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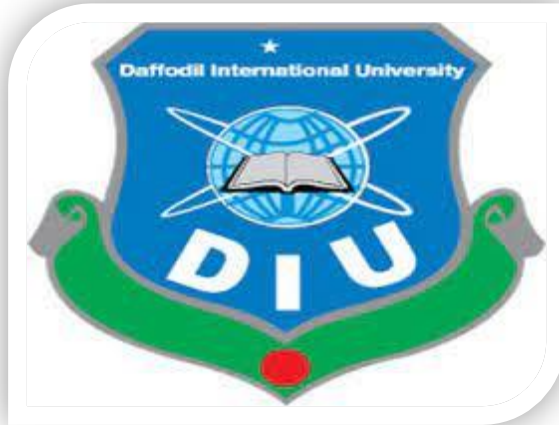
Internship Report

On

Human Resource Management Practice and Policy of Titas Gas

Transmission and Distribution Company Limited





Internship Report
On
Human Resource Management Practice and Policy of Titas Gas
Transmission and Distribution Company Limited

Submitted to:

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Letter of Submission

Date:

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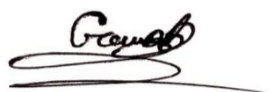
Daffodil International University (DIU), Bangladesh.

Subject: Submission of Internship Report on “Human Resource Management Practice and Policy of Titas Gas Transmission and Distribution Company Limited”.

Dear Sir,

This is my pleasure to present my internship report, entitled on “Human Resource Management Practice and Policy of Titas Gas Transmission and Distribution Company Limited” in front of you. I have conducted my internship at Titas Gas Transmission and Distribution Company Limited. I believe that the knowledge and experience I have gained during my internship will be helpful in my future professional life. I will be grateful to you if you accept the report.

Sincerely yours,



.....
Gowrab Das

ID: 181-11-5788

Major subject: HRM

Daffodil International University (DIU), Bangladesh

Acknowledgements

I would like to thank Almighty for providing me the strength, knowledge, ability, and opportunity to undertake and successfully complete this internship on “Human Resource Management Practice and Policy of Titas Gas Transmission and Distribution Company Limited”

I feel grateful to the honorable internship supervisor, Dr. Mohammad Abdur Rahman, Associate Professor, Department of Business Administration, Faculty of Business and Entrepreneurship, Daffodil International University (DIU), for giving me necessary instruction throughout internship period. My internship with Titas Gas Transmission & Distribution Company Limited gives me a fantastic opportunity for learning and professional development. I am also grateful for having a chance to meet so many wonderful people and professionals who led me through this internship period.

I can't resist expressing my deepest gratitude and special thanks to the Assistant General Manager (HR & Admin) of Titas Gas Transmission & Distribution Company Limited for providing me the chance to do an internship in the company and for their cordial cooperation during the preparation period.

My supervisor, who was a senior officer of the HRM department at Titas Gas Transmission & Distribution Company Limited, has been very helpful in collecting the necessary information.

Finally, I would like to thank all the individuals for their cooperation. My apology goes to the readers for my limitations and printing mistakes (if any).

Student's Declaration

I am happy to declare that this internship report on “**Human Resource Management Practice and Policy of Titas Gas Transmission and Distribution Company Limited**” presented as an internship project has been carried out by me, Gowrab Das, ID: 181-11-5788. And it has not been previously submitted anywhere else.

I thereby undertake all the responsibilities related to this report.



.....

Gowrab Das

ID: 181-11-5788.

Major subject: HRM

Faculty of Business and Entrepreneurship (FBE)

Daffodil International University (DIU), Bangladesh

Supervisor's Declaration

I am happy to certify that this internship report titled “**Human Resource Management Practice and Policy of Titas Gas Transmission and Distribution Company Limited**” has been submitted by Gowrab Das, ID: 181-11-5788, HRM, Faculty of Business and Entrepreneurship, (DIU), in order to fulfill the requirement of the degree of Bachelor of Business Administration. I certify that this work and the contents of this report have been conducted under my supervision.



.....

Dr. Mohammad Abdur Rahman
Associate Professor
Department of Business Administration
Faculty of Business and Entrepreneurship
Daffodil International University (DIU), Bangladesh

Executive Summary

The study is basically focused on “Human Resource Management Practice and Policy of Titas Gas Transmission and Distribution Company Limited”. The report starts with an overall introduction of this study, which includes the objectives of the study, the scope of the study, the limitations of the study, and the research methods it follows.

The second chapter provides an overview of Titas Gas Transmission and Distribution Company Limited's organization. It includes the company's mission, vision, and values, as well as company organogram and board of directors. The next chapter comprises the literature review on human resource management, which includes definitions, objectives of HRM, functions of HRM, and so on. The fourth chapter, which is the heart of the report, encompasses the detailed analysis and findings which satisfy the objectives that I have set for my internship in Titas Gas Transmission & Distribution Company Limited. In the last chapter, I have tried to put forward recommendations and a conclusion.

The study generally talks about overall Human resource management practice and policy of Titas Gas Transmission and Distribution Company Limited.

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List of Abbreviations

TGTDCCL= Titas Gas Transmission and Distribution Company Limited (TGTDCCL)

HRM = Human Resource Management

BBA = Bachelors of Business Administration

GM= General Manager

DIU= Daffodil International University

AGM= Assistant General Manager

HR= Human Resources

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CHAPTER 1

INTRODUCTION

1.1. Introduction

Human resources play a crucial part in every organization. They are known as one of the major forces that drive the organization toward success. An organization might have huge amounts of land and capital, but without efficient manpower, all of those resources will remain unutilized. So finding efficient employees is most important for the survival of an organization.

Effective human resource practices and policy play an important role in generating efficient people in organizations. The human resources department is responsible for all manpower-related functions. To know the corporate world very closely, it's very important for every business graduate student to conduct an internship before acquiring a Master of Business Administration degree. During my internship program, I have gone through a lot of literature where I did find a lot of staff related to human resource management, but I haven't found much about the human resource management practice and policy of at Titas Gas Transmission & Distribution Company Limited. Fortunately, I got an opportunity with Titas Gas Transmission and Distribution Company Limited.

Internships are important for getting practical working experience. It also helps to bridge the gap between conceptual knowledge and practical knowledge. It creates opportunities for fresh graduates to experience a real-life scenario of the corporate world. As BBA students, we must complete an internship in the final semester to gather practical knowledge and investigate how conceptual knowledge relates to practical knowledge. I got an internship opportunity at Titas Gas Transmission & Distribution Company Limited, and I have tried to learn about the HRM practices and policy in that organization. The key learning's related to this internship program was to identify the HRM practices and procedures of Titas Gas Transmission and Distribution Company Limited and to identify HRM policy development in the company. This study will also cover the HRM planning, recruitment, training, and compensation practices and procedures of Transmission and Distribution Company Limited. The last chapter contains some positive recommendations against the findings. This report generally talks about the whole Human resource management practices and policy development of Titas Gas Transmission and Distribution Company limited.

1.2. Background of the study

In every organization, human resources are the most concerning issue. It is essential to maintain the human resources of a company in order to achieve its predetermined goals and objectives. In order to increase organization effectiveness and employees efficiency proper human resources practices is one of the major essential for every organization. Effective HRM practices and policy are important for every organization because they deal with all aspects related to employees and employers, and those people will move the organization toward success. Practices related to HR include job analysis, recruitment and selection, training and development, performance management and appraisal, coaching and talent management, strategic pay plans, and so on. During my internship period, I have gone through different pieces of literature that relate to the human resource practices of different organizations. But I didn't find much about the human resource practices of natural gas producing companies within Bangladesh. Fortunately, I got an internship opportunity at Titas Gas Transmission & Distribution Company Limited, which is one of the major natural gas producing companies in Bangladesh. And I got interested in knowing the HRM practice and policy of TGTDL, which led me to select Human resource management practice and policy of Titas Gas Transmission and Distribution Company Limited as my internship topic.

1.3. Scope of the Study

Basically, the scope of this report is to cover the basics of human resource management practices and policy at Titas Gas Transmission and Distribution Company Limited. Practical observation is the main focus of this report. The guideline of the company is to develop and maintain strong and secure relationships with top-level management, employees, and all parties concerned. I am grateful to the management of Titas Gas Transmission & Distribution Company Limited for allowing me to conduct my internship in their office. This opportunity helps me to observe different functional areas of HRM practically with practice and policy, which I have studied theoretically during my BBA program. By completing this internship, I have learned how Titas Gas Transmission and Distribution Company Limited conducts their manpower planning, recruitment, and training selection, what types of techniques they use in their recruitment and selection, and how they set employees in the right place.

1.4. Objectives

The objectives of the study are given below:

- To identify the HRM practices and procedures of Titas Gas Transmission & Distribution Company Limited.
- To identify the HRM policy development by Titas Gas Transmission & Distribution Company Limited.
- To under identify and understand the HRM planning, recruitment, training and compensation practices of Titas Gas Transmission & Distribution Company Limited.
- To provide some recommendations regarding finding.

1.5. Research Methods

Research methods refer to the organized conceptual analysis of the method applied to a field of study. Generally the term "research methods" means the systematic conceptual analysis of a methodology used in a particular field of study. It contains a conceptual analysis of the body of methods and principles. I've gathered a variety of data collection methods. Data collection methods can be divided into primary and secondary sources. All the data in this report have been collected from using both primary and secondary sources.

The "primary sources" are as follows:

- I have read some official reports about the human resources practices and policy of Titas Gas Transmission and Distribution Company Limited.
- By gaining firsthand knowledge from officials.
- By discussing with seniors also helps me a lot.
- By investigating the human resources management practice and policy of Titas Gas Transmission & Distribution Company Limited with my intern partners.
- By getting help from the HR officer of Titas Gas Transmission & Distribution Company Limited.
- Facing audits and buyer visits.
- Open discussions with the human resources executive.

The "secondary sources" are as follows:

- Follow-up report from the head office of Titas Gas Transmission & Distribution Company Limited.
- Sites and articles over global garments.
- Buyers' perception report
- Technical audits and social audits are included in annual reports.
- Information from the official website of Titas Gas Transmission & Distribution Company Limited about Human Resources Management.

1.6. Limitations of the Study

Despite my best efforts, obtaining all relevant data was created difficulties in the process of data collection and analysis. So this report is not without shortcomings; some of these are:

- This report focuses on Titas Gas Transmission and Distribution Company Limited's basic HRM practices and policy.
- HR officials have immense pressure at work, so in some cases they were unable to provide extensive data.
- Due to confidentiality issues, Titas Gas Transmission and Distribution Company Limited could not share some relevant data.
- There was a time constraint on making a perfect report.
- Data collection was difficult during working hours.
- I was more reliant on secondary data sources.

I hope that the study will be evaluated considering the above-mentioned shortcomings.

CHAPTER 2

ORGANIZATION BACKGROUND

2.1. Origin of TGTDCL

Titas Gas Transmission and Distribution Company Limited were established on November 21, 1964. The corporate office of TGTDCL is located in Titas Gas Bhaban, 105 Kazi Nazrul Islam Avenue, Kawran Bazar Commercial Area, Dhaka-1215. Titas Gas Transmission & Distribution Company Limited acts directly under the supervision of Bangladesh Oil, Gas, and Mineral Corporation (Petrobangla). The first pipeline of Titas Gas Company's is from Brahmanbaria to Demra. The pipeline total distance was 14" DN x 100 PSIG x 58 miles. The first supply of natural gas was delivered on April 28, 1968, to Siddhirganj Thermal Power Station. The authorized capital amounted to around Tk 2,000.00 crore. The Ministry of Power, Energy, and Mineral Resources directly intervenes in making any decision regarding Titas Gas Transmission and Distribution Company Limited. Titas Gas Transmission & Distribution Company Limited, widely recognized as TGTDCL, is a joint stock company that actively engages in natural gas transmission and distribution. They also perform activities like constructing and repairing gas lines whenever it is necessary. The corporate office of the company is in Dhaka Metropolitan City; the office is up-to-date, and all the modern facilities have been arranged there. Titas Gas Transmission and Distribution Company Limited provide gas services to Greater Dhaka. According to a statistics at present Titas gas transmission and distribution company average off take of gas is 800 Million Cubic Feet (MMCF). One of the main gas suppliers in Bangladesh is thought to be the Titas Gas Company. The yearly Revenue Earnings of the company is Tk. 24000 million and the number of connection of is around 9, 73,419 customers. Tongi, Joydevpur, Mymensingh, Brahmanbaria, Gazipur, Mirzapur, Araihaazar, Bhairab Bazar, Ashuganj, Jinjira, Tangail, Savar, Aricha, Narayanganj, Keraniganj, Munshiganj, Mirkadim, Brahmanbaria, Narsingdi, Dhamrai, Manikaganj, Ghorashal, Madhabdi, Madhabdi, Sreepur, Mymensingh, Netrokona, Sonargaon, Rupganj etc. One of Bangladesh's main gas suppliers is TGTDCL. Titas gas transmission and distribution company now have 17 Power stations, 4 Fertilizer factories, 2953 Industrial units, 7832 Commercial units, 152 Seasonal units, 55 CNG and 968016 Domestic customers). There are Tk.22000.00 Million annually on fuel import bill collected by the company by their operation. Presently the number of employee worked in TGTDCL is 2642 from which 660 Officers and 1982 Staffs. There are 205 are foreign trained Graduate Engineers, Economists and Accountants also working in the company.

2.2. Vision, Mission and Strategic Objectives of TGTDCCL

Vision

Providing safe natural gas to the clients and ensuring efficient distribution of natural gas is the long-term vision of Titas Gas Transmission & Distribution Company Limited.

Mission

Mission deals with the purposes that an organization wants to achieve throughout their operation. The goals that an organization aims to attain are addressed by its mission. There are three major missions that TGTDCCL want to achieve and those are given below:

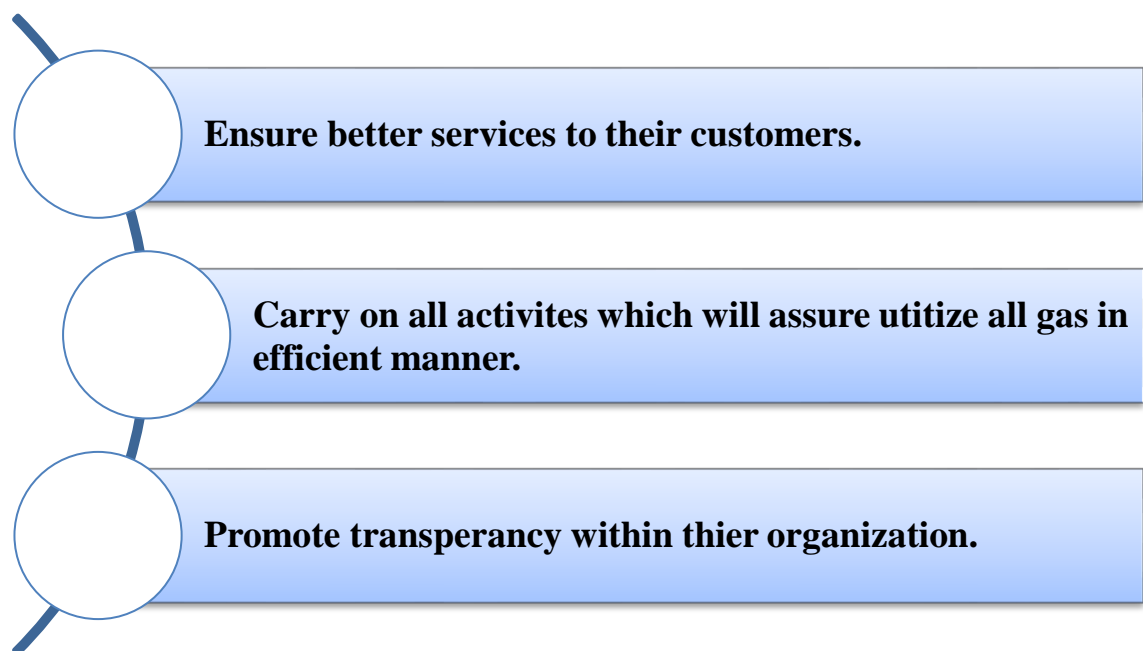


Figure 1: Mission of TGTDCCL

Strategic Objectives

Strategic objectives refer to the things an organization wants to achieve in the short term. Generally the short-term goals of a company are referred to as strategic objectives. Titas Gas Transmission and Distribution Company Limited have the following strategic objectives:

- Efficient extraction and utilization of natural resources
- Promote better human resource management practices within the organization.

2.3. Core Values

Core values refer the principles that an organization follows to achieve their Vision, mission and objectives. Core values of TGT DCL have been illustrated below:



Figure 2: Core Values of TGT DCL

2.4. The core strength of TGT DCL

There are several core strengths which makes Titas Gas Transmission and Distribution Company Limited distinct from other company. Core strengths of TGT DCL have been given below:

- No corruption should be promoted.
- Prompt decision-making
- Efficient manpower.
- Consider the customers' values and satisfaction.
- transparent internal control
- Any investment should be preceded by proper risk management.
- Focus on setting international standards.

2.5. Company Organogram

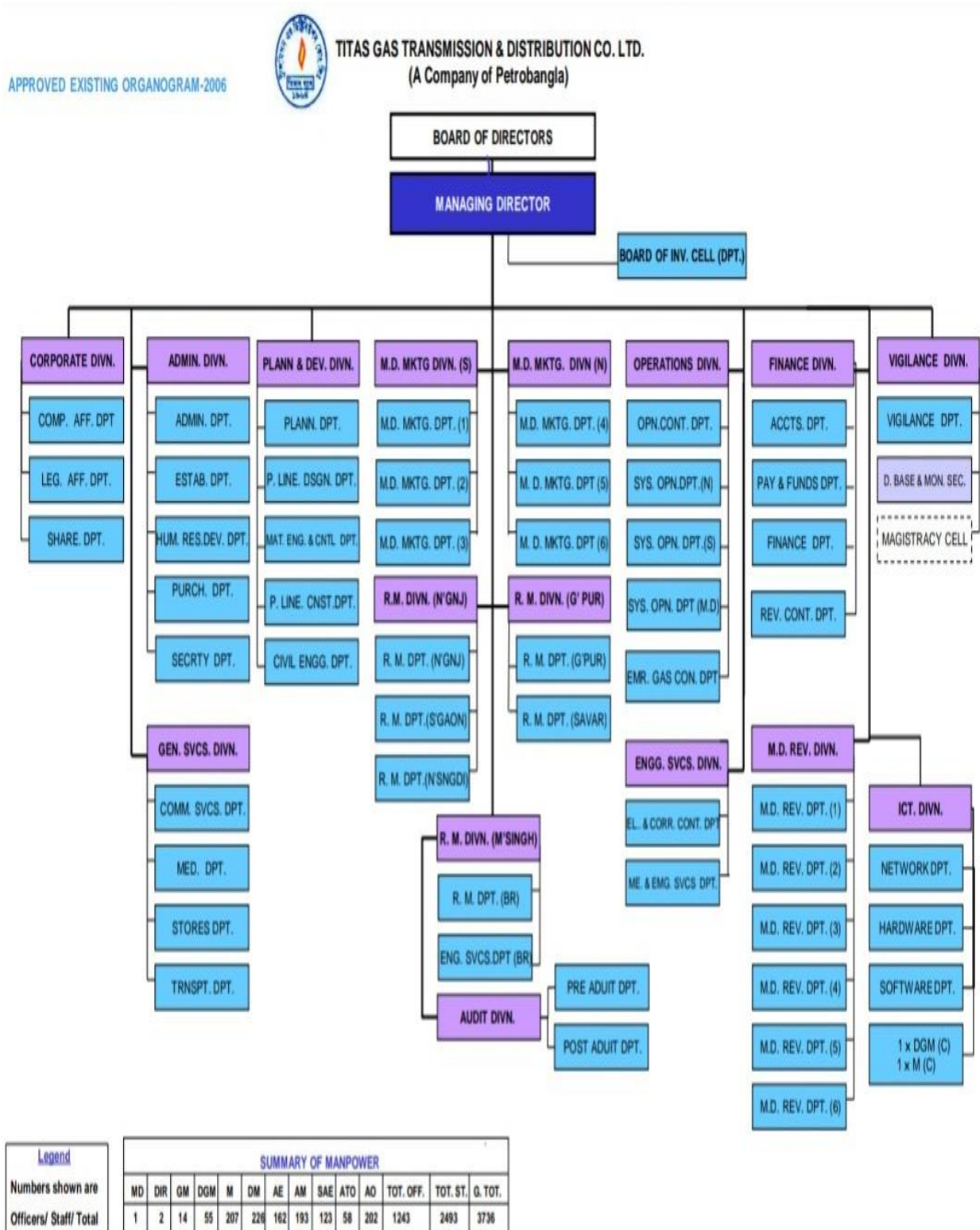


Figure 3: Company Organogram

2.6. Titas Franchise Area



Figure 4: Titas Franchise Area

2.7. Financial Position of TGTDCCL

Paid up capital, annual sales and revenue as per fiscal year 2020-21 have been stated in the table:

Table 1: Financial Position of TGTDCCL

Paid up Capital (As on June 30, 2021) :	Tk. 989.22 Crore
Gas sales (FY 2020-21) :	15,858.26 MMCM
Sales Revenue (FY 2020-21) :	TK.16950.41 crore
Payment to the National Exchequer :	TK. 608.91 crore
Number of Customers (As on June 30, 2021):	Total 28,74,848
Constructed Pipeline (As on June 30, 2021) :	13,238.09 km
Listed with DSE :	June 9, 2008
Listed with CSE :	June 19, 2008

2.8. Locations of gas fields

Titas Gas Transmission and Distribution Company have many gas fields around the country. Major gas field's location has been illustrated in the figure:

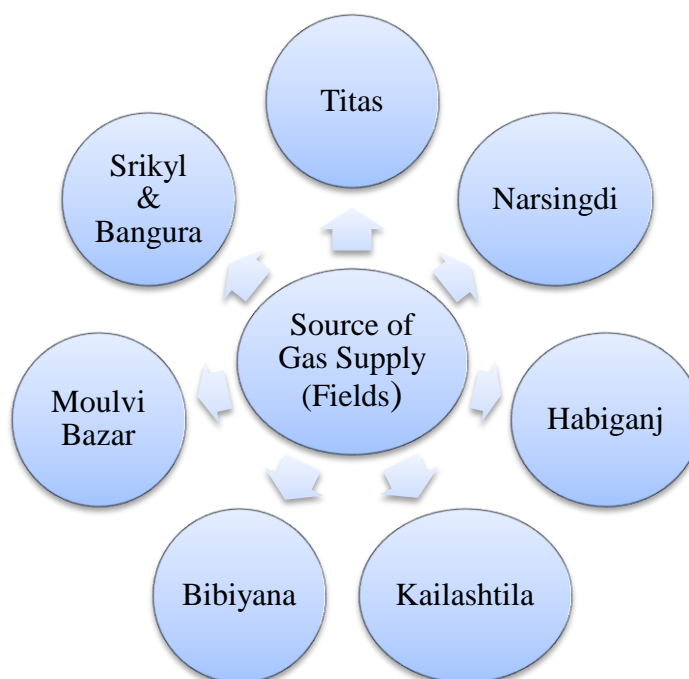


Figure 5: Locations of Gas Fields

2.9. Development activities Titas Gas Transmission & Distribution Company

There are several developments activities carried out by Titas Gas Company. Major activities are:

- Divergence and separation of illegal gas pipelines.
- Pipeline extension and interchange.
- Act civilly at work.
- Ensure proper use of energy.
- Meter installation wherever it's necessary
- Increase involvement in welfare projects.
- Arrange an annual performance meeting.

2.10. Ministry key Personnel's

There are several ministry personnel's who have the authority to direct the activities of Titas Gas. Those Key personnel's are given:

Table 2: Ministry key Personnel's

Name	Designation
Honorable Prime Minister Sheikh Hasina	Minister in charge of Ministry of Power, Energy & Mineral Resources, Government of the People's Republic of Bangladesh.
Tawfiq-e-Elahi Chowdhury BB, PhD	Adviser (Minister).
Nasrul Hamid	Honorable Parliament Member, Honorable State Minister of power.
Md. Mahbub Hossain	Senior Secretary, Energy & Mineral Resources Division.
Nazmul Ahsan	Chairman, Petrobangla

2.11. Board of Directors and Company Executives

The following sections contain lists of the board of directors and key company executives in Titas Gas Transmission and Distribution Company limited:

Table 3: List of Board of Directors and Company Executives

Designation	Name
Chairman	Mr. Md. Mahbub Hossain
Director	Mr. Tofazzel Hossain Miah
Director	Mr. Md. Nazmul Ahsan
Director	Mr. Imdadul Haque
Chairman BPDP & Director	Mr. Md. Mahbur Rahaman
Assistant Secretary & Director	Mr. Saidur Rahman
Independent Director	Md. Saifuddin Ahmed Bhuiyan
Managing Director	Engr. Mr. Md. Rashid Mullah
General Manger (Administration)	S. M Alinur Rahman
General Manger (Corporate)	Md. Lutful HYDER MASUM
General Manger (General Service)	Md. Abdur Rahim
General Manger (Operation)	Md. Salim Miah
General Manger (Finance)	Arpana Islam
General Manger (Planning and Development)	Shfiquel islam
Director Finance	Md. Israil Miah
Deputy Managing Director	Emam Uddin Sheikh
General Manager (Audit Division)	Md. Rashidul Alam
Deputy General Manager (Administration)	S. M Alinur Rahman

CHAPTER 3

LITERATURE REVIEW

3.1. Human Resource Management

Human resource management deals with process of recruiting, selecting, compensating, performance appraisal and managing employees so that organization can achieve their goals effectively and efficiently. The ultimate direction of an organization's employees is provided through human resource management (HRM). It's common to refer to HRM as human resources (HR). Human resource management (HRM) refers the process of managing an organization's human resources. It plays a role in the recruitment, selection, training, assessment, compensating, and rewarding of employees, ensuring compliance with employment and labor laws. Human resources add core value to every organization and help it achieve its predetermined goals. So managing them properly is the key role of the human resources department.

At present human resources also called personnel and people at work. Sometimes it is known as human assets or human capital. Human assets are considered as intangible assets within the organization. It is considered as intangible because they exist within human resources. Sumantra Ghoshal represent the human resources term properly with human capital concept. Human capital is the accumulation of intellectual capital, social capital, and emotional capital. A well-respected HRM author, Michael Armstrong (2006), views HRM as "a strategic and coherent approach to the management of an organization's most valuable assets: the people working there who individually and collectively contribute to the achievement of the objectives of the business. HRM is the refers the process of forming, seasoning, assessing, and remunerating workers and attending to their labor interaction, health, safety, and fairness within the companies. Human resource management refers the process Human resource planning, organizing the workforce, directing the workforce with proper instruction, and ensuring proper control of the procurement, performance appraisal, compensation, employee safety and integration of human resources by which individual, organizational, and societal objectives can easily accomplished (Flippo, 1984).

The department of an organization that deals with people is human resource management (DeCenzo & Robbins, 2011). The policies and procedures required carrying out the people or human resource parts of a management role, such as recruiting, screening, training, rewarding, and appraising, are referred to as human resource management (Dessler, 2011).

3.2. Functions of Human Resource Management

The process human resource management begins with human resource planning and job analysis and ends with ensuring proper compensation and benefits. Following are the common human resource functions of human resource management:

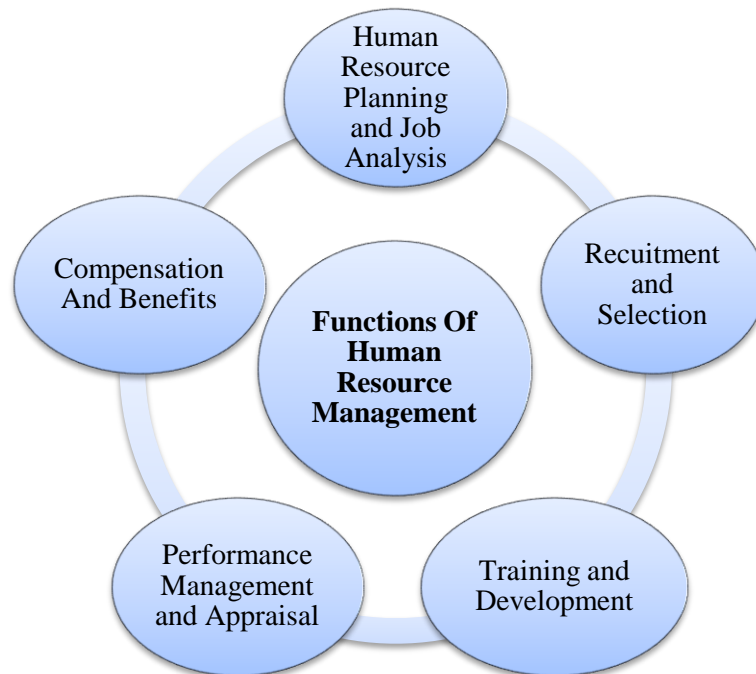


Figure 6: Functions of Human Resource Management

3.3. Current HRM Practice Scenario in Bangladesh

Since obtaining independence in 1971, Bangladesh has made steady advancements toward its goal of a society free from hunger and poverty. Given Bangladesh's limited natural resources and wealth of human resources, the effectiveness and efficiency of HRM practices could be crucial and the driving factors behind the country's economic development as it strives to become a middle-income country by 2021. (Absar, 2014). However, Bangladesh needs to improve its HRM practices significantly before it can go on. Since most businesses are family-owned and run by family members, human resource management initiatives can come out as merely the goods of the business owner. However, in recent years, the EU and North American nations have started to put pressure on labor-intensive and export-oriented businesses to uphold their labor rights standards and improve the working conditions in their factories (Bowen, 2014; ILO, 2013). Organizations are being compelled to alter their corporate cultures and HRM procedures due to pressure from abroad. Therefore, in order to compete on a worldwide

scale and adapt to the shifting demands of the economy, these businesses must create systematic and effective HRM practices and policy. Employers haven't yet understood or been persuaded that adopting systematic and efficient HRM techniques would be in their best interests in a "family or crony-capitalist" setting, nevertheless. Only a few studies have been published in reputable publications, mainly on specific topics related to HRM practices.

Recruitment and Selection practices: Recruitment is the process of locating and selecting the most qualified applicants from both inside and outside of an organization. The Bangladesh Public Service Commission (PSC) manages all hiring and hiring processes for public sector organizations on behalf of various government ministries, departments, and divisions, as well as many private businesses. However, political interference, anomalies, and contradictions have been common during Bangladesh's civil service recruitment processes. Additionally, political leaders have attempted to manage bureaucrats by bringing in individuals with similar ideologies to the civil service. However, private sector companies are not legally required to post job openings in the media or to have a formal recruitment and selection procedure in place.

Training practices: For those working for the government, the Ministry of Establishment makes unilateral decisions regarding trainee selection and training program design. The Public Administration Training Center is charged with carrying out the Ministry of Establishment's instructions for the training program's content. On the other hand, In Bangladesh's private sector firms, which still do not see the necessity for training and development activities for both employees and managers, training of human resources has not yet risen from its neglected position.

Compensation practices: Designing and implementing a whole compensation package is the focus of compensation management, which is sometimes referred to as wage and salary administration, remuneration management, or reward management. The National Pay Commission (NPC), established by the government to develop the pay structure of public sector organizations, advocated a 20-grade pay system for public sector employees in 1997, excluding those employed by manufacturing firms. There are certain similarities between the wage structures of large private sector enterprises and those of public sector organizations. But owner of private sector have ultimate right to set compensation amount.

3.4. HRM Practice in Gas Industry

Bangladesh's natural gas reserves were 14.16 trillion cubic feet as of 2015. Around 2,700 million cubic feet of natural gas are produced on a daily basis throughout the nation. The largest gas field in the nation is the Bibiyana gas field in the Habiganj District. When compared to the 119,000 bbl/d demand for oil in 2013, production was 4,500 bbl/d. Bangladesh's downstream industry is still comparatively underdeveloped. The largest energy firm in Bangladesh is Petrobangla. Exploration efforts are handled by its subsidiary, the Bangladesh Petroleum Exploration Company (BAPEX). The two largest gas suppliers in Bangladesh, Petrobangla and Titas, share the same human resource management principles. International oil corporations are restricted in their ability to sell natural gas to customers directly and are required to sell natural gas to Petrobangla at a price set by the government. Regional businesses in Sylhet and North Bengal, as well as Titas Gas, dominate the gas distribution network. Bangladesh has planned to import gas from Qatar to temporarily meet demand as a result of the recent energy crisis. Petrobangla and Titas, two main gas suppliers in Bangladesh, use the same human resource management techniques. The nation's first floating LNG terminal will be constructed in Matarbari, Cox's Bazar, for imports. In the future, Bangladesh intends to construct a long-term LNG terminal on Maheshkhali Island. Petrobangla and Titas consider as major gas supplier in Bangladesh and they follow same Human resource management practices in their organization. Major functions performed by them are human resource planning, job analysis, recruitment, selection, training and compensation. In gas industry HR planning refers the process of planning that helps achieve optimal use of an organization's human resources. Human resources planning help ensure the best fit between employees and jobs and place the right people in the right places. Basically the process by which organization identifies current and future needs of human resources or manpower is called as human resources planning. After HR planning job analysis come into action. Job analysis provides information about the jobs currently being done and the knowledge, skills, and abilities that individuals need to perform the jobs adequately (DeCenzo, 2016). The main method for gathering information about jobs is job analysis. Job description and job specification are the two components of a job analysis.. Job descriptions help state what a worker actually does, how he or she does it, and what the job's working conditions are. A job description is simply a written document that describes duties or tasks to be carried out on the job. job

specification shows the minimum acceptable qualifications that an employee must have to successfully perform the essential elements of their jobs. It refers to the skills required to perform that specific job. The recruitment process then begins. Though Recruitment Company want to find and hire the best-qualified candidates from within or outside of an organization. After that company goes to selection to screen best candidates. In training and development most of the company prefers to provide technical training, quality training, skill training and soft skill training. And in compensation they prefer 20 established grade by NPC as most of the company in this industry are government oriented company. So at last we can conclude that the HRM practice in Gas industry is much similar to other industry.

3.5. Major HRM policy Followed in Bangladesh

A company's official rules and regulations for hiring, training, evaluating, and rewarding its employees are known as human resource policies. These rules can help prevent a lot of misconceptions between employees and employers regarding their rights and obligations at work by being organized and made available in an understandable format. These guidelines also can aid in avoiding many misunderstandings about employees' and employers' obligations at work. Key policy adopted by most of the gas company has been given in below:

- Recruitment Policy
- Training and Development Policy
- Non Discrimination Policy
- Anti-Harassment Policy
- Selection Policy
- Disciplinary Action Policy
- Employee Exit Policy
- Career Management Policy
- Health and Safety Policy
- Personal and Worker Management Policy

CHAPTER 4

ANALYSIS AND FINDINGS

4.1. Activities of HR Department

Titas Gas Transmission & Distribution Company Limited's human resources department is responsible for a variety of human resource management activities. Human resource professionals always strive to carry out all activities in accordance with Labor Law 2006. Sometimes they use company policy to perform all HR-related activities smoothly. Some major activities performed by the human resources department have been given below: Ensure proper labor law practices in their factory.

- Implement company law and policy.
- Conduct an awareness and motivation program.
- Provide proper training and development facilities.
- Fair judgment is related to promotion, leave, maternity benefits, punishment, insurance, drinking water, toilets, washing, transport, an ID card, a uniform, a weekly off day and other off days, etc.
- Conduct transparent inspections for employees to inquire about.
- Keep proper records and conduct an audit.
- Ensure proper industrial safety in their factory.
- Maintain hygiene in their working environment.
- Take fair disciplinary action against employees.
- Emphasize personal policy and worker-management relations.

4.2. Employee Recruitment and Selection Practices and Procedure

The process of finding and hiring the best qualified candidates from within or outside of an organization is called recruitment. Generally Recruitment is the process of locating and selecting the most qualified applicants from both inside and outside of an organization. It is one of the major functions of Human resource management department. The recruitment procedure and practice of TGTDCCL is truly Transparent. They follow Bangladesh service rule and labor law 2006 in recruitment and selection of new employees. Analyzing the recruitments of a job, attracting employees to that job, screening applicants, hiring and integrating new employees to the organization is part of recruitment process. Finding and choosing the best candidates from both within and outside of organization is the main purpose of recruitment in TGTDCCL. TGTDCCL use following sources for recruiting employees:

Table 4: Sources of Recruitment in TGTDCCL

Sources of Recruitment	Mode
Internal Sources	Promotion, Transfer, Job Rotation
External Sources	Newspaper, Advertisement and BDjobs.com

Recruitment Procedure: Titas Gas Transmission & Distribution Company follows both the internal and external sources of recruitment. When vacant position is created, Titas Gas Transmission & Distribution Company, at first looks for qualified candidates for the vacant post from the internal sources like promoting, transferring or rotating the job. If potential and qualified candidate is found in internal sources, he or she will be selected. But when it lacks needed talents internally, they go for recruitment from external sources like advertising in the newspaper or website. They don't use e-recruitment for selecting employees they use traditional selection process for selecting employees.

Selection procedure: The selection Procedure depends on jobs. Selection is completed through various steps. Those are: -

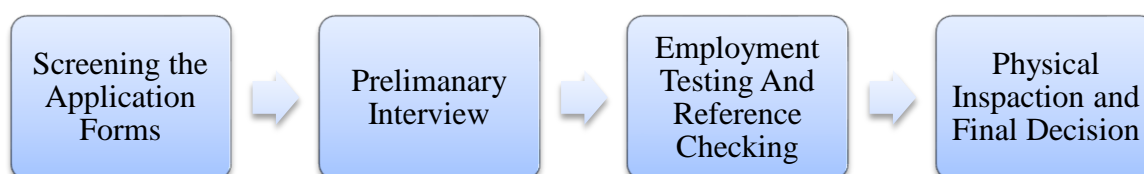


Figure 7: Selection Procedure of TGTDCCL

- Screening and Complete checking the application form: In the very first step of selection procedure TGTDCCL collect and screen the CV of all candidates. After screening they select best candidate who can proceed in next stages. The Company is better known by its employees. Applicants with the necessary education, intelligence, skills and experience etc. make a favorable impression of the company in mind.

- **Primary interview:** Potential candidates are shortlisted to reduce selection costs by allowing only eligible candidates to advance to the next stage of selection. This type of interview is usually planned by large companies. But in case of TGTDCCL, HR Department may elicit responses from applicants on important items determining the suitability of an applicant for a job.
- **Service or Employment testing:** Employees are selected because the company hires them to do certain things. This company uses employment tests because these tests are reliability and validity. The selection panel use variety of tests is usually used as selection tools. They take viva voce, written exam and added all obtain marks with the academic education qualification marks.
- **Background & Reference checking:** The HR department of TGTDCCL examines the references required for the examination of the candidates. In this case the candidates will write the names of two or three mentions in their application. Sometimes the form or the applicant is also obviously from the employer. But if the related to previous employer then company information use previous employer information for job title, job description, duration of employment, salary and allowances, gross emoluments, benefits, etc.
- **Physical Inspection:** Physical qualities such as clear vision, hearing, stamina, hard: work mentality, etc. are highly valued in this company. Because they are the main basis of the company work. This test is used to check whether any candidate has these qualities. The tests can give the following information: After all in fact medical/physical fitness of a candidate has to be ensured before placement in a job in this company.
- **Ending Selection:** After physical inspection the selection process ended. It means Physical inspection concluded the selection process. Then company will prepare appointment letter for selected employee. By considering those TGTDCCL prepare final merit list.
- **Appointment offers for employment:** Here appointment letter will be submitted to the recruited employee which is a conformation to join the company.
- **Given ID card:** After giving the appointment letter, the company's design ID card is made for them. This ID card has a code number specified by them. This card is useful for entering and leaving the company.

Those are the whole recruitment and selection practice and procedure in Titas.

4.3. Training Practices and Procedure

Employees are considered as one of the major valuable asset for any organization. For increasing proficiency they need proper training. A structured setting where individuals are instructed and taught technical knowledge relevant to their professions is referred to as training. If any new technology engages in the organization company has the responsibility to provide training at the right time. Titas Gas Transmission & Distribution Company develops and delivers high-quality learning and provides other suitable initiatives in response to the needs of individual employees. They provide on-job & off-job training to their employees. For training program TGTDCCL use in home training opportunities. Sometimes they offer specialized training opportunity which basically conducted by foreign experts. HRM department and Human resource development department plays key role in providing those training.

Major training program of TGTDCCL are:

- Orientation Training
- In House Training
- Job Specific Training
- E Learning or Online Training
- Peer or Supervisor Coaching

TGTDCCL offers training such as orientation training for their fresh recruited employees to let them know about company's culture, function, value and corporate environment. They also provide in house training which is conducted by the expert who workers in the organization. For job specific knowledge and proficiency TGTDCCL provide job specific training to their employees. If any specific advance knowledge or experience is needed for their employees the company can hire expert from other country to provide need base local/ foreign training. For distance learning and training company can arrange E learning or online training. Sometime immediate supervisor provide coaching to enhance employee performance and knowledge. Other program such as foundation course, organizational development and management development program also helps managers to work efficiently for the benefit of organization. In TGTDCCL Manager Director has the

supreme authority to grant or issue training program. Board of director also can issue order for training within the organization.

4.4. Performance Management and Appraisal

Titas Gas Transmission & Distribution Company use one-way Appraisal system. The appraisal process follows Bangladesh service rules and labor law 2006. In TGTDCCL all staff and officer evaluate their performance on annual basis. They maintain annual confidential report in doing performance appraisal. In annual confidential report TGTDCCL keep medical report, employee's application and all initial documents which is necessary. Some major Techniques of Performance use for are evaluations Checklist, Essay appraisal, Trait system, Force choice, Graphic rating. Systems of performance evaluation fall short of expectations. Titas Gas Transmission & Distribution Company professionals don't give much consultation about how to improve the performance of employees.

4.5. Compensation Practices:

As Titas Gas Transmission & Distribution Company is a government organization the compensation paid to their employees and employer is based on government scale. The compensation system is based on merit, position, and based on seniority. Sometimes compensation is given based on employee's skill, efficiency, excellence, and performance. TGTDCCL provide fair salary and wage to their employees but the amount is comparatively low than private company. Multinational company also provides attractive salary and benefits. To solve this problem, TGTDCCL initiate several new policy and benefits now a day. Company provides home loan facilities. For buying vehicles employee can get transport loan or personal load. Hospitalization scheme also helps employees to get emergency health care facility. Other benefit like leave privilege, education support welfare fund, mobile allowance and technical allowance make TGTDCCL a better place to work for workers and employees.

4.6 Key HRM Policy of Titas Gas

Recruitment policy

Recruitment policy of Titas Gas Transmission and Distribution Company limited are quite up to the mark. In recruitment they use both internal and external sources.

Whenever any vacant post created HRM department took initiative of recruiting new employee. Top management such as Manager Directors have the supreme authority to set the proper timing of giving advertisement. Selection committee is formed for recruiting and selecting appropriate employee for the company. If company find qualified candidate from the company for that particular vacant post than committee go for internal recruitment. If they don't find best candidate form the company than they go for external recruiting. In the starting of the external recruiting they give advertisement in the newspaper or website. Most of the case they give their recruitment circular in their website which is WWW. Titasgas.org.bd. after that they also go for advertisement in different renowned newspaper.

Selection policy

Selection in TGTDCCL took place after completing recruitment process. They follow standard selection policy in selecting best and skilled candidates for the company. Selection committee in TGTDCCL play key role in selecting best candidates from all potential candidates. After getting application form potential candidate's committee screening application forms. Best eligible candidates are selected for further process. After that selected candidates have called from the company to attend preliminary interview. Candidates who pass preliminary interview satisfactory then they have to go for written test and final viva. After doing those all steps all obtain marks with the academic education qualification marks. After that TGTDCCL go for candidate's background and reference checking and then physical inspection is done. And in the end company publish ultimate list of selected candidates and appoint candidates in vacant post by giving proper appointment letter and id.

Non-Discrimination and Anti-Harassment Policy

Titas Gas Company promotes non-discrimination in their organization. The company has totally banded any harassment activity in their factory. They always encourage group work and provide the equal employment opportunity in recruitment. TGTDCCL treat all employees same and don't pay different salary based on gender, religion. Company ensures safeguard and privacy of female workers. In selection process and training company select worker based on workers merit.

Training policy

The main objectives of providing training of TGTDCCL are to introduce employees with company key rules and regulations and to provide necessary work knowledge to workers. Company provide various training to their employee such as Orientation Training, Every employee has an equal chance to receive the required training when it is required. In-House Training, Job Specific Training, Need based Local/Foreign Training , Peer or supervisors' coaching , E-Learning: Online Training & Evaluation. TGTDCCL ensure fair training practice and no discrimination is provided to trainee while training. All employee get equal opportunity to get the necessary training when it is needed. No discrimination and harassment is tolerated in Titas gas transmission and Distribution Company limited.

Disciplinary action policy:

TGTDCCL takes disciplinary action based on labor law 2006. If there is any occurrence against the rules and regulation of the company buys any employees there are some different processes of taking disciplinary action. While going for disciplinary action following questions are needed to be considered carefully

- What happened actually?
- Why disciplinary action is required?
- What kind of disciplinary action is required?
- When should it be taken?

Based on those answer, company takes disciplinary action against employees on the bases of labor law and company law. In grievance handling company follows section 33 of Bangladesh labor law 2006. All the misconduct against is defined based on section 23 of labor law and the procedure of punishment company use section 24.

Employee Exit Policy of TGTDCCL

TGTDCCL follows the exit policy based on Bangladesh labor law 2006 & 2015. Employee exit policy is given below:

- Resign: Resign depends on the willingness of an employee. If he or she don't like to do the job, than he can resign from his job.
- Dismissal: An employee can be dismissed from his job if he commits 2 major unethical activities. Those are theft and protest.

- Discharge: Workers who are not capable for work certified by the registered doctor are to be discharge from their positions.
- Release: It is applicable for employees who are not permanent workers. If company doesn't need employees then they can release impermanent employees.
- Termination: If company have excess employees and unfavorable situation comes, than company can terminate employees who join last in the company.
- Retirement: Employee goes for retirement when their age become 60 years. The age must be validated according to their service book. If any employee wants to work after 60, he can work but all company has all the right to remove him or not.
- Removal: Any kind of misconduct or unethical activity by the employees should be punished by fair inspection of HR department.

Career management policy:

Career management is the pattern of work-related experiences that span the course of a person's life. It is a sequential process. As TGTDCL is government organization, it ensures better career management and development opportunity to their employees. Career management is a process that allows us to visualize our future careers and then provides us a roadmap to follow in realizing our dreams. Effective succession planning is used by the company. So we can say career management in Titas gas company in not up to the standards.

Health and safety policy

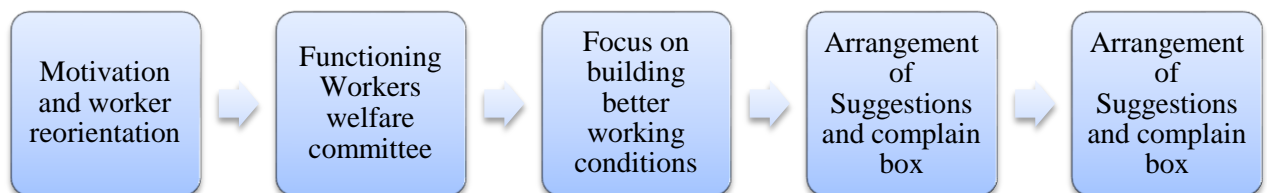
Titas gas complies with all rules and regulation based on labor law 2006 on maintains health and safety issue in their organization. They have emergency and safety procedures in your employee handbook so that employee can know about safety issues. They conduct inspection of their factory building safety issue. The company issue also issue immediate notice on the occurrence of any accidents or catastrophic loss. They also try on obeying all social compliance issue according to international standard.

Personal and Worker Management Policy

In developing personal and worker management relation and Cooperation Company have policy to take several steps. Those activities and steps help to ensure good corporate

governance within the organization. Some worker management relation policies that followed by Titas Gas company have been illustrated in following section:

Figure 8: Personal Policy and Worker Management activities



4.7. Some Benefits Given by Titas Gas Transmission & Distribution Company

Apart from those other benefits in recruitment, selection, training and compensation TGTDCCL also provide following benefits to their employees.

- Child Care facilities.
- Festival bonus.
- Ensure Maternity facilities whenever is needed.
- Death benefits for workers.
- Free health Facilities.
- Permanent male and female Doctor.
- Own advanced water treatment plant for Drinking water.
- Restroom and Prayer room.
- Keep proper records and conduct an audit.
- Ensure proper industrial safety in their factory.

- Maintain hygiene in their working environment.
- Take fair disciplinary action against employees.
- Good personal policy and corporate governance

Those are some major benefits that TGTDCCL give to their employees.

CHAPTER 5

RECOMMENDATIONS AND CONCLUSION

5.1. Recommendations

I have put forward some recommendations that might help to solve the problems in the Human resource management practice and policy of Titas Gas Transmission and Distribution Company Limited. The recommendations are:

- **Smooth Recruitment and Selection Process:** For a variety of reasons, recruitment and selection take a long time to complete the entire process, which is frequently performed despite HR officials' reluctance. So they should remove unnecessary activities and make the process smoother than earlier. For example, since NID has been modernized, it can be done without a background check. Because at present, transparency can be ensured through the NID. There are some issues that can be omitted to shorten the process.
- **Computerize all office documents:** In order to reduce complexity and maintain transparent human resource practices, Titas Gas Transmission & Distribution Company Limited should use computers in lieu of paper. Titas Gas Transmission & Distribution Company Limited must first organize a computer training program. Computerization will help companies ensure transparency and efficiency in the workplace.
- **Provide more benefits to HR professionals:** HR officials are not given any separate rewards or benefits for performing the recruitment and selection processes. Rewards and benefits should be provided as motivation to increase their mentality toward doing this job well.
- **HR managers are not given a separate working day for recruitment and selection:** HR professional have to complete whole process as a part of their regular job duties. Therefore, the higher authorities should give them a specific time to select the best candidates.
- **Reduce labor union intervention:** Despite the company's unwillingness, recruitment and selection are sometimes forced to hire unqualified individuals referred by the trade union. Therefore, HR officials should establish good relations with trade unions so that they can have win-win collaboration with them.
- **Reducing Bureaucracy:** Prompt decision-making can't be done if bureaucracy exists in any organization. Making a decision takes a long time. TGTDCCL should try to

reduce bureaucracy for taking quick decisions, and it will also encourage employees to show creativity and innovation.

- Use standard tools in performance appraisal: standard tools like 360-degree evaluation, graphic rating, critical incident method, behavior-anchored rating scale, straight ranking, alternative ranking, etc. can be used in doing performance appraisal under TGTDCCL. Use of those modern tools will help HR professionals perform the performance appraisal function more efficiently.
- Leadership Development Program: Arranging a Leadership Development Program to identify and nurture the potential talents then the succession planning will be much more smooth and effective.
- Employee Engagement Program: Focusing more on employee satisfaction through an employee engagement program the effectiveness of this program must be assessed after its execution.
- Reform HR policy: They can reform their human resource policy with a foreign country, which will help the company attract more buyers and get more efficient employees.

Based on the basic human resource management practice of Titas Gas Transmission and Distribution Company Limited, I have tried to suggest some recommendations that will help them perform their HRM practice more efficiently.

5.2. Conclusion

Finally, I believe that this internship is critical for all students. It assists a student in developing an idea about a specific industry in which he or she wishes to gain practical knowledge. In that case, I have chosen the natural gas industry. Here I have the opportunity to get a general idea of the natural gas sector, and it may be helpful to know about the technical and management knowledge of that industry and also these sector-related organizations. This industry is growing in importance as it becomes more industrialized. I have chosen Titas Gas Transmission and Distribution Company for my internship program.

I have chosen "Human resource management practice and policy of Titas Gas Transmission and Distribution Company Limited "as the title of my internship report. In this report, I tried to give a complete overview of Titas Gas Transmission & Distribution

Company Limited. After giving a company overview, I gave some literature reviews related to human resource management, which I have learned through my human resource management course. I followed the Human Resource Management book written by Dessler and Varkey to get conceptual knowledge. In the finding and discussion chapter, I attempted to explain my thoughts and findings based on personal and practical observations at Titas Gas Transmission & Distribution Company Limited's factory. In the findings and discussion chapter I have tried to fulfill the objectives which are To identify the HRM practices and procedures and To identify HRM policy development of Titas Gas Transmission and Distribution Company Limited. In the final chapter, I have attached some recommendations made in response to the problems mentioned in this report. I did my best to understand their human resource management practices in their factory, and I have highlighted all key findings and facts throughout this report.

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THE END