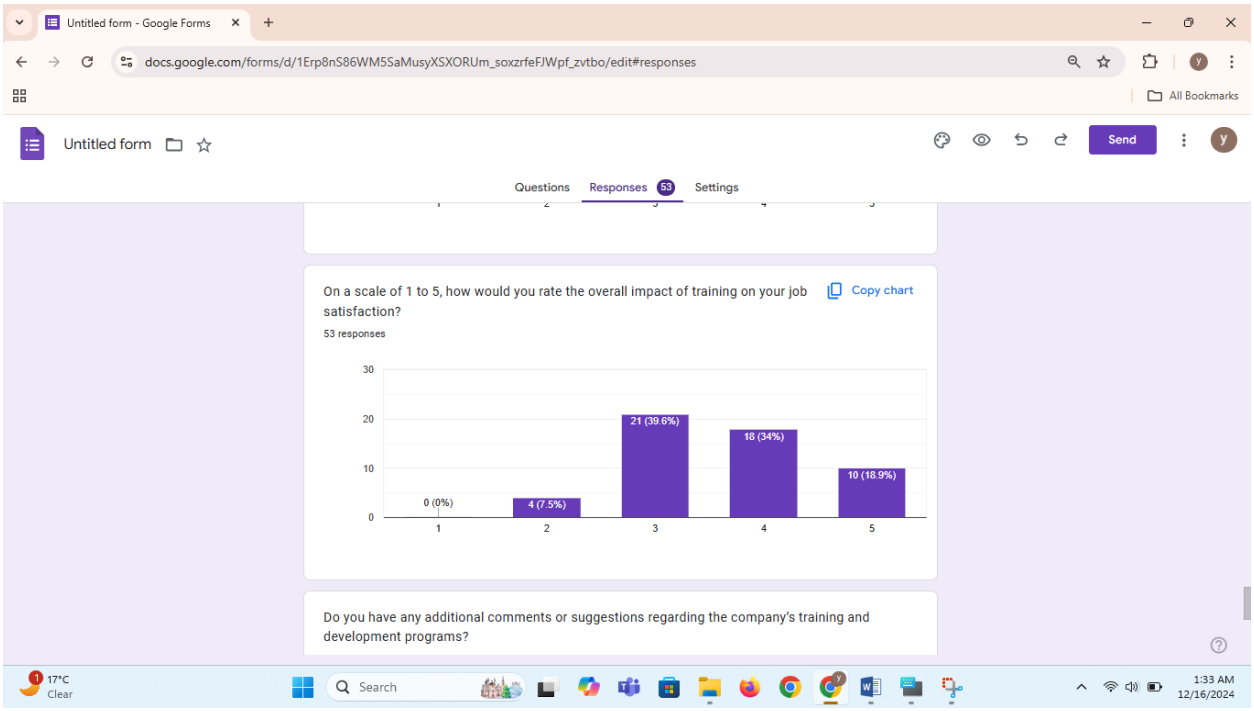

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Untitled form
Send
Questions
Responses 53
Settings
Do you feel the training has contributed to your personal growth and career development?
Copy chart
53 responses
24.5%
50.9%
22.6%
Strongly agree
Agree
Neutral
Disagree
Strongly disagree
Did the training programs make you feel more valued by the company
Copy chart
53 responses
Yes, Definitely
16°C
Haze
Search
11:35 PM
12/15/2024

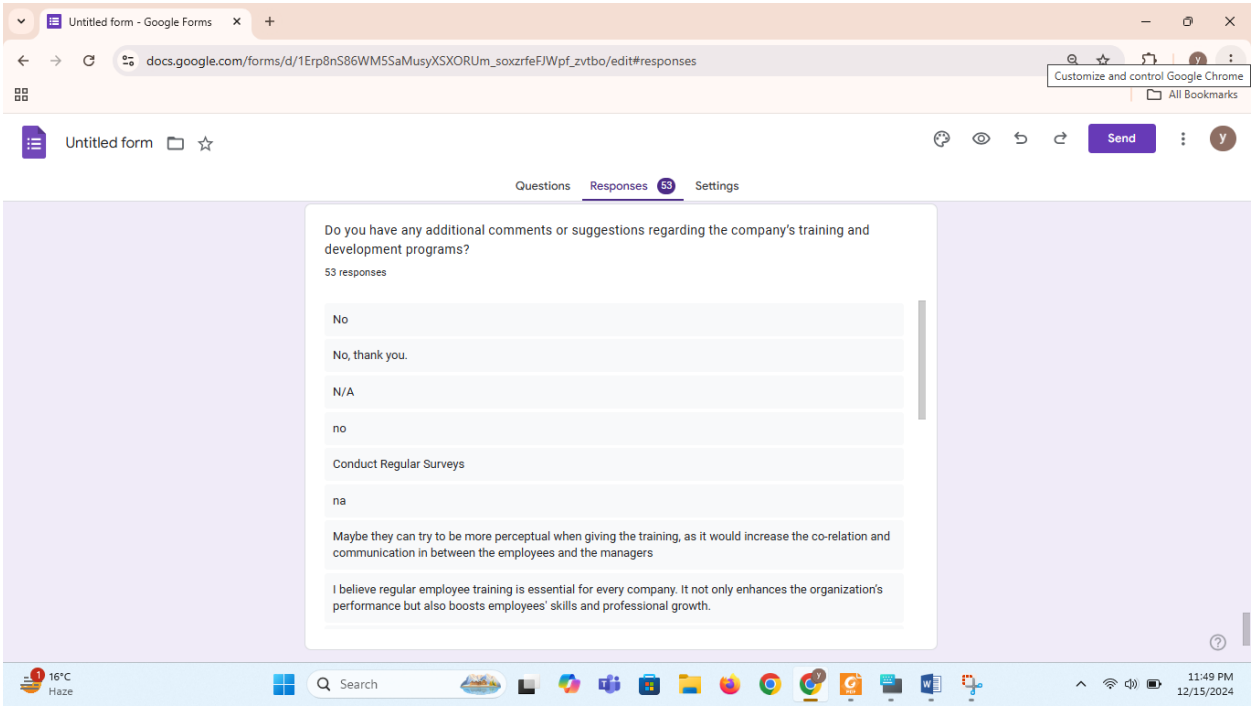

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Untitled form
Send
Questions
Responses 53
Settings
22.6%
Did the training programs make you feel more valued by the company
Copy chart
53 responses
39.6%
60.4%
Yes, Definitely
Neutral
No, not at all
Do you think continuous training opportunities would increase your job satisfaction?
Copy chart
53 responses
16°C
Haze
Search
11:36 PM
12/15/2024


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Untitled form
Send
Questions
Responses 53
Settings
Would you recommend the company's training programs to other employees?
Copy chart
53 responses
30
20
10
0
25 (47.2%)
4 (7.5%)
5 (9.4%)
3 (5.7%)
Absolutely
Dont have any opinio...
I would
Not really
Sales person
YES
Yes
Yes ofc
definitly, yes.
yes
Section 3
On a scale of 1 to 5, how would you rate the overall impact of training on your performance?
Copy chart
53 responses
16°C
Haze
Search
11:43 PM
12/15/2024


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Untitled form
Send
Questions
Responses 53
Settings
60.4%
Do you think continuous training opportunities would increase your job satisfaction?
Copy chart
53 responses
Yes, significantly
20 (37.7%)
Yes, to some extent
26 (49.1%)
Maybe
8 (15.1%)
Not at all
1 (1.9%)
0
10
20
30
Would you recommend the company's training programs to other employees?
Copy chart
16°C
Haze
Search
11:39 PM
12/15/2024


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Untitled form
Send
Questions
Responses 53
Settings
Section 3
On a scale of 1 to 5, how would you rate the overall impact of training on your performance?
Copy chart
53 responses
30
20
10
0
0 (0%)
5 (9.4%)
16 (30.2%)
23 (43.4%)
9 (17%)
1
2
3
4
5
On a scale of 1 to 5, how would you rate the overall impact of training on your job satisfaction?
Copy chart
16°C
Haze
Search
11:46 PM
12/15/2024


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All Bookmarks
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Send
Questions
Responses 53
Settings
On a scale of 1 to 5, how would you rate the overall impact of training on your job satisfaction?
Copy chart
53 responses
30
20
10
0
0 (0%)
4 (7.5%)
21 (39.6%)
18 (34%)
10 (18.9%)
1
2
3
4
5
Do you have any additional comments or suggestions regarding the company's training and development programs?
17°C
Clear
Search
1:33 AM
12/16/2024


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Customize and control Google Chrome
All Bookmarks
Untitled form
Send
Questions
Responses 53
Settings
Do you have any additional comments or suggestions regarding the company's training and development programs?
53 responses
No
No, thank you.
N/A
no
Conduct Regular Surveys
na
Maybe they can try to be more perceptual when giving the training, as it would increase the co-relation and communication in between the employees and the managers
I believe regular employee training is essential for every company. It not only enhances the organization's performance but also boosts employees' skills and professional growth.
16°C
Haze
Search
11:49 PM
12/15/2024

Bata

CERTIFICATE OF INTERNSHIP

This is to certify that **Yousra Islam**, student of **United International University** attended the **Internship program** of **Bata Shoe Company (Bangladesh) Ltd.** from 23rd June, 2024 to 23rd September, 2024 under HR Department.

She is awarded with this certificate for the successful completion of Internship Program.

Malik Mehedi Kabir
Human Resources Director

Date: 18/11/2024

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