

Internship Report
On
Payroll and HR Admin Activities of Rahimafrooz
Bangladesh Limited

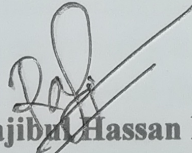


submitted to

Islamic University of Technology
in partial fulfillment of the requirements for the degree of
BBA in Business and Technology Management (BTM)

Submitted by:

I understand that my final report will become part of the permanent collection of the Islamic University of Technology BBA in Business and Technology Management Program. My signature below authorizes release of my final report to any reader upon request.

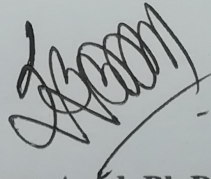


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Executive Summary

This internship report is based on a three-month internship program in Rahimafrooz Bangladesh Limited's Human Resource Division that I successfully completed as part of my BBA studies at Islamic University of Technology, Department of Business and Technology Management from October 5, 2021 to January 6, 2022. I have experienced a lot during my involvement with HR activities, which was invaluable. Regardless, they were all valuable to my professional development.

Rahimafrooz Bangladesh Limited is one of the most renowned companies in Bangladesh and the founder of the company was the respectable late Mr. A C Abdur Rahim. The journey began in 1954 with the distribution of batteries. Now, it has several corporate wings, which also have different product lines. The experiences of their 65-year journey and the achievement of tremendous milestones represent their dedication and successive signs of core motive. A company overview represents all the content along with their mission, vision, and quality policy.

Rahimafrooz Bangladesh Limited's industry analysis represents the company's strengths and weaknesses, along with the opportunities and threats they have. It also represents the company's own policy to enter into a new market, its healthy environmental prospective, ethical factor, technological involvement, and its economic contribution. Finally, it discusses the competitive environment in which the company operates.

I have worked in Shared Payroll & HR Admin division of Rahimafrooz Bangladesh Limited where my job was assisting the Sr. Executive of Shard Payroll & HR Admin. From the internship program all the experiences are gained and duties are performed describing in the description of main duties part. Also, discussing the working condition, experiences, challenges & difficulties encountered during the internship program. In the analysis, I share the impact of internship on my professional factor and draw the correlation between theoretical and practical learning.

From my personal viewpoints, on HRD, in addition to my participation to the department of Human Resource, are discussed in this study. I tried my best with my inadequate knowledge and experience to make this study as accurate as possible, in addition to incorporate actual experience into a paper with different limits to process improvement and preserving ethical principles have also been observed in a corporate environment. However, the point of this study is to analyze the corporate experience from theoretical point of view.

Contents

Acknowledgement	1
Executive Summary	2
Chapter 1: Introduction	5
1.1 Origin of the study	6
1.2 Objectives	6
1.3 Scope.....	6
1.4 Methodology	6
1.4.1 Primary Data	6
1.4.2 Secondary Data	6
1.5 Limitation.....	7
Chapter 2: Overview of the organization.....	8
2.1 History of a Rahimafrooz.....	9
2.1.1 Milestones.....	9
2.2 Aspiration, Vision, Values and Quality Policy.....	11
2.3 Business Domains of Rahimafrooz.....	12
2.3.1 Rahimafrooz (BD) Ltd.....	12
2.3.2 Rahimafrooz Accumulators Ltd.....	12
2.3.3 Rahimafrooz Batteries Ltd.....	12
2.3.4 Rahimafrooz Globatt Ltd.....	13
2.3.5 Rahimafrooz Distributions Ltd.....	13
2.3.6 Rahimafrooz Renewable Energy Ltd.....	13
2.3.7 Rahimafrooz Energy Services Ltd.....	13
2.3.8 Rahimafrooz Superstores Ltd.....	13
2.3.9 Product Shortlist.....	13
Chapter 3: Industry Analysis	14
3.1 SWOT Analysis	15
3.1.1 Strengths	15
3.1.2 Weaknesses	16
3.1.3 Opportunities.....	16
3.1.4 Threats.....	17
3.2 PESTEL Analysis	18
3.2.1 Political Factor	18
3.2.2 Economic Factor	18

3.2.3 Social Factor	18
3.2.4 Technological Factor	19
3.2.5 Environmental factor	19
3.2.6 Legal Factor	19
Chapter 4: Description of Main Duties	20
4.1 Learnings.....	21
4.2 Task completion.....	22
4.3 Working Condition	24
4.4 Difficulties & Challenges	24
4.5 Experience.....	25
Chapter 5: Analysis.....	26
5.1 Company level analysis	27
5.2 Professional level analysis	28
5.3 Correlation between practical experience and theoretical learning	30
Chapter 6: Conclusion.....	32
6.1 Conclusion	33
Bibliography	34

Chapter 1: Introduction

1.1 Origin of the study

The report is completed as part of a BBA internship program. As an intern at the Human Resource Department of Rahimafrooz Bangladesh Limited, I focused the report on the Rahimafrooz Group (RACO). From October 5, 2021 to January 6, 2022, three-month intern activities are done for the purpose of acquiring real-life experience.

1.2 Objectives

1. To fulfill the requirement of BBA internship program.
2. To demonstrate the company's overall strength, weakness, opportunity and threat.
3. To demonstrate the external and internal factors along with their effect on the industry.
4. To explain the job responsibilities and real-life experience that I have gained from the internship.
5. To recommend suggestions comparing with best practice and company experiences.
6. To represent the weekly intern activity.

1.3 Scope

The intention of formalizing this report is to know the HR function, several enable wings of the HR diagram, and the core responsibilities. It also represents the job responsibilities of an intern on a daily or weekly basis. The analytical part compares between real-life experience and theoretical knowledge, which signifies the professionalism and value practices as a core difference. The most important thing is that it helps to idealize the significance of confidentiality and ethical conduct in the working environment.

1.4 Methodology

Methodology describes the manner in which data is collected, analyzed and interpreted. The data that will represent in this report would collect from primary and secondary data source. The sources are mentioned below.

1.4.1 Primary Data

- Face to face conversations with the employees of Human Resource Department of Rahimafrooz Bangladesh Limited.
- My personal experience and own notes regarding Payroll & HR Admin activities.

1.4.2 Secondary Data

- Company website
- Previous reports

- Online journals
- Human Resource policies of Rahimafrooz Bangladesh Limited
- Human Resource Department's publication of Rahimafrooz Bangladesh Limited

1.5 Limitation

- I have worked at Payroll & Human Resource Department of Rahimafrooz Bangladesh limited. The department deals with all internal payments of the company. So, it was highly confidential. For this reason, there are number of things that I could not disclose in this report.
- The department also deals with all the legal work of the company which is also very confidential and those things are not allowed to share with me.
- Three months is a very short time to allocate a complete data about HR department.
- The report focuses only one department of Rahimafrooz Bangladesh limited.

Chapter 2: Overview of the organization

2.1 History of a Rahimafrooz

Rahimafrooz is the achievement of Mr. A C Abdur Rahim's dream. Mr. Rahim's lifetime of hard work and compassion has resulted in today's Rahimafrooz's commercial success, social commitment, and tremendous diversity.

Rahimafrooz is a well-known and recognized commercial company in Bangladesh. It has been in operation for 65 years. The transformation of Rahimafrooz from a small battery manufacturing company into a leading diversified commercial company is a reflection of their effort and the extreme struggle they do. The trust, commitment, and dedication of all stakeholders, past and ongoing, most significantly its consumers have created a landmark. Because of their continuous improvement and new initiatives reach out themselves in the international market emerging high valued leadership practices.

Rahimafrooz sustain a highly standard corporate culture and employee friendly environment. The commitment for the service is the most significant part in their unique appearance.

2.1.1 ¹Milestones

Years	Name of Event
1954	Incorporated by Mr. A.C. Abdur Rahim
1959	Distributorship of Lucas Battery
1978	Exclusive distributorship of Dunlop tire
1980	Acquisition of Bangladesh operations of Lucas UK
1985	First producer of industrial battery
1985	Pioneering Solar Power in collaboration with British Petroleum (BP)
1989	Launched Rahimafrooz Service Centre - first ever electronic engine diagnostic center for vehicles.
1992	First ever battery exports to Singapore
1993	Launched Rahimafrooz Instant Power Supply (IPS)
1994	Acquisition of Yuasa Batteries (Bangladesh) Ltd. and launched Excel Retreads.
1997	Attained ISO 9002 certification for Rahimafrooz Batteries Ltd. Operations.
2000	First India office opened in Ahmedabad
2001	Awarded “Bangladesh Enterprise of the Year”

¹ Authority instructs me to keep this chapter2 as similar as their passport information. Company’s web link is attached here. “<https://www.rahimafrooz.com/milestones/>”

- 2001 Attained ISO 14001:1996 for RBL operations
- 2001 Launched “Agora” – the first ever chain of retail supermarket in Bangladesh
- 2002 Launched Rahimafrooz Energy Services Ltd. (RESL) promoting distributed power
- 2003 Established Rahimafrooz CNG Ltd.
- 2003 Awarded “National Export Trophy”
- 2004 Metronet Bangladesh, a fiber optic based digital solution provider for data communication, launched in joint venture with Flora Telecom.
- 2004 Received McGraw-Hill Platt Global Energy Award for Renewable Energy
- 2004 The Group celebrated its 50th anniversary on April 15, with a renewed, enhanced commitment to being successful while upholding its core values.
- 2006 Received the “Ashden Award” for Sustainable Energy
- 2008 Launched "Quikfill"- the first ever chain of branded CNG refueling stations In Bangladesh
- 2009 Established Rahimafrooz Globatt Ltd. and Rahimafrooz Accumulators Ltd.
- 2009 Rahimafrooz launched multi brand consumer electronics outlet UREKA
- 2009 Rahimafrooz launched world renowned consumer electronics brand Daewoo
- 2010 Rahimafrooz Inaugurates its biggest and most modern warehouse at Hemayatpur, Savar.
- 2011 Established Rahimafrooz CIC Agro Ltd.
- 2012 Rahimafrooz Renewable Energy Ltd. commenced its commercial operation of PV plant
- 2013 Awarded “National Export Trophy” for 2010-2011
- 2014 Received " National Environment Award " by The Ministry of Environment & forests
- 2015 Awarded "Green Business Award" by Metropolitan Chamber of Commerce and industries.

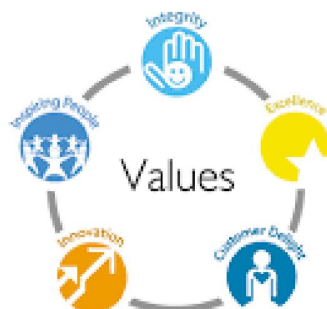
2015	Rahimafrooz IPS has won the Best Brand Award 2015 for the 4 th Consecutive year in IPS category.
2015	Agora has won the Best Brand Award superstores category
2018	EPC contract signing of 35 MW power plant in Manikgonj, Bangladesh.
2019	Rahimafrooz Renewable Energy Ltd was honored with “Excellence Award” In Bangladesh Solar week 2019.

2.2 ²Aspiration, Vision, Values and Quality Policy

Aspiration and Vision:

To be the most admired and trusted organization through excelling in everything we do, following ethical business practices and adding value to stakeholders.

Values:



Integrity in all our dealings



Excellence in everything we do



Total commitment to
Customer Satisfaction



Thinking ahead and taking
New Initiatives



Valuing and Inspiring People

² <https://www.rahimafrooz.com/aspiration-vision/>

³Quality Policy:

“We are totally committed to customer delight through operational excellence, innovation and continual improvement of quality.”

2.3 ⁴Business Domains of Rahimafrooz

Storage Power: Rahimafrooz is known as a largest manufacturer along with exporter of Industrial and Lead-Acid battery in Bangladesh. Also know for overseas contributor. In South Asia they have largest battery manufacturing plant.

Automotive and Electronics: The Rahimafrooz Group sells and distributes automobile aftermarket products like batteries, lubricants and tiers, as well as electronics like home appliances, lighting, power backup system and electrical accessories. The company is also one of the country's top providers of comprehensive CNG solutions.

Energy: Rahimafrooz offers a wide range of conventional and renewable energy products manufacturing and solution.

Retail: At first in Bangladesh, Rahimafrooz introduced the retail super shop. It was their first initiative to diversify the business unit.

2.3.1 Rahimafrooz (BD) Ltd.

The Group Parent Company, “Rahimafrooz Bangladesh Ltd.” (RABL), supports and advises the Strategic Business Units (SBU) from the “Rahimafrooz Corporate Office” (RACO). It’s also centralized all individual department (Finance, Marketing, Compliances, Supply chain, GTC, HR& Admin) and performing as head of their belonging department. They involve in generating new value, trend, technological upgradation, management innovation and company’s decision-making process.

2.3.2 Rahimafrooz Accumulators Ltd.

In 1991, the Rahimafrooz Group began producing industrial batteries in conjunction with Electrona of Switzerland. “Rahimafrooz Accumulators Ltd.” (RAL) was established in 2009 as a separate unit to meet the expanding demands of the local and worldwide markets.

2.3.3 Rahimafrooz Batteries Ltd.

“Rahimafrooz Batteries Ltd” is known as a largest lead-acid battery manufacturer in Bangladesh. Because of their Corporate leadership practices, they able to expand their market and become an exporter also. They produce approximate 200 varieties of battery in different automotive sector.

Lucas and Spark both are trending in local automotive market. Besides Volta and Delta are international brand also.

³ <https://www.rahimafrooz.com/quality-policy/>

⁴ <https://www.rahimafrooz.com/companies/>

2.3.4 Rahimafrooz Globatt Ltd.

Rahimafrooz opens up new manufacturing wing for international trading which is known as “Rahimafrooz Globatt Ltd.” It is a joint venture company and involve in manufacturing maintenance free automotive battery. It is also known for one of the largest export plants of automotive battery in South Asia.

2.3.5 Rahimafrooz Distributions Ltd.

“RDL”, a domestic distribution channel with a 172 dealer, 263 retailers and 102 lubricant dealers and carrying more than 10 national and international brands. RDL leads the automotive aftermarket and emergency power product categories.

2.3.6 Rahimafrooz Renewable Energy Ltd.

“Rahimafrooz Renewable Energy Ltd.” (RREL) has been providing solar energy solutions for households, agriculture, healthcare, education, telecommunication, rural streets and marketplaces, as well as government and private institutions, to transform people's lives and light up different parts of the country. To date, RREL has become more relaxed.

2.3.7 Rahimafrooz Energy Services Ltd.

In the year 2000, “Rahimafrooz Energy Services Ltd.” (RESL) was founded as a standby, captive, and distributed power solution provider. It is a well-known brand in the diesel generator market, with over 1700 customers.

2.3.8 Rahimafrooz Superstores Ltd.

In 2001, “Rahimafrooz Superstores Ltd.” (RSL) founded Agora, Bangladesh's first retail chain. Agora delivers a pleasurable shopping experience with high-quality, fresh products at a reasonable price. Its mission is to continually give a stunningly enjoyable and valuable shopping experience to customers and team members through a business that improves their quality of life.

2.3.9 ⁵Product Shortlist

Battery	-	Globatt, Lucas
Tyre	-	Dunlop
IPS	-	Rahimafrooz IPS
UPS	-	Luminous, Spark
Lubricant	-	Kennol
Solar	-	Rahimafrooz Solar
Energy	-	Rahimafrooz Energy
Retail	-	Agora

⁵ <https://www.rahimafrooz.com/our-products/>

Chapter 3: Industry Analysis

3.1 SWOT Analysis

SWOT (Strength, Weakness, Opportunity and Threat) analysis is a complete framework used to evaluate a company's competitive position and to develop strategic planning. The purposes of a SWOT analysis are to assess the internal and external factors of a company as well as its current and future potential.

3.1.1 Strengths

Brand Image

Rahimafrooz Bangladesh Limited is not only known as a brand name but also known for its total commitment to customer satisfaction, quality assurance, ethical conduct in the business process and personalized importance through direct communication with consumers.

Diversified Business

Rahimafrooz Bangladesh limited is currently running eight different business wings under Rahimafrooz Corporate Office. Product lines under different business sectors are logically designed to meet actual market demand. Hence, it helps to design a balanced revenue model as well as increase profit margin. Besides, it decreases the rate of disappointment in terms of customer product searching.

Top Executive

The group parent company, Rahimafrooz Bangladesh limited, supports and advises the strategic business units from Rahimafrooz Corporate Office. The organizational structure of Rahimafrooz Corporate Office is functionally designed and the top-level executive are working against each of the specific working position. Their experience, skill, expertise has contributed heavily towards the growth and development of the Rahimafrooz Bangladesh limited.

Facilities & Equipment

Rahimafrooz Bangladesh limited uses the best technological equipment and appliances in its manufacturing process. All the managerial functions are computerized. Now, they are using online mass media for advertising and selling products. To develop the strategic plan, they depend on an online based consumer feedback loop. Rahimafrooz has adequate physical facilities for their employees which have an enormous impact on employee's performance and the company's overall growth.

Interactive Corporate Culture

Rahimafrooz Bangladesh limited has an interactive corporate culture. There is no internal corporate politics and partiality. They perform fair performance evaluation of an employee. In the decision-making process, higher authorities encourage every employee to give their own decisions and choose the most effective one without any discrimination. Ethical conduct and value practices in the working environment are the core motives of Rahimafrooz Bangladesh Limited's corporate policy. Indeed, less employee turnover is the result of their employee friendly environment which has an impact on company's overall growth.

3.1.2 Weaknesses

Product Price

The product price of Rahimafrooz Bangladesh Limited is higher than other brands. Supplier shortages are one of the reasons for setting higher product prices. It has a negative impact on the revenue model and disappoints a specific customer segment. A brand-switching possibility is created for a higher price.

Marketing & Advertising

Rahimafrooz Bangladesh Limited is following the traditional marketing pathway. They are normally used to offline marketing. But nowadays, people are mostly engaged with social media and online shopping platforms. So, offline marketing can't reach the expected rate of consumer attraction. Thus, it decreases the brand recognition rate. There are no creative advertising modules or policies are shown. Because they have no separate division for marketing and advertising. Lack of marketing expertise and initiatives are the reasons behind poor performance in the marketing of the product. On the other hand, their online portal is not sophisticatedly organized and their company's portfolio is not clear on their online platform. TV ads and promotional videos are not seen on a regular basis. Sponsorship marketing is rarely seen.

Technological Expertise

Most of the employees of Rahimafrooz Bangladesh limited are unaware of the best uses of technology in working and operational process. Less concern on technological adaptability and usage discourages the employee to have an advanced level of capability to the best use of technology. But it is bitter truth that nowadays all efficient and effective outcome is only possible by using an appropriate and specific technology. Technological expertise reduces the product cost, time consumption and increase the product effectiveness.

3.1.3 Opportunities

Renewable Energy

Rahimafrooz Bangladesh Limited launched the Rahimafrooz Solar System as an eco-friendly product. The purpose is that increasing awareness of environmental issues is likely to keep demand high. This initiative expands the product line and captures a new market segment which redesigns the revenue model along with a high scale profit margin. Besides, they export solar systems to most African countries which have created a scope for them to enter the international market.

Retail Business

Agora is the first modern retail chain that was launched by Rahimafrooz Bangladesh Limited. It took completely different business initiatives to establish a diversified business. They are used to serving quality products to consumers which gives them a strong position in the retail market. Recently, online grocery shopping has become a new trend and it creates a new opportunity to align with the new trend in terms of influencing business growth.

Product Demand

The demand for automotive batteries and solar systems are increasing day by day. It is a huge opportunity for Rahimafrooz Bangladesh limited to expand their business operation through capturing the upward demand.

Trade barrier

Bangladesh has signed a Free Trade Agreement with fourteen different countries which reduce barriers to export and import among those countries. Hence, it creates an opportunity to connect with a global supplier which will result in lower manufacturing costs. Rahimafrooz will be fruitful in this scope and their production capacity will not only meet the domestic market demand but also global demand. Rahimafrooz Bangladesh Limited can participate as a massive battery exporter in their own country.

3.1.4 Threats**Domestic and International Competitors**

Since Rahimafrooz started the journey from a battery distribution company to a battery manufacturing company, it has played a monopoly role in the market. But current market analysis finds that several domestic and foreign companies are performing as competitors. Major competitors of Rahimafrooz Bd Ltd are Aftab, Navana, Energypack in the battery, UPS, and IPS sectors, which are domestic companies. In the energy and power generation sector, some foreign companies like APOLO, Honda, and Powersonic play a vital competitive role.

Covid Impact

For COVID reason, Rahimafrooz's supply chain and logistic structure are totally imbalanced. Raw materials prices are increasing day by day. It has a bad impact on manufacturing process in terms of high production cost. Besides, their actual sell and target sell are not equal which lessens the marginal revenue. Moreover, during lockdown all the business wings of Rahimafrooz was shut down which makes a huge loss and creates a financial instability. Employee salary was not given in time during COVID lockdown that dissatisfy the worker also. To overcome this critical situation is a big threat for Rahimafrooz.

Low Price Battery

China has offered low price battery that creates the biggest competition for Rahimafrooz as their battery price is higher than others in the domestic market. Making a sustainable and strong competitive position in the Asian market is a tough task for Rahimafrooz.

3.2 PESTEL Analysis

PESTEL (Political, Economic, Social, Technological, Environmental, Legal) analysis is another important framework that is normally used to idealize how the external environment affects a company's strategic planning as well as decision making process. Competitive advantages are also getting from this analysis.

3.2.1 Political Factor

Rahimafrooz Bangladesh Limited is expanding their business globally. Before entering into the global market, its first concern is whether the expected segment is politically balanced or not. A politically imbalanced country means that political violence or war movements are happening which also imbalances the economic structure, and it will not be fruitful for Rahimafrooz Bangladesh Limited. Another case is if the target segment is politically balanced but currency fluctuation is massive. Then the profit margin is not identified, which causes financial disruption. So, the second important factor is currency fluctuation. They are also concerned about the target segment's trade policy. Because some countries impose a higher tax rate on externals compared to the tax rate imposed on domestic business operations. A higher tax rate increases the product cost which lowers the revenue, profit margin and sometimes results in a loss. Their business expansion depends on these criteria.

3.2.2 Economic Factor

Bangladesh has signed Free Trade Agreements with India, Sri-Lanka, Turkey, China, Brazil, Thailand, Pakistan etc. This trade agreement creates a huge business scope for Rahimafrooz Bangladesh limited. As Rahimafrooz's has the largest export plant of automotive battery in South Asia which has the capability to meet domestic market demand as well as Asian market demand. For this reason, a huge group of people get employment that has a positive impact on the Per Capita Income of Bangladesh. But a high inflation rate is seen in Bangladesh that makes it difficult for Rahimafrooz to sustain the potential business growth.

3.2.3 Social Factor

Rahimafrooz incorporates social responsibility practices. In 2008, Rahimafrooz set up a Rural Service Foundation Model that installed a free-cost residential center in Shahjahanpur and Bogra for children. Besides, Rahimafrooz takes the initiative to upgrade the living standards of rural people through solar systems, bio gas, improved cooking stoves and contract farming. Rahimafrooz respects every religion and encourages employees to attain every special religious festival by setting a holiday for the festival.

Rahimafrooz creates job opportunities for both male and female. The Rahimafrooz family is also concerned about female education which has a positive impact on the process of social development.

3.2.4 Technological Factor

A Company's potential growth is partially dependent on technological usage. Rahimafrooz Bangladesh limited also believes it. Highly efficient machineries are used by Rahimafrooz in production process to have a low product manufacturing cost. They upgrade the office system by installing new technology like computer, data base station, customized mailing system for communication and also using software-based technology to have an effective managerial outcome.

An online marketing and selling opportunities are created for Rahimafrooz that is possible for technological evolution. Rahimafrooz are trying to totally incorporate the best use of technology. Moreover, they are working passionately to upgrade their existing product using newest technology.

Indeed, the best use of technology accelerates potential business growth.

3.2.5 Environmental factor

Rahimafrooz, which is environmentally friendly, follows an ISO-certified production process. Their garbage system is also technically designed and their recycling policy overlaps with their production system. Both are green policy factors. Besides, they launch renewable energy products which are generally used to naturally produce power. Company maintenance and construction of the inner safety structure also ensure the quality of the inner environment. They have a separate department for this sector, which is always active in the inspection and maintenance process.

3.2.6 Legal Factor

Rahimafrooz Bangladesh Limited is the most renowned tax-paying company in Bangladesh, which is core evidence against proving legality. Ethical conduct in working status is highly important and measured, which is also a part of the business policy of Rahimafrooz. Their prospect is that "honesty is the best reward". As a result, all of their functions are carried out in an ethical manner.

Chapter 4: Description of Main Duties

4.1 Learnings

During my internship program, I gained practical use of theoretical experience through some formal paperwork. I used to make a sample word draft following the sticky note, and the sample draft was about a job circular, salary certificate, final settlement, experience certificate, and joining letter etc. On the other hand, I learned about HR functions that represent the job responsibilities of HR and also learned some specific payroll policies through reading their policy book. These are described below.

1. Function of group HR
 - Recruitment
 - Remuneration policy
 - New employee remuneration set-up
 - Evaluation process
 - Training and development
 - Employee benefit scheme
 - Salary payment process
 - Bonus payment process
 - Employee taxation
 - Resigned / Closed off process
2. Salary certificate is an official document that is an evidence of employee paying. I have drafted a sample word draft of a salary certificate following the sticky note which is given by the authority.
3. Final Settlement is an official document that is formulated when an employee resigned or retired. It contains working days salary, leave days salary, gratuity, ex-gratia, pf contribution & company contribution. I have learned about how to calculate working days salary, leave days salary, gratuity and ex-gratia of an employee.
4. Employee's gross pay structure contains an amount of basic pay, medical allowance, transport allowance, home allowance etc. Employee pf contribution is cut from employee basic pay. I have learned about how to calculate the net pay of an employee.
5. A job circular is issued when a vacancy is created in the company's specific position. Besides, a joining letter is issued when a new employee joins a company. I have drafted a sample draft of joining letter and job circular following the sticky is given by the authority.
6. A yearly employee's performance evaluation is occurred to develop an employee's existing performance. According to the result of the evaluation, a training session is organized. I have learned about the evaluation factor which is used to judge an employee's performance.
7. Leave category contains sick leave, casual leave, fixed leave. I have learned about how to balance leave data when an employee uses one of these.
8. Employee's positional grading system include different pay structures and facilities for the different individual position. I have learned about the employee's positional grading system to

differentiate the employee into management and non-management category.

9. Provident fund loan is given from an employee's provident fund contribution. I have learned about the issuing process of provident fund loan against provident fund loan application.

4.2 Task completion

This part contains the details of the tasks that were completed by me during the internship program.

1. I have assisted in the calculation of the Board of Directors' salary and bonus. The process is given below.
 - Ascending the pay-slip according to the month and year of every individual member of the Board of Directors.
 - Conditioning month count.
 - Find out the similarities and dissimilarities of payment that are paid through pay-slip. Conditioning months are divided according to findings.
 - Input the data into the excel function to calculate the net pay and bonus of every individual member.
2. An excel data was given by my company supervisor to find out the gratuity and leave days salary of the retired and resigned employee. Gratuity and leave days salary are counted to formalize the Final Settlement of retired employee or resigned employee. The process is given below.
 - Find out the basic and gross pay of every individual from the excel sheet.
 - Input the amount into a mathematical equation to find out the gratuity and leave days salary. It is noted that the calculation was done manually.
3. I have issued the formal invitation letter to the selective employee through using mail merge. The process is given below.
 - Firstly, I made a sample draft using the employee name, id and SBU name as a key field.
 - Secondly, I use the mail merge option to connect the sample draft with the excel data- sheet. Because of getting the key field data automatically through accessing the excel data.
 - The last one is clicking the print option.Following the steps, I found invitation letters for every individual employee separately. The purposes are the best use of technology to ensure accuracy and less time consumption. It was done for practice.

4. Three financial year bank statements were given by the authorities. The task was to insert employee id against the specific transaction. The process is given below.

- Firstly, I collected the hard copy of the Final Settlement cheque, PF loan Cheque and Early Settlement Cheque according to conditioning year.
- Secondly, I divided the cheque according to debit and credit. PF loan and Final Settlement cheque are counted as a debit part. On the other hand, Early Settlement cheque is counted as credit part.
- Thirdly, to insert the employee ID into the debit part, I need to input the check amount of the employee in the search option. After getting the result, I need to match the check number on the hard copy with the result. If the result matches the check number in the hard copy, I insert the employee ID against the transaction. The same thing is done for every individual hard copy and also for the credit part.

The purpose of this task was to make a support file for the auditor. Because it summarizes the PF loan transaction, Final Settlement transaction, and Early Settlement transaction with a specific id of the conditioning year.

5. Daily basis error checking of issuing Final settlement and PF Loan file.

- After accepting a PF loan application, a PF loan cheque and an office copy of the employee PF loan are issued. I need to match the employee id, name on the cheque with the office copy. As same as, I had to check the Final Settlement cheque and the Final Settlement office copy.
6. An excel data sheet was constructed to summarize the PF loan balances of every individual employee. Basically, a group of employees' names and ids were given to those who took the loan from the organization. I had to find out the loan balances of every individual at the end of financial year. The process was to select the account name from the ledger part of the database system. After that, the range of the financial year needs to be set. Both these things were constant attributes and applicable for all searches. The way of finding out the loan balance was to input the employee's ID into the search option. According to the input id, the employee's name was shown, which I confirmed. Then, the option views the results and shows the transactions. The last transaction was counted as a loan balance at the end of the financial year, which I had to insert in the data sheet against the employee id. This task was done for auditing purposes.
7. An excel data sheet was constructed to summarize the PF contribution of every individual employee. Basically, a group of employees' names and ids were given. I had to find out the PF contribution of every individual employee at the end of the financial year. Some employees' working statuses were active while others were on leave. So, two types of accounts were needed to be opened. One was a member account, and the other one was payable to outgoing members. After that, set the date range in both accounts. The account name and date were constant and applicable for all searches. The way of finding out the PF contribution was to

input the employee id in both accounts' search option. According to the id, the employee's name was shown, which I confirmed. Then the option to view the results shows all the transactions. In both account transactions, the last one was counted as the final balance. Getting the final balance from both accounts and summing up. The sum value was the PF contribution balance of every individual at the end of the financial year and it was inserted in the data sheet against the employee id. The task was done for auditing purposes.

8. A group of employees was waiting to get health insurance facilities. I had to enlist their name, id, and amount of money. The application form of health insurance needs to be sorted in ascending order of date.
9. Strategic Business Unit of Rahimafrooz Bangladesh limited send fund requisition monthly to Rahimafrooz Corporate Office. Rahimafrooz corporate Office accept the request and send a pay-slip to the specific bank to make a transaction according to the pay-slip. Three financial year fund requisition related bank statements were given to me. I had to insert the SBU name, dd-mm-year in against of every transaction. The process is given below.
 - Firstly, I collected the hard copy of the pay-slip for every individual fund requisition that was granted.
 - Secondly, input the amount of money on the pay-slip into the excel search option.
 - Thirdly, match the pay-slip account number with the search result. If the condition is met, I insert the SBU name, dd-mm-year, in against the transaction. If it doesn't match, I move on to the next search result in order to match and do the same thing until I find.

4.3 Working Condition

I had to go to the office five days a week, and the working hour was from 9.30 am to 5.30 pm. I had never experienced any unusual (field trip, overtime) working days.

4.4 Difficulties & Challenges

As an intern at the Human Resource Department of Rahimafrooz Bangladesh Limited, I found a very employee-friendly working environment. Although all of my colleagues were very supportive and motivating. But I was little nervous because corporate culture and professionalism were both new terms to me, as well as I had no previous experience. So, I felt so much challenging to play the role of professionalism. My most the internship task was employee's salary and provident fund related where I need to maintain confidentiality. It was very sensitive factor and was too much difficult to maintain. Completing a task in time was challenging because time duration was limited.

If I talk about the task and learning-related difficulties, I face new problems every single day. The explanations are given below.

- Gratuity is a part of Early Settlement. To calculate the amount of gratuity of an employee will receive. Firstly, I need to find out the condition year because it decides whether an employee

get a gratuity or not. Secondly, I need to match the condition year with the payroll policy that is a critical reasoning process. Because, this helps to make decision and a calculation of the amount of gratuity. The whole process is too difficult and accuracy is also an important concern.

- Leave days salary is counted on the basis of gross pay. Sometimes, it makes a confusion whether choose the net pay or choose the gross pay.
- Mail merge is a completely new tool for me. Using the appropriate key field and formatting the draft are difficult tasks.
- Resource allocation (Early Settlement pay slip, Provident Fund pay slip, Final Settlement pay slip and Fund requisition pay slip) and best use of the software related tool (Excel) are challenging to me.
- RAPID is a customized software. I had to use RAPID in terms of finding the PF loan balance & PF contribution. The difficulties are finding out the exact loan balance and PF contribution of every individual as well as maintaining accuracy. Because, I had to deal with a large amount of employee data.

Basically, these types of difficulties and challenges that I had faced during internship program.

4.5 Experience

I have got experience almost all kinds of Payroll & HR Admin related activities through performing the task during the internship program. Specifically, I have got experience in employee PF and Final Settlement related work which was my main intern project. Moreover, I have got advanced experience in using "MS WORD & Excel".

Chapter 5: Analysis

5.1 Company level analysis

This part contains the internal process of Rahimafrooz Bangladesh limited that are effective and exceptional as well as it also explains the lacking of the internal process.

Rahimafrooz Bangladesh Limited's intern guidelines are well organized and easy to understand. The job responsibility of an intern at Shared Payroll & HR Admin is categorically designed. At the time of joining, the respective company supervisor gave me a short brief of the job responsibilities and the ice-breaking session was amazing. All of my colleagues were very supportive and inspiring. As a new one in the corporate sector, it was very effective for me.

In chapter 4, I have described the details of the tasks and the learning on the basis of my internship program. All the tasks are different from one another. So, I have to find out separate solution for every individual problem on the basis of case analysis. I have learned a lot from my responsibilities. I realize that situational based learning is very effective and exceptional for getting new experience.

Time management is an important skill for completing a task on time. Before, starting a task the respective supervisor gave me a working flow chart that helps to allocate the time properly. Because, a clear idea of the job task and the logical process are the most effective ones to avoid complexity. As a result, I can minimize the wastage of time.

Rahimafrooz Bangladesh Limited is so concerned about ethical issues. Ethical conduct in the working process creates a healthy working environment. Besides, it has a positive impact on the employee's job performance and the company's overall growth. Furthermore, their incentive policy for high performance is an important factor in increasing employee satisfaction. Indeed, the company's potential growth is effectively working in terms of the employee-friendly working environment.

I have not seen any positional discrimination during my internship program. All the employee of Rahimafrooz Bangladesh limited respect each other. In the making process, all the employee of a specific department get chance to give their own opinion. Besides, Rahimafrooz fairly evaluate an employee's performance that decrease the employee turnover rate. Communication is a very effective factor in terms of managerial effectiveness. So, Rahimafrooz Bangladesh don't specify a language as a formal language. As a result, communication process is also efficiently work.

Rapid is a custom-designed software that is used to do shared payroll and HR Admin related activities. It reduces the complexity of work and enhances the speed of work. But they are not properly involved with the technological tool's usage and the best use of technology. Their file record system is following the traditional pathway, which creates a huge complexity in terms of resource allocation to update their data server. Besides, non-management employees of Rahimafrooz Bangladesh Limited are not experts in the best of technology and there is no training session for them. As a result, it has a negative impact on the overall efficiency of work. I also faced

a problem when I was working on an employee's provident fund and early settlement. All the hard copies of provident fund loan cheques, early settlement cheques, fund requisition cheques and final settlement cheques are not properly stored. For this reason, a lot of time is taken to allocate the cheque properly in terms of making a supportive file for the auditor. Basically, their file management system is not at a satisfactory level.

In conclusion, most of the internal processes are effective. It is also noted that Rahimafrooz Bangladesh Limited is trying to overcome problems.

5.2 Professional level analysis

This part contains the importance of the internship program as well as significant factors that have a positive impact on my personal and professional career.

As a student of Business and Technology Management, I have learned a lot from my theoretical courses. But I don't gain any practical implementation experience of theoretical knowledge. Internship program is included in our curriculum. Because of getting practical experience through performing the real corporate task.

In chapter 4, Description of main duties part I have mentioned that the tasks are completed and learnings are achieved during the internship program. The overall intern project gives me a complete real-life corporate experience which will be veteran for my future career. The most significant points are enlisted below which actually have a positive impact on my future career.

Professionalism refers to the behavior, conduct, and attitude of a person in a business environment. It is the most important factor in the corporate environment. As a student of Business and Technology Management, I must need to do professionalism practices. Professional internship program provides an excellent opportunity to practice professionalism. The ways that are followed to do these practices are describing here.

- Respect the company's rules, regulation and policies as well as obey them properly.
- Focus on appearance that must need to be attractive, words in terms of meaningful and effective communication.
- Respect the employee and showing courtesy.
- Avoid an unethical activity.
- Perform the job as a responsible employee.
- Maintain confidentiality.

Time management refers to completing a task on time by allocating time properly for a specific segment. By improving your time management skills, you'll be able to work more efficiently and consistently. I have learned a lot from my company supervisor about time management. Besides,

my company supervisor helps me to increase my credibility for the best use of time by involving me in real-time tasks.

My internship program helps me to find my self-expertise and limitations. As a result, I can specifically work on my limitations and also develop my self-expertise. I am enlisting the skills that I developed and recently gained through an internship program.

- Communication skill
- Interpersonal skill
- Pressure management skill.
- Task management skill.
- Contingent management skill.
- Technical skill.

Technological involvement in a working environment enhances work efficiency and reduces complexity as well as time consumption. The best use of technology ensures the highest accuracy. I have worked with the latest technology of Shared Payroll and HR admin team and that was RAPID system. RAPID is a customized software which is directly connected with a company's central database system. This program deals with the enlisted functions.

- Employee's remuneration
- Employee's provident fund
- Fund requisition
- Leave management
- Attendance management
- Individual data record and access
- Performance analysis
- Growth analysis
- HR helpdesk

Basically, all kinds of payroll functions are included in the RAPID system. By using the RAPID system, I have learned about the usage of technology in the payroll system. As a result, I will be a veteran in my professional career when I am engaging in payroll related activities. As such, I can participate in system design that will be able to perform almost all kinds of payroll-related work from a single platform. RAPID also discourages the traditional filing system because of its incorporation with the database system. The experience of the RAPID system gives me a competitive advantage in terms of working in a corporate environment. Besides, I have performed almost all kinds of payroll-related activities that I have already described in the "Description of main duties" part. My knowledge of the job responsibilities of Shared Payroll and HR Admin has had a huge impact on my professional career in terms of experience.

Making a perfect CV is very important for a job seeker or job switcher. Basically, it describes or promotes a person on a single page. During my internship, I dealt with employee's record files. As

a result, I have the scope to analyze the CV of an employee. As a result, I used to collect CVs based on job position and thoroughly analyze them. Thus, the analysis helps me to learn about the standard CV format and content writing.

In conclusion, the internship program has had a huge positive impact on my professional career. I am able to set the vision for my life according to the experience I have gained. It develops my existing skills as well as helps me gain new skills. From the internship program, I have an opportunity to perform shared payroll-related job responsibilities that build my inner confidence. The whole internship program helps me to redesign my corporate portfolio and to make the perfect resume. Moreover, an internship creates the scope to connect with the corporate world before graduation. Hence, it increases corporate connectivity. As a student of Business and Technology Management, I believe that the internship program met the department's study objectives.

5.3 Correlation between practical experience and theoretical learning

In a definitive way, theoretical learning is what the knowledge is about and the practical application is how the knowledge learnt needs to be implemented in certain real-life situation. Theoretical learning helps to build maturity in knowledge and this will affect to make decision in any practical problem resolving situation. Aggressive analysis states that theoretical learning and practical learning both are different in terms of core benefit and purpose. But, in general theoretical learning has an impact on practical experience.

I can relate several theoretical knowledge experiences that I got from my Human Resource Management, Management Information Systems, Financial Management and Technology Management studies to my internship activity.

In Chapter 4.1, I share some learning that I got from my internship program, and this learning can be related to the theoretical knowledge that I got from the Human Resource Management course. From the Human Resource Management course, I only learned the definition of HR functioning, HR diagram, managerial process etc. But I don't get any chance to see how practically HR functions and management work. Now the point comes to how there is a relationship between two different kinds of experience. The way is that theoretical knowledge enhances my understanding, identification, and decision process. When I enter into the practical field, there is no time loss and no difficulties understanding the HR-related terms, and my supervisor is also impressed to see the kind of knowledge I have already. Basically, direct involvement with the main work is because of theoretical learning. Otherwise, I need to learn the terms anew. Besides, when the process completion steps are given by the supervisor, my existing knowledge helps me draw out the input to the output process. Practical experience is situational based, and theoretical knowledge helps to understand the problem and find a solution using existing knowledge.

In Chapter 4.2, I share the tasks that I have completed in my internship program. My work motive was to upgrade their database information. Here, I have to find the best technical query program

to input the data while maintaining accuracy. Before the data insertion, I had to understand the transaction type. One example is that final settlement is given to a specific employee, where I need to find out who is credited and who is debited. Thus, debit and credit related knowledge I got from my Financial Management course. Then, the process selection or query set up is possible with the knowledge I already have about database management. The data upgradation process is controlled by the best use of technology, which I get from the Technology Management course. Indeed, I have found the theoretical learning impact on field work through easy understanding of the formal terms, idealizing the input to output frame using existing knowledge without facing any massive difficulties, as well as enhancing my critical analysis ability to solve problems in any contingent situation. But I personally think that practical experience is exceptionally different from theoretical learning.

Chapter 6: Conclusion

6.1 Conclusion

Rahimafrooz Bangladesh limited is one of the most renowned company in Bangladesh. The maturity of the company is 65 years. In ASIA, Rahimafrooz is number one lead-Acid battery manufacturing company and they are also known for their renewable energy project. I got the opportunity to do three-month intern in the Human Resource Department of Rahimafrooz Bangladesh limited as it is also a part of my academic curriculum. It was a great journey and learning opportunity for me. The purpose of the internship is to get experience of practical field work and complete the core motive of 4-year theoretical learning. The purpose of the study is to represent the job responsibility and share the experience are gained during internship and correlate it with theoretical learning.

The three-month internship lessens me the way professionalism act and the survival strategies in the corporate world. It helps me to get clear knowledge of HR function of a company and the strategic managerial process. As my most of the task was PF related which helps me to get advance experience working in specific payroll function. Besides, I also make supportive file for auditing purpose that enhance my Management Information System related skill also. Moreover, the internship program is resultant as enhancement of my communication skill, interpersonal skill and technical skill.

The internship program has a huge impact in my future professional carrier. First of all, I have no advance skill in technological tool uses, smart communication, problem solving and strategic management which I got from internship program that helps me to make strong resume. To know my limitation, encourage to overcome and make strong portfolio in the corporate interface. Thus, also have impact on my mindset and teach me to be positive in every moment. Indeed, the corporate experience which I have got that really effective in my personal and professional life.

This report is done with a lot of limitation and obstacles. But I tried my best to represent a clear picture of my real-life experiences. Specially, I'd like to thank Md. Abul Kalam Azad, Ph.D., Associate Professor, BTM, IUT and S.M Giusuddin Ahmed, Sr. Executive, Shared Payroll & HR Admin, Rahimafrooz Bangladesh limited who helped me a lot to complete the report.

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