Internship Report

on

Human Resource Management practice of Lira Group of Industries

Submitted To

Department of Business Administration

Faculty of Business

Sonargaon University (SU)

Dhaka-1215

Submitted By

Ahmed Hossain Labib
ID: BBA1903018003
Program: BBA (Major in HRM)
Semester: Summer 2023
Department of Business Administration
Faculty of Business
Sonargaon University (SU)
Dhaka-1215

Submitted for the partial fulfillment requirement of the degree of Bachelor of Business Administration

SONARGAON UNIVERSITY (SU)

Date of Submission: September 05, 2023

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Letter of Transmittal

To,

Ashik Das

Lecturer

Department of Business Administration

Faculty of Business

Sonargaon University

Subject: Submission of Internship Report.

Dear Sir,

With due respect, it is my great pleasure to submit the internship Report. The report entitled "HRM Practices at Lira Group " which is a partial requirement for the completion of BBA degree. I have left no stone unturned to collect data about the procedures of cash incentive scheme and find out its role in the Plastic Sector in Bangladesh. I have furnished all the things what I have learnt during the internship program at Lira Group. I hope that this report will meet the standards of your judgments. I have tried my best to make this report interesting, informative and better one. Any mistake or shortcoming in this report would be apologetically considered as my fault.

I, therefore, pray and hope that you would kindly accept my report and oblige thereby.
Sincerely your

Ahmed Hossain Labib

BBA1903018003
Department of Business Administration
Sonargaon University

Preface

Today we are very much involved in the business era. Only book-based knowledge is not enough to cope with real business environment. Effective combination of theoretical knowledge with practical experience is the key to success. Considering this, internship program is included in the degree Bachelor of Business Administration (BBA) from the Department of Business Administration Sonargaon University

I have selected the audit firm as my field to conduct my internship program which runs for three months only. I tried my best to collect relevant and significant data as much as possible and prepare the report with my best effort. I regret for any undue mistakes in this report. If the report do little support to any student, teacher, researcher or analyst, I may consider my effort does not go in vain.

Declaration

I, **Ahmed Hossain Labib,** a student of BBA, Department of Business Administration ,Sonargaon University, do hereby declare that the internship report titled **"HRM Practices at Lira Group "** is the outcome of three months practical work on the topic mentioned above under the supervision of **Ashik Das,** Lecturer , Department of Business Administration , Sonargaon University, Bangladesh.

I also declare that this report is an original work and no part of this report has been copied from elsewhere. In addition I would also like to mention that this report has not been published or submitted for being published or submitted for awarding any degree, diploma or recognition.

Sincerely Yours

Ahmed Hossain Labib
BBA1903018003
Department of Business Administration
Sonargaon University

Letter of Acceptance

This is to certify that **Ahmed Hossain Labib**, ID No:BBA1903018003 , Department of Business Administration , has completed his internship report titled on **"Human Resource Management practice of "Lira Group of Industries"** under my supervision as a part of partial requirement for obtaining Bacholer of Business Administration (BBA) degree in HRM Major. This report can be accepted for evaluation.

Ashik Das
Lecturer
Department of Business Administration
Faculty of Business
Sonargaon University

Acknowledgement

In every scene of one's life there are some persons who make other's life precious. They provide inspiration support, and maximum effort to help in different way to make other's smile at the end of an event. In same manner to completion of this internship report, I cannot deserve all the praise. There were lot of people who helped me by providing valuable information, guidance and their valuable time.

At first, I would like to express my gratitude to almighty Allah for enabling me the strength and opportunity to complete the report within the schedule time successfully. It was a great pleasure to prepare internship report titled **"HRM Practices at Lira Group "**

I have benefited from the cooperation of many people during the preparation of the report.First of all, I would like to tender my gratitude to my esteemed **Ashik Das, Lecturer, Department of Business Administration** for his sincere guidance about how to prepare the report.Without his guidance, it would very difficult for me to complete the report.

Abstract

Lira Group already has a broad network across the boundaries. Lira Group Clearing and Forwarding Agency are committed to give high & timely performance of the tasks. The company has been marching forward showcasing immense potential for development. As a part of my post-graduation program, I have complicated my internship in this organization. Throughout the period of my internship, I had been working clearing and forwarding department.

Internship is must fulfill academic requirement. This internship report is based on practical experience at Lira Group. This internship report contains several parts. In the first part of this report contains some descriptions about Lira Group, origin of the study, objectives of the study, and limitations of the study. The next part is about the company. Here, history and background of the company. Their corporate mission, vision and values, operations, services, objectives and management structure, cleaning and forwarding procedures, Objectives, Functions of Plastic Industry. Then I described the, Human Resource Management Practices at Lira Group.

During my internship time at Lira Group I have found some lacking. I have tried to follow the right methodology for preparing this report. In this report effort has been given to disclose about organizations system and procedure step by step. Finally, organizational overview, condition of HRM practice in the clearing and forwarding sector of Bangladesh. At the conducting part I have focused the overall facts of this report.

Table of Content

Letter of Transmittal …… iii

Preface ……..…….. iv

Declaration ……. v

Letter of Acceptance ……. . vi

Acknowledgement …….. vii

Abstract ……. viii

Chapter One: Introduction ……. 1-5

1.1 Introduction ……. 2

1.2 Origin of the Report ……. 2

1.3 Objective of the Report ……... 3

1.4 Scope of the Report ……. 3

1.5 Methodology ……... 4

1.5.1 Primary Sources ……... 4

1.5.2 Secondary Sources ……..... 5

1.6 Limitation of the Study ……... . 5

Chapter Two: Industry Overview ……..... 6-8

2.1 Introduction of Plastic Industry……. 7

2.2 History of Plastic Industry in Bangladesh ……. 7

2.3 List of Plastic Companies in Bangladesh ……... 8

Chapter Three: Organizational Overview …… **9-14**

3.1 Journey of The Lira Group……. 10

3.2 Corporate profile of Lira Group…… …… 11

3.3 Vision, Mission & Core Values of Lira Group. …… 12

3.4.1 Key Milestones. ……..... 12

3.4.2 List Of Products……. 12

3.5 Clint List. ……... 13

3.6 Swot Analysis ……. 14

Chapter Four: Literature Review …….. 16-23

4.1 Human Resource Management…… 17

4.2 Major Functions of Human Resource Management ……... 18

4.3 Importance of Human Resource Management …….. 18
4.4 Human Resource Planning …… 19
4.5 Recruitment …… 20
4.6 Selection ……. 20
4.7 Training & Development …… 21
4.8 Performance Appraisal ……... 22
4.9 Compensation …… …… 23
Chapter Five: Internship Experience **24-27**
5.1 My Job at HR Division in Lira Group. ……..... 25
5.2 Responsibility as an Intern……. 25
5.3 Task with Separation Team …….. 26
5.4 Task with Recruitment Team……. 26
5.5 Observation…… 27
Chapter Six: Human Resource Management Practices at Lira Group **28-44**
6.1 Human Resource Division at Lira Group.. ……. 29
6.2 HR Division Structure of Lira Group…….. 29
6.3 HR Planning at Lira Group. ……. 29
6.4 Job Analysis of Lira Group.……. 30
6.5 Recruitment Practice at Lira Group……. 31
6.5.1 Types of Recruitment...……. 31
6.5.2 Points of Recruitment ……... 32
6.5.3 Sources of Recruitment …… 33
6.5.3.1 Internal Sources …… 33
6.5.3.2 External Sources …… .. 33
6.6 Selection Practice at Lira Group.. ……..... 34
6.6.1 Selection Process of Internal Recruitment …… 34
6.6.2 Selection Process of External Recruitment ……..... 34
6.6.2.1 For Fresher …… 35
6.7 Training and Development at Lira Group. ……. 36
6.7.1 Training Need Identification ……. 37
6.7.2 Types of Training …… 38

6.7.3 Training Planning, Designing, & Implementation Process……..... 39
6.8 Reward & Recognition Policy of Lira Group…….. 40
6.9 Eligibility ……. 40
6.10 Leave Management at Lira Group ……. 41
6.10.1 Types of Leave at Lira Group. ……. 41
6.10.2 Privilege Leave/Earned Leave…… 42
6.10.3 Casual Leave …….. 42
6.10.4 Sick Leave ……. 42
6.10.5 Study Leave……... 43
6.10.6 Maternity leave…… 43
6.10.7 Mandatory leave/HR Compliance Leave…….. 43
6.10.8 Leave Without Pay…… 44
6.11 Transfer & Posting……. 44
Chapter Seven: Findings, Recommendation, & Conclusion……... 45-49
7.1 Findings …….. 46
7.2 Recommendation …… 48
7.3 Conclusion …….. 49

Chapter One
Introduction

1.1 Introduction

Human Resource Management (HRM) is vital part of any organization. HRM is the strategic and coherent approach to the management of an organization's most valued assets. Globalization has exposed the corporate business organization to worldwide competition, mobilization of professional manpower and modern quantitative management practice. With the increase in the size and complexity of business organization, man has become the most important factor in business. Organizations need people to make them operated. An organization is nothing without human resource. Of all the resources, the most important one is human resource, because human beings play a dual role- as resource, as well as a motive force for all other resources by manipulating them, by the way of developing, utilizing, commanding and controlling.

Employees are the core resources of any organization, without them, one cannot run their organization. Human resource is conducted with the growth of development of people toward higher level of competency, creativity and fulfillment. It keeps employees become more responsible person and then it tries to create a climate in which they contribute to the limits of their improved abilities. It assumes that expanded capabilities and opportunities for people leads directly to the improvement of operating effectiveness.

Lira Group always determines what jobs need to be done. It determines how many and types of workers will be required. So, establishing the structure of the bank assists in determining the skills, knowledge and abilities of job holders. To ensure appropriate personnel are available to meet the requirements, LIRA sets a strategic planning process. Because this bank believes that the quality work comes from quality workers who are well motivated and ready to take challenges to provide better service.

1.2 Origin of the Report

As a student of BBA, it is mandatory to engage in an organization as intern to know more about the corporate world in order to increase business knowledge. In this internship program, I got the opportunity to do my internship at Human Resource Division, Lira Group, head office, Dhaka. During this internship program, I have to

prepare a report on a specific topic related to the organization, which is assigned by my supervisor. My honorable supervisor has assigned me the topic **Human Resource Management Practices at Lira Group.** This report and internship program have familiarized me with the practical implementation of the knowledge which I have learnt during my BBA program. In this report I have written the HRM practices which are followed by Prime bank and on the basis of my theoretical knowledge and practical observation I have written the findings.

1.3 Objective of the Report

The objective of the study can be broadly be classified into two branches as General objectives and specific objectives. Achievement of the specific objectives will automatically lead to the achievement of general objectives.

- **General Objective**

The main objective is to compare the theoretical knowledge with the practical aspects of HRM practices.

- **Specific Objectives**

1. To know the HRM practices at LIRA .
2. To know about banking system of LIRA .
3. To get idea about the banking scenario of Bangladesh.
4. Find out the acceptability of LIRA to the employees.
5. Find out the existing problem of LIRA related to human resource management.
6. To gain the experience of corporate life.

1.4 Scope of the Report

The scope for this report basically surrounded with Lira Group. This report has been prepared through extensive discussion with bank employees and practical observation. HR policy and annual report of the bank also helps to prepare this report. As I was doing my internship at Human Resources Division, Lira Group, Head Office, Dhaka, so at the time of preparing this report I had a great opportunity to know in depth knowledge of all

the HRM activities practiced by Lira Group. This report has emphasized with all the information and activities that I assigned by my supervisor. I have tried to collect all the HR related information from the employees of that particular division. When I started doing this report, I have focused on areas which are as follows:

a. HR planning
b. Recruitment and Selection process
c. Performance Appraisal
d. Rewards and Recognition Process
e. HR training and development program
f. Employee benefit program
g. Employee separation process

1.5 Methodology

The methodology of this report is different from the conventional reports. I have emphasized on the practical observation, though I need some primary and secondary data. Nevertheless, eventually almost the entire report consists of my practical observation.

Source of Data Collection

Most of the necessary information has been collected from the personal observation and one to one discussion with relevant officials. Throughout the tenure of my internship, I have to work in different areas of HR division and that gives me a great opportunity to collect information and learn more.

1.5.1 Primary Sources

1. Practical deskwork in my specific area posted by the bank.
2. Face to face conversation with the employees of the division.
3. Direct observations are another important way to aid myself in learning more about the topic.

1.5.2 Secondary Sources

1 Annual report of Lira Group.
2 HR policy of Lira Group.
3 Related articles about Lira Group.
4 Some hard copy of report.
5 Publications obtained from the internet and from the website of Lira Group.
6 Office circulars and other published paper, documents and reports.

1.6 Limitation of the Study

The report is written mainly on the basis of face to face conversation with the officials and little practical experience in the bank. So, no perfect study is conducted to measure the viability of the report. Though I try my level best to make this report based on facts and complete information available, there are some limitations that are unavoidable. The following are some limitations-

- The main obstacle while preparing this report was time. As the tenure of the internship program was only three months, it was not possible to highlight everything deeply.
- As, I had more dependence on the primary sources, so there might be some level of inaccuracy with those collected information.
- Confidentiality of information was another important barrier that was faced during the conduct of this study. Every organization has their own secrecy that cannot be revealed in publics.
- Preparing this report required lots of work. After doing fulltime office, it was tough to do the report. That was another limitation of the report.

Chapter Two
Industry Overview

2.1 Introduction of Plastic Industry

Since the invention of plastic, it saw rapid commercialization that had turned it into an essential part of our lives. In 2018, plastic production globally topped 359 million metric tons that had a net profit of 13.2 billion dollars. Plastic has become the 12th highest source of income from foreign export trades in Bangladesh. Plastic is regularly used in garment factories, healthcare, and automotive industries. In the future, plastic may play a big role in the nation's economy.

Bangladesh has exported plastic and plastic-made goods worth 1 billion dollars in the fiscal year 2017-18, from which 1.9 billion worth was supplied locally. It was 20% more than the previous year. Locally the high requirement for plastic is due to the ever growing demand for plastic furniture, household plastic equipment, plastic hardware, toys, and so on. Besides, industrial packaging requires a large bulk of plastic production. Yet, Polyolefin, one of the fundamental ingredients for plastic, is not in abundance in the country's resources. Hence, we depend on China, India, Thailand, and other neighbouring countries to acquire the raw materials. Regardless, there are 142 different types of plastic being used in production and is expected to add more in the future. On average, a Bangladeshi citizen uses 6 kilograms of plastic. Compared to India, it is half what Bangladeshi citizens consume. The average use is nearly 30 kilos in south-east Asia and 40 kilos in the Middle East. Compared to that, we are trailing behind. The plastic industry is being reinforced; manufacturing factories are high in number reaching over 5000. 98% of which is SME included.

2.2 History of Plastic Industry in Bangladesh

In 1992-93, all the beverage companies in Bangladesh planned to replace all wooden crates, which were used to carry glass bottles of beverages, with plastic. Then, Bengal entered the market by making plastic crates for the beverage industry and containers for industrial uses and became the only crate manufacturer for Coca-Cola and Pepsi.That was also a good business and lasted for around eight years. After that, glass bottles were replaced with PET bottles. So the demand for the crates decreased. Then, as part of the

plan of keeping the machine used to make crates operational, Bengal started to manufacture big plastic items like chairs, stools etc.

The demand for those products was also increasing massively. So, we set up a separate unit for those products.Now there are different entities for making different products like garment hangers, housewares, PVC and export items.Currently, we are also the second largest plastic products manufacturing company in the country.

.

2.3 List of Plastic Companies in Bangladesh

There are so many plastic companies in Bangladesh . There are some of the top companies in below:

1. LIRA GROUP Plastics
2. Bengal Plastics
3. Lira Group
4. Partex Plastics Ltd. (PPL)
5. Gazi Group
6. ACI Premio Plastics
7. Navana Engineering Limited (NEL)
8. National Polymer
9. Matador Group
10. Aman Plastic Toys Industries
11. KPL Plastics

Chapter Three

Organization Overview

3.1 Journey of The Lira Group

In 1982 Bari Plastic was launched in Bangladesh. It was the pioneer in manufacturing Poly bag, shopping bag and packaging items. It was one of the leading companies in Bangladesh to export poly bags in different countries in bulk quantity. But in 2002 due to promulgation of Government restriction and from the sense of social responsibility, one of the directors of Bari Plastic, Mr. K. M. Alamgir Iqbal started his business again with different products. Lira Industrial Enterprise Ltd., Lira Plastic, Lira Doors Ltd., Samrat Packaging Industries, Bari Plastic are the major concerns of the group and contributing a significant role in the industry.

Lira 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 unequaled 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.

Lira is a company that offers a wide range of products across 18 different categories, including PVC Pipes, Fittings, Household items, Electronics & Accessories, Construction & Building Materials, Melamine, Sanitary & Bathroom Fittings, Kitchenware, Electric and Others.

Lira Group is one of the market leaders in the plastic industry in Bangladesh with its history of pride, trust of the people and quality of products, since 1965. The company's aim to provide consumers with uPVC Pipes & Fittings, Plastic Household & Furniture, uPVC Doors & Ceiling, Water Pumps & Motors and many other related products for their needs and convenience.

With over 500 products on offer, Lira has established a strong presence in the market. In addition, the company has expanded into the retail business, with brands such Lira Doors , Lira Polimar a These brands cater to a diverse range of consumer needs, and have helped Lira to establish itself as a leader in the industry.

3.2 Corporate profile of Lira Group.

Features	Particulars
Name	Lira Group
Registered Address	The head office is located at Assign Dream Heaven (1st & 2nd Floor), House # 09, Road # 53, Block -J, Gulshan -2
Legal Status	Private Limited Company
Chairman	Farjana Chowdhury
Managing Director	KM Alamgir Iqbal
Date of Commencement	12 June, 1965
Authorized Capital	25,000.00 Million (BDT)
Paid up Capital	11,323.00 Million (BDT)
Face value per Share	BDT 7 per share
Number of Delar	8,000
Number of Retailer	22,000
Listing in DSE	27 March, 2003
Phone	+880-2-9567265
Number of Subsidiaries	08
Websites	www.liragroupbd.com
E-mail	liragroup@.com.bd

3.3 Vision, Mission & Core Values of Lira Group.

Vision: To create a good environment of a plastic industries in Bangladesh . Grow up the business with the local and the international demand

Mission: Promote innovative and sustainable solutions integrating plastic manufacturing industry models that impact marginalized lives in Bangladesh and beyond.

3.4.1 Key Milestones

a. Lira Group strive to create the best practice among themselves and they have been recognized for their efforts.
b. Houseware Brand in Bangladesh.
c. Trusted tube well brand of 3 million families for 40 years.
d. The Most Loved Brand Award'' 2021 (by BBF) for 11 consecutive years.
e. Exporter for 10 Consecutive Year.
f. National Productivity Award by National Productivity Organization.
g. Best Employer Brand Award.
h. National Export Trophies

3.4.2 List Of Products

Lira 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 500 products and s 8000+ Delars and Retails'

The client portfolio of Lira group is given below:

- ✦ Household items ✦ HDPE & Corrugated pipe .
- ✦ SWR & UPVC Pipes .

- ✦ Water pumps .
- ✦ CPVC , PPR pipe and fitting.
- ✦ Upvc sheets & Doors ✦ Upvc Ceilings .







3.5 Clint List

1	Bangladesh Army
2	Lira Group
3	4S Group
4	Gulshan Club
5	Max Group

Beside of those major client we have to work some times with the local properties developers & government organizations. But in our regular business and ensure suppling the products to our major & rural are we have maintain good relation with our local area delars

3.6 Swot Analysis

Everyone knows that Lira Industrial Enterprises 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 pvc tape on the market, Lira Industrial Enterprises ltd used its strengths. SWOT analysis of Lira 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 LIRA GROUP group's SWOT analysis is shown below.

Strength of Lira group:

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

Weakness of Lira group:

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

Opportunity of Lira 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 Lira group:

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

Chapter Four
Literature Review

4.1 Human Resource Management

"HRM is a distinctive approach to employment management which seeks to achieve competitive advantage through the strategic deployment of a highly committed and capable workforce, using an array of cultural, structural and personnel techniques." (Stirey, 2007). "HRM is a managerial perspective which argues the need to establish an integrated series of personnel policies to support organizational strategy." (Buchanan & Huczynski, 2004). "HRM is a strategic approach to managing employment relations which emphasizes that leveraging people's capabilities is critical to achieving competitive advantage, this being achieved through a distinctive set of integrated employment policies, program and practices." (Bratton & Gold, 2012).

Parameswari & Yugandhar (2015) defined, "Human Resource Management can be defined as a strategic approach to acquiring, developing, managing, motivating and gaining the commitment of the organization's key resource – the people who work in and for it." DeCenzo & Robbins (2004) defined, "Human Resource Management is concerned with the people dimension." Flippo (1980) defined, (planning, organizing, directing, controlling of procurement, development, compensation, integration, maintenance and separation of human resources to the end that individual, organizational and social objectives are achieved." Graham (1978) defined, "The purpose of HRM is to ensure that the employees of an organization are used in such a way that the employer obtains the greatest possible benefit from their abilities and the employees obtain both material and psychological rewards from their work." Mathis & Jackson (2011) defined, "Human Resource Management as the design of formal system in an organization to ensure the effective and efficient use of human talent to accomplish organizational goal." Dessler (2005) defined, "Human resource Management is the process of acquiring, training, appraising, and compensating employees, and of attending to their labor relations, health and safety, and fairness concerns." Jucious (1959) stated that, "The field of HRM involves planning, organization, directing and controlling functions of procuring, developing, maintaining and utilizing a labor force." Yoder (1944) defined, "HRM is the provision of leadership and direction of people in their working or employment relationship." Griffin & Fleet (2013) defined, "Human Resource Management is the set of organizational activities directed at attracting,

developing and maintaining an effective workforce." Milkovich & Boudreau (1994) defined, "Human Resource Management is a series of decision that affect the relationship between employee and employer: it affects many constituencies and is intended to influences the effectiveness of employee and employer."

4.2 Major Functions of Human Resource Management

DeCenzo & Robbins (2004) pointed out that, Human Resource Management is made of four activities. These are- (1) staffing, (2) Training and Development, (3) Motivation, and (4) Maintainance. Flippo (1980) defined that, the function of Human Resource Management is divided into two part. These are- (1) Managerial functions, and (2) operative functions. The managerial functions are: (a) Planning, (b) Organizing, (c) staffing, (d) Directin, and (e) Controlling. The operative functions are: (a) Procurement, (b) Development, (c) Compensation, (d) Maintenance, (e) Motivation, and (f) Integration. Dessler (2005) pointed out the major functions of
Human Resource Management are- (1) Job analysis (2) Personal planning and Recruiting, (3) Employee testing and Selection, (4) Training and Development, (5) Performance management, and (6) Compensation.

4.3 Importance of Human Resource Management

Parameswari & Yugandhar (2015) stated that, the need for Human Resource Management are- (a) To provide, create, utilize and motivate employees to accomplish organizational goals. (b) To create opportunities, to provide facilities, necessary motivation to individual and group for their growth with the growth of the organization by training and development, compensation etc. (c) To employ the skills and ability of the workforce efficiently, i.e., to utilize human resources effectively. (d) To create a sense and feeling of belongingness team-spirit and encourage suggestions from employees. (e) To help maintain ethical policies and behavior inside and outside the organization. (f) To maintain high moral and good human relation within the organization. (g) To secure integration of individual and groups in securing organizational effectiveness. (h) To manage change to the mutual advantage of

individuals, groups, the organization and the society. (i) To ensure that, there is no threat of unemployment, inequalities, adopting a policy recognizing merit and employee contribution, and condition for stability of employment. (j) To increase to the fullest the employee‘s job satisfaction and self-actualization; it tries to prompt and stimulate every employee to realize his potential. They also pointed out 10 reasons for which Human Resource Department is important. These are: (1) Human Capital Value, (2) Conflict Resolution, (3) Budget Control, (4) Training and Development, (5) Employee Satisfaction, (6) Performance Improvement, (7) Cost Savings, (8) Sustaining Business, (9) Corporate Image, and (10) Reliability.

4.4 Human Resource Planning

Dessler & Varkkey (2009) affirmed that, ‘Personnel planning embrace all future positions and planning flows from the firm’s strategic plan.’ Cascio (2003) defined, ‘Workforce planning as a process in which an organization attempts to estimate the demand for labor and evaluate the size, nature and source of supply which will be required to meet the demand.’ Walker (2002) affirmed that, “Human Resource Planning is the process of identifying and responding to the issue of workers and charting new policies, systems and programs that will ensure effective human resource management under changing conditions.” Beach (1980) defined that,

“Human Resource Management is a process of determining and assuring that the organization will have an adequate number of qualified persons available at the proper times, performing jobs which meet the needs of the enterprise and which provide satisfaction for the individuals involved.” Megginson (1985) defined, “Human Resource Planning is an integrated approach to performing the planning aspects of the personnel function in order to have a sufficient supply of adequately developed and motivated people to perform the duties and tasks required to meet organizational objectives and satisfy the individual’s needs and goals of organizational members.”

Flippo (1980) defined that, ‘Human resource planning involves making an inventory of current human resources in order to determine the human resource status.’

4.5 Recruitment

DeCenzo, Robbins, & Verhulst (2013) defined that, “Recruitment is the process of discovering potential candidates for actual or anticipated organizational vacancies. Or from another perspective, it is a linking activity—bringing together those with jobs to fill and those seeking jobs.” Denerley & Plumbley (1968) defined, “Recruitment is a matching process and the capacities and inclinations of the candidates have to be matched against the demand and rewards inherent in a given job or career pattern.” Flippo (1980) defined, “Recruitment is the process of searching for prospective employees and stimulating them to apply for jobs in the organization.” Yoder (1944) defined, “Recruitment is a process to discover the sources of manpower to meet the requirement of the staffing schedule and to employ effective measures for attracting that the manpower in adequate numbers to facilitate effective selection of an efficient workforce.”

4.6 Selection

Yoder (1944) defined, “Selection is the process by which candidates for employment are divided into two classes those who will be offered employment and those who will not.” Jucious (1959) has defined**,** “The selection procedure is the system of functions and devices adopted in a given company for the purpose of ascertaining whether or not candidate possess the qualifications called for by, a specific job.” Koontz, Donnell, & Weihrich (1980) have defined, “Selection is the process of choosing form the candidates, from within the organization or from outside, the most suitable person for the current position or for the future positions.” Decenzo & Robbins (2004) have defined “Selection activities follow a standard pattern, beginning with an initial screening interview and concluding with final employment decision.” Flippo (1980) said, ‘The selection is the process of choosing the most suitable candidate for the vacant position in the organization. In other words, selection means weeding out unsuitable applicants and selecting those individuals with prerequisite qualifications and capabilities to fill the jobs in the organization.’

4.7 Training & Development

Jucius (1959) defined training as, “A process by which the aptitudes, skills and abilities of employees to perform specific jobs, are increased.” Flippo (1980) said,“Training is the act of increasing the knowledge and skills of an employee for doing a particular job.” Beach (1980) referred that, “Training is the organized procedure by which people learn knowledge and/or skills for a definite purpose.” Saiyadain (2009) defined, “Training is an activity aimed to improve the performance of the existing staff to meet the future needs of the organization.” Decenzo & Robbins (2004) stated training as, “A learning experience in that it seeks a relatively permanent change in an individual that will improve his or her ability to perform on the job.”

Graham (1978) has described three elements of training such as purpose, place and time. Mathis & Jackson (2011) stated that, ‘Training is related to improving upon the present job experience.’ Chris (2011) stated that, “Training is a process through which the skills, talent and knowledge of an employee is enhanced and increased. He argues that training should take place only when the need and objectives for such training have been identified.” Asha (2007) defined that, “The need for training and development can be emphasized in various work situations, such as in harnessing skills for existing jobs, planning out one’s future job profile, elevating employee’s performance and so on. The training and development function in an organization has gained a lot of importance due to advancement in technology and changes in market force.” Bates & Davis (2010) stated that, ‘Usefulness of training program is possible only when the trainee is able to practice the theoretical aspects learned in training program in actual work environment. They highlighted the use of role playing, cases, simulation, mediated exercises and computer-based learning to provide exposure to a current and relevant body of knowledge and real-world situations.’ Graham (1978) described training by graphical representation, training cost and business benefits are drawn on X and Y axis respectively. Four quadrants were identified to highlight (i) strategic (Lower training cost and higher business benefits), (ii)Payback (Higher training cost and higher business benefits) (iii) Think (Lower training cost and lower business benefits) (iv)Drop (Higher training cost and higher business benefits).

4.8 Performance Appraisal

Dessler (2005) defined "Performance appraisal as means of evaluating an employee's current and or past performance relative to his or he performance standards." Weather & Davis (1989) defined "Performance appraisal is the process by which organization evaluate individual job performance." Beach (1980) defined, "Performance appraisal is systematic evaluation of the individual with respect to his or her performance on the job and his or her potential for development." Huber & Schuler (1993) stated that, "Performance appraisal is a formal, structured system of measuring and evaluating an employee job, related behavior and outcomes to discover how and why the employee is presently performing on the job and how the employee can perform more effectively in the future so that the employee, organization, and society all benefit."Heyel (2012) defined that, "It is the process of evaluating the performance and qualifications of the employees in terms of the requirements of the job for which he is employed, for purposes of administration including placement, selection for promotions, providing financial rewards and other actions which require differential treatment among the members of a group as distinguished from actions affecting all members equally."

Yoder (1944) defined, "Performance appraisal includes all formal procedures used to evaluated personalities and contributions and potentials of group members in a working organization. It is a continuous process to secure information necessary for making correct and objective decisions on employees." Dessler & Varkkey (2009) pointed out several method of performance appraisals. These are: (a) Graphic rating scale method, (b) Alternation rating method, (c) Paired comparison method, (d) Forced distribution method, (e) Critical incident method, (f) Narrative forms, (g) Behaviorally anchored rating scale, (h) Mixed standard scale, (i) Management by objectives, (j) Computerized and web-based performance appraisal, and (k) Electronic performance monitoring. Megginson (1985) defined, "Performance appraisal is the process an employer uses to determine whether an employee is performing the job as intended." Cascio (2003) defined, "Performance appraisal as the systematic description of an employee's job-relevant strengths and weaknesses."

4.9 Compensation

Flippo (1980) defines “The function of compensation is defined as the adequate and equitable remuneration of personnel for their contributions to the organizational objectives.” Yoder (1944) defines “Compensation is paying people for work.” Dessler (2005) defined employee compensation as “All forms of pay or rewards going to employees and arising from their employment.” Decenzo & Robbins (2004) stated,‘Employee benefits as a whole have no direct effect on employee performance, however, inadequate benefits do contribute to low satisfaction level and increase absenteeism and turnover in employees.’ Cascio (2003) stated that, ‘Compensation provides competitive base salary levels necessary to attract and retain talent and compensates for day-to-day responsibilities performed at fully acceptable level and above.’ Milkovich & Boudreau (1994) stated that, “Compensation” is based on the symbols for logs and water; compensation provides the necessities in life.”

Chapter Five
Internship Experience

5.1 My Job at HR Division in Lira Group

I have started my internship at HR Division in Lira Group, dated on May 15, 2023 and it will continue up to August 14, 2023. I glad to work with HR Division of Lira Group, which helps me to get familiar with corporate culture and the HRM Practices. This practical experience helps me to develop and prepare myself for the job market.During my internship I have learned following things:

a. Meaning of responsibility
b. Necessity of commitment
c. Punctuality and regularity
d. Communication with people
e. How to face critical situation
f. How to handle pressure
g. How to follow the chain of command
h. How to adopt with corporate culture

5.2 Responsibility as an Intern

Being assigned for the separation team of Lira Group, my core job was to complete the separation process of an employee. I have worked under my supervisor and assisted him to complete the separation process of resigned employee, terminate employee, retired employee and so on. I have tried my level best to assist my supervisor as well as to gather some practical knowledge about the task. Moreover, whenever I have enough time, I am assigned some task from the recruitment team. During this three month I have performed some other clerical work from several teams like promotion and up-gradation, disciplinary action, leave management etc. some time I have to communicate with several department for collecting information regarding particular employees. Moreover, they are cordial to support me at any inquiry. I have tried to accomplish all the tasks with full of responsibility and accountability.

5.3 Task with Separation Team

Basically, I am assigned as an intern for separation team. During this time, I have performed lots of tasks regarding separation process. These are:

a. Receiving resignation from the employee
b. Receiving approval from MD, Head of HR, Head of concern divisions or Manager.
c. Mailing all divisions for audit and liability clearance regarding that particular employee.
d. Receiving clearance and input data.
e. Issuance of settlement notes
f. Preparing release order
g. Preparing experience certificate
h. Preparing service benefit
i. Taking exit interview
j. Documentation all the papers
k. Preserving photocopy or scan copy of needed document
l. Other clerical task
m. Proving pay order to the employee

5.4 Task with Recruitment Team

Although I am assigned for separation team whenever I have enough time, I have been assigned some task from the recruitment team. These are-

a. Checking CV
b. Call for interview
c. Call for internship
d. Find out needed information from CV
e. Preparing short list for interview
f. Documentation of needed information

5.5 Observation

I am very glad to work at HR Division in Lira Group. The working environment is so friendly and the employees are also cordial. They are always at my sight whenever I face any problem. They always assist me whenever I ask any question regarding my report or other issues. Though all the information is confidential, they support from their level best to fulfil my queries. During the internship program I have observed some practices that are given below:

a. Accomplished the job on time.
b. All the employees are connected with HR connection system.
c. Information is communicated over e-mail.
d. Every employee is accountable to supervisor for their responsibility.
e. A good performance is always appreciated by other colleagues.

Chapter Six

Human Resource Management Practices at Lira Group

6.1 Human Resource Division at Lira Group.

Human Resource Division of Lira Group exists to help employees and organization to reach their goals. Along the way, they face many challenges arising from the demands of the employees, the organization, the society. The domestic and international environments are the particularly turbulent because of the growing challenges also result from ever changing laws, especially laws that address the need for equal employment opportunity. Within these constraints, the Human Resource Division of Lira Group. must contribute to the organization in ways that are both ethical and socially responsible.

6.2 HR Division Structure of Lira Group

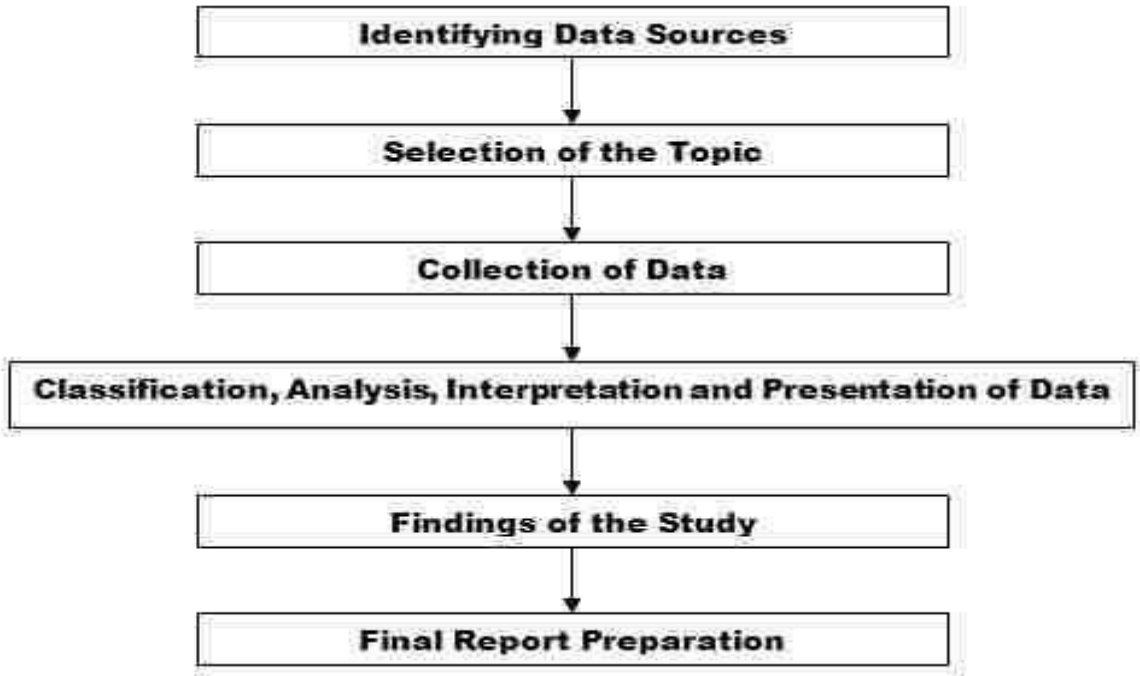


Figure 1: HR Division Structure

6.3 HR Planning at Lira Group

Lira Group performs the HR Planning in order to identify current and future human resource need to achieve its goals. Human resource planning should serve as a link between human resources management and the overall strategic plan of an organization. In order to evaluate the requisition from branch or divisions with their job load they

maintain a proper human resource planning. The HR division must have to give report about the current manpower to the top management in every month. It is a continuous process of systematic planning ahead to achieve optimum use of an organization's most valuable asset—quality employees.

6.4 Job Analysis of Lira Group

Lira Group performs the job analysis in order to identify and determine in detail about the particular job duties and requirements and the relative importance of these duties for a given job. This is done by three functions-

a. Job Description
b. Job Specification
c. Job Evaluation

Job Description: Lira Group. clearly states the essential job requirements, job duties, job responsibilities of a particular job. Job description provides the clear idea about the portfolio of an employee and his/her specific responsibility. Lira Group has used a written and specific job description for their each and every circular. In circular they try to clarify the following things like what would be-

a. Job Title
b. Job location
c. Job Summary
d. Reporting to
e. Working Conditions
f. Job Duties

Job Specification: Lira Group. defines the job specification to hire the right employee for the right position. In order to accomplish this task Lira Group. basically focus on educational qualifications, specific qualities, level of experience, physical, technical and communication skills required to perform a job. It also includes general health, mental health, intelligence, aptitude, memory, judgment, leadership skills, emotional ability,

adaptability, flexibility, values and ethics, manners and creativity etc. The experience required for the employee may vary from position to position.

Job Evaluation: Lira Group. practices the job evaluation for determining the value/worth of a job in relation to other jobs in an organization. It tries to make a systematic comparison between jobs to assess their relative worth for the purpose of establishing a rational pay structure.

6.5 Recruitment Practice at Lira Group

The recruitment goals of Lira Group are to attract and retain highly qualified human resources who will perform best in their respective areas. The organization not only tries to attract well-qualified candidates but also tries to identify and recruit people who are really interested to work in the organization for an acceptable period of time.

a. Lira usually promotes from within the organizations, but when the need arises, the organization also hires from outsides for vacancies at all levels.
b. LIRA always emphasizes on hiring for a long period of time. The organization tries to attract and select those candidates who will move through the organizational hierarchy to the senior level positions in the future.
c. LIRA has developed a corporate culture where employees are not treated as mere employees. They are treated as associates of the organization. Together, they form a family and all associates are the members of the families.

6.5.1 Types of Recruitment

a. Lira Group Practices two types of recruitment. These are-

b. Yearly recruitment: This is done each year, according to the HR planning.
c. Need-based recruitment: This is done when there is a sudden vacancy.

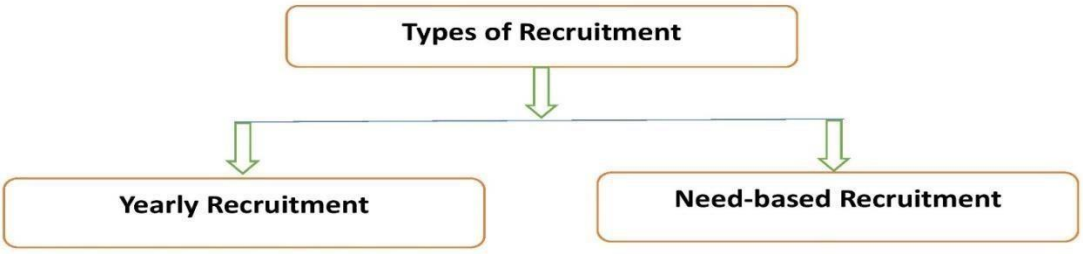


Figure 4: Types of Recruitment

6.5.2 Points of Recruitment

1. **Hiring for Management Cadre (Entry level/ Fresh)**
    a. Management Trainee (MT)

2. Hiring of Non-Management Cadre (Entry level/ Fresh)

1. Trainee Assistant (Front Office)
2. Sales, Recovery & Support (SRS)

3. Hiring Lateral Entrants for Regular Permanent Positions (Experienced)

1. Experienced Plastic Professionals
2. Experienced candidates with Non-Plastic/Technical Background
3. Sales, Recovery & Support (SRS)
4. Miscellaneous positions specialists

4. Hiring Fixed Term Employees

1. Experienced Plastic Professionals
2. Experienced Candidates with Non-Plastic/Technical Background
3. Miscellaneous positions specialists

6.5.3 Sources of Recruitment

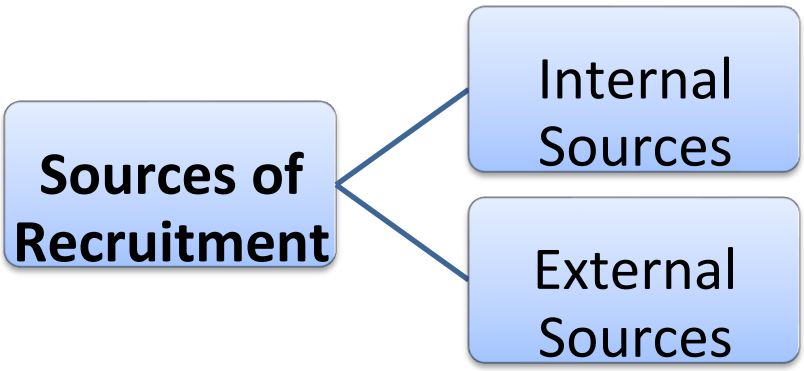


Figure 5: Sources of Recruitment

6.5.3.1 Internal Sources

Where appropriate, at the request of the hiring division, the Organization will advertise vacancies internally as per criteria and other terms and conditions set by Management including but not limited to the following:

1. As per the location requirement of the position, transfer and posting will be executed considering the recommendation of the respective division/ department.
2. Employees cannot use the internal job vacancy to change their current stream (e.g. shift from Front Office or SRS Stream to Core Plastic Stream) and location. Job stream change must follow board approved policy.
3. Up gradation, promotion and compensation would be as per broad banding Pay Structure policy.

6.5.3.2 External Sources

External sources are used both for fresher and lateral employees. The channels that may be used to source external candidates depends upon the time, job designation and cost of sourcing. Lira Organization provides circular to many sources. These are given below-

1. Online job advertisement
2. Job portal
3. Lira Organization website

4. Social Media/Network
5. Print Media
6. Executive search or recruitment agency
7. Referrals (both internal & external)
8. Campus recruitment
9. BD jobs

6.6 Selection Practice at Lira Group.

Managing human resource is one of the priorities of Lira Organization in which **'Selection'** receives critical attention. The success of business depends mostly on the quality of services rendered to the customers both internal and external. Quality depends on competency of the employees recruited and retained. So, Lira Organization commitment is to handle all selection with fairness and objectivity. Lira Organization ensures objectivity, transparency, diversity and also accountability in the selection and appointment process of all employees in the Organization.

6.6.1 Selection process of Internal Recruitment

The selection process of internal recruitment starts with job analysis. The duties and responsibilities of particular post are identified by job analysis. They mostly select the experience employees. At first the recruitment team sorts out the database and summarized the curriculum vitae. Then they call those employees for interviews and select them who passed the interview session. As the internal recruitment organization does not take any written test for the proposed post. After selecting the employees, the organization places the employees to the proposed post. Sometimes job rotation takes place to fulfill the particular branch/division need.

6.6.2 Selection process of External Recruitment

The Selection Process of external recruitment consists of two types. They are-

A. For Fresher
B. For lateral

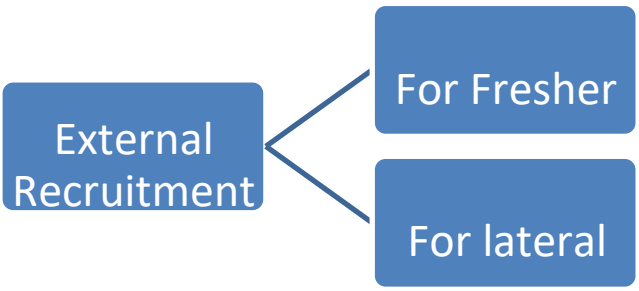


Figure 7: Types of External Recruitment

6.6.2.1 For Fresher

Lira Group has standard process for selecting fresher for the post. Mainly they follow this process for the Management Trainee Officer (MTO).

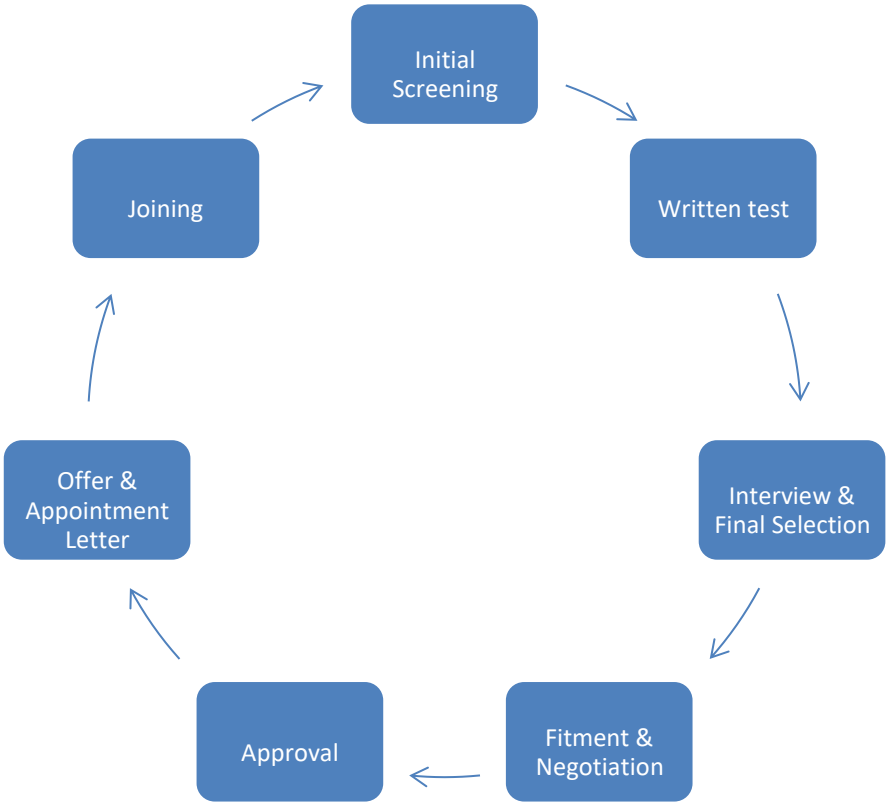


Figure 8: Selection Process of Fresher

1. **Initial Screening:** After collecting CVs from the applicants, they start sorting them. The screening process is mainly based on some criteria like educational background, skills,

extra curriculum activities, age and so on. For example, For the MTO age limit is thirty years and the candidate should complete his/her graduation from a reputed university.

2. **Written test:** After screening CVs, they take written test of the applicants who survive through screening test. Based on the result of screening test they sort out few applicants and processed for taking interview.
3. **Interview & Final Selection:** Those who passed the written test are called for interview. Interview will be conducted by the Management Selection Committee. They take face to face interview of the applicants and the interview play crucial part as it helps the organization to know about the applicants. The personnel are selected based on the outcome of face to face interview.

4. **Fitment & Negotiation:** The appointed personnel have to submit medical report to the Lira Group. The Organization assesses the medical report of personnel. Depending on the volume recruitment around 7 days' time is required for fitment and negotiation process of the candidates.

5. **Approval:** Upon completion of fitment, negotiation process if recommended by the management selection committee MD / Board approval is taken.

6. **Offer & Appointment Letter:** Offer letter, pre-employment, medical test, background test and finally appoint letter is issued.

7. **Joining:** The personnel join the Lira Group based on the appointment letter's mention date and branch. As a fresher join to the organization, they have to pass probation period to recruit as a permanent employee of Lira Group.

6.7 Training and Development at Lira Group

Lira Group upholds a learning environment and prepares the employee as future business leaders. In line with this, the Organization shall develop required knowledge and skill-set of the employees by identifying the learning needs, providing the required learning interventions and assessing training effectiveness through standard process to perform

their roles effectively and efficiently. Lira Group provides a basic training to all of their employees in the following areas-

a. General Plastic
b. Credit Management
c. Foreign Exchange

6.7.1 Training Need Identification

All permanent employees of Lira Group are eligible to undertake any functional, general, soft skill and any other training initiative provided he/she has the own division's approval. There are four types of training need identification. These are-

a. Business need identification
b. Individual need identification
c. Policy or compliance need
d. Latest topic of regulator or other need

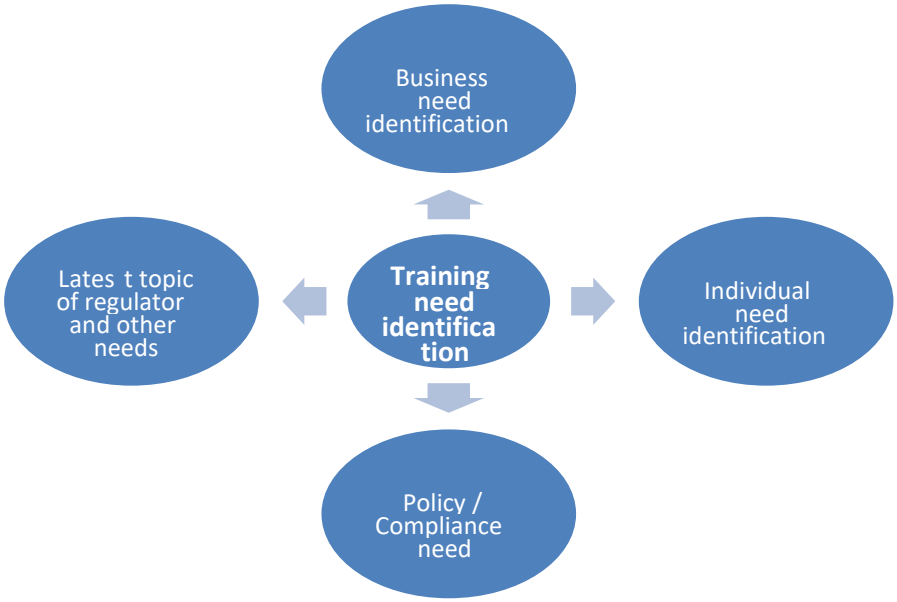


Figure 9: Types of Training Need Identification

Business Need Identification: The key development areas (General, Functional and soft-skill) of employees are being identified through the recommendations of the division / department (for some special cases), Branch heads/ Supervisors as per approved business strategy. Divisional head shall submit a 'Divisional Development

Plan' / filled up training need requirement form to HR training and Development team by the described deadline each year.

Individual Need Identification: The identification of individual training need occurs through the annual performance process. The individual's need is identified in the line with the performance gap in the current role and future career aspirations. It is the primary responsibility of the line managers to identify individual training needs for their employees with the agreement of the employees and the divisional head.

Policy / Compliance Need: Policy related training needs are identified according to assessment of different compliance issues or as per different regulatory body of the organization.

Latest Topic of Regulator and Other Needs: HR Training and Development arranges workshops on the latest Plastic / Financial topics recommended by the regulator with the guidance of head of HR, MD and CEO as well as senior management.

6.7.2 Types of Training

In-house: The organization may initiate, Manage and provide training to the employees by using knowledge and skills of the employees of the organization or external resource personnel at HR Training and Development premises or any other venue of Dhaka city.

Outreach: Outreach training indicates that the organization may arrange training for the employees outside Dhaka region at any branch premises/ regional office/ external venue.

Other Institute: Any learning initiatives conducted by other organization/ other training institute inside Bangladesh will be known as "Other Institute Training". Employees may be sent for different learning initiatives conducted by other organizations or other

institutes based on the need of the Stakeholders. Lira Organization train up their employees from Bangladesh Organization, BIBM and others institute.

Foreign: Any learning initiatives conducted by the other organization / other training institute outside Bangladesh will be known as "Foreign Training". Foreign Training shall be entirely need based. Foreign Training will be under the delegation of Managing Director and CEO of the Organization.

E- Learning: E-Learning is utilizing electronic technologies to access learning curriculum outside of a traditional classroom. It refers to a course, program or degree delivered completely online. It includes the delivery of content via internet, intranet /extranet, audio visual or more.

E- Learning can be arranged in two ways-

In- House: For any in- house E- Learning course, HR training and development team will design, manage and provide training to employees. However, concerned departments shall provide contents of those courses for development purpose.

External: Employees can apply for E- Learning Courses from listed vendors through proper channel.

6.7.3 Training Planning, Designing and Implementation Process

Training Calendar and Budget preparation: Once training need identification is completed, HR training and development team then compile and prepare a yearly training calendar along with the budget and submit to the management for approval. If any change required to the training calendar, it requires to be done during approval.

Circulate Training Calendar: After management approval, training calendar will be circulated by HR training and development within the prescribed schedule.

Training Coordination Process: Once the training is designed and developed, the next stage will include coordinating other operational activities, executing the training and collecting feedback.

Training Implementation Process: Lira Group executes their training program by three ways. They take decision about the training process on the basis of training need identification. The training process are-

1. In-House training process
2. Other institute training process
3. Foreign training process

6.8 Reward & Recognition Policy of Lira Group.

Lira Group's reward and recognition policy sets out the process by which employees are awarded for supporting organization's objectives in the performance of their duties. This policy provides a coherent and practical approach for both current and one-off payment to employee in order that individual contribution may be recognized and equitable way.

6.9 Eligibility

All employees employed except Managing Director and Deputy Managing Directors are eligible to be considered for the award one-off payments/award/recognition. The management utilizing the principles applied within this policy will determine the appropriate award of the employee/s. The recognition and award process are accessible to all eligible employee, irrespective of their contractual status or length of service provided that they are in post on the effective date of the award. Rewarding Managing Director and Deputy Managing Directors will be in the discretion of the Board of directors.

6.10 Leave Management at Lira Group

Leave policy enables employees of the organization to manage emergency situation in personal life and maintain healthy work balance. In addition, it will provide the employee with an opportunity to regain mental & physical fitness resulting greater productivity while back to the work.

6.10.1 Types of Leave at Lira Group

SL.	Type	Eligibility
1	Privilege leave/Earned leave	Every eligible employee is entitled to privilege/Earned leave for thirty calendar days per calendar year (January to December) on completion of 01-year continuous service of the organization. An employee who loins the organization during the year will earn such leave at the rate of 2.5 days per completed month of the service.
2	Casual leave	An employee shall be eligible for casual leave since joining the services of the organization.
3	Sick leave	Employees shall be eligible for sick leave on joining.
4	Study leave	An employee is entitled to study leave upon serving the organization for at least 3 years. Study leave shall not be granted to an employee who is due to retire within 05 years of the date on which he/she is likely to return from the study leave.
5	Maternity leave	A regular female employee shall be eligible for maternity leave upon joining the service of the organization. (06 months with pay)
6	Mandatory leave	All employees shall avail this leave each year continuous service in the organization and subsequently every completed year thereafter.

7.	Leave without pay	An employee shall be eligible for leave without pay since joining the service of the organization.

6.10.2 Privilege Leave/Earned Leave

1. Every employee shall be entitled to privilege leave with full pay at a ratio of 30 days for each calendar year i.e. 2.5 days for every month and shall be credited to leave account on the first day of each calendar year, that is, on the first January every year subsequent to the employee's joining.
2. The maximum period of privilege leave with full pay with can be taken at one time by an employee is 60 days.
3. The unutilized balance of privilege leaves as of 31st December each year shall be carried up to a maximum 15 days to the subsequent year.
4. A maximum of 120 days privilege leave can be accumulated.

6.10.3 Casual Leave

1. Casual leave for not more than 10 days in a calendar year shall be granted to an employee provided that not more than 03 days leave can be taken at a time for this purpose.
2. Casual leave cannot be taken 'in continuation of' or 'in combination with' holidays including weekends and if holidays and weekends intervene two spells of casual leave the entire period (including holidays) shall be reckoned as casual leave and it should not exceed 03 days.
3. The employees who join the services of the organization in the middle of the year, casual leave shall be credited on a pro rata basis.

6.10.4 Sick Leave

1. An employee will be entitled to sick leave with full pay and allowances for a total period of 14 days in a calendar year.
2. The unutilized sick leave will not be carried forward.

3. A maximum of 28 days of sick leave can be granted in an emergency situation as exception supported by a certificate from a certified medical practitioner acceptable to the organization.
4. Sick leave less than or up to 03 days might not require any certificate from medical practitioners.

6.10.5 Study Leave

1. Study leave may be granted to an employee without pay and allowances for a maximum total period of 02 years in the entire service length of the organization and will not be debit-able to his/her leave account.
2. Such leave shall not count towards service length of the employee.
3. The employee eligible to avail this leave has to provide detail document along with letter of enrolment/invitation letter from the pursuing institution abroad & student visa document.

6.10.6 Maternity leave

1. Maternity leave for the female regular employees will be for a period of 06 months.
2. During the period of maternity leave, an employee will get full salary and other admissible benefits as availed while in service.
3. Such leave can be availed maximum twice during the entire period of service (only for the first two living children). However, it excludes multiple births from a single pregnancy.
4. Probation of a female employee (MT/TA) will not be extended due to maternity provided she has fulfilled all the criteria required for confirmation.

6.10.7 Mandatory leave/HR Compliance Leave

1. All permanent employees should avail 15 days of leave in a calendar year to ensure compliance with the Bangladesh Organization guideline.
2. Mandatory leave will be ducted from the privilege leave balance of the employees.

3. This leave plan should be planned in advance and submitted to HR preferably at the beginning of the year for approval.

6.10.8 Leave Without Pay

(a) In cases of leave without pay no basic pay will be paid but all allowances including utilities, house maintenances, car maintenances, etc. shall be paid in full, provided the leave without pay period does not exceed 60 days in a calendar year.

(b) If the leave without pay exceeds 60 days in 24 months from the first spell of leave taken, no salary & allowances shall be paid for the entire period of leave which was granted as leave without pay.

(a) In case of an employee who has not completed 05 years of continuous service, the duration of leave without pay at any one time shall not exceed 90 days.

6.11 Transfer & Posting

Transfer is a condition of employment. During the course of employment Lira Group. takes the assurance of employees that he/she will be posted at any branches and divisions of head office to gather knowledge about the various working conditions and the necessity of the organization. Lira Group. practices three types of transfer system. These are-

- Transfer at the Organization's interest is
- At the employee's request
- Job rotation

Chapter Seven

Findings, Recommendation and Conclusion

7.1 Findings

HR Planning: Lira Group performs HR planning in order to identify their current manpower number and the need of future manpower. The decision is taken against any requisition by comparing the portfolio and the current manpower of that particular division or branch. The result of analysis is discussed with the head of branch network division for the branch and the head of division for the division.

Recruitment: Lira Group practices two types of recruitment. One is yearly based recruitment and another is need based recruitment. They use both internal sources and external sources for their recruitment. They basically prefer lateral employees for recruitment. However, they recruit MTO as a fresher.

Selection: In the case of lateral employees Lira Organization does not take any written test. Employees are selected on the basis of interview / viva. Lira puts much importance on experience of an employee regarding industry. On the other hand, in the case of fresher they take written test as well as viva for selecting the candidates.

Training & Development: Lira Group follows training need identification process in order to identify employees for training. Employees are provided inhouse, outreach, other institute, foreign and e-learning training. In the case of foreign training, Lira keeps training bond from the employees. Lira Group has its own HR training & development center at Motijheel. But the numbers of trainers are not sufficient enough to train up employees. For that reason, they hire trainer from BIBM, Bangladesh Organization and other institution. Moreover, they follow 3Es development approach for the development of employees.

Performance Appraisal: Lira Group conducts performance appraisal annually. They follow the 360-degree performance appraisal method which is based

on rating system. They evaluate employees on the basis of 300 marks which are divided into three segments. They use the outcome of performance appraisal in payment of bonus, promotion & merit incentives and punishment.

Rewards & Recognition: All employees except MD and DMD are eligible for award at Lira Group. The MD and DMD are also awarded with the discretion of board of directors. Organization provides both financial and non-financial rewards and recognition to the employees on the basis of their performance.

Promotion & Up-gradation: Lira Group follows two types of promotion and up-gradation. These are – regular promotion and accelerated promotion. For regular promotion the employees must have a job experience with Lira organization not less than 2.5 years (for JO to AVP) and not less than 3 years (for SAVP and above).

Compensation & Benefit: Lira Group provides highly attractive compensation package to the employees. They also provide provident fund, gratuity benefit, death benefit, disability benefit and retirement benefit. Lira Organization does not provide any provident fund benefit to employees unless his/her tenure of service is 3 years and does not provide any gratuity benefit unless his/her tenure of service is 5 years.

Transfer & Posting: In Lira Organization transfer is the condition of employment.
Regional manager's, branch manager's, and divisional heads shall be transferred once in every 4 years. Executive and Officers shall be transferred once in every 5 years. The desk of all officers shall be rotated in every 2 years.

Separation & Resignation: Every employee should resign with the notice of 01 month. A probationer employee should resign with the notice of two weeks.
Otherwise, he/she has to compensate for his/her discontinuation of service.

7.2 Recommendation

Firstly, Lira Group. should provide more opportunity for the fresher. Because every year a large number of students complete their graduation and post-graduation.They have no job experience to get entered as a lateral employee.

Secondly, Lira Group. should extend the scope of on the job training so that employee can develop skills from their day to day task. The organization should make an arrangement of training session about up-to-date technology and methods in order to make sure the customer satisfaction with high efficacy.

Thirdly, Members of training team should be increased so that the employee may take support whenever they required. There should start supervision span under the trainer in order to monitor the progress of employees.

Fourthly, Training bond options in the case foreign training should make flexible and employee friendly so that employee can easily avail the training opportunity. Because, organization must have to ensure employee betterment.

Fifthly, In the case of promotion of JO to Officer, Lira Group. should take written exam/interview to justify employee's knowledge regarding their job. Because, without proper knowledge employee cannot give better service to the customers.

Finally, In the case of gratuity benefit and provident fund Lira Group. should comply with the "Bangladesh Labour Law, 2006". Because, it ensures a better labour practice.

7.3 Conclusion

Now-a-days, industry has become more competitive. The success of a organization highly depends upon the customer's satisfaction as well as employee's satisfaction. HR division plays a vital role from the very beginning of operation of Lira Group. Human resource division of Lira Group. ensures their best services to all the employees. In order to keep pace with the global competitive environment, HR division of Lira Group. takes proper initiatives to make the employees a competitive work force. They believe by making the employees satisfied, it is possible to take the best output from the employee. That's why they are always trying to take initiatives which are beneficial for the employee's career as well as organization. As the organization industry in our country are highly competitive so it is a great challenging for Lira Group. to retain expert employees. HR division of Lira Group. is much conscious about that. So, from my opinion HR division of Lira Group. plays the vital role in the success of Lira Group.

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