



Daffodil
International
University

Internship report

On

**Human Resource Management Practices
of Taiba traders & Manufacturing Company.**



Date of submission:



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International
University

Internship report
On
Human Resource Management Practices
of Taiba traders & Manufacturing Company.

Submitted To

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Associate Professor
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LETTER OF TRANSMITTAL

Mahbub Parvez

Associate Professor

Department of Business Administration

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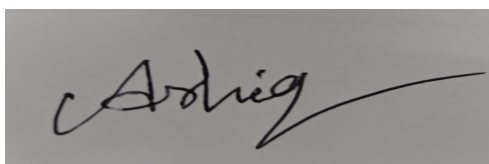
Subject: Submission of Internship Report on Human Resource Management Practices of Taiba traders & Manufacturing Company.

Dear Sir,

I am handing in the internship report with all the respect and a lot of satisfaction because it is part of the requirements of my BBA. The report is founded mainly on **Human Resource Management Practices of Taiba traders & Manufacturing Company**.

Collecting all the ensuing information and learning the subject matter in a proper and realistic place in fact is a mammoth task before me to ensure that this report becomes feasible. It is one research that has been interesting enough, helpful and informative. I shall feel highly satisfied if you will take time to read the report with a view to determining the fruitfulness of it. I wish you to reflect on the errors which could occur in the report despite my effort.

Sincerely Yours,



.....
MD. Ashiq

ID: 211-11-6664

Batch: 58th

Department of Business Administration

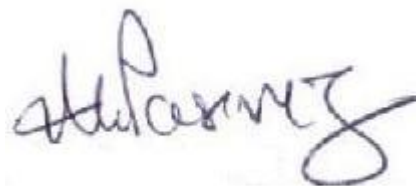
Daffodil International University

Certificate of Approval

This is so as to ratify MD. Ashiq, ID: 211-11-6664 I am supervising and mentoring the internship report of the Department of Business Administration of Daffodil International University which is known as **Human Resources Management Practices of Taiba traders & Manufacturing Company.**

The place where he did his internship was the HR department of Taiba Traders & Manufacturing Company, at Highway, Rajbari in Rajbari Sadar. I am glad to say that he has followed up all the steps necessary and required to be followed in order to complete the report and the report has all the data, information, analysis and findings through the authentic source of information. Consequently, the report appears to have had an effective conclusion.

I wish him every success in life.



Mr. Mahbub Parvez
Associate Professor
Department of Business Administration
Faculty of Business & Entrepreneurship

Acknowledgement

To begin with I would like to thank the Almighty ALLAH and my parents who had given me the strength to do my duty as an intern and too make the report in the required time.

I owe a lot to the unreserved ability of my Faculty Advisor Mr. Mahbub Parvez, Associate Professor, Daffodil International University to oversee me throughout my evaluation period in the organization. Uttam Dey, HR & Compliance Manager is my organizational supervisor, as well. Indeed, without their guidance I could not get this report to this level.

This has been a wonderful duration of time within which I prepared this report titled **Human Resources Management Practices of Taiba Traders & Manufacturing Company**.

I owe my thanks to the whole Business Administration Department, of Daffodil International University in accommodating an Internship Program that helps in the integration of the theoretical knowledge to a real life situation. Further, I would also like to thank Taiba Traders & Manufacturing Company. Seniors, fellows, and colleagues who provided me with good advice, suggestions, inspiration and support. I should point out the great working conditions and team spirit of this organization which has helped me to handle much.

Executive Summary

The analysis below is a critical report of the Human Resource Management (HRM) of Taiba Traders, one of the major actors in the manufacturing industry dealing with the cleaning and hygiene products. The analysis will consider critical HRM operations on areas is recruitment and selection, training and development, performance management, compensation and employee engagement. It determines how well they meet the organizational goals and create a friendly working environment.

At Taiba Traders, the recruitment and selection process is organized and effective and it involves both internal and external sourcing procedures in attracting qualified employees. The company has strict screening policies in place such as written tests and interviews and as a result this has ensured that there is a match between talent and the needs of the organization.

One of the priorities of the HR strategy of the company is training and development initiatives. Custom in-demand and online training services develop the skills, leadership qualities and the ability of employees to understand the dynamics in the ever-changing business environments. Performance management is facilitated by annual appraisals which address measurable results, which ensures that high achievers are promoted and rewarded and that there is a meritocracy culture.

To keep its labour workforce contented, Taiba Traders has a strong compensation system, observes labour laws and has established a well incorporated employee welfare policy to keep everyone fair to each other. Nevertheless, the work emphasizes such obstacles as a huge employee turnover, a lack of HR sources, and the absence of a high integration level of cutting-edge HR technologies that influence the overall efficiency.

To overcome these difficulties, the report suggests to upgrade the staffing of HR, use new technologies in the field of HR, and introduce new approaches helping to improve the levels of the employee engagement and retention. All these advances will allow Taiba Traders to streamline its HR activities and align HR capabilities with organizational strategy to prepare the company to succeed in the long term.

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Chapter 01

Introduction

1.1 Background of study

The concept of Human Resource Management (HRM) holds a central role in ensuring the success and sustainability of any organization. In the current competitive business environment, it has become evident to organizations that adequate HR practice is the key to attracting, maintaining, and fanning quality workforce. With firms embracing the concept of operational excellence, the role of HRM has changed to be viewed as the role that goes beyond administration to integration as a strategic affiliation to organizational growth and innovation. Such transformation highlights the importance of examining HRM practices in actual practice like level of HRM practices adopted in Taiba Traders. Taiba Traders being a manufacturing organization is one of the organizations that have succeeded in making its presence felt in the market not just in terms of business purposes but also of the workforce. The philosophy of the organization to promote a good workplace environment, satisfy its employees and uphold ethical practices is also part of the reasons as to why it is regarded as an employer of choice. The case of the industry being dynamic coupled with the fact that the skills and engagement of employees in an organization actually determine the performance of the organization, HRM practices at Taiba Traders provides an interesting case study on how to align the HR strategies with business objectives. This study has been established upon the gap that exists between the theory of HRM and the practice of HRM in the work place. Although the academic literature on principles and methodologies of HRM is rather broad, the practical application bears its own conditions and possibilities. As an example, the forming of the labour-market, education, performance review and involvement of the employees requires adjustment, referring to the particular culture, the aims and external environment of a particular organization. The experience of the Taiba Traders should help to decipher how the company copes with such intricacies and can present valuable ideas on the efficacy of its HRM activities. The paper takes into account an even wider background of workplace trends including the growing focus on diversity, inclusion, and employee well-being. Companies presently experience increasing pressure to develop integrative, fair conditions; solve difficulties of employee retention, skill shortages, and conformity with the labor legislation. These issues are solved at Taiba Traders by the help of well-organized HR policies and innovative solutions that focus on positive employee experiences and company achievements.

Moreover, this paper aims at discussing how technology can be applied in the performance of HRM practices in Taiba Traders. With the entry into HR of Human Resource Information Systems (HRIS), data-informed decision-making and online training delivery platforms, the use of technology in HR operations has become essential facilitator to efficiency and effectiveness. The proposed study will help to emphasize the importance of such tools whereby a review of their usage in the case of Taiba Traders will be summarized. Finally, the researcher is driven by the self learning goals in his/her internship period at Taiba Traders. By experiencing and watching different HR processes, I had a chance to relate the theoretical knowledge with the practical experience. Employee engagement, performance appraisals, recruitment and selection, each of those elements of HRM at Taiba Traders taught specific lessons regarding the challenges and best practices of managing the human capital.

1.2 Origin of the report

The choice of my internship is aimed at filling the gap between theory and practice. Throughout my course of study I have studied different ideas and models associated with HRM such as recruitment, training, performance management, and employee engagement. Nevertheless, the realistic implications of these functions, as they are applied to organizations, can be learnt only through experience. This was provided in my internship at Taiba Traders and thus my internship at Taiba Traders was a good phase in my career growth. **Mahbub Parvez** commissioned the report as a condition obligatory to give evaluation of what I have learned and contributed during my internship. Also, my boss at Taiba Traders motivated me to write down my notes about observations and make recommendations on how they can improve their HRM. My report has a two-fold objective that is with the help of it I need to meet academic needs as well as offer some valuable information to the organization on basis of my analysis. The reason as to why the attention has been paid to HRM practices is based on the fact that human resources are the most important aspects of any organization. It is widely believed that employees can be viewed as the greatest asset of a company and their management has a direct influence on production, satisfaction with the job and development of the organization. Realising this, this report attempts to analyse the way Taiba Traders deals with the issue of HRM and defines the strengths of this organisation, as well as areas that it can improve in..

1.3 Objective of the report

1. To identify and analyze the Human Resource Management practices of Taiba Traders Manufacturing Company.
2. To evaluate the employee relations and engagement practices at Taiba Traders Manufacturing Company.

1.4 Methodology:

This study aims to analyze the Human Resources Management (HRM) practices at Taiba Traders & Manufacturing Company. To achieve this, a combination of primary and secondary data collection methods was employed.

1.5 Report type:

The report is descriptive in nature. It analyzes the current HR management practices at Taiba Traders & Manufacturing Company, evaluating their effectiveness in areas such as recruitment, employee development, performance management, and retention strategies

1.5.1 Method of Data Collection

- Focus group discussion
- Web-Research
- Field Research

1.5.2 Data source

This study was conducted based on 2 types of sources:

- Primary source
- Secondary source

Primary Data:

- **One to one conversation with the employees:**

I talked to many knowledgeable employees and became familiar with several workplace methods.

- **Official record of Taiba Trading and Manufacturing company:**

During my work period, I reviewed several official documents and gathered data, mostly from the supportive HR department.

Secondary Data:

- **From their website:**

I got information from their official website.

- **Annual report:**

Studying their 2023 annual report allowed me to understand how they operate, which played an important role in preparing my report.

- **Customer opinion:**

I have talked to the regular customer about their experience and the company. The customer response was satisfying. This information helps me to evaluate the company's situation thoroughly.

1.6 Limitation of the study

This paper has been developed on some of the key practices of manufacture industry in HRM area. Next to it was the lack of a valid source of information to analyze cross pattern and obtain a clearer view of the business situation. I worked only a few months, which is not enough when it comes to this kind of study. Loads of work weight were similar. However, with all these restrictions, I have done my level best to make the paper useful one and it is my hope that this would reflect a proper Image of the requirements of the Organization throughout my temporal stay at the job.

Near that definition of issue, there are some strange constraints that I have encountered as explained below:

- a. Restricted investiture of information.
- b. Association reports are not readily available.
- c. The given is so active in the market that I am denied access leaving it to be hard to establish the inside information.

Chapter 02

Organizational Overview

2.1 Overview of Taiba Traders & Manufacturing Company

Taiba Traders Manufacturing Company is an independently owned company that specializes in the manufacturing of detergents and ancillary cleaning products. The company was founded on January 23rd, 2021. The company was founded on a quest of excellence and innovation serving different sectors such as the Janitorial Business, Catering Business, Medical Business and Leisure Business amongst others. The company is fully licensed on every product they make. They have license for producing synthetic detergent powder, liquid dish wash, extracting mustard oil, liquid hand wash, liquid toilet cleaner, dishwashing bar. They have certification from BSTI on all products which are manufactured. The company also possesses the environmental No Objection Letter received from the Rajbari Municipal office. With a robust production facility and a dedicated team, Taiba Traders aims to meet the diverse needs of its clients by providing effective cleaning solutions that adhere to industry standards.

2.2 Company Mission and Vision

Taiba Traders is driven by a mission to deliver high-quality cleaning products that promote hygiene and safety in workplaces and public spaces. The company's vision is to become a leading manufacturer in the cleaning products industry, recognized for its commitment to quality, sustainability, and customer satisfaction. By continuously improving its product offerings and operational processes, Taiba Traders strives to exceed customer expectations and foster long-term relationships.

2.3 Company Details

Details of Winter Dress Limited	
Total Floor Space	76,570 sft. (Total two floors)
Production Space	55,000 sft.
Storage/Inspection area	11,500 sft.
Nos. of Production Line	3 Liquid mixers, 3 Detergent mixers, 2 Plastic printers, 2 Paper printers, 2 Spices mixer & 2 Packaging machines, 3 Solvent Extractor, 2 Oil Refiners, 2 Oil filling & packaging machine.
Main Products	Detergent Powder, liquid Hand Wash, liquid Tiles Cleaner, liquid Dish Wash, Glass Cleaner, Toilet Cleaner, liquid Floor Cleaner, Soya Bean Oil, Chili Powder, Garam Masala Powder, Turmeric Powder, Coriander Powder, Cumin Powder.

2.4 Total Manpower

Placement	No.
Total Manpower (Factory)	56
Total Staff (Factory & Office)	132
Total Non-production workers	11
Total Production Staff	50
Male	37
Female	14

2.5 Product and Services

They provide clean, easy and unbiased hygiene products to save you money, the current range of products developed by Taiba is growing fast. We have currently over 50+ cleaning products, detergents and ancillary products which we sell.

They include our standard stock items at the present, and our customer requested formulations and they are all made by our internal lab chemist and lab testing facilities.

- Bleach & Disinfectants
- Hand Soaps & Body Washes
- Hard Surface Cleaners & Floor Care
- Toilet & Washroom
- Vehicle Cleaning
- Glass Cleaning spray
- Dish wash
- Soya Bean Oil
- Chili Powder
- Garam Masala Powder
- Turmeric Powder
- Coriander Powder



Liquid Hand Wash



Glass Cleaner Spray



Liquid Tiles Cleaner



Chili Powder



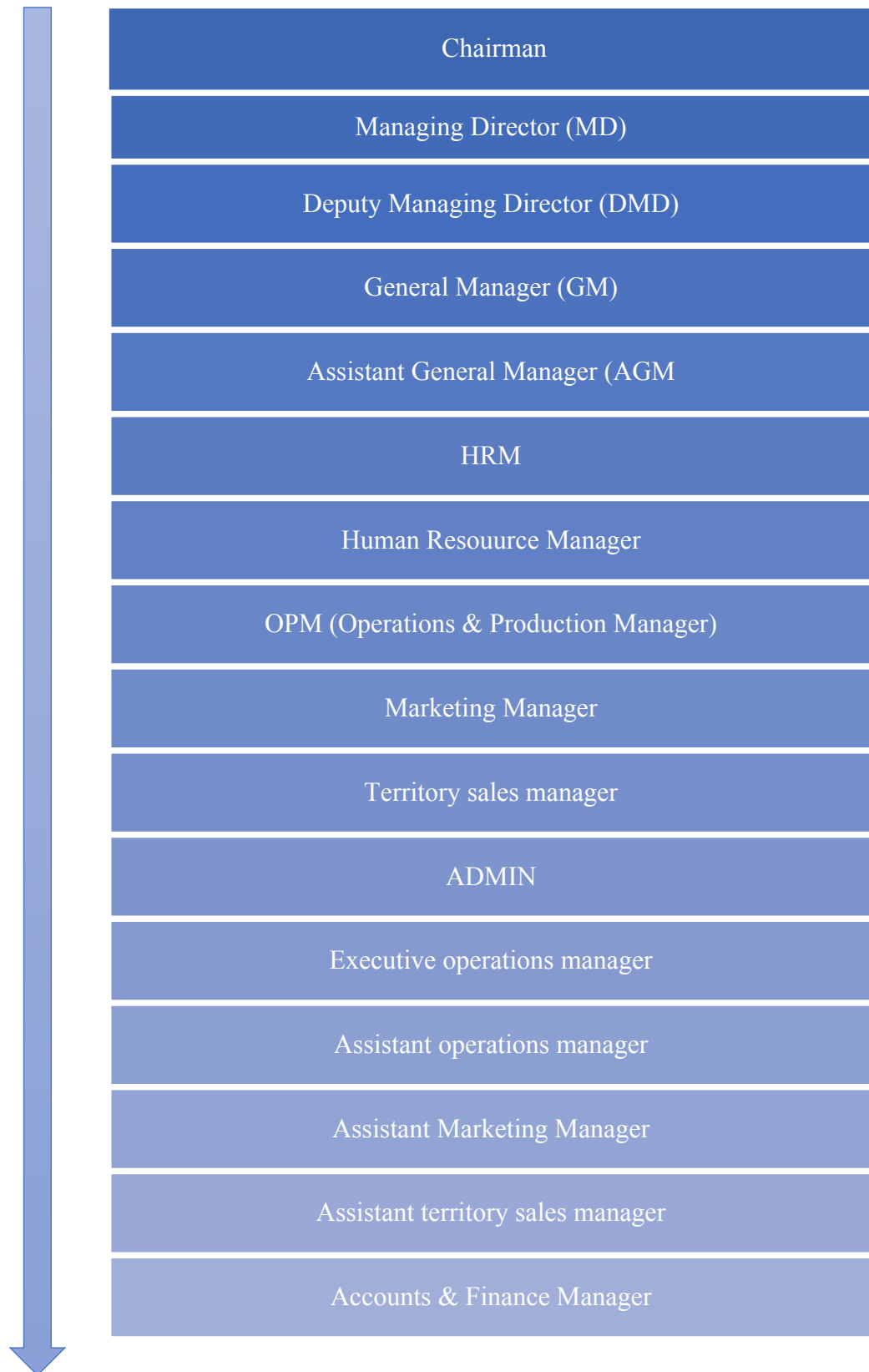
Turmeric Powder



Pure Mustard Oil



2.6 Organogram:



2.7 Future of Taiba Traders

The future of Taiba Traders Manufacturing Limited appears promising, with several key opportunities for growth and innovation in the cleaning products industry. As the company aims to expand its presence and impact, it is evident that it is keen on improving on the quality of its products, addressing the changing needs of its customers and creating a culture of employee engagement.

As the company grows, maintaining a strong, motivated workforce will be essential to its success. Taiba Traders can continue to enhance their employee relations and engagement strategies by:

- Expanding training and skill development initiatives will not only benefit employees but also support innovation and operational excellence within the company.
- By fostering a supportive and collaborative workplace environment, the company can attract and retain top talent, which is vital to its long-term growth and productivity.

2.8 Financial performance: Annual report of 2023 & 2024



Taiba Trading and Manufacturing Company

From January-2023 to December-2023 total profit and loss

No.	Month	Total sells	Total Expense	Profit	Losses
1	January	335962	372500		36538
2	February	444266	398591	45675	
3	March	533940	525940	8000	
4	April	828786	850756		21970
5	May	3030555	2987500	43055	
6	June	1051430	285970	65460	
7	July	270842	472649		201807
8	August	829498	1068153		238655
9	September	496001	651414		156413
10	October	444719	638837		194118
11	November	369069	503041		133972
12	December	226907	333356		106449
Total=		8861975	9788707	162190	1089922
Total Profit: 162190 Total Losses: 1089922 Net Loss: 927732					



Accounts

DMD



Taiba Trading and Manufacturing Company

From January-2024 to December-2024 total profit and loss

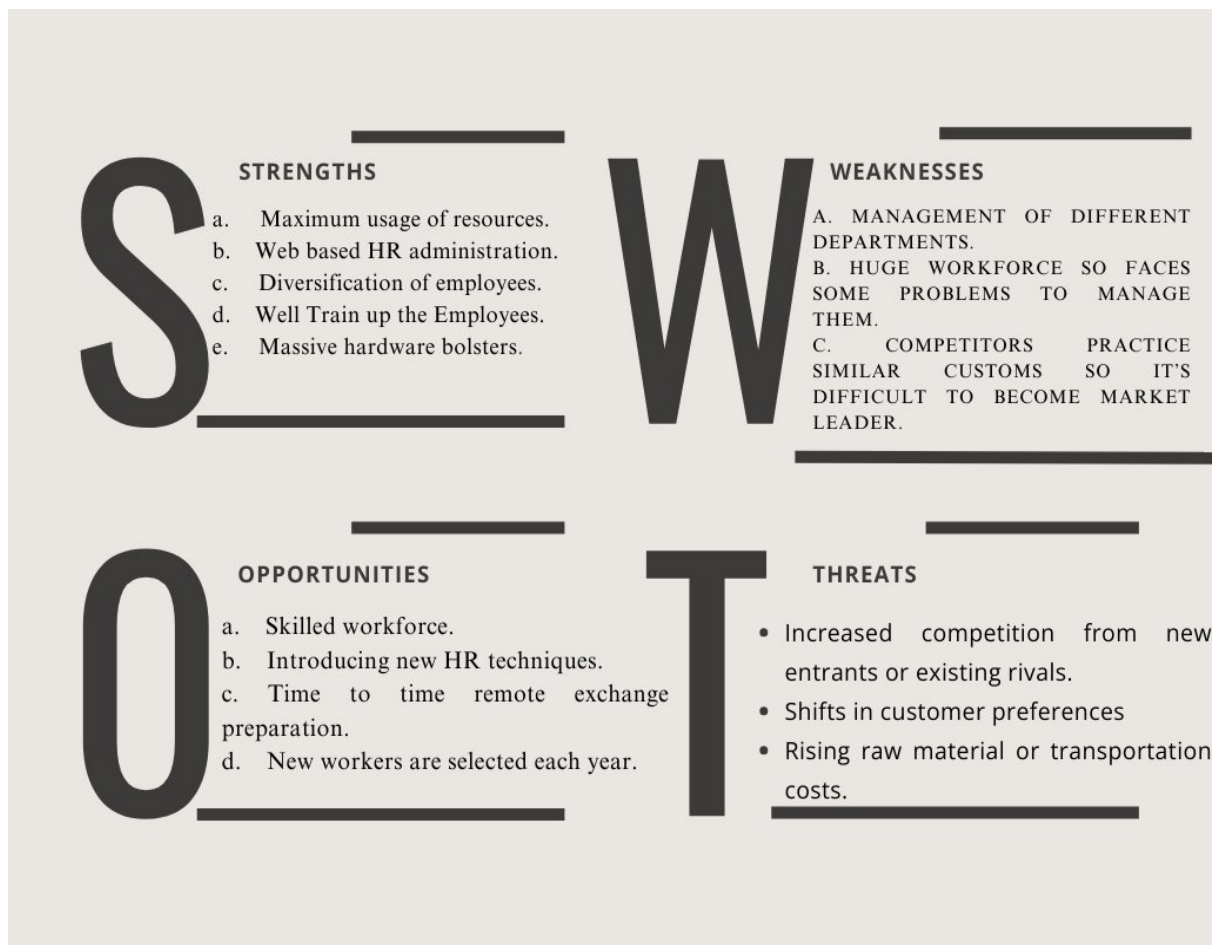
No.	Month	Total sells	Total Expense	Profit	Losses
1	January	1138304	1706792		568488
2	February	738721	928075		189354
3	March	496567	728935		232368
4	April	361341	561071		199730
5	May	533707	590120		56413
6	June	102503	298636		196083
7	July	76237	462207		385970
8	August	584821	669031		84210
9	September	613737	682238		68501
10	October	302142	436935		134793
11	November	214679	303961		89282
12	December	550510	785738		253228
Total=		5713319	8153739	0	2440480
Total Profit: 0					
Total Losses: 2440480					



Accounts

DMD

2.9 SWOT Analysis:



Chapter 03

Literature Review

3.1 Practices of HRM

HRM is a term applied to all the formal structures that have been put in place so as to aid in the process of engaging stakeholders within an organization as well as employees. The functions dealt with by human resource management are three: these include hiring (employee recruitment) and compensations as well as allocation of work. Ideally, human resource management should aim at analyzing the most appropriate strategy to boost the productivity of a company using the employees. Of late, there has been more concentration on the way businesses handle their human resource. Knowing that the workforce of an organization contributes to the realization of its primary purpose and that the performance of these human resources should be well managed in order to determine whether an organization will perform well or not.

Human resource management is the process of controlling the employees, recruitment of new workers, and retention of the existing employees in an organization. It mainly deals with problems that may arise concerning hiring employees, laying-off workers, training, rewards, salaries, inspiration as well as administration among others. It assists the management to ensure that the employees are happy, and performance is increased so as to boost the production through efficiency.

3.2 Concept of HRM

It is in this light that the disciplines of Human resource Management (HRM) have faced tremendous change over the years, which was formally an administrative people-management tool, to a strategic process that feeds to the realization of organizational objectives. This paper provides analysis of the major themes and practices in HRM by reviewing academic literature, industry comment and global HR trend. It lays the groundwork for the analysis of HRM practices at Taiba Traders to enlightened each other on the theory and practice leading to the structuring of most Popular HR strategies.

- **Evolution of HRM**

The HRM concept no longer plays its normal role of managing people, rather it is a strategic ally in the success of any given organization. The focus on the transformation of the transactional activities to strategic ones that establish the alignment of the human resources with the business goals is highlighted by the scholars such as Armstrong (2020). This development is marked by the orientation towards employee engagement, talent procurement and workforce planning.

- **Recruitment and Selection**

One of the most important HRM jobs is the job of recruitment and selection since they are determinants of human capital that exists in an organization. Psychometric tests and competency-based interviews are crucial, alternatives to each other, since they lead to a successful process of hiring people and influence their competency (Dressler, 2021).

Also, embracing technologies, including Applicant Tracking Systems (ATS), has helped to minimise recruitment processes and, consequently, it has allowed organisations to hire growing and diverse talents within their workplaces.

- **Training and Development**

Training and development play a great role in the process of enabling competencies and organizational growth of employees. Noe (2020) states that training programs that are effective are structured on a needs analysis and assessed on its effectiveness to learning performances. Through the use of technology like the e-learning facilities, training has become accessible and affordable. Nevertheless, one of the issues which challenge the majority of organizations is the balance between the technical and soft skills training.

- **Performance Management**

The relevance of performance management lies in uniting individual efforts to the direction of the organization. Armstrong (2020) has focused on the importance of an ongoing process and feedback, goals setting, and performance appraisals as the factors contributing to employee productivity and satisfaction. Modern approaches, such as 360-degree feedback and real-time performance tracking, have replaced traditional annual appraisals, fostering a culture of continuous improvement.

- **Employee Engagement**

The extent of engagement of the employees is an important element of retention, productivity, and company success. Kahn (1990) introduced the concept of engagement as the emotional, cognitive, and physical investment employees make in their work. Research by Gallup (2022) indicates that organizations with high employee engagement experience 23% higher profitability. Practices such as recognition programs, career development opportunities, and open communication contribute significantly to engagement.

- **Technology in HRM**

Technology has revolutionized HRM, enabling automation, analytics, and decision-making. To address this challenge, HR professionals use such tools as Human Resource Information Systems (HRIS) and HR analytics that enable them to make data-driven decisions, monitor the key performance indicators, and forecast workforce trends. Deloitte 2023 Global Human Capital Trends report states that artificial intelligence and machine learning are actively gaining popularity in such areas as recruitment, training, and employee engagement.

- **Compliance and Legal Frameworks**

The compliance to the labor law and work policies is a core part of HRM. The Bangladesh labor act (2006) provides the rights and duties of the employers and the employees in a way that it implies fair treatment, workplace safety and settlement of disputes. Adherence to these laws is not only a way of reducing legal risks but also making the organization to be trusted and credible.

- **HRM Challenges**

Despite advancements, HRM faces challenges such as managing a multigenerational workforce, adapting to technological disruptions, and addressing skill shortages. Dressler (2021) notes that HR professionals must balance operational efficiency with employee well-being, particularly in the face of changing work dynamics, such as remote work and flexible schedules.

3.3 Functions of HRM

HRM is quite broad and deep. It includes all the things that come in between human resource planning to exit of an employee in an organization. As such, the human resource management scope incorporates development, maintenance/retention, acquisition and control of the human resource in an organization. The literature on scope of HRM signifies the entire HRM functions. Such activities are the following:

- **Human Resource Planning:** Involves evaluating an organization's current workforce to determine the number of employees, job vacancies, and any surplus or shortage of staff. Based on this assessment, the organization develops plans and policies to address these issues. HRP also includes forecasting future labor needs and aligning the available workforce with company goals by assigning the most qualified individuals to suitable positions. Comparing labor supply and availability to the company's goals, it assigns the most qualified worker for the job.
- **Job Analysis:** is an important component of the Human resource management that provides job description, job skills and responsibility. It assists in determining what an individual is required in a job, and this aids in facilitating in the effective recruitment and selection and planning training and development schemes to suit the job requirements with the capabilities of the employees.
- **Job Evaluation:** This involves comparing and assessing job positions to come up with a comparison of their relative value in an organization. It is useful to pay reasonable salaries by establishing desired pay structures where value of jobs is matched with reasonable wages.
- **Recruitment and Selection:** recruiting and selecting employees is done via job analysis and HR planning and then sourcing either externally or internally. Selection

procedure involves externally, applications, testing, interviews and final placements. Recruitment and selection of best employees increases employee satisfaction that causes high productivity and efficiency.

- **Orientation and Induction:** After hire an orientation or induction session is made. This is a successful and compulsory part of human resource management. The company presentations to employees of the culture, values and working ethics of the organization are made and the employees are also told a little about the company and the history as well as showing them their fellow workers.
- **Performance Evaluation:** is the systematic assessment of employee performance against set standards. It identifies strengths and weaknesses, guiding decisions on promotions, pay raises, and necessary training to improve employee skills and performance
- **Training and Development:** This is the process of providing training programs which are aimed at improving the skills of new and the current staff. It enhances the performance of the workforce, assists in adjustment to a changing environment and gets individuals ready to become leaders in the future.
- **Employee Compensation:** It is determined by the HR, depending on the qualifications, performance, experience and position. It incorporates salaries, incentives and monetary and non-monetary rewards. The payment is a motivation to the employees, and it determines the crucial role in the coordination of employee efforts to organizational goals.
- **Employee Motivation, Welfare, Health, and Safety:** They are major roles of the HR department. HR discusses motivation tactics and makes sure that safety policies are taken up to guard the workers. Safe and healthy working environment minimizes accidents, uplifts morale, increases productivity and meets legal and ethical obligations which have a positive role in employee welfare, employee relation at the work place and also in their health.
- **Industrial Relation:** There is need to achieve a compromise between the interest of workers, organization, and management so that issues such as labor unrests, disagreements amidst workgroups and confrontations between employees and management due to poor pay and a dreadful working environment can be addressed adequately. Human resource management tries to forge and maintain a pleasant and cordial relationship between the employer and the employees.

3.4 Major Responsibility of HR

Employee development is a key HR responsibility at Taiba Traders & Manufacturing Company, focused on enhancing the skills, knowledge, and capabilities of the workforce to meet both individual and organizational goals.

Key Aspects of Employee Development:

- **Training Programs:** Organizing workshops, seminars, and on-the-job training to improve technical and soft skills.
- **Career Development:** Providing growth opportunities through mentorship, coaching, and career path planning.
- **Performance Improvement:** Identifying skill gaps through performance appraisals and implementing targeted development plans.
- **Leadership Development:** Preparing high-potential employees for leadership roles through succession planning and management training.
- **Continuous Learning Culture:** Encouraging a culture of lifelong learning with access to e-learning platforms and professional development courses.

3.5 Importance of HRM:

In the Human Resource Managing (HRM) process, both employee growth and development are to be considered as a comprehensive component of the organizational long-term strategic purposes but not as an entity aiming at a short-term and a transactional contribution. This time it is to be integrated to work on the broad idea of employee development and thus making sure that through learning initiatives, increasing skills and career development we all must reach towards the goals and mission of the company itself. One-off sessions or isolated training or workshop programs are not effective anymore but the development strategies should be part and parcel of the organizational culture and ways of operation.

In the current corporate changing environment, employee development has emerged as one of the necessary contributors to organizational success. The imperative of the competency-based development, non-stop learning, and ability to become leaders have bloated the significance of the organized improvement programs. Therefore the task of HR professionals has reshaped not only to conducting training programs but also strategic partners in creating and establishing effective systems of talent development. According to this trend, people increasingly realize that business performance and its competitive advantage directly depend on employee growth.

Besides, such words as training and employee development are sometimes used with interchangeable meaning, whereas these words define different concepts. Training is usually associated with short-term orientation on the acquisition of a specific set of skills, whereas employee development association is more broad and long-term in nature and is focused on on ways of personal growth, leadership, and career movement. In numerous organizations, this role of employee development no longer lies in the hands of traditional HR managers, but has

been transferred to more dedicated professionals including Learning and Development (L&D) leaders who could have the executive level of responsibilities in the organization and assist in formulating the company strategy. Finally, the goal of employee development in the field of HRM is to go beyond the practices that foster the improvement of individual performance but instead to create a brighter, adaptable workforce that is adaptive of the evolving business needs. One of the organizational cultures that can get talent, retain them, and involve them into their working environment is the culture of making employee development a strategic imperative of the organization, which still places them in the position to grow/continue over time.

Chapter 04

HR Practices of Taiba Trading and Manufacturing Company

4.1 HR process:

HR Planning:

Makes strategic projections on future workforce requirements and generates a plan on how to match the organizational objectives and the HR resources.

Labor Relations:

Looks after the rapport between the organisation and its employees and prioritises on matters concerning conflict, collective bargaining and rights of employees.

Succession & Career Planning:

Develops employees who possess the capabilities to assume leadership positions in future and carries out career support via formulated developmental programs.

Talent Management:

Identifies, develops, and retains high-potential employees to ensure a strong talent pipeline for critical roles.

Performance & Reward Management:

Involves assessing employee performance and providing appropriate rewards, incentives, or recognition to boost motivation and productivity.

Training & Development:

Focuses on enhancing employees' skills, knowledge, and competencies through continuous learning and development programs.

Personnel Administration:

Manages employee records, payroll, compliance, and day-to-day HR administrative tasks to ensure smooth operations.

Recruitment, Selection & Introduction:

The process of attracting, evaluating, and hiring suitable candidates, followed by onboarding to integrate them into the organization.



4.2 Main activities of HR

Taiba sets up both long term and short time arrangements for the association.

Short Term HR Planning: HR role that company will choose is mainly the one that will foster Strategic Human Resource Planning in current time.

Long Term HR Planning: In this case company is looking forward to long term goal through some training and development programs.

4.3 Important responsibility of the Human Resources division

- Need Identification
- Recruitment and Selection
- Payroll System
- Employee Attendance
- Training and Development
- Performance Evaluation
- Compensation
- Policy making
- Leave Management System
- Maintain the Security system

Need Identification: Taiba Trading and Manufacturing Company requires internal and external needs to support growth, improve operational efficiency, and remain competitive in the market. Key needs include enhancing supply chain efficiency, adopting advanced manufacturing technologies, expanding product lines, improving workforce skills, and aligning production capacity with market demand.

Recruitment and Selection: By first, Taiba company identify their needs, based on the need they sourcing candidates through application, face to face interview, they also recruit employs through internet, and advertise for their companies need of employee recruitment. After all of that, if they think they found the most qualified candidates then they recruit them. And give them their suitable position.

Payroll System: Taiba use this process to distribute employee salaries, bonuses. This system ensures the timely payment and compliance.

Taiba company salary structure:

Position	Salary (BDT)
General Labour	9500-12000
Machine Operator	13000-18000
Quality Controller	18000-22000
Line Supervisor	20000-28000
Warehouse Manager	30000-35000
Area Sales Executive	25000-32000

Salary's are based on skills and work experience.

Employee Attendance: Taiba is a beginning company, so don not have any kind of digital machine to register attendance. They register attendance in old way, like e registry book. Employee sign everyday when they attend work.

Training and Development: Taiba identify the gaps where need to improve then they act accordingly. They identify the gaps with the help of performance review and supervisor feedback.

Types of training process Taiba trading & manufacturing company simulate:

- i. **On the job training (field experience):**
Employees receive experience and training by performing their jobs with supervision. It's an easier way to gain knowledge and experience faster then other methods.
- ii. **Mentorship programs:**
The company allows less skilled staff to team up with more experienced experts, who help, guide them and share their knowledge to help them progress.
- iii. **E-learning training**
Using e-learning means staff can study with flexible online classes, lessons, videos and engaging practical exercises.
- iv. **Team work building**
Actions and methods used to help team members collaborate, be trusting and communicate well so that the team performs better.
- v. **Communication development**
Activities were developed to help parties become better at verbal, non-verbal and written communication at work.

Types of feedback process Taiba trading & manufacturing company simulate:

i. Supervisor assessments:

Reviewing an employee's performance, strengths and weaknesses by observing their job duties and reviewing job criteria.

ii. Feedback forms:

Documents or applications designed to help gather comments from workers, colleagues or customers about their satisfaction with performance or training.

iii. Productivity tracking:

Checking and studying the work employees do over an extended period to understand how to improve their workflow.

Field workers are

No	Position	No. of worker
1	RSM	1
2	GM	1
3	Supervisor	4
4	SR	40

Performance Evaluation:

Taiba traders maintain Performance Evaluation effectively for both employees and labor. For performance management, they set up some clear criteria.

Role	KPI (Key Performance Indicators)
Line workers	Output per shift Defect rate Punctuality
Machine Operators	Downtime control Maintenance handling
Quality Inspectors	Accuracy Inspection rate Compliance
Supervisors	Team productivity Safety incidents Shift output
Support	Timeliness Error rate Documentation quality

Compensation: Compensation can be described as a whole reward that an employee gets in exchange of the work. It is a very important component of Human Resource Management since it does affect employee motivation, satisfaction and retention.

Taiba trading and manufacturing company's compensation methods are given below:

Taiba company's compensation is based on commission. The commission is given based on their target. The target is different for each positions of worker.

- Home delivery Labour get **-200 taka** given for cost per day
- The target is basically **1500 to 2000 taka** for each worker if they fulfil their target they get **25%** commission
- Supervisors salary is fixed **12000 taka**. But he/she can also receive commission. Their commission structure is for **chemical - 8%** and for food item- **3%**

Policy Making:

In Taiba Trading & Manufacturing Company, the process of making policies starts with spotting any needs, learning about ideal practices and clarifying every guideline. After the draft is completed, HR, management and legal professionals offer their feedback and it is only approved once leadership agrees. After that, employees are told about the policy, it is put into practice regularly and its impact is regularly checked. The policy is kept updated and relevant when it is regularly reviewed.

Leave Management System:

Leave Type	Entitlement	Applicability
Casual Leave	10 days/year	All employees
Sick Leave	14 days/year	Must be supported by a medical certificate after 2 days
Earned/Annual Leave	15–20 days/year (as per law/company policy)	Accumulates if unused
Maternity Leave	112 days (per Bangladesh Labor Law)	Female employees only
Paternity Leave	3–7 days	Male employees (optional by company)
Public Holidays	10–12 days	As per government declared holidays
Leave Without Pay	As approved	Only if no paid leave balance
Leave Type	Entitlement	Applicability
Casual Leave	10 days/year	All employees
Sick Leave	14 days/year	Must be supported by a medical certificate after 2 days
Earned/Annual Leave	15–20 days/year (as per law/company policy)	Accumulates if unused

Maintain Security system

They have maintained their security system

Area	Measures
Entry/Exit Points	ID cards, visitor logs, security guards
Perimeter Security	Boundary walls, CCTV, security lighting
Lock & Key Control	Restricted keys, digital locks in sensitive areas

4.4 The Manpower Setup of Taiba Trading and Manufacturing Limited

All firms have to handle their human resources well. Without human resources management, organizations would not be able to hire and retain employees, increase and expand the business, or create a positive welcoming working atmosphere in a swift and efficient manner. The corporate work culture taken and maintained by Taiba Trading is a conventional blend of effectiveness and equality as combined with the modern business mindset. Taiba Trading cultivates such environment and also provides facilities of skill and knowledge building because it believes that this will make more employees more productive and thus positive business results will be achieved. To Taiba Trading, the ancillary advantage of human resource is productivity. Human resources ably supported by strategic human resource development programs have become the engine that drives Taiba Trading to the top of its performance. Taiba Trading is a good example of a peculiar combination of being a professional and a family celebration of success and pressure together, as every member of the company is very responsible, emotional, and proud of his or her company.

Manpower set up HR and All departments of Taiba Trading:

Designation	Number of Post
Operation Manager	01
Sales Manager	01
Procurement Manager	01
Finance Manager	01
Manager (Export)	01
Manager (Import)	01
Manager (Accounts & Admin)	02
Assistant Manager (Sales)	02
Assistant Manager (Procurement)	02
Assistant Manager (Finance)	02

Assistant Manager (Export)	02
Assistant Manager (Import)	02
Executive and Jr. Executive	35
Others	25
Total	78

Table: Manpower set up HR and All department of Taiba Trading

4.5 HRM Policy

Serial Number	Policy	Status
1	Food Policy	In Use
2	Mobile phone policy	In Use
3	Sexual Harassment Policy	In Use
4	Holiday Policy	In Use
5	Recruitment Policy	In Use
6	Leave Policy	In Use
7	Security Policy	In Use
8	Confirmation Policy	In Use
9	Provident Fund Policy	In Use
10	Bonus Policy	In Use

Food Policy

In Taiba company employees may bring their own meals; a designated area is provided for dining. Cleanliness and hygiene in food spaces are mandatory.

Mobile Phone Policy

Personal mobile use during work hours is limited to breaks to maintain productivity and safety in the workplace In Taiba company.

Sexual Harassment Policy

In Taiba company there is zero tolerance for harassment of any kind. Employees can report incidents confidentially and appropriate actions will be taken.

Holiday Policy

In Taiba company observes all government-declared holidays. Additional festival or company-specific holidays may be announced annually.

Recruitment Policy

In Taiba company hiring is based on merit, qualifications, and organizational needs, ensuring a fair and transparent recruitment process.

Leave Policy

In Taiba company employees are entitled to annual, casual, and sick leaves as per labor law. Prior approval is needed for planned leave.

Security Policy

In Taiba company entry and exit are monitored to ensure employee safety. ID badges must be displayed at all times within the premises.

Confirmation Policy

In Taiba company employees undergo a 6-month probation. Confirmation of employment is based on performance evaluation.

Provident Fund Policy

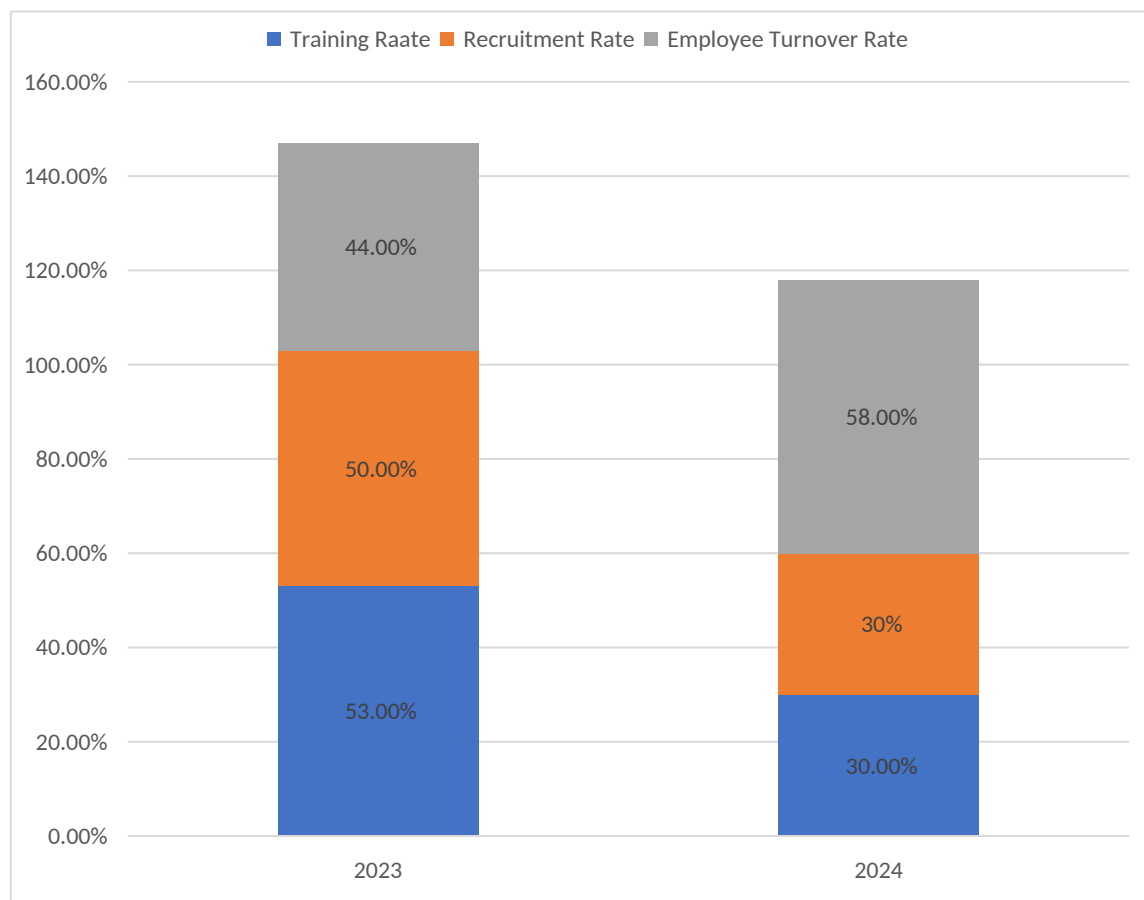
In Taiba company eligible employees can contribute to a provident fund, with matching contributions from the company for long-term savings.

Bonus Policy

In Taiba company annual bonuses are provided based on company performance and individual contributions, aligned with legal standards.

Taiba Company takes pride in offering all necessary policies at work to make sure the workplace is safe, fair and professional. This concerns rules about food, using telephones, cases of sexual harassment, company holidays, joining or leaving the organization and taking times off. Taiba Company ensure that all our security, confirmation, provident fund and bonus policies are upheld. All of them continue to be used as we aim to support our employees and ensure the company remains honest and solid.

4.6 Performance of HR department



Note: This chart information was gathered from Taiba Trading & Manufacturing Company's DMD.

This chart compares the Training Rate, Recruitment Rate, and Employee Turnover Rate at Taiba Trading & Manufacturing Company for the years 2023 and 2024. It highlights changes in HR department performance.

HR Performance Summary (2023 vs 2024)

Category	2023	2024	Change
Training Rate	53%	30%	Decreased training efforts
Recruitment Rate	50%	30%	Reduced hiring activity
Turnover Rate	44%	58%	Increased employee exits

Key Insights:

- **Training and recruitment both declined** in 2024, possibly indicating:
 - Budget cuts
 - Strategic shift
- **Turnover rate increased significantly**, from **44% to 58%**, which is a red flag for HR:
 - May reflect employee dissatisfaction
 - Weaker engagement or retention programs
 - Loss of skilled labor

4.7 Employee Engagement

One of the employees working here during the past two and a half years said, Taiba is a nice place to work at because we are not only working here, but it is also an active place with activities and events one after another. Taiba hosts several activities and celebrates traditional occasions with its workers. The Company believes in a positive work atmosphere. The HR department has a team dedicated to developing creative engagement initiatives. To increase staff excitement, they host a variety of internal activities.

4.7.1 Sport Events:

Sports can provide employees with a break from their repetitive work routine. Taiba views sports as a useful way to foster team spirit and leadership skills. They have their own

recognized football and cricket teams. They also hold intra and inter-team tournaments for all other indoor games on a regular basis.

4.7.2 Day out Activity:

Taiba organizes Day Out activities for its employees to help them escape the everyday grind of their jobs. The HR team not only organizes an annual picnic and a day out of store for the teams, but it also takes care of the Family Day celebrating the families values of the employees.

4.7.3 Traditional Occasions:

Taiba respects Bengali culture. The organization celebrates Pohela Boishakh, Pohela Falgun, and Pitha Utshob. Employees enthusiastically participate in HR-organized events. In special days when the employees are assembled, the employees will maintain certain dress code and try to enjoy to the fullest.

4.7.4 Award Ceremonies:

Taiba thinks that effective employee motivation leads to increased organizational productivity. That is why they have many awards given through the year. For example, the Long Term Service award is an attractive awards for employees. This award is given to every employee who has completed five years of service at Taiba. Other important recognitions.

4.7.5 Training & Development:

Taiba aims to develop their employees as a prospective workforce. To achieve this goal, Taiba organizes various training programs for its staff. They have online sessions where the employees can examine themselves at their own work station. An e-learning session interface is referred to as Smart Learn+. An employee is able to select the needed training out of the menu and to enrol in the training. Classroom sessions provide training for both functional and behavioral development.

4.8 Motivational Theory

4.8.1 Maslow's Hierarchy of Needs

This theory suggests that employees are motivated by a hierarchy of needs, starting from basic physiological needs up to self-actualization. Taiba traders being a manufacturing company has need for this kind of motivation towards the workers. If they are able to fulfil the needs of employees then the results would skyrocket. Here are the needs.

- **Physiological Needs:** Ensuring fair wages, a comfortable work environment and necessary breaks.
- **Safety Needs:** Providing job security, safety protocols and a secure working environment.
- **Social Needs:** Fostering teamwork and positive social relationships among workers.
- **Esteem Needs:** Recognize employee's achievements and offer opportunities for career advancement.
- **Self-Actualization:** Encourage personal growth, skill development and involvement in decision making processes.

4.8.2 Equity Theory

Equity theory suggests that employees are motivated when they perceive fairness in the workplace, especially in terms of their input and output. Taiba traders is fully in line with this theory and believes in paying employees equally for equal work or role. Few implications are available.

- Equal pay for equal work.
- Fairness in distribution of tasks and rewards.
- Transparent communication about promotions and rewards.

4.9 Employee Relation Practices

Taiba Traders Manufacturing Limited places a high value on employee relations, recognizing that a positive work environment is fundamental to both employee satisfaction and business success. The company implements various practices to build strong relationships with employees, foster loyalty, and enhance workplace morale. This work relation practice at Taiba Traders Manufacturing Limited is a way of developing a collaborative and promotive relation within the working environment where the employees are made to feel that they are valued and participated in the working environment. By focusing on transparent communication, recognition, career development, and a balanced work-life approach,

Taiba Traders strengthens its relationship with employees, resulting in a more motivated and dedicated workforce.

To build employees relation Taiba Traders follows:

- Transparent Communication
- Employee Feedback Mechanisms
- Recognition and Reward Programs
- Career Development and Training Opportunities
- Work-Life Balance Support
- Conflict Resolution and Grievance Handling

Transparent Communication

When companies practice transparency, employees get a straightforward message regarding all aspects of how the company operates

— its policies or practices on various issues related to work, goals for the entire organization, what decisions are behind meeting these goals etc. It builds trust by informing employees of updates and facilitating two-way conversations. Open lines of communication

— regular meetings or newsletters

— answer questions, address concerns directly and ensure everyone is on the same page with respect to organization objectives.

Employee Feedback Mechanisms

These are the means by which employees express their views as well as issues or concerns. Surveys, suggestion boxes, and one-on-ones are tools that give employees the power to speak up. To act upon the feedback shows that a company has not only care for its employees but also value their inputs and hence improves engagement and morale.

Recognizing & Reward Programs

These are programs that recognize employee successes and contributions. These rewards could be in form of money (bonuses) or other than money (for instance, certificate or shout-out from the two). Routine appreciation ensures better performance, and makes employees feel valued as loyalty and productivity are encouraged.

Career Development and Training Opportunities

To put in other words, the company invests in your professional growth — training and workshops and mentorship. Long term goals — Because your employees never lose sight of their future objectives, your short-term employee engagement ideas have to focus on career progression paths and skill development initiatives and make them feel that you are all there for them. This is advantageous not just for the employees but also boosts organizational competency.

Work-Life Balance Support

The Company supports its employees in balancing work and personal life effectively. In addition, flexible schedules, leave policies, and wellness programs help reduce stress and avert burnout. Supporting personal needs tends to increase happiness and productivity within the workforce.

Conflict Resolution and Grievance Handling

A systematic approach to resolving disputes and grievances keeps the workplace harmonious. Employees are able to speak up about problems without repercussions, and fair processes exist for resolving disputes quickly. This fosters a culture of respect and teamwork within the workplace.

Chapter 05

Finding, Recommendation & Conclusion

5.1 Findings

- **Turnover rate is high**

To reduce turnover, Taiba Trading and Manufacturing Company should improve employee satisfaction through better work conditions, career growth, competitive pay, and stronger HR support.

- **Lack of flexible working hours**

The absence of the flexible work hours at the Taiba Trading and Manufacturing Company may cause dissatisfaction among the employees, decreased work-life balance, and turnover rates. More flexible options in schedules can help to enhance morale, productivity and retention in general.

- **Lack of management focus on employee satisfaction**

At Taiba Trading and Manufacturing Company, the lack of management focus on employee satisfaction has led to low morale and higher turnover.

- **Insufficient HR manpower hampers efficient handling of employee-related tasks**

At Taiba Trading and Manufacturing Company, insufficient HR manpower limits the efficient handling of employee-related tasks, affecting overall workforce management and support.

5.2 Recommendation

1. Implement Flexible Working Hours

Provide the introduction of flexible work-time or shift opportunities where possible. It makes a contribution to greater work-life harmony, more staff contentment, and fewer days off.

2. Strengthen Employee Engagement Initiatives

Initiate frequent interaction programs like team building, open forums and achievements plans. It contributes to greater productivity, Better morale and greater emotional bonding with the company.

3. Enhance Management Involvement in Employee Well-being

Train managers to focus on developing employees, offering them feedback, and recognizing them. It will be able to boost to the enhanced trust and communication among the employees and the leadership and this will enhance retention.

4. Expand and Strengthen the HR Department

Hire more HR and HR technology to handle work more smoothly. It assists in quicker resolve of worker disputes, increased policy choice, and increased general HR responsiveness.

5. Establish a Retention Monitoring System

Monitor rates of employee turnover and perform periodic exit interviews to detect the origins and correct them. It assists in the minimization of evidence based turnover strategies and elimination of reoccurring problems.

5.3 Conclusion

My experience as an intern at Taiba Traders was indeed priceless since it enabled me to fill the gap between what I had learned in theory and what I would apply to the same field

of study in Human Resource Management (HRM). During the internship, I had an opportunity to actually experience the important duty of the HR, namely: recruitment, training, performance management, employee engagement, and compliance. This chance made me more aware of the role of HRM activities in the success of operations and the strategic development of an organization.

Getting engaged in undertaking several activities related to HR, I also noted the strong and weak points of Taiba Traders in maintaining cooperative and inclusive culture within the work environment. The care taken towards the welfare of the employees, its interest on labor laws and open communication adopted by the organization. They lack as much as they do but when it comes to a fledgling company they are able to find a way to overcome their underperformances.

Personally speaking, this internship promoted my communication, and interpersonal skills. It gave me some meaningful information on difficulties that the HR professionals encounter and made me understand how to go about them and be successful. It also improved my team play capacity, expertise in working within a changing scenario, and the capacity to provide substantial input towards organizational goals.

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