

An Internship Report
on
Human Resource Practices of Keya Agro Process
Limited



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Batch: 52

Program: BBA

Major in Human Resource Management

Department of Business Administration

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Daffodil International University

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Limited

Submitted To:

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Date of Submission: February 02, 2023

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Letter of Transmittal

February 20, 2023

Dr. Khadiza Rahman Tanchi

Associate Professor

Department of Business Administration

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Subject: **Submission of Internship Report.**

Dear Sir,

This is to inform you that I have completed my internship report topic “**Human Resources Practice of Keya Agro Process Limited**” which has been prepared as a requirement for the completion of the BBA program Department of Business Administration, Daffodil International University. I have tried my best to make this report a comprehensive and informative one. I hope you will appreciate my endeavor and find the report up to your expectation.

It has to be mentioned further than without your advice and cooperation it would not be possible for me to complete this report. I shall be gratified to answer any sort of queries you think necessary regarding this report.



Sincerely

Md. Sohel Miah

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Approval Certificate

This is to certify that **Md. Sohel Miah ID# 191-11-6109, BBA** (Human Resource Management), is a regular student of Department of Business Administration, Faculty of Business and Entrepreneurship, Daffodil International University. He has successfully completed his internship report on “**Human Resources Practice of Keya Agro Process Limited**” and has prepared this report under my direct supervision. This report is worthy of fulfilling the partial requirements of BBA program. I also declare that the report has been prepared for academic purposes only and this paper may not be used in actual market scenario.

I have gone through the internship report and found it a beautifully written. He has completed the report by himself. I wish him every success in life.



Dr. Khadiza Rahman Tanchi
Associate Professor
Department of Business Administration
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Acknowledgment

In the name of Allah, the beneficent the merciful. This paper would not have been possible without the guidance and the help of several individuals who in one way or another contributed and extended their valuable assistance in the preparation and completion of this study.

I started this internship report and finally it has been completed. The special thanks to my helpful supervisor Dr. Khadiza Rahman Tanchi, Associate Professor, Department of Business Administration. Faculty of Business & Entrepreneurship, Daffodil International University.

I would like to express my gratitude towards my supervisor and experienced in online of observe impact of firm's profitability on stock price return for kind encouragement which has helped me in completion of this thesis report. This report is an essential part of BBA program as one cannot gather educational knowledge and experience without observing & doing work at chosen this topic.

I would like to express my special gratefulness and thanks to all online platform for finding anything so easily. This report makes me realized the value of working as a new experience from online platform.

Executive Summary

The Human Resource Management (HRM) practices of the company have been analyzed and evaluated through an internship program. The objective of the study was to identify the challenges and opportunities in the HRM practices and to provide recommendations to improve the overall HRM system. The report highlights several key problems and solutions related to HRM practices in the company.

The major areas of concern include employee retention, recruitment, diversity and inclusion, performance management, and employee engagement. The report suggests that the company can improve its HRM practices by offering competitive salaries and benefits, providing opportunities for professional growth, implementing diversity and inclusion training programs, regularly providing performance feedback, and encouraging open communication. These steps will help the company in retaining its employees, attracting, and hiring qualified candidates, promoting a supportive workplace culture, improving performance evaluations, and increasing employee morale and motivation.

In addition, the report also suggests that the company should use technology to streamline the HRM processes, such as using applicant tracking systems to improve the recruitment process and implementing performance management software to track employee performance and provide regular feedback. The company should also establish a clear performance evaluation process and provide employees with opportunities to provide feedback on their own performance. This will help the company to make data-driven decisions on employee development and training programs.

Overall, the report suggests that the company can improve its HRM practices by making small but meaningful changes that will have a positive impact on the overall work environment and culture. The recommendations outlined in the report can help the company to attract and retain talent, increase employee engagement, and improve performance management processes. The company should take these recommendations into consideration and develop a strategic HRM plan to implement the changes effectively

Contents

Letter of Transmittal	i
Approval Certificate	ii
Acknowledgment	iii
Executive Summery.....	iv
Chapter: 01	1
1.1 Introduction:	1
1.2 Background of the Study:.....	1
1.3 Scope of the Study:	1
1.4 Objective of the study:.....	2
1.5 Methodology:.....	2
1.6 Limitation of the study:.....	3
Chapter: 02	3
Company Overview	3
2.1 Company Overview:.....	3
Keya’s different sectors are given below:	4
2.2 History of Company Keya Agr	4
2.3 Vision of the Company:.....	5
2.4 Mission of the Company:	5
2.5 Objective of the Company:	5
2.6 Management Organogram/ Structure:.....	6
Chapter: 03	7
Theoretical Background	7
3.1 Introduction of human resource management:	7
3.2 Objectives of HRM:	7
3.3 Recruitment and Selection:.....	8
3.4 Recruitment & Selection Process:.....	8
3.5 Overall Compensation System:.....	10
Chapter: 04	10

HRM Practices of Company	10
4.1 Current scenario of HRM Practices of company:	10
4.2 Recruitment process of company:	11
4.3 Selection process of company:	12
4.4 Training and development process of company:.....	13
4.5 Performance appraisal methods followed by company:	14
4.6 Compensation and Benefits of company:.....	15
Chapter: 05	17
Findings, Recommendations, and Conclusions	17
5.1 Findings	17
5.2 Recommendations:	18
5.3 Conclusion:.....	19

Chapter: 01

1.1 Introduction:

Keya Group is the most well reputed conglomerates in Bangladesh. Boasting three spinning mills, Keya Group holds a leading position in the manufacturing and exporting of knitted garments. Currently, Keya Group operates six industries and employs more than 10000 people to continue their activity. For more than 20 years Keya group has been conducting its operations with various countries in Bangladesh and abroad in countries such as Europe, Australia, China, USA and other countries in the Southeast Asian region. Originally Mr. Khaleque pathan a visionary entrepreneur, took Khaleque & Co. from its humble beginnings with Keya Super Beauty soap and built it up into what is today known as the Keya Group of Industries. Keya Agro process limited is an arm establishment of the Keya group. It is one of the private sectors in Bangladesh. It was established in 2012. This company is playing one of the leading roles in increasing our national GDP.

1.2 Background of the Study:

As a prerequisite for the Bachelor of Business Administration (BBA) degree from Daffodil International University (DIU). I have finished internship report and prepared report named is “Human Resource Practices at Keya Agro Process Limited”. The period is three months of my internship that is continue from under the supervision of Dr. Khadiza Rahman Tanchi, Associate Professor, Department of Business Administration, Daffodil International University.

1.3 Scope of the Study:

The scope of the study to cover general activities and Human Resource Practices at Keya Agro Process Ltd.

1.4 Objective of the study:

Broad Objective:

The main objective of the study is to explore the human resource practices at Keya Agro Process Ltd.

Specific Objectives:

1. To identify the current scenario of HRM Practices of Keya Agro Process Ltd.
2. To investigate the recruitment and selection process of Keya Agro Process Ltd.
3. To analyze the performance appraisal methods followed by Keya Agro Process Ltd.
4. To scrutinize the training and development process of Keya Agro Process Ltd.
5. To identify the compensation and benefit packages of Keya Agro Process Ltd.

1.5 Methodology:

To prepare internship report that data has been collected from both primary and secondary sources.

i. Primary Source:

- Discussed with the manager of the Keya Agro Process Ltd.
- Face to face conversation with respected employees of the organization.
- Conversation with potential customers.
- Practical work experience.

ii. Secondary Source:

- Annual report of the Keya Agro Process Ltd.
- Website of the Keya Agro Process Ltd.
- Different files of the Keya Agro Process Ltd.

1.6 Limitation of the study:

- ❖ The shorter time of the internship program.
- ❖ Lack of inefficiency information.
- ❖ Keya Agro Process limited website was not update.
- ❖ Keya Agro Process limited has some legal obligations.
- ❖ Difficult to collect appropriate information which is needed.
- ❖ Employees of the Keya Agro Process are so much busy. So, it is complex to co-operate with me.

Chapter: 02

Company Overview

2.1 Company Overview:

Keya Agro Process Ltd. (KAPL) is the sister concern of Keya Group. This organization is a self-dependent, non-political and a non-government organization. That was established on 09 February 2012. The main mission for Keya Agro Process Ltd is to produce high quality products like 100% pure milk and sweets and 100% organic vegetables and it is currently operational in 6 different sectors. The main objective of KAPL is to ensure that everyone has access to pure quality food at reasonable and fair prices. KAPL is also focused on diminishing the environmental stress caused by chemical fertilizers by using organic ones instead and by planting medicinal plants to enhance the quality of life of local people.

Keya's different sectors are given below:

Dairy Farm: The Keya Dairy Farm was started with a sale of 3 Kg of 100% pure milk and up until December 2014, this number has increased to 940 Kg. The aim is to produce organic milk by feeding organic, unadulterated food to the dairy cattle. At present there are 200 cows at the dairy farm (milking cow, dry cow, pregnant cow, heifer, bull etc).

Vegetable Garden: The Keya Vegetable Garden produces 100% organic vegetables that are grown without using chemical fertilizers and pesticides. At present, this organic produce can be purchased from vegetable stalls set up just outside the factory premises.

Nursery: Now our nursery is under development. But end of the 2014 we have started our plants selling.

Goat Farm: This sector is also under development. The main objectives are to produce and provide 100% pure goat milk to consumers.

Pisciculture: This is a new addition to Keya Agro Process Ltd. supplementing the fresh vegetables and dairy, KAPL now cultivates fish in order to provide fresh, unadulterated fish for consumption.

2.2 History of Company Keya Agro:

Keya group is the one of the leading organizations in our country. Keya Cosmetics Limited was established in 1996. Its founder and chairperson are Abdul Khaleque Pathan. It paid 10 to 50 percent dividends on its stocks in 2001. Keya Agro Process Limited, the most reputed Agro based company under one of the largest group of companies named Keya Group. Keya Agro Process Ltd. (KAPL) is a self-dependent, non-political and a non-government organization that is established on 09 February 2012. Keya Detergent Limited and Keya Soap Chemicals Limited were merged with Keya Cosmetics Limited in 2010. Keya Soap Chemicals was the only company not listed on the Dhaka Stock Exchange. Keya Cosmetics announced that it will sponsor Suhrawardy Cup National under-19 football championship. Keya Cotton Mills, Keya

Knit Composite, and Keya Spinning Mills were merged in 2015 with Keya Cosmetics. Bangladesh Securities and Exchange Commission initially opposed the move as the three companies were burdened with large liabilities while Key Cosmetics is listed on the Dhaka Stock Exchange. The merger received approval from Bangladesh High Court.

Sister Concerns of Keya Group

- Keya Cosmetics Limited
- Keya Europe
- Keya Cotton Mills
- Keya Knit Composite
- Keya Agro Process Limited
- Keya Yarn Mills Limited
- Khaleque Knitting and Garments Industries Private Limited
- Keya Spinning Mills
- Knit Composite Division

2.3 Vision of the Company: The vision of the organization is to be focused on becoming a leading and trusted brand in the country through providing high quality products and services to its consumers.

2.4 Mission of the Company: The main mission for Keya Agro Process Ltd is to produce high quality products like 100% pure milk and sweets and 100% organic vegetables and it is currently operational in 6 different sectors.

2.5 Objective of the Company: The main objective of KAPL is to ensure that everyone has access to pure quality food at reasonable and affordable prices. KAPL is also focused on

decreasing the environmental stress caused by chemical fertilizers by using organic ones instead and by planting medicinal plants to enhance the quality of life of local people.

2.6 Management Organogram/ Structure:



Chapter: 03

Theoretical Background

3.1 Introduction of human resource management:

Human Resource Management was originally known as people management. In the past, its role was very limited. HRM is a formal way of managing people within any company or organization. It is a fundamental part of any organization and its management. The main responsibilities of the people management department include with hiring, evaluating, training, and compensation of employees. If the organization is facing any kind of issue through the staff, then it is dealt by human resource management department. HR is concerned with specific work practices and how they affect the organization's performance.

- Anything related to managing people within a company or organization. This means decisions, strategies, principles, operations, practices, functions, activities, and the methods used to manage employees.
- The type of relationships people has in their places of employment and anything that affects those relationships in a positive or negative way.
- Ensuring that employees are satisfied with the conditions of their employment. This leads to better services and production of goods and helps the company's success.

3.2 Objectives of HRM:

The objective of human resource management of direction is to achieve the organization's goal through training, development, and employee's motivation head. Objectives of HR acquisition are planning, recruiting, selecting the most efficient individuals, orientation, and placement.

3.3 Recruitment and Selection:

Two Types of Recruitment

- Yearly Recruitment
- Need Based Recruitment

Source of the Recruitment

- Internal Source
- External Source

Internal Source: Internal source refers to selecting qualified candidates from the organization by the promotion.

External Source: External source refers to hire employees from outside of the organization. They can hire employees from multiple sources. The external source is given below-

- Campus recruitment from different university.
- Competitors and other organization
- Employee referral
- Hire from internship program
- Advertising in newspaper, company website, BD jobs etc.

3.4 Recruitment & Selection Process:

Planning: A recruiting process serves as the foundation. Accurately analyzes and present the recruitment process for which it in conducted. These include job descriptions, experience, skills required for the job etc. Prospective candidates should be qualified, experienced, and able to undertake the necessary responsibilities to achieve the organization's objectives.

Received Application: Received application is the second step of recruitment. Candidates should send their own CV against the job post when the writer posts the job. The HR department collects applications from job aspirants. Candidates are given at least three weeks to apply and job applications are closed after the specified time of period.

Shorting of applications: After collecting the applications, the third step is to short list the CVs. CVs are shortlisted by the HR department. However, the HR department can delegate this responsibility to other departments to save their time. After collecting the CVs, potential candidates are identified and contacted and called for initial interviews.

Informing candidates: After screening the applications through CV screening from among the potential candidates, a preliminary list is prepared. A specific date is fixed for the applicants to attend the written test or interview and the applicants are informed a few days before the date.

Written Test: The employment test is generally an aptitude test which measures the candidates' verbal ability, numerical ability, reasoning ability etc. The HR department to design recruitment tests for the company.

Interview: Candidates who qualify the written test are called to face the interview board. The interview board is usually conducted by managing director and HR head. A single interview is usually conducted to select a candidate for a post, but multiple interviews may be arranged due to the diversity of recruitment.

Final approval: After completing the interview the interview management team has to evaluate who will be selected and who will be rejected. After making the final decision, an offer letter should be prepared for each candidate.

Physical examination: After final selection, a fixed time is set for joining. First, the candidates have to go through the physical test. If the results are satisfactory then they can join.

Joining and placement: Candidates who have finally cleared the physical examination will have to submit all the academic certificates and required documents for joining. After the formal joining the candidates will be fixed the place of employment and finally, they will be considered as employees of Kaya Agro Process Limited.

3.5 Overall Compensation System:

In recruitment process company compensation perform with negotiable. That is bargaining in selection board and with candidates. But in selection process compensation system is performed as per companies' internal rules and regulations.

Chapter: 04

HRM Practices of Company

4.1 Current scenario of HRM Practices of company:

Human Resource Management (HRM) practices have been continuously evolving, and companies are adopting new and innovative approaches to manage their workforce. In the current scenario, companies are focusing on employee wellness, work-life balance, and creating

a positive workplace culture. The use of technology, such as HR management software, is also on the rise to streamline HR processes and improve efficiency.

Employee development and career growth are also becoming a top priority for companies. Many companies are offering training and development programs, flexible work arrangements, and opportunities for skill-building to retain top talent.

Companies are committing to creating a more inclusive workplace culture, where employees from different backgrounds, cultures, and experiences are valued and respected. This includes initiatives to address bias, promote diversity in leadership positions, and provide equal opportunities for all employees.

In conclusion, companies are focusing on employee well-being, development, and diversity initiatives to attract and retain top talent. The use of technology is also increasing to streamline HR processes and improve efficiency.

4.2 Recruitment process of company:

The recruitment process of Keya Agro Process Limited, Bangladesh, is designed to identify and attract the best candidates for the company's available job positions. This process is critical to the success of the company and is carried out in several stages.

Job Analysis: The first step in the recruitment process is to analyze the job requirements and determine the essential skills and qualifications needed for the position.

Develop Job Description: Based on the job analysis, the organization will develop a job description that outlines the job's responsibilities, qualifications, and requirements

Find Source Candidates: Once the job design is complete, the company will post the job opening on various platforms such as its website, job boards, and social media to attract a large pool of candidates.

Screening: The next step is to screen resumes to identify the most qualified candidates. The company's HR department or hiring manager will review the applications and resumes received and screen out candidates who do not meet the basic requirements for the position.

Assessment Tests: Candidates may be required to take assessment tests, such as aptitude or skills tests, to evaluate their knowledge and skills.

Interviews: Shortlisted candidates may be invited for one or more rounds of interviews. The interviews may be conducted by the HR department, the hiring manager, or a panel of interviewers.

Conduct Background Checks: After the interviews, the organization will conduct background checks to verify the candidate's employment history, education, and criminal record.

Offer: The selected candidate will be offered the job along with the salary package, benefits, and other terms and conditions.

4.3 Selection process of company:

The selection process is some steps that an organization takes to identify and hire the best candidate for a job. The aim of the selection process is to ensure that the organization hires the most suitable candidate for the relevant role.

Application Review: After receiving applications from job candidates, the company's HR department or hiring manager reviews the applications and resumes to determine whether the candidate meets the basic requirements of the job.

Screening of Applications: The company will review the resumes and applications of all candidates who have applied for the job. This stage is critical as it helps the company to identify the most suitable candidates. The company screens the applications and resumes to shortlist the candidates that meet the necessary qualifications.

Testing: The company may administer various tests to shortlisted candidates to evaluate their skills, knowledge, and abilities related to the job. Testing: The company may administer various tests to shortlisted candidates to evaluate their skills, knowledge, and abilities related to the job.

Reference Check: The company may contact the candidate's previous employers or references to verify the candidate's employment history, skills, and other relevant information.

Background Check: The company may conduct a background check on the selected candidate to verify their employment history, education, criminal record, and other relevant information.

Job Offer: After completing all the necessary steps, the company extends a job offer to the most suitable candidate, which includes the salary, benefits, and other terms and conditions of employment.

4.4 Training and development process of company: Training and development is important for the any kind of organization because it to create more motivation for the employees, enhances efficiency, helps to accept more risk management, enhances innovation and to increase the company's image, according to management help. The training and development process at Keya Agro Process Limited in Bangladesh may involve the following steps:

- Needs Assessment: It is the first step of training and development process. Here the company to Identifying the skills and knowledge gaps of employees and determining the training requirements that employees need to develop to achieve the company goals. The needs assessment can be carried out through various methods, such as employee surveys, performance evaluations, job analysis, and focus groups. The results of the needs assessment are used to develop a training plan that addresses the gaps in employees' knowledge and skills.
 - Program Design: After identifying the needs of training the company to designs a training program that aligns with the organization's goals and objectives. The training program should be aligned with the organization's strategic objectives and should address the
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identified training needs. The training program may be designed for a specific group of employees or for the entire organization. The training may be delivered in various formats, such as classroom instruction, e-learning, on-the-job training, or coaching.

- **Delivery:** The third step in the training and development process is delivering the training program. The delivery method will depend on the training program's design, the organization's resources, and the employees' availability. The training program may be delivered through various methods, such as instructor-led training, webinars, workshops, or self-paced e-learning modules. The training program should be interactive, engaging, and relevant to the employees' job relevant roles.
- **Evaluation:** Measuring the effectiveness of the training program and gathering feedback from employees. The company evaluates the effectiveness of the training program through various methods, such as pre-and-post assessments, surveys, or feedback from managers and employees
- **Follow-up:** The last step in the training and development process is following up and reinforcing the learning. The follow-up and reinforcement process ensures that employees retain what they have learned and apply it to their job roles. The follow-up and reinforcement process may include ongoing coaching, mentoring, and follow-up training sessions.

The objective of the training and development process at Keya Agro Process Limited is to enhance the skills and knowledge of employees, increase their job satisfaction, and contribute to the overall success of the company.

4.5 Performance appraisal methods followed by company:

The specific method used for performance appraisal at Keya Agro Process in Bangladesh is not publicly known. Some common performance appraisal method used in the organizations. However, based on common practices, the following methods could potentially be used:

Goals-based method: Setting clear, specific and measurable goals for employees and evaluating their performance against those goals.

360-degree feedback method: Gathering feedback from multiple sources, including supervisors, peers, subordinates, and customers.

Behavioral Event Interview (BEI) method: Evaluating an employee's past behavior and performance in specific situations to determine their strengths and areas for improvement.

Self-Evaluation method: Allowing employees to self-evaluate their own performance and provide feedback to their superiors.

Management by Objectives (MBO) method: Setting performance goals and objectives together with the employee and regularly reviewing progress towards achieving those goals.

The choice of method depends on the organizational culture, the nature of work, and the goals of the appraisal system.

4.6 Compensation and Benefits of company: We know that all organization to provide benefits for the employees Keya agro process limited is not different. Compensation system is performed as per companies' internal rules and regulations. However, common compensation and benefits offered by companies in Bangladesh include:

Basic Salary: The base salary refers the fixed amount of money that employees receive for their work in a company. The base salary is usually determined by the employees' job roles and responsibilities, their experience and qualifications, and the industry standards.

Medical Allowance: Medical allowance is a type of benefit that some companies offer to employees to help cover the costs of medical expenses. The amount of the medical allowance can vary depending on the company and the employee's position, but it is usually a set amount of money that is paid out each month or year. The purpose of the medical allowance is to provide employees with some financial support to help cover their medical expenses.

Conveyance Allowance: Conveyance allowance is a type of benefit provided by some employers to their employees as part of their compensation package. It is a fixed amount of money that is paid to employees to cover their transportation costs to and from work.

Provident Fund: Provident Fund is an important component of a comprehensive compensation and benefits package that can help employees save for their retirement while providing a competitive and attractive benefits package to attract and retain top talent.

Gratuity: Gratuity is a benefit provided by some employers to their employees as a form of appreciation for their service and loyalty to the company. It is a monetary reward that is typically given to employees when they leave the company after completing a certain length of service.

Group Life Insurance: The main benefits of group life insurance is that it can provide financial security for an employee's family in the event of their unexpected death. This can help alleviate some of the financial burden that the family may face, such as funeral expenses, mortgage payments, or other bills.

Performance-based incentives and bonuses: Bonuses are additional financial rewards that employees receive for their exceptional performance or for achieving specific goals. Bonuses may be given in the form of cash, stock options, or other incentives. Bonuses are often used to motivate employees to achieve the company's objectives and to reward their efforts.

It is important to note that the exact compensation and benefits offered may vary from company to company and may also depend on factors such as the employee's job level, years of service, and performance.

Chapter: 05

Findings, Recommendations, and Conclusions

5.1 Findings

After completing analysis, Find out some findings which fully from internship report. These findings are given below:

- ✓ The HR plan of keya agro process limited can be made more effective. It needs to be revised often according to the changes with the first-moving industry.
- ✓ No letter of regret is sent to the candidates who are not selected after final staff selection and joining.
- ✓ Keya agro process limited does not check references properly all the time, which is a big problem for the institution. As a result, candidates can be facing many problems.
- ✓ Many times, these processes are very lengthy for the recruitment and selection process which is not good for the company. Prospective candidates who participate are not informed of the results quickly.
- ✓ High turnover rates due to lack of job satisfaction and career development opportunities.
- ✓ Lack of investment in employee training and development. This can lead to low employee engagement, limited career growth opportunities, and a decline in overall productivity.
- ✓ Human resource department need to handle employee's relations issues, such as conflicts between employees or between employees and management. These issues can be caused through the poor communication and feedback.
- ✓ Major problems with performance appraisals are biased evaluations. Managers may have preconceived notions about certain employees and may rate them unfairly, leading to lower morale and dissatisfaction among employees.

- ✓ One of the major problems with compensation is unequal pay. Employees performing similar jobs may be paid differently, leading to dissatisfaction and lower morale.

5.2 Recommendations:

To provide recommendation for the organization it is very difficult to me. To identify the finding and give some possible recommendation it is very complicative based on three months' work experience. Some recommendation given below which organization can be improve. Recommendation is given below:

- ✓ Keya agro process limited HR department should execute plans more quickly and adapt with time.
- ✓ Keya agro process limited should send letters of regret to non-selected candidates after the selection and joining of final employees.
- ✓ Keya agro process limited should properly analyze all the submitted CVs and properly reference checked.
- ✓ The recruitment and selection process of Keya agro process limited takes a lot of time, it should be reduced through the quick decision-making of the organization.
- ✓ Offer competitive salaries and benefits, provide opportunities for professional growth and implement employee engagement activities and recognition programs.
- ✓ Keya Agro process limited need to focus on training and development and providing opportunities for learning and skill-building both on the job and through training programs. Managers should provide regular feedback and coaching that to help employees for achieve their full objective.
- ✓ Human resource department should provide effective communication channels for employees to pick concerns of organization and provide feedback. This can include setting up regular meetings with managers, implementing anonymous feedback channels, or creating an employee suggestion box.

- ✓ One way to minimize bias is to evaluate each employee through the multiple managers. This allows for a more comprehensive assessment of an employee's performance, and it also reduces the provability of bias.
- ✓ Company needs to conduct regular compensation reviews to ensure that employees are being paid fairly based on their job responsibilities, skills, and experience. This can be fulfilled through conducting salary surveys, analyzing internal pay structures, and providing clearness around pay decisions.

5.3 Conclusion:

In conclusion, Keya Agro Process Limited in Bangladesh has implemented a robust HRM practice that focuses on attracting, developing, and retaining its workforce. The company offers competitive compensation packages, employee training and development programs, and a supportive work environment. Through these initiatives, Keya Agro Process Limited is able to attract and retain skilled and motivated employees, which has contributed to its success in the market. To maintain its competitive advantage, the company needs to continue to review and improve its HRM practices to keep up with the evolving needs of its employees and the business environment.

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