

**The Internship Report On**  
**An analysis of human resource management procedures of**  
**Tech Valley Solutions Ltd.**  
**(A Study on Head Office)**



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The submission date:

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**Internship Report**  
**On**  
**An Evaluation of Human Resource Practices of Tech Valley Solutions Ltd.**  
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## Letter of Transmittal

Date:

Mr. Mohammad Shibli Shahriar  
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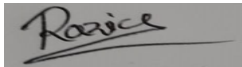
Subject: Submission of Internship Report.

Dear Sir,

I am presenting a report on my internship on Tech Valley Solutions Ltd.'s HR procedures with the utmost honor and pleasure. In this research, I've made an effort to evaluate Tech Valley Solutions Ltd.'s human resource practices. I tried my hardest to do this report in a professional manner, and I created it in a detailed manner with adequate information search. True, it could have been done better if there hadn't been any restrictions.

I'm hoping you'll evaluate the report while taking the study's restrictions into account. I shall be inspired to write better reports in the future by your kind advice.

Yours' trustworthy



Razia Sultana  
ID: 212-14-3338

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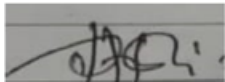
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## Letter of Approval

It gives me great pleasure to announce that Razia Sultana, ID: 212-14-3338, Department of Business Administration, Daffodil International University; has finished writing her report, "An Evaluation of Human Resource Practices of Tech Valley Solutions Ltd.," which was required as a partial fulfillment for her MBA degree. Her work on the internship paper has been under my supervision the entire time. Best of luck to her in her endeavors.

Supervisor



Mr. Mohammad Shibli Shahriar

Associate Professor

Department of Business Administration

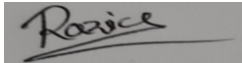
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## The Report's Declaration

I hereby certify that I wrote "An Evaluation of Human Resource Practices of Tech Valley Solutions Ltd." The report is trustworthy and open. This report has never before been recommended for a degree or certificate. I tried to fully comprehend the topic's essential elements and adequately convey my personal viewpoint. I read through the available sources and tried to understand the report's concepts.



Razia Sultana

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## **Acknowledgement**

To everyone who helped me finish this report, I want to extend my deepest gratitude. For his support, inspiring ideas, and encouragement throughout the idea-generation process and the creation of this report, my supervisor, Mr. Mohammad Shibli Shahriar, deserves a special mention. I also want to say thanks for the time you spent editing and rectifying all of my mistakes.

I want to especially thank Tech Valley Solutions Ltd. for their efforts. I also want to thank the head office's department heads, officials, and office employees for their unshakable cooperation and support in giving me this opportunity and for continuing to help and support me as I compile a standard report.

Furthermore, I would want to share my gratitude to the university for delivering us with a cutting-edge computer lab and library, both of which have helped me tremendously as I've been writing reports.

## **Executive Summery**

Human resource practices promote employee control over various aspects of their work performance. In other words, they help to promote employees' discretionary behavior, which boosts performance and productivity. This happens as a result of HR practices and guidelines that support constructive employee attitudes or sentiments of commitment, motivation and contentment. This investigation looks at the relationship between employee perceptions of HR procedures, HR contentment and business results. This study sheds further light on how people perceptions of HR procedures and what attitudes or actions they will take when these practices start to stand out.

This report covers the overall activities of Tech Valley Solutions Ltd.'s human resources department. Finding a human resource development strategy for Tech Valley Solutions Ltd. is the goal of this paper. The goal of this study is to look into and analyze Tech Valley Solutions Ltd's HRM practices, to pinpoint specific issues with those practices' use of human resources, and to offer suggestions to Tech Valley Solutions Ltd on how to fix them.

# Index

S.L NO.	TOPIC	Page No
1	Title page	
2	Letter of Transmittal	i
3	Letter of Approval	ii
4	Letter of Declaration	iii
5	Acknowledgment	vi
6	Executive Summary	v
	<b>Chapter – 1: Introduction</b>	1
1.1	Introduction	2
1.2	Scope of the study	2
1.3	Objectives of the study	2
1.4	Methodology	2
1.5	Limitation of the study	3
	<b>Chapter – 2: About the Organization</b>	4
2.1	Company Profile	5
2.2	Services of Tech Valley Solutions Ltd.	6
2.3	Solutions	7
2.4	Accelerate the user experience	8
2.5	Organization Structure of Tech Valley Solutions Ltd.	8
	<b>Chapter-3: Literature Review</b>	9
3.1	HR Functions	10
3.2	Job Analysis & Design	10
3.3	Employee Recruitment & Selection	10
3.4	Employee Training and Development	11
3.5	Performance management	11
3.6	Pay structure, Incentives and Benefits	11
3.7	Labor/employee relations	12
	<b>Chapter-4: Human Resource practice of Tech Valley Solutions Ltd.</b>	13
4.1	Recruitment & Selection process of Tech Valley Solutions Ltd.	14
4.2	Development & Training	19
4.3	Performance Appraisal	21
4.4	Compensation management	24
4.5	Maintain Employee Relationship	26



<b>S.L NO.</b>	<b>TOPIC</b>	<b>Page No.</b>
	<b>Chapter-5: Findings &amp; Recommendations</b>	28
5.1	Findings	29
5.2	Recommendations	29
5.3	Conclusion	29
	<b>References</b>	30

# Chapter -01

## Introduction

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## **1.1 Introduction**

The human resource of a company Practices is a collection of integrated procedures, practices, programs, and systems that focuses on the effective utilization and development of its staff. These processes include hiring personnel, providing them with training, compensating them, developing personnel-specific policies, and establishing personnel retention programs. Since efficient operations involve both staff people and the technologies that support them, it is generally agreed upon that it is one of the most significant duties performed by a firm.

To ensure that The overarching objective of human resources is to ensure that the company's employees are successful (HR). HR professionals are focused on establishing policies and managing an organization's human resources. In addition to locating, recruiting, selecting and developing staff, they might have competence in maintaining employee relations. Staff workers receive continuing development and training thanks to professionals in development. Through incentive programs, evaluations, and training efforts, this is accomplished. Employee relations takes care of the concerns where the regulations are broken, in cases of harassment or discrimination. Managing employee perks includes developing wage structures, parental leave regulations, employee discounts.

## **1.2 Scope of the study**

My research is limited because I am employed at Tech Valley Solutions Ltd.'s corporate headquarters. An evaluation of Tech Valley Solutions Ltd.'s human resource practices is the focus of this report. Tech Valley Solutions Ltd. has provided me with useful information that will help me with my research. I also obtained the data from Tech Valley Solutions Ltd.'s HR division and website.

## **1.3 Objectives of the Study:**

- To investigate the HRM practices of Tech Valley Solutions Ltd.
- To evaluate the HRM Practices of Tech Valley Solutions Ltd.
- To identify some troubles with the Human Resource practices of Tech Valley Solutions Limited.
- In order to offer some suggestions to Tech Valley Solutions Ltd. to overcome the problem.

## **1.4 Methodology**

### **Type of study**

This report was created from a variety of sources of data. Two different kinds of sources were used to gather this data. They serve as both the primary and secondary sources. It is exploratory and qualitative in nature. This report's data came from both sources, both secondary and main.

## Sources

The focus of in this study, secondary and main data will be used.

### Primary source

- ◆ Interrogating Tech Valley Solutions Ltd. officers and employees.
- ◆ HR supervisors being interviewed.
- ◆ Analyses of pertinent documents as supplied by the relevant officers.

### Secondary data source

- ◆ Tech Valley Solutions Ltd.'s website.
- ◆ Journal and websites with data connected to HRM.
- ◆ Internal company manual on human resources practices.
- ◆ Journals, Reports
- ◆ Books

### Method of data collection

**Personal interview:** During my internship, I had face-to-face conversations with the various employees and their clients.

**Personal observation:** Observation of the procedures and methods used in training and development.

### 1.5 Limitations of the study:

I made an effort to keep my reporting of my rapid-fire work experience to a minimum because it can be difficult and embarrassing. I ran into a few problems and restrictions while writing my report, including:

- Officials occasionally refuse to reveal certain details in order to maintain secrecy.
- There weren't enough books, magazines, or journals available.
- lack of essential data and information.

## Chapter: 02

# About the Organization

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## **2.1 Company Profile**

The commercial operations of Tech Valley Computer Ltd. are taken over by Tech Valley Solutions Ltd., a system of support and infrastructure with multiple tiers supplier of IT solutions that was founded on November 1st, 2009. Tech Valley Computers Ltd. (TVCL), which was founded in 1993, started its company in 1991 with the goal of offering IT solutions to potential customers while maintaining the set of resources and business. TVSL received ISO accreditation in 2012.

As a one-stop shop in Bangladesh, Tech Valley Solutions Ltd. (TVSL), a division of Tech Valley Computers Ltd., is working diligently to meet the challenge.

TVSL has begun enhancing its current workforce with internationally recognized certificates in every area of its operations, and in some unique circumstances, it has added more experienced and qualified personnel with a focus on providing great customer service assistance.

They are pleased to declare that, in terms of educational background and work experience, our company employs the greatest computer engineers, programmers, and sales team in their nation. With sufficient experience, the business has proven it can provide the local IT market with quality support & maintenance services. These helped the business become one of the top IT companies in the nation.

Customers consider the services provided by TVSL to be skilled and friendly since they are provided by professionals who execute them with consideration for the value of a customer as well as due to the competency of their technological knowledge. Their goal is to provide the customer with an effective and dependable system that will maximize productivity and require the least amount of maintenance.

### **Vision**

To establish ourselves as the most dependable and trustworthy partner in Bangladesh's information and communication technology value chain.

### **Mission**

- ❖ Establishing the business as a one-stop source of solutions for Bangladesh is the corporate goal.
- ❖ Grow the business of specific solutions by joining together with strategic partners.
- ❖ Strengthen the bonds between suppliers, clients, and channel partners.
- ❖ Create a new benchmark for workplace conditions.

- ❖ By 2015, become the market leader.

## **2.2 Services of Tech Valley Solutions Ltd.**

- ◆ Enterprise Solutions
- ◆ Data Center Solutions
- ◆ Power Solutions
- ◆ Network Services Solutions

### **Enterprise Solutions**

An enterprise solution is a piece of software developed to address the complex requirements of an organization as opposed to a single user or small business. Enterprises frequently encounter particular difficulties, like interdepartmental communication and global trade, because they are vast organizations with diverse operations. Enterprise solutions can assist a company in overcoming these difficulties and enhancing performance.

Enterprise solutions are tools designed to make these entities' operations easier and thereby increase performance.

### **Data Center Solutions**

Data center solutions are the goods and services required to establish and operate a data center. Services such as installation and configuration are available.

A company depending on its size and needs. As a result, data center solutions might range from merely setting up and maintaining a few racks within a data center to designing and building a brand-new, exclusive data center.

### **Power Solutions**

By maximizing the potential of digital technology and advanced analytics, Power Solutions assists electric power utilities in increasing efficiency and lowering costs.

### **Network Services Solutions**

Network Service Solutions provides communication services. The business offers storage, network connectivity, voice, and data solutions.

## **2.3 Solutions**

- Managed Service Solutions
- Network Services
- Data Center Solutions
- Printing Solutions

### **Managed Service Solutions**

Applications and infrastructure are managed as part of managed services solutions to provide connectivity, network monitoring, security and disaster recovery. Additionally, managed services could also encompass help desk and technical support in addition to storage, desktop and communications.

As a managed services provider Tech Valley Computer Ltd. provides below services:

- ❖ Network and Infrastructure.
- ❖ Security Services.
- ❖ Support Services.
- ❖ Data Analytics.
- ❖ Software-as-a-Service.
- ❖ Cloud Infrastructure.
- ❖ Communication and Collaboration
- ❖ Mobile Communications and Computing.

### **Network Services**

The Network Support Services program offers a full range of services to boost the efficiency of your network.

### **Data Center Solutions**

These are the goods and services required to establish a data center. Products include IT hardware such as servers, routers and firewalls as well as the physical data center's supporting infrastructure such as cooling systems, generators and cabling. Services include installation, configuration and technical assistance.

### **Printing Solutions**

The majority of organizations depend on printing solutions since they increase customer awareness, brand recognition, and revenue.

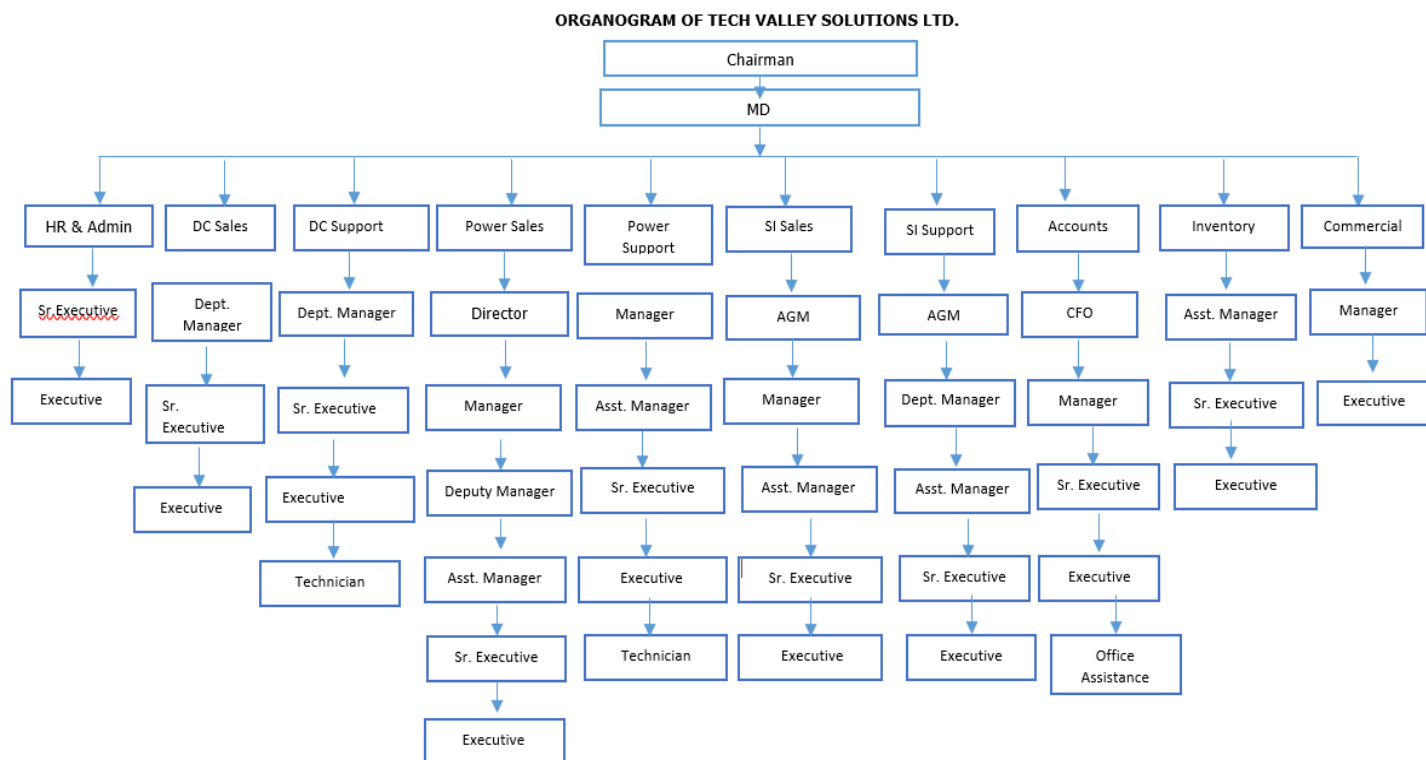


## 2.4 Accelerate the user experience

- **One Company - All Solutions - One Offer**
- **Professionalism and Guarantee of Quality**
- **Customer Satisfaction**
- **Innovative Solutions**

Our customers gain from the level of simplicity, cost effective and efficiency that is difficult to accomplish for businesses using several suppliers for all of their needs since provide a single solution. We are constantly searching for ways to make it easier for our clients' businesses.

## 2.5 Organization Structure of Tech Valley Solutions Ltd.



Chapter: 03  
Literature Review

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### **3.1 HR Functions**

According to academics, an organization's capacity to accomplish its goals and grow depends on how well it manages its human resources. Enduring advantage in the market where it competes. Here is achieved by the procedures each business adopts and the methods it employs to recruit and retain employees. Appropriate personnel for the job. The HR department can be viewed as having six menus from which businesses can select the best practices. According to Decider and Kramer, each of these menus alludes to a certain Job analysis, recruitment, selection, Training and development, pay structure, incentive, benefits, and labor/employee relations are functional areas of HRM.

### **3.2 Job analysis and design**

This refers to the procedure of learning specifics about a job, which could provide information for a variety of purposes, including figuring out what kind of training is necessary, what kinds of development are appropriate, and what kind of pay and productivity levels are appropriate. Making decisions regarding the duties that will be necessary in a certain work is what job design is all about Here, there are two distinct factors at play. While the second relates to the needs of individual employees and the requirement to provide them with a work environment that is challenging and rewarding, the first focuses on the need to meet the organization's needs in terms of productivity, achievement, and quality. the effectiveness of The task must be understood by both Jobholders, per HR procedures and hen a firm uses this technique for HR planning, they are likely to obtain a competitive edge.

### **3.3 Employee recruitment and selection**

Recruitment refers to the procedure through which a business seeks out candidates and draws in prospective workers; selection refers to the method by an organization recognizes those applicants who possess the necessary knowledge, skills, abilities and qualities attain its objectives (DeCieri & Karmer 2008, P30). The goal of the selection process is to find as many qualified people as the lowest possible cost, need to meet the organization's needs for human resources. Additionally, job seekers Become knowledgeable about companies and available positions because they cannot gain They rely on having thorough awareness of all options and any prospective traits. faulty signals. It has been observed that companies who need to fill vacancies fast or that don't want to go through a process like job analysis may be less picky about the caliber and quantity of candidates (Carless 2007). While companies that put effort into the hiring process activate more search channels than those that don't. When hiring mistakes are expensive and staff turnover is high, businesses become choosier.

### **3.4 Employee Training and Development**

In addition to providing workers with the skills they need to do their jobs, training is frequently seen as a sign of an employer's dedication to their workforce. Studies across a broad range of companies and sectors have all discovered a favorable relationship between employee commitment and training expenditures, and investment in training measures and HRM is increasingly recognizing the need of development program implementation. For instance, Irving and Thomas's research as well as Marching Ton and Wilkinson's focused on Hospital executives, service personnel, and clerical staff devotion to the workplace. They found that when employees felt that They were more dedicated to their jobs and achieving the objectives of the company since their employer cared about their needs for professional development. In conclusion, effective training promotes employee retention because it gives workers a sense of being valued for their abilities and offers them opportunities to further develop their skills.

### **3.5 Performance management**

The performance and growth of the individual are the primary concerns of performance management. By emphasizing future results Planning and improvement over performance analysis review, it is utilized to ensure that the employee's activities and results are consistent with the organization's goals (Armstrong, 2003, P481). In order to accomplish this, management must work collaboratively with employees within a framework that enables both parties to produce the desired results. Managers must have a thorough understanding of how performance reviews might benefit the organization for this to take place (Chelladurai, 2006).

### **3.6 Pay structure, Incentives and Benefits**

Pay is an essential element in HRM. According to De Cieri Kramer, the salary structure is essential for putting strategies into practice. the standard of someone's work, How much they are paid affects their attitude toward clients as well as their willingness to learn new skills. According to De Cieri and Kramer, a company can ensure that high-quality personnel are attracted to and retained by offering competitive salary and/or benefits. Pay may be one way for employees to determine whether their time and effort were worthwhile. Rice, McFarlin, and Bennett use the discrepancy theory to. the manner in which other employees are treated within a company is one standard that an employee may use. The pay will be satisfactory to the workers. If the compensation they receive is commensurate with the time, work, and effort they expend. In comparison to the compensation

received by other employees. Dissatisfaction may occur if they they feel that their contributions and efforts are insufficient recognized by the company or job, especially in terms of pay.

### **3.7 Labor/employee relations**

The actions taken by an organization to control interactions between employers and employees are known as "employee relations." A company with an effective employee relations program ensures that all employees are treated fairly and consistently, which boosts their commitment to their jobs and sense of loyalty to the company. These programs also aim to prevent and deal with problems caused by conditions at work.

Initiatives in employee relations are typically part of a human resource strategy designed to use workers as effectively as possible in attaining organizational goals. To maintain a competitive edge in the market, businesses use deliberate plans known as human resource strategies. Workplace safety, salary and benefits, and promoting work-life balance are all topics that are covered in employee relations programs.

Chapter: 04  
Human Resource practice of Tech Valley Solutions  
Ltd.

In order to achieve objectives, an organization's most precious assets—its people and management—are brought together through the process of human resource management. Managing the relationship between employees and the business is just one aspect of it. It emphasizes new hire recruitment as well as the individual development of current personnel. The following are Tech Valley Solutions Ltd.'s personnel policies:

- a. Recruitment & Selection
- b. Training & Development
- c. Performance Appraisal
- d. Compensation Management
- e. Maintain employee Relationship

#### **4.1 Recruitment & Selection process of Tech Valley Solutions Ltd.**

Recruitment is the process of locating and luring potential candidates to fill unfilled positions within a business. It locates people who possess the knowledge and outlook required to support a business in achieving its objectives.

Finding open positions, examining job requirements, screening, shortlisting, and all stages of the hiring process aim to find the best applicant.

It is suggested that an organization's human resources staff adhere to the five best practices to improve hiring efficiency. These five steps assure uninterrupted, an effective hiring. These processes ensure conformance and consistency in the employment process.

Building a solid resource base begins with the recruiting of new personnel. From identifying resources to setting up as well as interviewing to choosing the top applicants, the procedure adheres to a systematic approach.

#### **Recruitment Planning**

Tech Valley Solutions Ltd.'s Recruitment planning, which entails analyzing and outlining the open positions, is the first step in the hiring process. It includes the description of the job, the prerequisites for skills and expertise, among other things.

To choose the most qualified applications from a pool of applicants, a methodical hiring strategy is necessary. Candidates should have knowledge in this area, experienced, and able to handle the duties required to achieve the objectives of the organization.

## **Identifying Vacancy**

The first and most crucial phase in the recruitment strategy is identifying the position that needs to be filled. The firm's many departments submit requests for hiring to the HR Department, which contains those requests.

- Amount of positions to be filled
- Amount of positions
- Tasks and obligations that must be fulfilled
- Experience and qualifications needed

When a role is identified, the sourcing manager must decide Whether or not it is necessary, whether full-time or part-time, long-term or transitory, etc. There are a number of characteristics that should be evaluated before the hiring process begins. Due to rigorous selection, planning, and evaluation, the right resource is hired for the team and the company.

## **Job Analysis**

A certain job's duties, responsibilities, talents, and work environment are recognized and established through the job analysis process. These components assist in defining what a Work is necessary, and what a worker has to have in order to perform a job well.

A job analysis assists with determine the importance of tasks and the most effective manner to complete them. Its objective is to identify and document how requisite procedures, including as selection, remuneration, and appraisal of performance, are connected to the position.

The following steps are essential while analyzing a job.

- Registering employment data
- accuracy while confirming employment details
- Job descriptions are created based on the info.
- Determining the knowledge and skills needed for the position.

## **Job Description**

In the job description is where the job analysis is finally declared, which, being descriptive in nature, is a vital document. For a recruitment process, this explanation is essential.

Job descriptions include specifics about the range of job obligations and the position's location within the company. This data provides a clear image of the employee to the organization what an employee accomplish in order to meet his duties at work.



- The following processes are completed with job descriptions.
  - Job classification and rating
  - Positioning and directing new resources
  - Transfers and promotions
  - Outlining the career route
  - Future work standard development
  
- The following elements are detailed in a job listing.
  - Position within the Organization and Job Identification
  - Place of Work
  - Job Summary
  - Job Functions
  - Tools, supplies, and equipment
  - Workplace Environment
  - Health Risks

## **Job Specification**

A job specification is primarily concerned with the qualifications of the candidate that the HR team hopes to hire. The first step in creating a job specification is compiling a list of every position held by the company, along with each location's address.

The specifics for each job inside an organization are listed below.

- Physical characteristics
- Mental requirements
- Physical traits
- Behavioral requirements

The following elements are described in detail in a job specification document–

- Qualification
- Experiences
- Development and training
- Requirements for skills
- Responsibilities at work
- Personal traits of emotion
- Plans for a career

## **Job Evaluation**

Procedure of evaluating, analyzing, and Job evaluation is the process of comparing a job against other roles within a company.

A job appraisal's main objective is to examine which jobs are paid what amounts. Many methods are employed classification, job rating, are applied when evaluating workers.

## **Looking for the Best Candidates**

During the hiring procedure known as searching, the location of resources depends on the requirements of the position. There are two steps in this process.

- Source activation: After confirming from line manager and gives permission for the position to exist, the recruitment process begins.
- Selling: In this case, the company chooses the media channels how prospective candidates are informed about employment vacancies.

Recruiting entails drawing candidates to open positions. Generally speaking, there are two types of sources: Sources both internal and external.

## **Internal Sources**

Hiring staff from within the company is referred to as using internal sources of recruiting. –

- Promotions
- Transfers
- Former Workers
- Advertising on internal websites
- Worker referrals
- Former Candidates

## **External Sources**

The term "external sources of recruiting" describes hiring personnel from outside the company-

- Direct Hiring
- Exchanges of Employment
- Employment Bureaus
- University Recruitment
- Advertisements

- Business Organizations
- Recommendation

### **Screening / Shortlisting**

After sourcing the candidates is complete, screening begins. Screening entails removing unqualified applicants from consideration in order to conduct a more thorough selection procedure.

The selection procedure, is an important factor in hiring. There are three steps in the screening procedure for hiring-

### **Reviewing cover letters and resumes**

Candidate screening starts with reviewing. This procedure involves reviewing and evaluating each candidate's résumé to see if their background, work history, and education align with the job's requirements.

When reviewing resumes to ensure better candidate screening, an HR executive needs to take the following factors into account: -

- Justification for job switch
- Prolonged unemployment
- Job-hopping
- Persistence throughout each organization
- Absence of professional development

### **Performing a video or phone interview**

Conducting phone or video interviews is a part of the employment process' second stage. During this process, the recruiting manager speaks with each applicant by phone or video. This screening process yielded the following outcomes: -

- It assists in confirming the candidates' availability and activity.
- It also assists in revealing a candidate's attitude for communicating effectively and for responding to interview questions in a little amount of time.

## **Finding the best candidates**

Selecting the top candidates is the final step in the screening process. Only the most qualified candidates are shortlisted in this process, so the hiring manager must make a decision. The technique results in the following three results-

- Selecting 5 to 10 resumes for the evaluation of the hiring managers.
- Aids recruiting managers in choosing the best prospect to hire.
- Offering advice and suggestions to the hiring manager.

## **Assessment and Control**

The final step in the recruitment process is evaluation and control. Methodologies' efficacy and validity are assessed at this stage. Hiring new employees is an expensive operation.

Effective evaluation and control of the recruitment process' expenditures is required. They consist of the following:

- Overhead costs associated with administration and hiring
- Costs associated with finding qualified applicants for the final selection process
- Pay for the recruiters
- Overtime and unpaid expenses while there are open positions
- Spending time on interview preparation, job description preparation, and job specification preparation by management and professionals
- advertisements are expensive, as are other recruitment-related expenses like agency fees.

## **4.2 Development & Training**

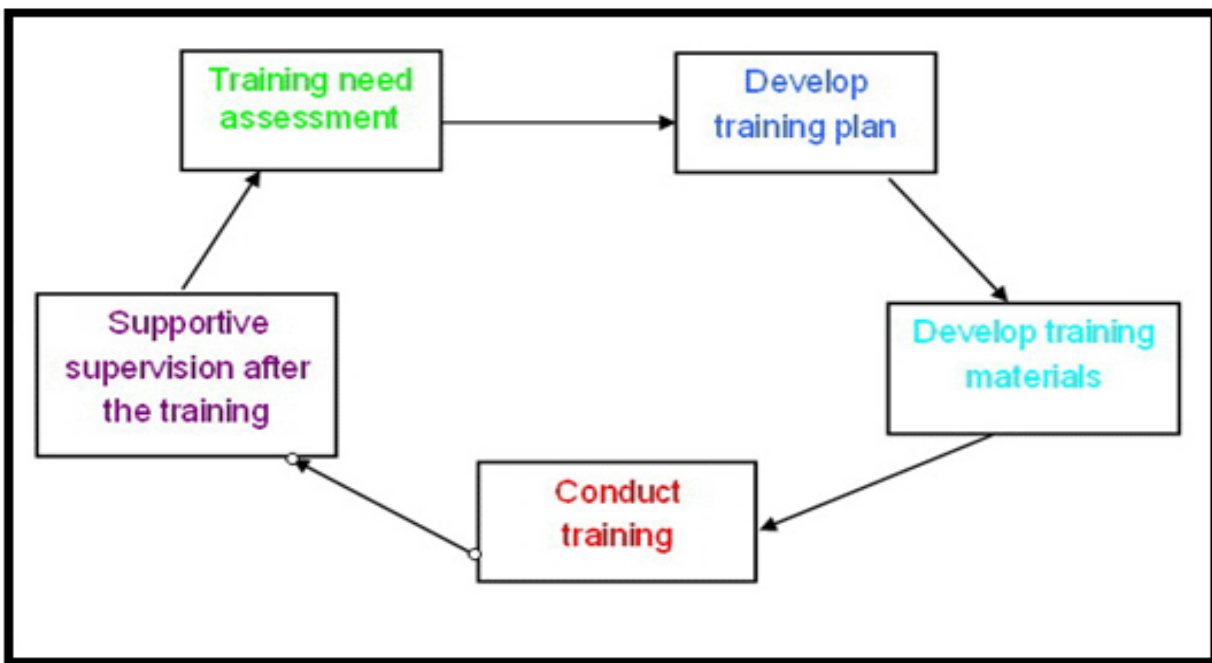
Training and development is a continual process that improves employee performance and productivity by developing their skills, knowledge, and attitudes through organized and structured training. Training and development focuses on improving the efficiency of both people and groups within an organization through the use of a suitable system that emphasizes the abilities, strategies, and subject matter necessary to achieve the objective. Efficient employee development encourages the expansion of knowledge and abilities.

The main goal of the training and development division is to make sure that an organization has access to a skilled and willing workforce. Individual, organizational, functional, and societal objectives are the additional four goals.

- Individual objectives aid staff members in reaching their own goals, which in turn improves their contribution to the organization as a whole.
- keeping the department's contribution at a level that meets the organization's needs is one of the functional objectives.
- Societal Objectives: These goals make sure that a company is morally and socially responsive to the demands and issues of society.
- Organizational Objectives: By contributing individual effectiveness, individuals can help the organization achieve its main goal.

One of the duties of human resource management is training and development, which aims to enhance and polish a worker's abilities and output in a company. It has been referred to by a number of names, including learning and development, human resource development, and employee development.

### Training and development process of Tech Valley Solutions Ltd.:



- ❖ The needs assessment phase is where the training process starts. Understanding whether or whether training is necessary is the goal of the assessment step. identifying any gaps in knowledge or abilities and the necessary training are the following steps if the answer is affirmative.

- ❖ With regard to knowledge, and skill (AKS), which work together to create competence, It is mostly decided on the training intervention. The study, also known as a "training needs analysis," is conducted on 3 levels: the job, the individual, and the organizational.
- ❖ The delivery method is many factors, including elements, the demographics of the participants, the trainer's unique teaching style, etc. The training courses evolve into significantly hence, more varied.
- ❖ The last stage of the training procedure is evaluation, which is more significant in terms of determining how effective the training was. Unsurprisingly, its objective is to ascertain whether the training was successful in achieving the desired result.
- ❖ Delivery is the phase of the training process that is perhaps the most significant and least talked about. Training should begin following the end of the development period.

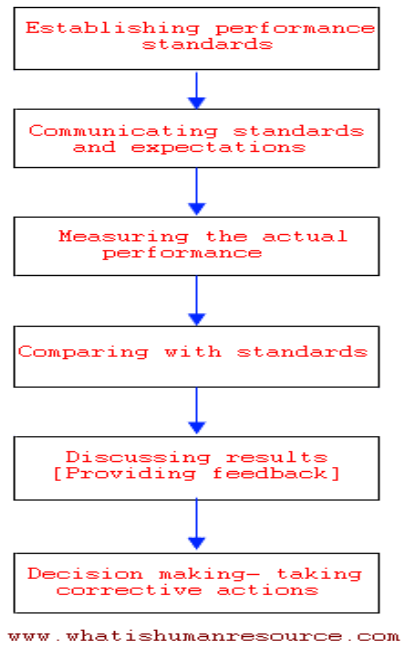
### **4.3 Performance Appraisal**

An employee assessment and a performance evaluation are two more names for the same thing, reviewing or evaluating one's performance. All firms utilize performance reviews to identify the workers who have contributed most to the growth of the company.

If businesses wish to improve worker output and outcomes, they must utilize the employee performance appraisal process. Each year, during performance reviews, an employee's performance and productivity are evaluated in comparison to a predetermined set of targets.

Since performance management can accurately evaluate a worker's talents, it is essential and their strengths and flaws, as well as whether they will be given a wage boost or a promotion.

## Performance Appraisal Process



### 1. Establishing performance standards

The criteria must be created in order to assess an employee's performance as successful or unsuccessful and the extent to which they contribute to the aims and objectives of the firm. The benchmarks must be specific, easy to understand, and measurable. Extreme caution should be given while describing the standards in the event that the worker's output cannot be evaluated based on measured.

### 2. Communicating the standards

The management must inform all of the organization's employees of the standards after they have been established. The standards should be made clear to the staff, and they should be informed. They will find it simpler to understand their obligations and the exact rules that apply to them as a result. At this point, the criteria can also be modified if necessary in response to useful suggestions from the staff or the assessors.

### 3. Measuring the actual performance

Measuring the actual performance of the employees over the designated period of time, is the most challenging step in the performance appraisal process. It is an ongoing process that entails evaluating the effectiveness all year long. At this point, it's crucial to carefully select the

appropriate assessment techniques, A worker's job should be supported rather than interfered with; avoid any personal bias that might affect how the process is resolved.

#### **4. Comparing actual performance with desired performance**

A comparison is made between the actual performance and the desired or expected performance. The comparison reveals how closely the employees' performance matched the established standards. The outcome may reveal that the actual performance is either more than the expected performance, which would indicate a negative divergence in the organizational performance. Data on the performance of the personnel is recalled, assessed, and analyzed.

#### **5. Discussing results [Feedback]**

The evaluation's findings are shared and talked about in private with every worker. Communication and listening are the main topics of this debate. Discussions about the findings, the issues, and potential fixes are conducted in an effort to find solutions and build consensus. Positive feedback should be offered because it may affect the employees' performance in the future. Managers' feedback on employee performance reviews should be given in a way that corrects mistakes made by the staff and boosts their motivation without demotivating them, encouraging them to perform better.

### **Performance Appraisal method of Tech Valley Solutions Ltd.**

#### **1. Self-Appraisals**

Through self-evaluations, employees get the chance to consider their performance and pinpoint their virtues and shortcomings. However, if self-appraisals are carried out without the aid of formal procedures or structured forms, they will likely be irregular and biased.

#### **2. Managerial reviews**

The classic and fundamental type of evaluations includes performance reviews conducted by management. Senior managers' evaluations of both a team and these reviews must comprise a program and the rankings provided to certain employees by managers.

#### **3. Peer reviews**

Coworkers become the most relevant evaluators as hierarchies fade from the organizational landscape because they have a unique perspective on the employee's performance. These evaluations assist for teamwork, initiative, and dependability. However, peer dynamics or animosity may end up distorting the evaluation's findings.



#### **4. Subordinates Appraising manager**

In the upward assessment portion of the 360-degree feedback, a sensitive and significant step is taken. Generally speaking, from a managerial standpoint, reporters have the most distinctive perspectives. However, a fear of punishment might skew the outcomes of an appraisal.

#### **5. Customer or client reviews**

Internal customers, such as those who utilize the product within the company, can make up the client component of this phase who interact with this particular person frequently yet are not customers of the business.

Customer feedback can more precisely gauge a worker's output; however, these external users frequently fail to recognize how policies affect an employee's output.

#### **4.4 Compensation management**

Compensation management is the process of overseeing and determining each employee's compensation and benefits. To boost employee engagement and productivity, lower attrition rates, and attract top talent, businesses can use both monetary and non-monetary benefits as a part of creative compensation.

#### **Importance of Compensation Management**

Every new employee at a firm is paid a wage or receives benefits in exchange for the services they do for the business. Compensation management is the practice of overseeing the pay and benefits for each appropriate employment role. This is crucial since it establishes which employees and job positions receive what types of pay, incentives, benefits, etc. Salary, performance bonuses, sales commissions, overtime pay, and other monetary perks are examples of monetary compensation.

Insurance, loans, car, house, stock options, and other non-cash advantages are examples of non-cash benefits. The basic goal of effective compensation is to recognize employees' efforts and maintain their motivation and satisfaction.

#### **Objectives of Compensation Management**

To succeed in expanding its business, a company must have the best personnel possible. Following are a few of the main goals of compensation management:

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### 1. Attract Employees

By providing the proper applicant with the right wage and perks who can be advantageous for the firm, compensation management is vital in drawing new talent to the company.

### 2. Staff Retention

One of the most important aspects of pay management is keeping current employees happy with the right benefits and rewards, both financial and non-financial.

### 3. Rewarding Staff

To maintain employee motivation and to set a precedent that top performers will receive more compensation and benefits, businesses must acknowledge and reward employees who perform well.

### 4. Maintain Equity

Making sure that every employee is happy and that their pay at every level is commensurate with the amount of work they are doing is one of the most crucial goals.

Employee satisfaction is a result of equity at all levels of the organizational hierarchy.

### 5. Cost Control

The management of the money is essential to avoid instances where some employees receive subpar pay while others receive excessive compensation for their work.

### 6. Determine Wages & Benefits

The definition of the salary and benefit structures for the various work functions and job levels that are present in the organization is the most important goal of compensation management.

### 7. Legally Compliant

There are labor regulations in every nation that specify the minimum wage or other benefits that employees must get. As a result, compensation management makes sure that each organization is in compliance with all laws and regulations.

## **Compensation Management Process of Tech Valley Solutions Ltd.**

The following steps can be used to establish the basic procedures Tech Valley Solutions Ltd. follows when deciding on the pay scale for its employees:

## **1. Review and analyze the position**

Analyzing the job in terms of the necessary knowledge, training, hierarchy, responsibility, etc., is the first step.

## **2. Salary & Wages Survey**

The amount of compensation offered to employees for a specific job role is thoroughly researched by Tech Valley Solutions Ltd. based on factors such as education, skill, company requirements, benchmarking against the competition, government legislation, etc.

## **3. Describe the Pay Grade Structure**

The corporation must specify the minimum and maximum wages that they are willing to give employees for each job role and job level.

## **4. Finalize**

Following the definition of pay grade systems, businesses must decide on elements like salary, incentives, perks, supplementary benefits, etc.

## **5. Control & Revise**

Compensation management is an ongoing, iterative process that necessitates regular observation and reevaluation based on supply-demand, the labor market, competition, required skill sets, etc.

## **4.5 Maintain Employee Relationship**

Employer-employee relationships are referred to as "employee relations." Organizations today want to improve their agility, speed, and transparency. Because of this, employee communications are given more attention than ever before.

Every employee relations plan has as its major objective enhancing relationships and teamwork at work.

### **Tech Valley Solutions Ltd. Implement an employee relations plan**

The first step in creating and implementing a good employee relations strategy is having a set of well-defined policies. Employee relations policies should specify the employer's philosophy, rules, and procedures for handling employee-related issues and resolving disagreements at work. It's also important to understand that employee relationship management solutions are not a remedy for every problem.

**Every effective employee relations strategy should have the following qualities:**

- ✓ Show them how their position fits with the company's mission and goals.
- ✓ Give employees feedback
- ✓ Assist staff in comprehending the goals and objectives of the company
- ✓ Reward them for their hard efforts
- ✓ Frequent employee communication.

**Chapter: 05**  
**Findings & Recommendations**

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## 5.1 Findings

Some findings are identified by me are given below:

- ✓ Tech Valley Solutions Ltd. has comfortable workplace and friendly environment.
- ✓ Tech Valley Solutions Ltd. does not maintain employee compensation program properly.
- ✓ Reward policy of Tech Valley Solutions Ltd. are not attractive.
- ✓ Tech Valley Solutions Ltd. has Lack of efficiency during the recruitment process.
- ✓ Tech Valley Solutions Ltd. Failed to provide superlative candidate experience.
- ✓ Loyalty scarcity among the workers of Tech Valley Solutions Ltd.
- ✓ Tech Valley Solutions Ltd. employees face the problem about extensive work Pressure.
- ✓ Inappropriate salary structure is done by Tech Valley Solutions Ltd.
- ✓ Lack of employee job satisfaction.

## 5.2 Recommendations:

- ✓ The HR staff at Tech Valley Solution should conduct an employee satisfaction survey once a year or every six months.
- ✓ Customer support agents should receive the necessary training. Because employees occasionally cannot provide clients with the right answers to their questions. Tech Valley Solutions Ltd. should make an appropriate succession planning.
- ✓ Tech Valley Solutions Ltd. should be recruiting more HR personnel.
- ✓ Tech Valley Solutions Ltd. need to provide more facilities to increase job satisfaction.

## 5.3 Conclusion

In order to create a great client service environment and achieve sustained profit growth, Tech Valley Solutions Ltd. places a high priority on developing high-quality human resources with knowledge and professional abilities. This is done without compromising the construction of high-quality assets.

Through the design of ongoing internal and external training programs, the company's human resources development strategy also aims to produce quality workforce with conceptual

managerial knowledge abilities. To develop quality human resources and effectively place them in productive channels, the company organizes in-house, specially designed training programs for newly hired employees. It also organizes workshops, training programs, etc. For the purpose of expanding the quantity of qualified personnel at higher management levels, an executive development program.

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