



Daffodil International University

**Internship Report
On**

**“Human Resource Management Practices of Energy Shield
Engineering Limited”**

Supervised By

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Program: MBA

Major in Human Resource Management

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Letter of Transmittal

Date: 09 December, 2018

To
Dr. Masudur Rahman
Professor
Department of Business Administration
Faculty of Business & Entrepreneurship
Daffodil International University

Subject: **Submission of Internship Report.**

Dear Sir

With due respect I would like to inform you that, I have completed my internship program in Energy Shield Engineering Limited and prepared my internship report titled “**Human Resource Management Practices of Energy Shield Engineering Limited**”. I am insertion my internship report to you for your brand assessment.

The internship program gave me the opportunity to extend my academic knowledge. I try my best to show up my practical knowledge in the institute and in this report. At any time oportune I will be available to you for explanation of any point of this report.

I therefore, would like to take the honor of thanking you for letting me have this unique opportunity to transmit my academic awareness into reality and I am passionately requesting and hope that you would be kind enough to allow my report and require thereby.

Sincerely yours,

.....

(Asma Ahmed)

ID: 172-14-2385, Program: MBA
Major in Human Resource Management
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Declaration

I, Asma Ahmed, hereby declare that the report of internship titled “**Human Resource Management Practices of Energy Shield Engineering Limited**” is ready by me after achievement of two and a half months work in Energy Shield Engineering Limited. I also would like to substantiate that, the report is ready fully for academic purpose not for any other purposes.

.....
(Asma Ahmed)
ID: 172-14-2385, Program: MBA
Major in Human Resource Management
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Certificate of Supervisor

This is to certified that **Asma Ahmed**, ID: 172-14-2385 major in Human Resource Management has successfully fulfill Internship Program and prepares a report on **“Human Resource Management Practices of Energy Shield Engineering Limited”** under my supervision as a limited requirement for MBA completion.

She has done her internship under my supervision and direction. She has tried her best to do this productively. I think it will help her in near future to build career.

.....

(Dr. Masudur Rahman)

Professor

Department of Business Administration

Faculty of Business & Entrepreneurship

Daffodil International University

Acknowledgement

At the very beginning I would like to express my deepest gratitude to almighty Allah for giving me the strength and the composure to complete my MBA courses of and prepare this report within the scheduled time.

During the period of my internship work, I have received generous help from many people, which I like to put on record here with deep gratitude and pleasure.

First and foremost, I am grateful to my supervisor, Dr. Masudur Rahman, Professor. He allows me to encroach upon his precious time freely right from the very beginning of this research work till the completion of my internship.

I would like to express my deepest gratitude to Mr. Md. Delowar Hossain, Managing Director for giving me the opportunity to complete my internship in such Energy Shield Engineering Limited. Also I would like to thank Mr. Mohammad Faruk, Deputy General Manager, Energy Shield Engineering Limited for his kind support.

I also want to remember Ms. Sabina Akter, Manager and Salauddin Ahmed, Assistant Manager whose support inspires me from beginning to end of my period in Energy Shield Engineering Limited. Also I would like to thank Ms. Farzana Islam, Officer for providing valuable information and suggestions to carry out the project right way. A warm gratitude for some officers in HR Division who helps me to gather every important information that can help me to make this report. My special sincere indebtedness to Mr. Shafiqul Islam, Officer and in charge of interns, who help me a lot in difference capacities to conduct.

My gratitude goes to the Energy Shield Engineering Limited colleagues and staffs, especially Abdus Zaher, Officer helped a lot in finding out the relevant books, journals, bulletins etc. and for their pleasant company and assistance in analyzing data, useful suggestions and inspiration.

My sincerest thanks go to all others who were involved and helped directly and indirectly in preparing this report.

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Chapter 1

Introduction

1.1 Introduction

Human Resources division is the promising sector in the new era of corporate world. Previously HRM was ignored by big organizations. Today the position has changed, most of the organizations are emphasizing on HRM observe. The main reason is, the organization runs by the people or human resources not by the machine. So, it is important to maintain these human resources in order to gain long term achievement in Business. Energy shield also gives emphases on HRM practice. In my Internship Report, my main target is to identify the area of HR practice of Energy shield.

1.2 Background of the Report

The world of work is rapidly changing and there is no doubt on that. HRM must be equipped to deal with the effects of the changing world of work as a part of any organization. For them this means sympathetic the implications of globalization, technology changes, workforce diversity. Changing skill requirements, continuous improvement initiatives contingent workforce, decentralized work sites and employee involvement are the issue for confront. Now the big challenge for the HRM is to support the organizations by providing the best personnel for the suitable position in shortest possible time.

Though there is a significant cost on the recruitment of employee, proper planning and formulate those plan is the task that require more focus and improvement. Equal opportunity and sourcing is also a vital part. Realizing these needs we tried to find the difference and similarities between theoretical aspects with the practical steps taken by the Energysield Engineering Limited. For the further improvement here we took an attempt to demonstrate the feature.

1.3 Objective of the Report

The objective of the report can be viewed in two forms:

- General Objective
- Specific Objective

General Objective:

The general objective of this report is to analyze **Human Resource Management Practices of Energysield Engineering Ltd.**

Specific Objective:

- To identify what types of HRM practices are done by Energysield.
- To identify the strengths and weakness of HRM practice of Energysield.
- To know the performance appraisal system of Energy shield.
- To analyze compensation practice of Energy shield.
- To recommend necessary steps for overcoming problems.

1.4 Methodology of the Report

In order to contract the report I have collected necessary information from two sources-

- Primary Sources of Information
- Secondary Sources of Information

Primary Sources of Information:

The primary data collected from the following sources:

- Face to face discussion.
- Telephone discussion.
- Oral interview of the responsible officers.

Secondary Sources of Information:

The secondary data collected from the following sources:

- Websites of Energy shield.
- Various documents of Energy shield.
- Internet.
- Library.

1.5 Scopes of the Report

The report deals with the HRM practice including HRP, recruitment and selection process, training & development process, compensation management, employee relation & separation, etc. in terms of theoretical point of view and the practical use. The study will allow learning about the HRM issues, importance, modern techniques and models used to make it more efficient. The study will help to learn the practical procedures followed by the leading organizations. Moreover the study will help to differentiate between the practice and the theories that direct to realize how the organization can improve their HRM practice & process.

1.6 Limitations of the Report

This dissertation report is an assignment outside of course curriculum in the practical life. I the student of MBA program just one stage behind of completing my formal studies. Before completing the institutional experience practical performance in the formal stages become difficult. So in performing this report lack of my proper sensible information is very much partial in this presentation. Besides above have to face some other limitations are:

- The major limitation was time that would mostly with stands a comprehensive study on the topic selected.

- They did not disclose various confidential matters, forms, report with me from HRD.
- There were some restriction to handover strategies of business and operation with others.
- Improper combination among various departments.
- They were very busy so, that was another reason why they were not giving more information.

Chapter 2

Organization Overview

2.1 Overview of Energy shield Engineering Ltd.

Energy shield is one of the leading engineering companies in Bangladesh. Energy shield was integrated in 2013 as a private limited business enterprise. It is powered by 40skilled manpower where 25 are graduated engineers. Continual research and development, quality products, best services and countrywide operations have made it widely adequate to the customers.

2.2 About Energysield Engineering Ltd.

Energy shield is a unique organization dealing with diverse business solutions such as Power Generation, EPC Contract, Fire Detection & Fire Protection System, Concrete & Construction Machineries etc. Energy shield is always committed in maintaining the highest standard of quality at all time.

From Price-concerned contracts to turn-key solutions, whether consisting of industrial, commercial or residential applications, new or existing buildings, Energy shield offers best solution for each project undertaken and take great pride in all the contracts it carries out.

Services

Fire Safety Solution:

“Energy shield” Provide Complete solution (Consultancy, Design, Installation & Commissioning) of Fire Safety (Fire Hydrant System, Fire Sprinkler System and Fire Detection & Alarm System) as per guidelines of NFPA & BNBC.

Fire Protection and Detection System

Energysield provide all kind of security system, remote control and monitoring and remote programming services to their clients. They also prepare rescue and security plans and inspect and test installed systems. The inspections and tests were always recorded and reports of the results were sent to the client.

Building Management System

Energysield provides insightful intelligent BMS technologies that are designed to listen to what a building is saying about its condition. They collect and analyze data and then provide insights on how to improve and control building's efficiency and productivity.

Commitments

- Energy shield Engineering Limited is committed to provide competitive prices with best quality and compliance that matters to you and your business operations
- Energysield loves working on great projects with a fantastic client. They care about their clients and can often be found working out of hours to get everything 'just right'. Their team equipped with latest technology and tools to serve business anytime.
- Energysield have dynamic, technically expertise enthusiast engineers and team members to complete support and services that business needs.
- Energysield work with a team of experienced; they can accommodate ones every need. Anyone can also check their testimonials, what other customers think about their services. They are available for their clients 24X7 with full dedication and care.

Their Honorable Clients:



Their Business Partners



2.3 Management Hierarchy & Organogram of Energy shield

Hierarchy:

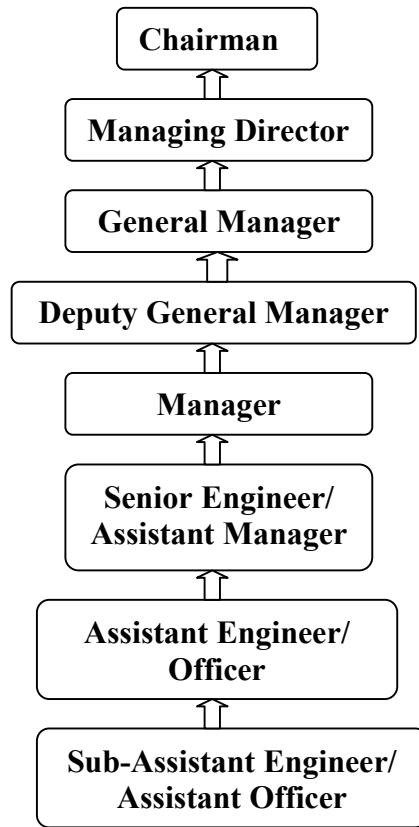


Figure-1
Source: Annual Report

Organogram:

Chairman							
Managing Director							
Marketing Department -GM		Services Department -GM		Human Resources Department -GM			
Safety Solution Section	Construction Materials Section	Technical Services Section	Spare Parts Section	Admin Section	Training Section	Accounts Section	Audit Section
- DGM	- DGM	- DGM	- DGM	-DGM	-DGM	-M	-M
-M	-M	-M	-M	-M	-M	-AM	-AM
-SE	-SE	-SE	-SE	-AM	-AM	-AO	-O
-SE	-SE	-SE	-SE	-O			
-AE	-AE	-AE	-AE	-AO			
-AE	-AE	-AE	-AE				
-SAE	-SAE	-SAE	-SAE				
-SAE	-SAE	-SAE	-SAE				

Remarks:

GM= General Manage
DGM= Deputy General Manage
M= Manager

SE= Senior Engineer
AE= Assistant Engineer
SAE= Sub-Assistant Engineer

AM= Assistant Manager
O= Officer
O= Assistant Officer

Figure-2
Source: Annual Report

2.4 Management Structure

The Five members of the Board of Directors are responsible for the strategic planning and overall policy guidelines of the Energy shield. Further, there is an Executive Committee of the Board to dispose of urgent business proposals. Besides, there is an Audit Committee in the Board to oversee compliance of major regulatory and operational issues. The CEO and Managing Director, Head of Departments and Section Heads are responsible for achieving business goals and overseeing the day to day operation. The CEO and Managing Director are assisted by a Senior Management Group consisting of General Managers who supervise operation of various Divisions centrally. Key issues are managed by a Management Committee headed by the CEO and Managing Director. This facilitates rapid decisions. There is an Asset Liability Committee comprising member of the Senior Executives headed by CEO and Managing Director to look into all operational functions and Risk Management of the Energy shield.

2.5 Vision and Goals

The visions for Energy shield Engineering Ltd. are to have a sustainable growth in terms of output and quality and to make a significant contribution towards the betterment of the workforce in the Energyshield.

It is engaged with strategic marketing process which involves building customer relationships by creating and delivering superior customer value aiming to produce high customer equity. Energy shield Engineering Ltd. successfully and efficiently blending skilled people, resources, organizational structure and decisions for implementing strategies at all levels.

Energy shield Engineering Ltd. is continuously creating innovative idea to its every step of operation to add distinctiveness and competitiveness to the products and services.

2.6 Mission

To ensure the safety, efficacy and usefulness of their products.

2.7 Their Human Resources Activities

Human Resources department performs following functions in employee management:

- Acquisition
- Compensation & Benefit
- Development
- Utilization
- Employee Relations
- Employee services

2.8 Purpose of Human Resources Department in Energysield

The mission of Human Resources is to maintain a fair, equitable, and positive work environment for all employees, in support of the mission of the organization. The purpose of having a human resources department are to establish, develop, maintain and communicate office-policies throughout the entire Energy Shield and to represent, help, advise and consult with the employees, while keeping the overall best interests of the Energy Shield in mind. The human resource department develops hiring-plans and recruiting-policies, handles compensation and salary administration. It also works for affirmative action and handles employee relations, separations, contracts, performance reviews and benefits. This department also develops official documentation, workplace ethics, employee handbooks, employee training programs, award/reward programs and community connections as well.

Chapter 3

Analysis

3.1 Meaning of Human Resource Management

Human resource management (HRM) is the strategic and coherent approach to the management of an organization's most valued assets - the people working there who individually and collectively contribute to the achievement of the objectives of the business. The terms "human resource management" and "human resources" (HR) have largely replaced the term "personnel management" as a description of the processes involved in managing people in organizations. In simple sense, HRM means employing people, developing their resources, utilizing, maintaining and compensating their services in tune with the job and organizational requirement.

3.2 Modern Concept of Human Resources

Though human resources have been part of business and organizations since the first days of agriculture, the modern concept of human resources began in reaction to the efficiency focus of Taylorism in the early 1900s. By 1920, psychologists and employment experts in the United States started the human relations movement, which viewed workers in terms of their psychology and fit with companies, rather than as interchangeable parts. This movement grew throughout the middle of the 20th century, placing emphasis on how leadership, cohesion, and loyalty played important roles in organizational success. Although this view was increasingly challenged by more quantitatively rigorous and less "soft" management techniques in the 1960s and beyond, human resources development had gained a permanent role within organizations, agencies and nations, increasingly as not only an academic discipline, but as a central theme in development policy.

3.3 Functions of HRM

According to Garry Dessler, HRM is the policies and practices that one needs to carry out the “people” or human resource aspects of a management position, including recruiting, screening, training, rewarding and appraising.

3.4 Human Resources Division of Energysield

Energy shield Engineering Ltd. recognizes that a creative and provoked work force is a requirement to leadership in the market it serves. Energy shield treats every employee with dignity and respect in a helpful situation of trust and openness where people of diverse backgrounds can reach their full possible.

The organizational human resources policy emphasize on providing job pleasure, increase opportunity, and due respect of better performance. A good working surroundings reflect and promotes a high level of loyalty and commitment from the employees. Realizing this, Energy shield has placed the utmost importance on continuous development of its human resources, identify the strength and weakness of the employee to assess the individual training needs, they are sent for training for self-development. To orient, enhance the knowledge of the employees Energy shield organizes both in-house and external training.

Human Resource division of Energy shield is taking care of total function for all employees. The main functions of Human Resources division are-

- Recruitment and Selection
- Pay-roll System
- Employee Attendance
- Training and Development
- Performance Evaluations

The major responsibilities of HR in Energy shield are-

- HR Policy formulation
- HR Planning
- HR Info System
- Work and Job analysis, design and evaluation
- Recruitment and Selection
- Diversity Management
- Career Management
- Employee and Management Training and Development
- Occupational health and safety

Counseling, Discipline and Separation

Energy shield believes in proper counseling for any problems or prosperity of its employees. It is also very severe in remedial actions and separation process. For every problem Energy shield operates proper investigations and employee separation is very friendly and quick.

Performance and quality management

Every employee's performance is monitored by his/ her line manager and reviewed by HR department.

Remuneration and benefits

Energy shield has a good structure of remuneration and benefits for employees which are very lucrative in the market.

3.5 HRM activities of Energyshield Engineering Ltd.

HR Planning

Human resource planning is the process of getting the right number of qualified and competent people into the right job at the right time. Putting another way, HR planning is the system of matching the supply of people internally and externally with the openings the Energy shield expects to have over a given time frame. The quality of the candidate and his/ her

expertise are deciding factor how Energy shield will succeed in achieving its visions, objectives and tasks.

Human Resource planning in Energy shield is a part of the Energy shield's overall business plan. Analyze the future volume of work of the organization and calculate the future staff demand.

Basically the top management gives the strategic management decision. The Board of Directors (BOD) although is the main policy maker, the Managing Director does everything in this respect through discussion and consultation with the General Managers and Management Committee. The company has a planning and administrative department (under HRD) and these departments are mainly responsible for the overall planning process. The top Management has developed a concept and builds a close relationship with customers. Both short term and long term planning is exercised in the Company.

Recruitment and Selection Process of Energy shield Engineering Limited

Energy shield Engineering Limited provides equal employment opportunity for all Bangladeshi citizens. It is the policy of the Company to attract, retain and motivate qualified and skilled employees within the company. To do this, the Company offers competitive compensation package and provides equal opportunity for career development to all employees. It is believed that in order to achieve the Company's goal, there must be efficient and high caliber human resources. Therefore, the company pays maximum attention and efforts in requiring highly qualified and competent employees who are willing to face challenges in achieving Company's goal. The role of HR in respect to attracting, retaining and motivating qualified and skilled employees is enormous. The formulation and implementation of a sound employment policy have great impact in the fulfillment of desired objectives.

Recruitment Guiding Principles

One thing Energy shield Engineering Limited always wants to make sure about hiring employees is quality. So Energy shield Engineering Limited has some employment policies and these employment policies are based on the following guiding principles:

- a) Fairness
- b) Right person at the right job
- c) Efficient and effective
- d) Realistic Planning
- e) Standard Method
- f) Development Focus

Formal Recruitment

Existing Position

- Human Resource Division plays the main role to determine the total manpower requirement of the Company. To meet this, the department collects data from all departments regarding their requirement of different expert personnel.
- Again, different divisions inform their requirement to HR department.
- HR Department analyzes the collected data and sort out the skill and experience requirement of Manpower.
- From the CV, they call the required person for VIVA VOCE.
- After the VIVA VOCE the selected personnel follow the same procedure same as to the entry level position.

Entry Level Position

For a new position each Department follows the following procedures:

- Requirement of Manpower of different Department with justification.
- When a new position needs to be created, then the HR head will submit a request to Board of director (BOD) for approval with proper justification attaching with a detailed job description.
- Upon the approval of BOD, HR recruitment process will begin.
- All new appointments must be accordance with the approved department budget and must be approved by head of HR and the BOD.
- Finally HR Head, MD will decide what types of skills are required.

Recruitment Process

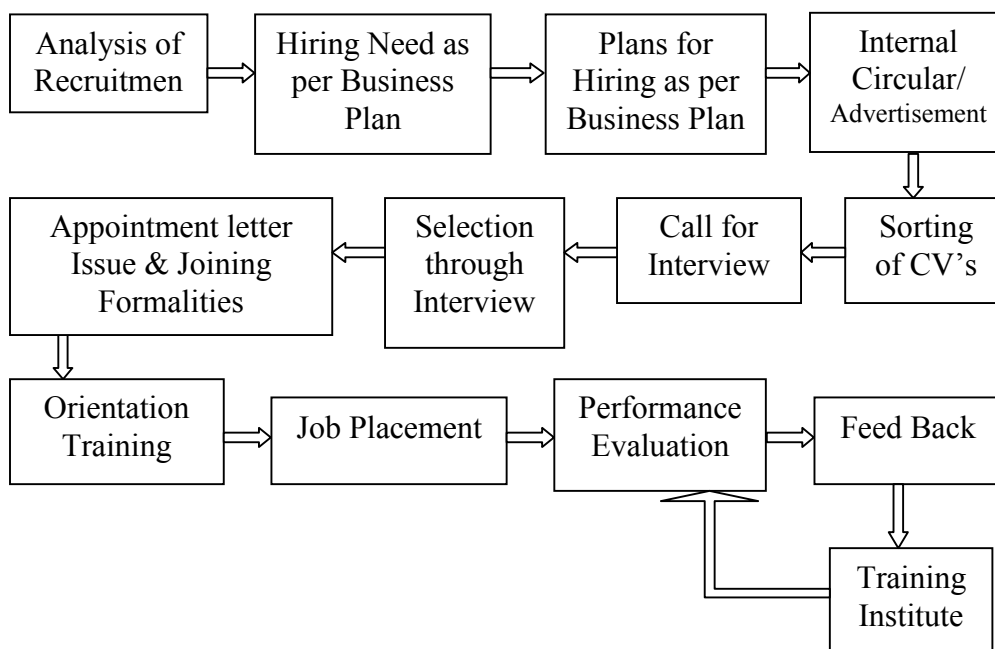


Figure-3
Source: Annual Report

Steps in appointment and placement at a glance

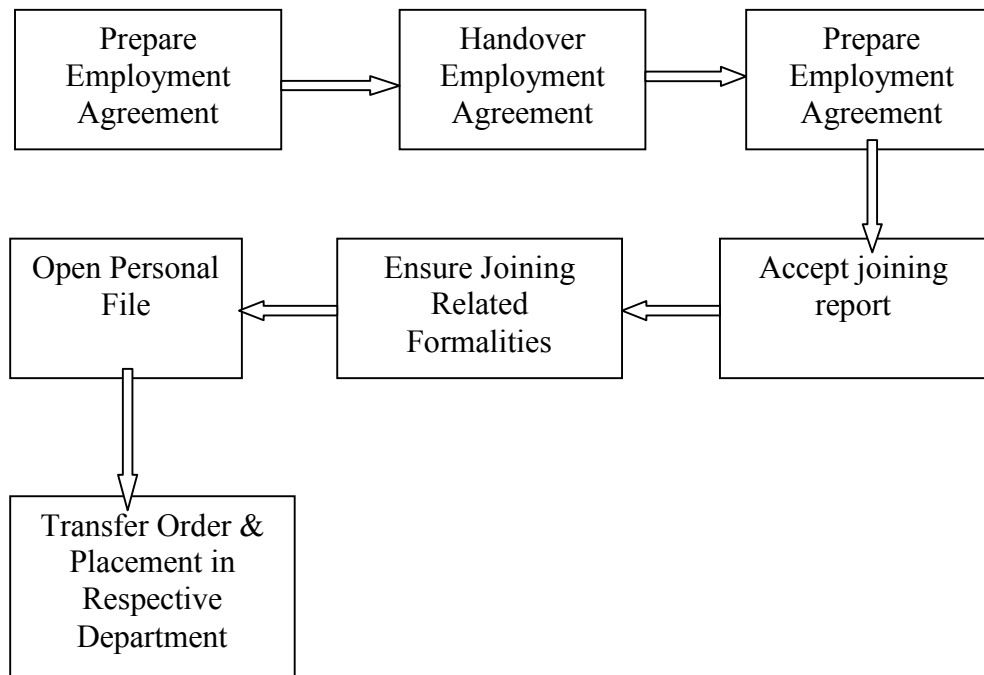


Figure-4

Source: Service Rules, 2017 of Energyshield Engg. Ltd

Joining Process

- Entry Level Officers are given Orientation to know more about the environment & culture of Energy Shield Engineering Limited.
- Next step is “Foundation Training”.
- After Foundation Training, “On the Job Training” is also recommended by the competent authority.

Recruitment Source

a) Advertisement

After getting the requisition form from the departments, HR then advertises the job into the people. There are several types of sources that Energy shield Engineering Limited uses for their job advertisement. Such as:

Newspaper Advertisement

Vacancy announced is occasionally circulated by publishing advertisement in the national newspapers. The newspapers that are widely circulated are chosen for publishing advertisement. Advertisement to be published in the national dailies is attractive. It indicates the position, nature of appointment, location, major areas of responsibility, terms & conditions, age limit, minimum education level, work experience, job requirements, special requirements. The concerned department sends a job description to HR with manpower requisition in a prescribed format. HR drafts the advertisement based on job specifications of the position and sends the same to line manager for their inputs, if any and confirmation of the advertisement. The public Relation Department is responsible for designing and layouts before sending an advertisement to newspapers.

b) Career Fairs

This is a new kind of talent hunt in our country and getting popular day by day. Energy shield Engineering Limited occasionally participates in the career fairs organized by different universities.

c) Web Search

Energy shield Engineering Limited has its own website through which any one can see the recruitment advertisement of the Company and can apply.

d) Internal recruiting

Energy shield Engineering Limited prefers to appoint internal candidates, who are suitable and qualified for the vacant or new position and also meets the existing and future requirements. Appointments may be made by the promotion, up gradation or transfer with the approval of the authority. No one is allowed to apply

for appointment during probationary period. Promoting internal employees on the basis of succession planning may also be looked into. Sometimes the internal candidates are not 100% competence for the post. In that case, Energy shield Engineering Limited trained them and makes 100% competence for the post.

e) External Recruiting

A successful external recruiting effort requires careful planning and coordination. In most medium and large organizations, the HR professionals do most of the recruiting. These people may be personnel generalists who spend some of their time performing recruitment activities or full-time recruiters who specialize in seeking and screening potential new employees. A separate recruiting function with at least one full time recruiter tends to exist in organizations that have a continuing need to recruit a minimum of fifty to one hundred exempt employees each year. Recruiters may make hiring decisions for some lower level jobs, but ordinarily they locate, evaluate and refer the most qualified to the Head of different divisions in which the vacancy has occurred.

Job Analysis

A job analysis is a systematic exploration of the activities within a job.

Job Description & Job Specification

The job specification of Energy shield Engineering Limited is mainly prepared by a committee and written in the service rule of Energy Shield Engineering Limited.

Job Evaluation

The compensation package of Energy shield Engineering Limited is not fully based on the job evaluation..

Training and Development

Training is the Systematic process of providing an opportunity to learn KSAs (Knowledge, Skill, and Ability) for current or future jobs. It is the process of teaching employees the skills and knowledge they need to perform their jobs.

Training and Development Objectives

The principal objective of training and development division is to make sure the availability of a skilled and willing workforce to an organization. In addition to that, there are four other objectives: Individual, Organizational, Functional and Societal.

- Individual Objectives
- Organizational Objectives
- Functional Objectives
- Societal Objectives

Training Steps

Developing a training program within an organization consider the following four basic training steps.

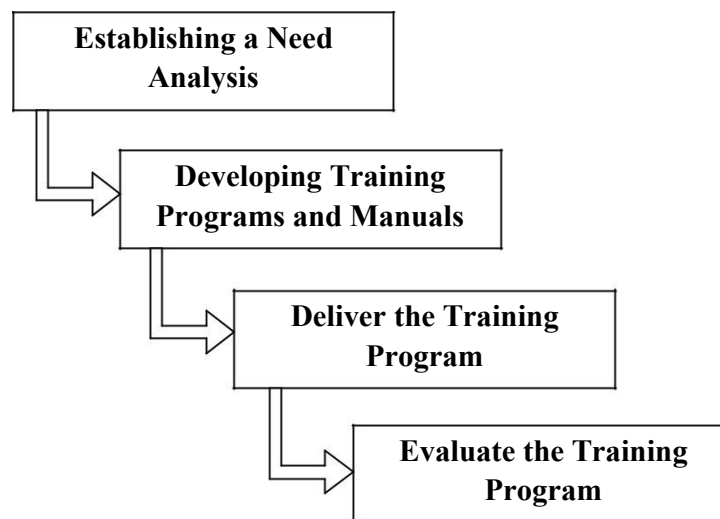


Figure-5

Source: Service Rules, 2017 of Energy shieldEngg. Ltd

Common Training Methods

Training is generally imparted in two ways:

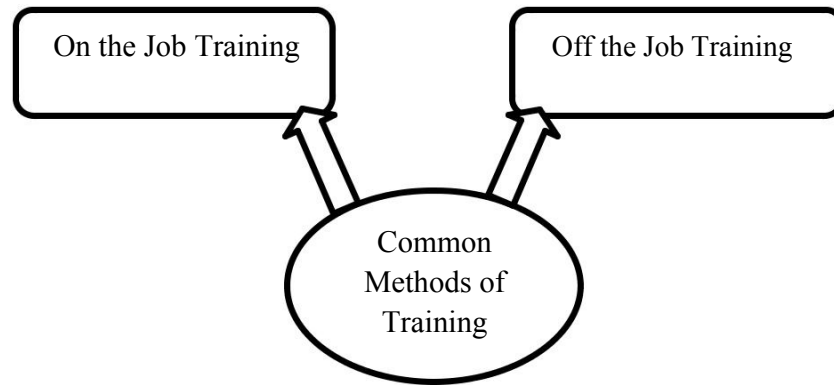


Figure-6 Common Methods of Training

a) On the Job Training

On-the-job training is a form of training taking place in a normal working situation. On-the-job training is training that takes place while employees are actually working. It means that skills can be gained while trainees are carrying out their jobs. This benefits both employees and the business. Employees learn in the real work environment and gain experience dealing with the tasks and challenges that they will meet during a normal working day. The business benefits by ensuring that the training is specific to the job. It also does not have to meet the additional costs of providing off-the-job training or losing working time.

b) Off the Job Training

Off-the-job training is conducted in a location specifically designated for training. It may be near the workplace or away from work, at a special training center or a resort conducting the training away from the workplace minimize distractions and allows trainees to devote their full attention to the material being taught.

However, off-the-job training programs may not provide as much transfer of training to the actual job as do on-the-job programs.

Training Need Analysis

An effectively training system begins with a determination of employees training needs. Training need is the gap between expected level of performance and actual level of performance. These need show up as performance deficiency. Once performance deficiencies are identified, the cause must then be determined. If the deficiencies are caused by inadequate KSA, then the training becomes a way to satisfy the need.

The two main ways to identify training needs are:

- Task analysis
- Performance analysis

Task analysis is especially suitable to those employees who are quite new in their job. Where performance analysis shows the performance of the current employees, it also identify if there is any performance deficiency or not.

Here is some different situation where training needs arise for both newly recruited and existing employees analyzed by Energy shield Engineering Limited:

- New recruitment.
- Enforcement of new laws and regulation related to Engineering.
- Introduction of new product.
- Enhancement Capacity building.
- Updating refreshment of engineering knowledge.

Training Institute at Energy shield Engineering Limited

Energy shield Engineering Limited Company Training Centre has been conducting their training at House: 39, Flat: 4B, Road: 06, Block: C, Niketon, Gulshan-1, Dhaka-1212 since inception of the Company.

Functions of Energy shield Engineering Limited Training Centre

Training Centre has implemented need based training Program and trained the officials of the Company. In addition to foundation training course for the Trainee/Assistant Engineer/Officer and newly recruited Engineers/Officer, Training Centre conducts several workshops on particular issue to develop competency skills of the officers.

Training plan of 2018

To develop the human resource for achieving organizational goal Energyshield Engineering Limited. Training Centre has prepared a plan for the 2018.

Through implementing the proposed training program in the year 2018, competency skills of human resources of Energy shield Engineering Limited will be increased in the areas of Engineering knowledge, law, practice & procedure and marketing of products, with an aim to acquire competitive advantage in all the sectors of the Companies.

Beside, proposed training program ‘Need based training course/workshop will be arranged as directed by the management of time to time.

Training program will be arranged from regulatory compliance against enforces new Engineering laws or Bangladesh Company guidelines/ circular.

3.6 Performance Management

Performance management is the integration of performance appraisal systems with broader human resource system as a means of aligning employees work behaviors with the organizational goals.

3.7 Performance Appraisal

Performance appraisal is the part of the performance assessment and management process in which an employee's contribution to the organization during a specific period of time is assessed. Performance feedback let employees know how well they have performed in comparison with the standard of the organization. Delivering and receiving performance feedback can be an emotionally laden process that dramatically affects employee's attitude toward the organization and themselves. If used effectively performance assessment can improve employee motivation and performance.

3.8 Performance Appraisal in Energy shield Engineering Limited

In Energy shield Engineering Limited employees performance is assessed annually which they called "Annual Confidential Report (ACR). Supervisors notice and observe the performance of their subordinates and make comments on a good or poor performance. It's a formal method. Most of Company's do ACR annually. It is the structured annual performance review, in which a supervisor assesses each employee's performance using some official assessment procedure.

3.9 Type of Performance to Measure

Result based performance is assessed in Energy Shield Engineering Limited. It means performance is assessed based on the results. This approaches deals with bottom-line issues like, to what extent an employee

can fulfill their target, are they able to fill up their project target or not, how much profit the employee brought into the organization during a year.

3.10 Methods of Performance Appraisal

Energyshield Engineering Limited uses graphic rating scale which is widely applied evaluation technique. The rater evaluates an employee on each of several performance dimensions using a range made up of clearly defined scale points. The rating dimensions are based on behavior, responsibility, and on a careful job analysis.

In the graphic rating scale method , a rater describe an employee as falling at 5 point on a performance scale, such as, poor, average, good, very good, excellent. The scale point is assigned score (ranging for 5 points for excellent to 1 for poor). Total score for an employee can be computed by summing the rating across all dimensions rated.

Rater of employee Performance

In Energy shield Engineering Limited supervisors provide subjective ratings of employee performance.

Performance Evaluation

At the end of each year, HRD initiates the performance evaluation of company's personnel. Accordingly performance evaluation forms of personnel are sent to the concerned department Heads. In addition, the improvement areas and the corresponding training requirements, if any, for next year are also identified. The evaluation forms duly filled are sent back to the HR department. HRD complies the training requirements identified in the evaluation forms and prepare a requirement for the Energy shield Engineering Limited Training Centre where the principal prepare the tentative annual plan.

The training plan is thoroughly reviewed by concerned functional Head and approved by chairman / Managing Director.

3.11 Service Rule of Energy Shield Engineering Limited

Service Rule is the main document of any organization. The Service Rule of Energy Shield Engineering Limited was introduced in 1999. The rules must be followed to take decision regarding various issues related to personnel, administrative or operational matters. Every employee of the organization must follow the rules & regulation of the service rule concerning any matter like leave, retirement etc.

3.12 Comparison between Bangladesh Labor Act & Service Rule of Energyshield Engineering Limited

I have given emphasis on three chapters of the service rule of Energy Shield Engineering Limited to compare with Bangladesh Labor Act 2006.

Those I three chapters are:

- Transfer and Separation
- General Condition of Service(pay scale)
- Leave Rules

Transfer and Separation

In transfer and separation Chapter there are three terms

- Transfer
- Resignation
- Termination

In case of transfer and resignation there is no specific act, so it can't be compared with Bangladesh labor act 2006.

Termination

Bangladesh Labor Act 2006	Service Rule of Energy shield Engineering Limited
<u>Permanent Employee:</u>	<u>Permanent Employee:</u>
Employers have to give four months written notice.	Employee can be terminated, without Assigning any reason by giving 90 days or 3 months' notice in writing.
If without notice than on payment of 120 days or four months basic pay.	Payment will be three months or 90days basic pay.
<u>Probationary/Temporary Employee:</u>	<u>Probationary/Temporary Employee:</u>
Employers have to give one month's written notice.	Competent authority can terminate without assigning anyreason or by giving one month's written notice.
If without notice than, payment will be 30 days basic pay.	Payment will be 1 months basic pay.

Table-2

Remarks:Here we can see the service rule of Energy shield Engineering Limited is quite restricted in terms of termination of their permanent employee. In Bangladesh Labor act permanent employee is given 4 months' notice before termination but Energy shield Engineering Limited only gives 3months notice and 3 months' pay which is disappointing compared to Bangladesh labor act.

Pay Scale

Pay scale means the scale of pay which is drawn by an employee in every month. Pay scale of Energy shield Engineering Limited is revised time to time and Board of Director approved the pay scale. The Pay Scale of Energyshield Engineering Limited is quite satisfactory according to their existing employee.

Leave Rules

Bangladesh Labor Act 2006	Service Rule of Energy shield Engineering Limited
Earned Leave is 20 days with pay	Earned Leave is 30 days with full basic pay
Casual Leave is 10 day	Casual Leave in Energy Shield Engineering Limited is also 15 days.
Festival Leave is 11 Days	There is no specific Festival Leave
Medical Leave is 14 days.	There is no specific Festival Leave
Maternity Leave is 120 days or 4 months.	Maternity Leave is only 90 days or 3 months.
There is no specific act for quarantine leave in labor act.	Quarantine Leave is maximum 21 to 30 days.
There is no specific leave provision for Hajj/Pilgrimage Leave in Bangladesh Labor Act.	There is no Hajj/Pilgrimage leave.
	On completion of 03 (three) years study leave may be allowed on case to case basis.

Table-3

Remark: Energy Shield Engineering Limited has tried to follow the Bangladesh Labor Act 2006 in their Service Rule, but in case of Maternity Leave they restrict it to 2 month which is not sufficient.

Special Type of Leave

Some special leave is given to the employees of Energy Shield Engineering Limited which are not included in the service rule of Energy Shield Engineering Limited. Those leaves are:

- Quarantine Leave
- Special disability Leave
- Advance Leave

Employee Benefit and Facility

Energy shield Engineering Limited believes in providing efficient customer service as well as sufficient benefits to the employees to the employees at their satisfaction. The benefits and facilities provided by the Company to its employees are as follows:

a) Bonus

All regular employees of the Company including the probationary officers are entitled to four festival bonuses on the occasion of Eid-ul-Fitre and Eid-ul-Azha worth of one month's basic pay irrespective of their date of joining and religion. Moreover the Board at its discretion may sanction incentive Bonuses from the profit earned by the Company. However, employees who are dismissed from his service are not entitled to get any bonus.

b) Gratuity

This is a benefit scheme of the employees of Energy shield Engineering Limited for their security after they leave the institution on retirement or otherwise. The Board of Directors of Energy shield Engineering Limited has framed the "Gratuity Rules" and Energy shield Engineering Limited in exercise of powers under article 128 of the Articles of Association of the company. The Board is authorized to amend or modify the Gratuity Rules.

The Company offers this benefit to the fresh employees who have completed a minimum period of 5 years of service without any discontinuation. They are entitled to two months' basic salary for

each completed year of service to be calculated on last pay drawn from the Company. The employees on lateral entry will also be entitled to gratuity benefits for the year of their services rendered to the Company in the event of normal retirement or relinquishment of service after completion of 5 years.

The benefits paid to the nominee or heir in case of the death of the employee. However employees with the following characteristics are not entitled to this benefit:

- Employees, who are dismissed from the service of Company on account of nay.
- Misconduct, breach of discipline and serious negligence of duties.
- Employees who resign or discontinue the service without permission.
- Employees appointed on contract basis.
- Employees on deputation from other organizations.
- Employees engaged on daily, weekly or monthly wages basis for any specified work.

3.13 Career Development

Career development essentially means the process of increasing an employee's potential for advancement and career change. In other words, it is a process of planning the series of possible jobs which an individual may hold in the organization overtime and developing strategies designed to provide necessary job skills as the opportunity arises. Therefore, career development relates to the readiness for progression through a series of positions during an individuals working life.

Career Development in Energy shield Engineering Limited

Career development is a systematic process of guiding the movement of human resources of an organization through different hierarchical positions. Energy shield Engineering Limited provides career

development opportunities to its employees. Redeploying the manpower through proper training in restructured job is one of the important priorities for the Energy shield Engineering Limited. But employees with matching skill and knowledge now find them in better bargaining position due to increased job mobility.

A career development process ensures promotion of employees from one career path to another.

A possible career path in HRD of Energy Shield Engineering Limited

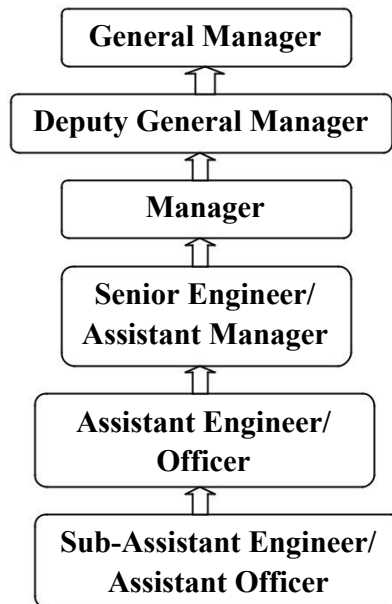


Figure-7

Source: Service Rules, 2017 of Energyshield Engg. Ltd

Chapter 4

Internship at Energy shield Engineering Ltd.

I have got the opportunity to work in Energy shield Engineering Ltd. as an intern for three months; it's a part of my academic program.

4.1 Description of the job

I was assigned to the following jobs. Those were-

- Collecting Bio data
- Screening Bio data
- Making Interview Lists
- Creating Employee Profile

4.2 SWOT Analysis of Energy shield

Strengths

- Maximum utilization of fund.
- Web based HR management.
- Diversification
- Immense machineries support.

Weakness

- Manipulation of other Departments.
- Small workforce.

Opportunities

- Skilled workforce.
- Introduce new HR strategies..
- New branches will be opened in different part of Bangladesh.

Threats

- Market leaders are very experienced in this concern.
- Increase Competition to better customer service.
- Pressure to decrease rate of profit.

Chapter 5
Findings
Recommendations
&
Conclusion

5.1 Findings

As a student the following findings are obtaining the study:

- There have some lacking in training and development system of Energy shield Engineering Limited.
- Performance management system of Energy shield Engineering Limited is not totally arranged.
- Recruitment and selection process of Energy shield Engineering Limited is imperfect.
- The employees of Energy shield Engineering Limited are not highly satisfied about the Gratuities.

5.2 Recommendation

I have discussed about the human resource management practice all through my report, which includes recruitment & selection, job analysis, job evaluation, training & development, career development, performance appraisal etc. Although the HRM practice of Human Resource Division is quite acceptable but they are not maintaining standardized human resource practices. There are some suggestions I think which can help to the HR Division of Energy shield Engineering Limited to utilize its human resource for the growth and development of Company.

- To increase training and development system of Energy shield Engineering Limited these are needed: Making of Yearly Training plan, Maintenance of a Training Record, Making an orientation Training Form.
- Performance Appraisal Method can be 180 Degree, through which both supervisor and subordinate can evaluate each other's performance which is a very important for the development of HR Division.

- Recruitment and selection process of Energy shield Engineering Limited has needs to careful monitoring to minimize subjectivity and ensure fairness.
- Energysield Engineering Limited should increase the provident fund contribution for motive their employees.

5.3 Conclusion

Human resource division plays a very vital role for total performance of the organization. The world is very competitive in this new millennium. Every organization getting the edge of using technology. In this position Human resource is the thing which can make the difference. In this paper I have tried to analyze the position of human resource division of Energy shield Engineering Limited from different point of view. Being analyzed I have made some suggestions. Performance Appraisal Method of Energy shield Engineering Limited can be 180 Degree, through which both supervisor and subordinate can evaluate each other's performance which is a very important for the development of HR Division. Evaluation of the Training Institute. They can Establishment Proper Human resource Information System, by which all information of any personnel can be easily found out. Required competence/Skill level Matrix should be maintained. They should make Yearly Training plan. Training Record of all the employees should also be properly updated.

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