

INTERNSHIP REPORT

ON

**AN EVALUATION OF HUMAN RESOURCES
PRACTICES OF ALESHA HOLDINGS LTD. (A STUDY
ON BANANI BRANCH)**



SUBMITTED BY:

Md. Shoyeb Bin Roshid

ID: 183-14-094

Major in Human Resources Practices

MBA Program

Department of Business Administration

Daffodil International University

INTERNSHIP REPORT
ON
**AN EVALUATION OF HUMAN RESOURCES
PRACTICES OF ALESHA HOLDINGS LTD. (A STUDY
ON BANANI BRANCH)**



Letter of Transmittal

05th February 2022

Mr. Mohammad Shibli Shahriar

Associate Professor

Department of Business Administration

Faculty of Business & Entrepreneurship

Daffodil International University

Dear Sir,

I am doing job overall 9 months at Alesha Holdings Ltd as a Trainee, Executive Hr&Admin (Banani Branch) and would like to submit my internship report as per your instructions. Also I would like to draw your kind attention to the fact that , I have tried my level best to gather and establish all of the information will be needed for this particular report, and in doing so have tried my utmost level to perform to your standards.

May I, therefore, wish and hope that you would be gracious enough to accept my report and oblige thereby.

Yours sincerely,

Md.Shoyeb Bin Roshid

ID NO:183-14-094

Major in Human Resources Practices

Program: MBA

Department of Business Administration

Daffodil International University

Student's Declaration

I, Md. Shoyeb Bin Roshid, hereby declare that the report of internship specified “ **Internship Report on An Evaluation of Human Resources Practices at Alesha Holdings**” is prepared by me after completion of internship in **Alesha Holdings Limited (Banani Branch)**.

Also, I would like to make sure that the report was prepared for academic purposes only and not for any other purpose.



.....

Md. Shoyeb Bin Roshid

ID: 183-14-094

Major in Human Resources Practices

Program: MBA

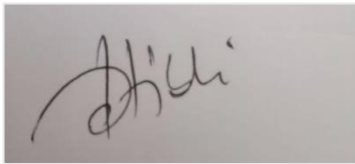
Department of Business Administration

Daffodil International University

APPROVAL CERTIFICATE

This is to certify that **Md.Shoyeb Bin Roshid** bearing ID no. **183-14-094** student of MBA Program, Daffodil International University . He has completed the internship report under my supervision .He has worked with Alesha Holdings Ltd. as an Trainee Executive HR & Admin and completed the report entitled “**An Evaluation Of Human Resources Practices of Alesha Holdings Limited**” as a partial requirement for obtaining MBA degree.

He has completed the report by himself.& permitted to submit the report . Shoyeb Bin Roshid strong moral character and a very pleasing responsibility. It has indeed been a great pleasure working with his. I wish him all success in life.



.....

Mr. Mohammad Shibli Shahriar

Associate Professor

Department of Business Administration

Faculty of Business & Entrepreneurship

Daffodil International University

Acknowledgement

Primitively i would like to thank the Almighty without whose help this report can't be completed.. Also i want to express my deepest appreciation to all who provided me the possibilities to complete this report. Also I give to special gratitude the intern supervisor, Mr. Mohammad Shibli Shahriar, for giving us time and for providing us with all kinds of support by suggesting us about accumulating and completing the report .

I would also like to thank all employees of Alesha Holdings Limited for sparing their valuable time in giving me the information and the opportunity to work with them. I gathered practical knowledge that was needed so as to form this internship program successful..

I also want to express my sincere gratitude to all of the employees of Alesha Holdings, Banani Branch for their cooperation. Also I thanked modern technology for making information available for us and make our life so easier as well as provide as much as information as one needs.

I am grateful to all or any those people that have a minimum of minimum effort and contribution to finish report. I feel such a lot lucky to urge their co-operation.

Executive Summary

Human resources development is an important tool that adds value to an organization and is a necessary part of organizational functions. Therefore, this report is a task assigned as a partial fulfillment of the course necessities given by an honored teacher. Mr. Mohammad Shibli Shahriar ,Associate Professor, Department of Business Administration ,Faculty of Business & Entrepreneurship ,Daffodil International University

In this report the general work of the Human Resource Department of Local Company – Alesha Holdings focused on the explanation. The purpose of this report is to find a human resources development practice for Alesha Holdings. To produce this report, I worked with the HR executive of Alesha Holdings Ltd. Spoken to collect and collect information. Alesha Holdings Co., Ltd. The results are very satisfying, as the organizations in which the HRM activities are actually carried out are making great efforts.

In this report, the general work of Alesha Holdings, the HR division of a local company, focuses on the declaration. The purpose of this report is to find a human resources development practice for Alesha Holdings. To produce this report, I consulted with the Human Resources Manager at Alesha Holdings Ltd. Cooperated to collect and collect information. Alesha Holdings Ltd. The organizations that actually carry out HRM activities have made great efforts and have obtained very satisfactory results.

Tables of Contents

SERIAL NO.	CHAPTER	PAGE NO
	Letter Of Transmittal	i
	Student Declaration	ii
	Approval Certification	iii
	Acknowledgement	iv
	Executive Summery	v
	Chapter One: Introduction	(1-3)
1.1	Introduction	2
1.2	Origin Of The Report	2
1.3	Objective Of The Study	2
1.4	Scope Of The Report	2-3
1.5	Methodology	3
1.6	Limitations Of The Report	3
	CHAPTER 2: ABOUT THE ORGANIZATION	(4-8)
1.7	Historical Background Of The Alesha Holdings	5
1.8	Alesha Holdings Movement In Bangladesh	5
1.9	Mission	5
1.10	Vision	5

2.1	Commitments	6
2.2	Alesha Holdings Ltd. SBU	6
2.3	Management	6
2.4	Organization Structure Of Alesha Holdings	7
2.5	SWOT Analysis	8
	Chapter 3-Literature Review	(9-15)
2.7	Human Resource Management	10
2.8	Functions Of HRM	11-14
2.9	Challenges Of Modern HR	14
2.10	Importance Of HRM	15
	Chapter- 4 Human Resources Practices Of Alesha Holdings	(16-25)
3.1	Recruitment & Selection Process	17-18
3.2	Training & Development Process	19-21
3.3	Performance Appraisal	21-22
3.4	Compensation Plan	22-25
	Chapter 5: Findings & Recommendation	(26-27)
3.5	FINDINGS	26
3.6	RECOMMENDATIONS	27
	Chapter-6 : Conclusion & Bibliography	(28-29)
3.7	Conclusion	29
3.8	Bibliography	29

Chapter One: Introduction Part

1.1 Introduction

Human resource practices include all administrative decisions and practices that directly or affect the individuals or human resource departments working in the organization. In recent years, there has been increasing interest in human resource management for organizations. Increasing awareness of the organization's employees, the ability to achieve the organization's goals, and managing these people are critical to the success of the organization. The company sees human resources as an integral part of its business operations to improve productivity. The company has an obsession with recruiting, training, developing, motivating, organizing, maintaining and retaining existing talent based on quality education, training and operational experience ideas. A company is nothing without people. HR is interested in the "people" aspect of management. Every organization is made up of people, so to achieve r company's goals and ensure ongoing commitment to r organization, get services, develop skills, and perform at r best. Motivation is essential.

1.2 ORIGIN OF THE REPORT

To earn an MBA degree must have an internship program with a reputable organization like Alesha Holdings ltd. Indeed, this report establishes the relationship between theoretical and practical knowledge. As an area of need for the MBA Program at the University of Business, I completed the internship under the close supervision and guidance of Professor Mohammad Shibli Shahriar, Faculty of Business Administration, Daffodil International University, and he proposes to me. The subject of my report is "Evaluation of human resource development of Alesha Holdings Ltd."

1.3 OBJECTIVES OF THE STUDY

- To present an overview of Alesha Holdings Limited.
- To identify the Human Resources Policy & Practices of Alesha Holdings Ltd .
- To analyze the human resources practices of Alesha Holdings
- To Find Out Some problems of Human Resources Practices of Alesha Holdings Ltd.
- To make some suggestions to overcome the problems of Human Resources Practices..

1.4 SCOPE OF THE REPORT

I working at the Banani branch of Alesha Holdings LTD, so the scope of my research is limited to this branch. The theme of this report is "Evaluation of Human Resources Development of Alesha Holdings Limited". I have collected valuable information from Alesha Holdings Limited to conduct my research. I also got the information from the website.

1.5 METHODOLOGY

To gain extensive information, this subject has been discussed several times with business-related experts to validate Alesha Holdings Limited and other relevant secondary information. Each report is produced according to a specific methodology. My research is based on knowledge extracted from various sources gathered through the application of specific methodologies. Data source. Data have been collected from two sources. These are as under:

a. Primary Data: The primary sources of data include the followings:

- Practical experience from office.
- Conversation with officers and staffs.
- Taking initial lecture from senior officers.
- Direct conversation with the Senior Executive.
- Practical work experienced in several desk.

b. Secondary Data: The secondary sources of data include the followings:

- Website of the Alesha Holdings Limited (AHL).
- Theoretical books relating HRM sector.
- Journal , Website & Browsing HRM Related data Report.
- Technical and trade journals.
- From internal record documents

1.6 Limitations of the study:

It is not easy to report the work experience gained in a short period of time, and it can be public, so I tried to limit it as much as possible. While creating this report, I encountered some issues and limitations, including:

- All necessary information is not available in any specific branch of the AHL and there is also limited opportunity to visit more than one branch.
- Each organization has its own sensitive information that is not shared with other organizations. When collecting data from AHL, employees do not disclose compliance information due to organizational confidentiality.

CHAPTER TWO: ABOUT THE ORGANIZATION

1.7 Historical Background Of Alesha Holdings Limited

Alesha Holdings Ltd, group of industries has an emerging business heritage, a glistening present and a glistening future. 'Alesha' is established in year 2018 by experienced. Since its outset its viewpoint has been very clear "Satisfying consumers by providing the only possible goods & services, pursuing appropriate business ethics and ambition to achieve the top". They mostly focusing and valuing in 'Go Green Think Green' concept.

1.8 ALESHA HOLDINGSING MOVEMENT IN BANGLADESH

Alesha Holdings Limited (AHL) is a combine organization registered under the Companies Act, 1994 of Bangladesh with its Head Office currently at Praasad Trade Center (3rd Floor), 6 Kemal Ataturk Avenue, Banani C/A, Dhaka1213, Bangladesh. Alesha Holdings has Eleven sister concern. All concern provides all types of support like Tech , Solutions , Engineering, polymer, Leather, ExportImport, Developments, Mart, Agro, Steels, pharmacy and overall business of the country. AHL finances are also available for the entrepreneurs to set up promising new ventures and BMRE of existing industrial units. This companies established by Alesha group and chairman is Md. Monzur Alam Sikder who are well reputed in the field of Tech, ecommerce, industry and business of the country. The organization also provide legal support to others. The organization is managed and operated by a group of highly qualified professional teams with diverse experience in the business industry. The management of this organization is always focused on understanding and anticipating people's needs. Consumer needs are changing every day. Since the founding of Aresha Holdings Co., Ltd., we have already made great progress.

1.9 MISSION

Reconcilable to their vision, they attempt to became a trusted brand in global platform. With effective use of their resources, they desire to strengthen the economy of Bangladesh. along side modern management practices and front-line innovation, they are capable of generating high profitability. Their foremost target has always been- and can always be- to the touch the lives of individuals .

1.10 VISION

To become a number one business industry and to play a big role within the development of the country.

2.1 COMMITMENTS

- They believe their commitments should create people to possess a far better life and encourage future generations to pursue similar goals. However, ALESHA grasp that honesty and probity are sole essence of strong and stable enterprise.
- Ensuring all modern alternative delivery channels for straightforward access to our services by customers.
- Entering into new avenues of business to extend profitability.
- Pursuing CSR activities like free Ambulance service for our continued support to peoples of the country, distressed people and for advancement of underprivileged people of the country.
- Establishing the brand image as a growth complementary .

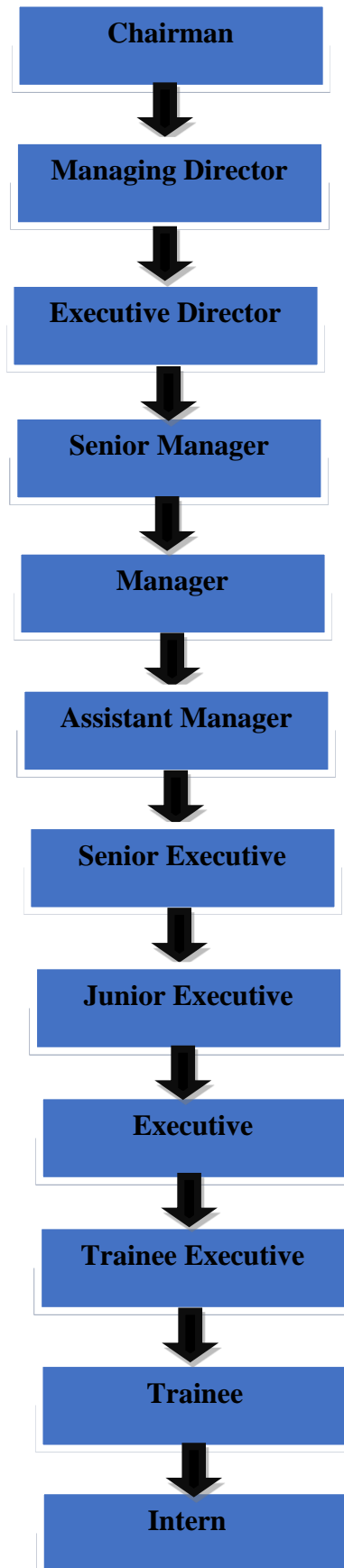
2.2 Alesha Holdings SBU

1. Alesha Tech ltd.
2. Alesha Solutions ltd.
3. Alesha Developments ltd.
4. Alesha Mart ltd.
5. Alesha Polymer ltd.
6. Alesha Engineering & Services ltd.
7. Alesha Leather ltd.
8. Alesha Export-Import ltd.
9. Alesha Agro ltd.
10. Alesha Steels ltd.

2.3 MANAGEMENT

AHL receives advice from recognized people. The group's current managing director can benefit from decades of know-how both inside and outside the country. He is supported by a well-trained and competent team with extensive experience in the corporate sector. Company management regularly focuses on understanding and anticipating customer needs and providing solutions to them. Alesha Holdings Limited has already achieved enormous capabilities in the short term of its existence.

2.4 ORGANIZATION STRUCTURE OF ALESHA HOLDINGS LIMITED



2.5 SWOT Analysis

STRENGTH

- HR strategy includes long-range goals, like maintaining with trends concerning workforce talent.
- Strong Business Network.
- Good relationship with employees.

WEAKNESS

- Proper monitoring problem
- Some issues have on salary gratuity fund & others beneficiary issues.

OPPORTUNITY

- The development of a replacement line or service.
- Large business market to expand the business.
- Skilled workforce.
- Introduce new HR strategies.

THREATS

- Sometimes at an obstacle because they're not self-sustaining.
- HR Department isn't profit-producing departments, so funding can be reserved for HR activities above what's decidedly necessary.

Chapter 3 Literature Review

2.7 Human Resource Management

Human Resource Management (HRM) is closely linked to the recruitment, recruitment, placement, and management of employees in an organization. As Graham says, "The purpose of HRM is to make sure that the workers in the company are hired so that the employer can make the most of their skills. Therefore, the workers are material and from work. can get both psychological rewards. "

- Includes talent procurement, training and retention
- Helps achieve r personal, organizational and social goals.
- Human resource management is an interdisciplinary field of study. It includes studies in business administration, psychology, communication, economics and sociology, and includes solidarity and teamwork.
- Requires team spirit and teamwork.
- This is an ongoing process.

HRM means that management acts like planning, organization, direction, and control. It means acquiring, training and retaining human resources. It helps achieve r personal, organizational and social goals. HRM can be a powerful disciplinary issue. This includes studies in business psychology, communication, economics, and sociology. It means solidarity and teamwork.

2.8 Functions of HRM:

The Functions of HRM includes the all activities of HRM. These activities are -

1. Human resources planning:-

plans are methods for achieving a desired result. Goals or objectives are specific results would like to realize . Planning is hence “the process of initiating objectives and courses of action prior to taking action.” Planning provides a sense of purpose and direction. It is a comprehensive framework for creating decisions beforehand . It also belongings the organizing, leading, and controlling part of management. HRP is that the ongoing process of methodically planning ahead to optimize and maximize r business’s most cherished asset high-quality employees Human resources development supports the organization in the following ways:

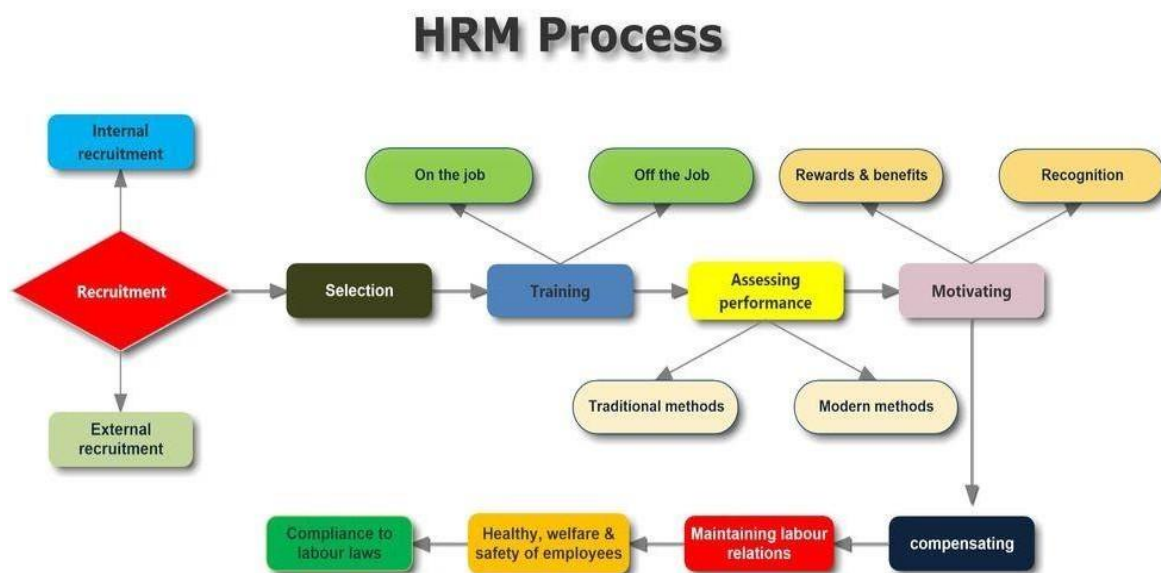
- Personnel planning always prevents companies from falling into market traps in the changing labor market.
- The HR manager finds the right talented and skilled workers needed for the organization.
- During the growth phase of a company, HR managers make every effort to identify leaders who will lead the company to success.
- Human resources managers always seek to hire people to balance company goals with employee intention.

2. Job analysis design:

Job analysis is another important part of the HRM process. Job analysis shows the reasons for a worker's responsibility for a job. The company creates advertisements according to labor analysis. It also helps understand the job, including job title, place of work, job overview, related jobs, working conditions, potential hazards, and machines, tools, equipment, and materials used by employees. However, work analysis is not limited to these factors. Work analysis. It also checks the human qualifications to perform the work. Education, experience, judgment, training, initiatives, leadership qualities, physical abilities, communication skills, responsibilities, accountability, emotional traits, and levels of an employee's unusual sensory demands are all detailed in job analysis .

3. Recruitment and selection:

In response to the company's demand, Alesha Holdings gathered information for job analysis, and the company created and published an advertisement in the newspaper & social media also job advertisement website like Bdjobs. This may be a recruitment. After the advertisement is posted, we receive a large number of applications, conduct interviews, select the right person in the right place, and hire and select as another important field of human resources management. Recruitment planning is at the beginning of the recruitment process, where vacancy percentages are analyzed and explained.



4.Orientation Process : When the workers are selected an orientation program is held.This will be another important step of HRM. In orientation the workers are told about the small print of the organization, explain about the organizational culture and values and work ethics and introduce to the other employees. When the welcome to an organization is extended by the manager staff the worker will feel overwhelmed. it's a chance for the new employees to be told where to hunt out the break room and emergency exits. It also gives new employees a chance to satisfy co-workers that they will have otherwise not acquire contact with.

5.Training and development: In the training, employees are educated about their duties and gradually gain confidence. Training improves their overall performance, which can only benefit the organization. Employees who are honored and challenged with learning opportunities may find themselves more satisfied with their work. Educational programs enable all employees to develop the skills they need to improve their performance.

6.Performance appraisal: Performance assessments are organized and the HR department analyzes employee performance and reviews it according to rank. Based on this evaluation, future promotions and salary increases will be determined. Performance assessment is a systematic process that assesses an employee's ability to perform their duties in relation to the project and dedication to the organization that the employee has undertaken. This helps managers find the right people for the right job and build confidence in their skills. Therefore, every organization needs a good performance evaluation system to improve the performance of its employees.

7.Compensation & Remuneration : Compensation is the reward given to an employee in return for his or her personal contribution to the service or organization. Contributions are often their time, knowledge, skills, and commitment to r company or project. Compensation is the monetary benefit given to an employee or worker servicing a company. Reward components such as salaries, wages and bonuses. The rewards offered help motivate employees, build their careers, and ensure their commitment to achieving the company's goals. Remuneration may be a payment received in exchange of services provided. it's a sum of cash that serves a compensation-al purpose. Also Remuneration can added hourly wages, fringe benefits, salary compensations, and other sorts of compensation like stock options and cash bonuses.

8. Motivation, welfare, health and safety: Motivation is essential to support the number of employees in r organization. It is the job of the Human Resources department to get an overview of the unique motivational strategies. Apart from that, certain welfare and safety policies must be followed for the benefit of the workers. This is also handled by HR Management. Post-commitment funding to ensure a safe working environment: reduce breakdowns, protection, improve relationships

between workers and promote representative commitments to quality goals. The presenter has the legitimate right to appear in a protected and healthy condition. A safe and healthy work environment can have a lasting positive effect on mental contracts.

9.Industrial relations: The relations between management & worker that's called industrial relation. Basically Every organization attempt to keep good relationship between their management & employees. the matter of a rise in productivity is actually the matter of maintaining good industrial relations.

2.9 Challenges for the modern HR

The composition of the board, understood as human capital, has adapted to the changing workplace, but these advances have been made and can continue to do so. The difficulties before the recruitment manager are:

- 1. Retention of the employees:** Employee retention is the ability to prevent an organization from leaving. Employee retention means the efforts of the corporate organization to demand that the current employee maintain a working environment that helps them stay in the company.
- 2. Multicultural work force:** A multicultural manpower is one made from men and ladies from a spread of various cultural and racial backgrounds. The labor pool of any country may be a reflection of the population from which it's drawn, despite some distortions which will be caused by discrimination or cultural bias in hiring.
- 3. Women in the work force:** In recent years, the number of women engaged in forced labor has increased rapidly. Female representatives face very surprising problems. They also have family responsibilities. The association needs to take this aspect into account as well. The exam in front of the HR clerk is to establish sexual influence ability and give female personnel a decent job.
- 4. Handicapped employees:** This part of the peoples usually faces many problems in the workplace, and not many associations have professions or offices dedicated to workers with disabilities.
- 5. Retrenchment for employees:** Retrenchment is one of the methods companies use to postpone employment if they are forced to reduce their workforce. Subsidiaries of multinational corporations often identify savings that affect the consumption of talent. However, companies often collapse to think about invalid requirements to manage before dismissing an employee.
- 6. Change in demand of government:** In most cases, government regulation is evolving. In addition, organizations are given many opportunities, but some strict policies and guidelines have been introduced.

2.10 Importance of HRM:

- 1. Objective:** HRM sometimes encourages businesses to achieve their goals by creating an uplifting spirit among professionals. Reduce waste and get the most out of r assets.
- 2. Facilitates professional growth:** HR Arrangements Trustees are well organized and ready for future promotions. Their skills can be used not only in the organization they are currently working in, but also in other organizations that representatives may join later.
- 3. Better relations between union and management:** HRM practices help associations maintain a coordinated connection with the organization. Unions are beginning to understand that organizations are also enthusiastic about their employees and do not cause trouble with them. The chances of picket are greatly reduced.
- 4. Helps an individual to work in a team/group:** Human resource development practices train people's cooperation and change. People are really comfortable now when working in groups. This enhances collaboration.
- 5. Identifies person for the future:** The job of developing good people teaches people to work together and change. While group collaboration improves collaboration in this way, people are really embraced at this point.
- 6. Allocating the jobs to the right person:** Organizations are more likely to select the right people for the right activities if they follow legitimate registration and self-reliance practices. The moment this happens, they are satisfied with their activity, reducing the number of people leaving the movement and leading to a reduction in worker turnover.
- 7. Improves the economy:** Successful HR rehearsals improve the performance and execution of the organization and give the organization the opportunity to enter new business areas.

Chapter 4

Human Resource Practice of Alesha Holdings Ltd

Without talented people, a company cannot build an honest team of professionals. Therefore, it should not be underestimated. Human resources are very important to the organization. HR Salary Masters creates an appropriate compensation structure that focuses on organizational compensation between different organizations within the zone, within very similar industries, or between organizations seeking workers with similar skills. Alesha Holdings does not have the full human capital area of board practice due to its assets and the size of the association. The personnel practices I found at Alesha Holdings are:

- a. Recruitment & Selection
- b. Training & Development
- c. Performance Appraisal
- d. Compensation Plan
- e. Employee Relationship

3. 1 Recruitment & selection:

The hiring process refers to the hiring of an individual or group in a selected position and can also be described as an activity that creates a connection between the employer and the job seeker. Recruitment is also referred to as summarizing job seekers' applications and selecting the best candidate for the identified position. Alesha Holdings strives to hire individuals who perform their client's work to a high standard and actively contribute to the corporate culture.

CV Sorting:

CV sorting is the process of identifying inappropriate candidates through appropriate and more detailed CV reviews. It will help determine if a candidate is eligible for a job based on the education, experience, and other important information contained in resume. Alesha Holdings also conducts resume screening to select the right candidate from the pool of candidates. Alesha Holdings typically shares its newsletter on bdjobs.com and also posts it on social media on its Facebook and LinkedIn pages.

Employee Selection Process:

Choosing the best candidate for the position need allows for organization to achieve quality employee performance. The Alesha Holdings employee selection process consists of two steps. The employee must complete two interviews. The first interview will be conducted by the Human Resources Manager. In this interview, everyone needs to test the performance of their computer. The candidate is then selected as the final candidate for another interview. The next second interview will be conducted by the line manager of the department in which the candidate was selected.

1st Interview: After sorting candidates resume, candidate will be invited to an interview. The interview will

be conducted by the personnel manager. Candidates basically asked themselves basic questions and were also asked about their experiences.

2nd Interview: The second interview will be facilitated by the line manager of the department in which the candidate is hired. Candidates will be asked some questions about the work in their department they are applying for. Candidates can be part of the Alesha Holdings family if they can satisfy them with their answers. The whole process takes a week. Depending on the situation, it may depend on:

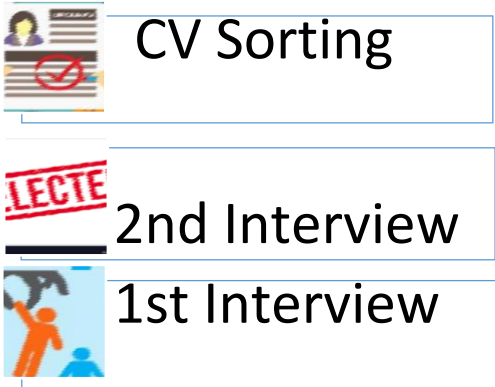


Chart: Recruitment & Selection

3.2 Training & Development:

Alesha Holdings is looking for new graduates and experience in the related job market. Therefore, training is a very important part of human resource development. AHL also offers on-the-job training. Each employee has a line manager who must report on his or her work. The line manager will be selected from among the employees who will be the instructors of new employees by appointment. Trainers also teach new employees to understand their work and expected standards. Even new entrants are guided by trainers to improve their skills. Alesha Holdings basically uses on-the-job training and the so-called mentorship method. In the mentorship method, experienced or experienced employees try to guide new employees. New employees are trained during business hours so they can learn new skills from their trainers.

On the job Training method:

Using this method, new employees can easily learn from colleagues, subordinates, or superiors. The best way to learn is at work. In this way, employees can learn by working and trying to act according to their own actions. Some of the most commonly used methods are:

1.Coaching:

Coaching is one more way in which new employees can be trained on the job. A coach can train more employees than a mentor and can be dedicated full-time to training. It is a decent way to prepare newcomers. A coach may be team mates or other staffs also coach can be top level management of the company.

2. Mentoring programs:

Mentors are often directors, topic leaders, and colleagues, but the essence of this hands-on preparation method is that it is individually guided and seeks to expand the information and work of newcomers. Alesha Holdings pursues teaching technology.

3.Computer or online-based training modules:

These projects are large and do not require close proximity to other collaborators or time, so they are simple and practical arrangements. At Alesha Holdings, new workers can take the test online when they are ready. It also provides an essential assessment of their learning and identifies areas that require additional creation.

4. job Rotation:

Job rotation is the process of moving new entrants between different jobs within an association. This allows him to gain a wider range of experience and educate him in different tendencies. This methodology improves the information provided to newcomers about the work each group is responsible for on a regular basis. It also helps understand what is the easiest contact purpose for each group. At Alesha Holdings, after six months, employees can be transferred to another office as needed. Therefore, they further implemented the strategy in the preparatory process.

Off the job Training Method: Basically, vocational training is based on special lectures, simulations, vestibular training, case studies, role-playing and business games. In this process, new employees learn certain professional activities, which allows them to become professionals in their work.

3.3 Performance Appraisal :

Basically, performance evaluation is an evaluation of employee performance. When taken seriously and done properly, employee reviews can help individuals improve and lead to better results for the

entire organization. Alesha Holdings uses several performance evaluation tools. The tools used by Alesha Holdings are :

- Goal Review
- Peer Review
- Rank colleagues
- Client review
- Timesheet review

Goal Review: Goal reviews measure the work that employees are trying to accomplish in their work. Goal reviews help to get a complete picture of employee activity and employee performance. At Alesha Holdings, all employees are given goals that they want to achieve within a certain amount of time. Goals are set by the employee's manager. The goal has three phases:

- Task oriented
- Organization oriented
- Person oriented

Task Oriented:

Supervisors give employees goals for their tasks. The tasks are called the core tasks of each employee. These tasks are important for measuring quality. Accurate for employees based on brand.

Organizational Oriented:

A task given to an employee by an organization, called an organization-oriented task. These tasks contribute to the well-being of the organization. These tasks are fundamentally different from normal tasks. Alesha Holdings basically wants to be an ISO 2021 International Organization for Standardization accredited company this year. Perform organization-oriented tasks to see which employees are working on it.

Person Oriented:

People-centric tasks focus on individual skills and fulfillment. At Alesha Holdings, tasks are typically assigned to qualified employees. Basically, anyone with that particular ability to get the job done is working on a person-centric job. Goal reviews should include specific features related to organization's goals.

Peer Review:

Peer review is a service, such as an assessment, performed by one or more collaborators who compare their expertise. This keeps quality at the desired level and improves productivity and performance. At Alesha Holdings, all employees are required to serve as arbitrators on the last day of each month. Each employee must submit a team member rating. At Alesha Holdings, the lead department needs to review the people who work for the lead. In Alesha Holdings there are also have manger review system.

Timesheet Review:

Timesheets are the process by which each employee holds a sheet and creates a document for the current work list. Timesheets managed employee information about work projects, started projects, and when. All employees use timesheets for the time it takes to work. HR also needs this spreadsheet to measure employee performance.

Performance Appraisal Assessment:

Employee performance assessment can be a process that combines both written and verbal elements. Management assesses an employee's ability to perform their duties and provides feedback, including steps to improve or refocus activities as needed. Employee performance forms the basis of salary increases and promotions. Alesha Holdings Performance Assessment Report provides 10 points of attendance time, 10 points of work quality, 10 points of maintaining company policy, 10 points of customer satisfaction, and 10 points of peer review / culture. increase. This will give a total of 100 points earned by employees. The HR department holds a seat with all the knowledge. From that they do the performance appraisal. The employee also have access to the sheet.

3.4 Compensation Plan:

Executive compensation can be a basic skill of the board and employees. Use financial and non-monetary benefits to attract volunteers, reduce turnover, increase execution, and increase employee involvement. It is responsible for ensuring that wages and compensation remain in line and that the benefits program changes according to the needs of the workforce.

Compensation Method:

Alesha Holdings always pursues excellence and encourages personal and professional improvement of its employees. Employees can prove here that they will receive the appropriate compensation. Alesha Holdings performance-based compensation system. HR tracks employees and employee performance through system help. HR can measure an employee's personal goals based on a revenue system. To get a better salary, each employee must reach their goals and perform better.

Pay scaling:

salaries are agreed between future employees and managers prior to the employee's hire date. The company aims to pay all salaries on the last day of every month. If the last day falls on a weekend or holiday in a particular month, the salary will be distributed on the first business day thereafter. Payroll is paid through an official payroll account. New employees who join after the 25th of the month will receive their first salary the following month. The employee's salary cap is Taka 15,000. If an employee takes on additional responsibilities, only additional replenishments that require additional commitment time in addition to the normal full shift apply. Additional hours, performance valuation premiums, and

late / incomplete shift deduction payments accumulated for the month will be adjusted for the next month's salary.

Bonus Policy: Like other companies, Alesha Holdings offers its employees several benefits and bonuses. The bonus system is managed by the HR department. This bonus also applies to the two Eid al-Adha festivals for Muslims, the Puja festival bonus for Hindus, and other religious staff.

Individual Bonuses:

Companies often use monetary bonuses as a means of encouraging and compensating for employee overtime. Companies often use monetary bonuses as incentives and compensation for overtime. Bonuses are agreed individually in each case and are often paid on a monthly basis unless otherwise stated.

Festival Bonuses:

The company has derived the following Festival Bonus policy:

- Employees are eligible for the Festival Bonus if they have been employed by the company for more than 6 months.
- The festival bonus policy is set out in each employee's contract with the company

The Festival Awards are entirely due to management's foresight and are intended to show appreciation for the company's continued and long-term commitment. Employees who retire before the festival bonus is paid are not eligible to receive the festival bonus.

Tax Deduction:

The tax credit depends on the company's net income. At Alesha Holdings, taxes are also deducted from total salary for the cumulative number of months each year.

Admin and Discipline Management: At Alesha Holdings, the rules and regulations are strict and all managers are responsible. The following activities are carried out under the control and discipline of the company.

Code of Conduct:

Companies have strict rules for maintaining corporate discipline. Failure to follow these guidelines will be the reason for immediate termination.

Alcohol and drugs: It is strictly forbidden to own, consume or drive alcohol or drugs during the business hours of the company.

Harassment: Harassment of employees, colleagues, or bosses is strictly prohibited and unacceptable. If an employee feels harassed, they should follow the steps outlined in the Problem Solving Process section. Harassment incidents are taken seriously and can be dealt with on a case-by-case basis by the company's Human Resources and Administration Manager, Eliza Dulal.

Attendance: Employees should notify management as soon as they learn that they will not be able to arrive within the company's scheduled business hours. Since the company relies on its employees for the work of its customers, it is of utmost importance for management to influence the potential problems of absenteeism.

For scheduled absenteeism, the employee must send an email to the team's email address provided two weeks ago. Without model notification, the possibility of vacation is at risk. In the case of unplanned absences, for example B. Illness or weather, employees should call their boss as soon as possible. Employees who plan to perform their day-to-day work at home are required to follow the "Working at home when unscheduled absence" section below.

Dress Code: Staff have certain dress codes, such as formal shirts and trousers, but staff recommend modest clothing. Male staff must wear shoes or casual wear. On Fridays, male employees can only wear sandals if they carry a Punjabis.

Lateness and Incomplete Shift:

In the event of a delay, employees are obliged to call their manager or team leader at least one hour before the start of the shift. Unless otherwise stated, employees must be in the designated workplace for at least 8 hours before leaving the office. For example, if an employee starts one hour late at 10 am, they can leave at 6:30 pm. Even if the work is completed within 8 hours, the employee must stay in the office for at least 8 hours contractually, unless agreed with the manager or team leader. If employees are more than 30 minutes late or unable to complete a full work shift, this will also negatively impact the company's policy score in the next performance evaluation. 4. If the delay exceeds 30 minutes, or if the entire shift is not completed, human resources development will take disciplinary action according to the procedure outlined in "Disciplinary Action" below in this manual to these employees. We will issue a demonstration letter.

Working from Home during Unplanned Absence:

If an employee cannot come to the office and finish work at home on the same day, paid leave will not be deducted, but attendance scores in performance assessment will be adversely affected by unscheduled absenteeism. On this day, employees should notify their manager or team leader by phone or by SMS on their mobile phone as a second system as soon as possible. The following guidelines apply to all employees when they work from home. Jobs must be submitted during normal business hours, which is not unusual and difficult for boss to manage. If the delivery is below the normal 100% quality target, the employee should notify the manager or team leader as soon as possible and not wait for the shift to finish.

Checking Company Email Remotely:

Employees can see the company email (@ Alesha Holdings.com account) from their mobile device or laptop, but they are not allowed access to files or documents. Under the Bangladesh Information and Communication Technology Act of 2006, unauthorized access to data is a crime, and the company is preparing to take legal action with law firms against employees who access data remotely without written permission. Is done.

Disciplinary Action

Disciplinary action is determined on a case-by-case basis and typically follows the following process:

- 1. Verbal warning:** A verbal statement from the manager to employees that they have violated rules and / or regulations that may not be continued. It is at the discretion of the line manager whether

he or she believes that human resources or Eliza Dulal, who is responsible for human resources and management, needs to be notified.

2. Written warning: Formal written notice to employees that they have violated the rules and / or regulations. Formal notices will be emailed and the cover letter will also need to be copied from Human Resources Development and HR & Admin Manager Eliza Dulal.

3. Termination: As a general rule, employees are dismissed for a variety of reasons. Violates rules and regulations

In the event of any material mischief, including but not limited to the circumstances described in this document, the postponement will begin immediately if possible, legal action will be taken and the authorities will be notified.

- Violation of non-disclosure agreements and non-disclosure clauses in contract
- Harassing colleagues, verbal, physical or otherwise.
- Under the influence of drugs and alcohol during work
- Tease the culture and operations of the company
- Improper communication with customers
- Misconduct of company assets, especially if it causes damage.

If performance is poor, for example in the following situations, can terminate r employment relationship.

- Despite continued support, it is reasonably expected that the goal will continue to be unachieved.
- Reduce to follow company policies such as vacation time.

Problem-Resolution Procedure

The company has a process to resolve issues, including personal and work-related concerns. Follow the steps below:

- Contact manager or manager by email or verbally. Respond to agents as soon as possible in the process of resolving any issues that arise. This usually begins with a one-on-one meeting to discuss further the original issue.

- If are still unsatisfied with the solution provided, or if the issue concerns an employee's line manager, send an email to Eliza Dulal, HR & Admin Manager, investigating the issue. Eliza Dulal's decision on this issue is final.

In the process of solving a problem, employees must not express their opinions publicly or take any action that disrupts the business of the company in any way.

Confidentiality of Information:

The company handles confidential data for its clients and therefore staff must exercise the highest level of discretion with client data. Also company data shouldn't be shared with outsiders without the prior consent of management. The company has taken steps with its law office in Bangladesh to be fully prepared and willing to require action against individuals who divulge client or company tip . If employee is not clear on certain information is confidential, they may ask their line manager or supervisor. If employee feels confidentiality may have been breached intentionally or accidentally, they must make this aware to management immediately as early as possible.

Chapter Four: Findings, Recommendations & Conclusion

3.5 FINDINGS

This report focuses primarily on assessing HRM practices at Alesha Holdings, but I have outlined the limitations and recommendations in full. I want to introduce the information and knowledge gathered from this organization. The office environment is so friendly that can easily get along with it. I also learned how to get the job done within the deadline. Now I know how to get the job done on time and at the same time do the right thing. The restrictions observed during the job are as follows:

1. Comfortable workplace and friendly environment.
2. Lack of automation delays work and does not compete with other industries.
3. The employee compensation program is somehow not properly maintained.
4. TA & DA equipment is also available.
5. KPI is not use properly for measuring employee performance & organization result.
6. Weak reward system .
7. Lackings of orientation program & proper training of the employees.

3.6 Recommendation

After finishing my research, I gained some insights. About human resources development at Alesha Holdings Limited. Here are some recommendations that may help:

1. Automation should be used in the workplace and can function as the first service in this modern world.
2. Compensation are one of the most important aspects of running a business that can get or break the business. Good compensation plans help organizations succeed and compete in their respective markets.
3. Rewards are also an important part of the organization. Rewards can improve employees' work progress , get the best performance, and create an ambitious work environment. So I think the organization can improve the reward part of the organization and give better feedback from the organization.
4. Need to maintain KPIs in this organization, and we believe that HR departments will use KPIs to optimize hiring processes, employee involvement, turnover, training costs, and more.
5. Need improve orientation & also training program of the employees because training familiarize them with the organizational mission, vision, rules and regulations and the working conditions also for development skills of the employees.

Chapter Five: Conclusion & Bibliography

3.7 Conclusion

As an organization, Alesha Holdings Limited has a reputation as a major corporate group in Bangladesh. The organization is much more structured than other companies doing business in Bangladesh, either domestically or internationally. It is relentless in pursuing business innovation and improvement. Reputation as a consumer growth partner.

Alesha Holdings Limited has the majority of qualified and experienced talent and can take advantage of every opportunity in the business sector. It is a pioneer in introducing many new products and services into the country's economy. Moreover, the network is spread all over the country within the entire industry, so it is incomparable to other industries. Alesha Holdings Limited provides an online pharmacy service that allows patients to complete online orders over the Internet at their convenience, which others cannot efficiently support.

We hope that will succeed in demonstrating efficiency and increasing customer value through online services of the e-commerce concept, which will give a competitive advantage in Bangladesh's business services field.

Bibliography

Websites

www.Aleshagroup.com

<https://www.datapine.com/kpi-examples-and-templates/human-resources>

<https://www.assignmentpoint.com/business/human-resource-management/hrm-practices-in-microcredit-sector-of-grameen-bank.html>

<https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&cad=rja&uact=8&ved=2ahUKEwjoyLCTwPr1AhUG3jgGHTejCdlQFnoECGAQAQ&url=https%3A%2F%2Fwww.whatishumanresource.com%2Fhuman-resource-management&usg=AOvVaw2psruJmhCJW2jQvw5kly7I>

<https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&cad=rja&uact=8&ved=2ahUKEwjoyLCTwPr1AhUG3jgGHTejCdlQFnoECEMQAQ&url=https%3A%2F%2Fwww.managementstudyguide.com%2Fhuman-resource-management.htm&usg=AOvVaw2tUHFiLrz4eS0RQyTFo-hZ>