

# Internship Report

## On

### Human Resource Department at WALTON Group

An internship report submitted to the Department of Business and Technology Management in partial fulfillment of the requirements for the degree of BBA in Business and Technology Management

By

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Student ID: 170061057



Department of Business and Technology Management  
**Islamic University of Technology**  
April, 2022

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## **Letter of Endorsement**

Report on Internship entitled “**Internship Report on Human Resource Department at WALTON Group**” has been submitted to the Library, Academic & Company Supervisor, in half completion of the criteria for a degree **Bachelor of Business Administration (BBA)**, specializing in **Technology Management**, Department of **Business and Technology Management (BTM)** on by **Md. Tansi Islam (ID: 170061057)**. The report has been approved, and it will now be evaluated by the Internship Defense Committee.

(Any comments or ideas expressed in this report are solely those of the report's author. The University neither supports nor opposes any of these viewpoints or ideas).

## **Internship Supervisor**

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## Letter of Transmittal

25 April, 2022

S.M.Rakibul Anwar, CFS , FMVA®

Assistant Professor in Finance

Business and Technology Management (BTM) Department

Islamic University of Technology (IUT)

Subject: Submission of “Internship Report on Human Resource Department at WALTON Group”

Sir,

I am presenting my Internship Report, which is a requirement for the BTM Program, with due respect and great pleasure. Working under your active assistance and guidance is a wonderful privilege. This report is founded on, the “Department of Human Resource Management of Walton Plaza at WALTON Group”. Under the direction of Foysal Wahid, Deputy Executive Director, Head of HRM (Walton Plaza), I was given the opportunity to work in the Walton Group's "Human Resource Department."

I gathered vital facts to build this report in order to make it more logical and accurate. My bosses and coworkers have been my primary sources of information for my study. I will do my best to meet the report's goal, and I hope that my efforts will be successful.

I did my best to create a report that could enrich my internship experience and invested. It gives me great pleasure to express my gratitude for your ongoing guidance, support, and direction in the completion of my report.

Tansi

Sincerely Yours,

Name: Md. Tansi Islam

Student ID: 170061057

Business and Technology Management (BTM) Department

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## **Declaration**

I declare that this BBA internship report is accurate and complete on the “Internship Report on Human Resource Department at WALTON Group” has been delivered to Islamic University of Technology (IUT) under the guidance of S.M.Rakibul Anwar, CFS , FMVA®, Assistant Professor in Finance, Department of Business and Technology Management (BTM), Islamic University of Technology (IUT). This is my own work, and it has not been submitted for a certificate or degree at any other institution or institute.

I further declare that I am solely responsible for any errors that may have entered into my internship report.

Tanshi

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## **Acknowledgement**

I would want to thank Almighty Allah for giving me with the strength that I need. and capacity to finish my internship program in a safe and healthy manner.

As part of my BBA study at the Islamic University of Technology, I wrote this report. Several people deserve credit for providing me with guidance, direction, and support during my internship.

First of all, I would want to express my gratitude to the person who oversaw my internship, S.M.Rakibul Anwar, for his constant guidelines, suggestions, and support whenever necessary during the last three months for the report to run successfully.

I would want to express my appreciation to various HRM authorities as well as the Walton Group's Admin department. I would like to express my thanks to my department's on-site supervisor, Mr. Md. Foysal Wahid (Head of HR, Walton Plaza), for his constant guidance, commands, and instructions while working at Walton Group and producing an internship report.

I also owe a debt of gratitude to Sifat Un Nas Cynthia (Sr. Principal Officer- 2), Md. Manik Hossain (Deputy Director), Shoaib Muhammod (Sr. Asst. Director) for their invaluable guidance and ongoing encouragement for learning, inspiration, encouragement, and instructions.

I also thank Nazmul Islam (Deputy Asst. Director), Md. Shahin Mahmud (Sr. Asst. Director), Shazzadul Islam (Asst. Principal Officer- 1), Sadman Sakib Rahat (Deputy Asst. Director), Md. Mizanur Rahman (Sr. Principal Officer- 1) for providing me with regular HR activities and practices and for introducing and teaching me about them. I have gained such a huge amount from them and they generally have been so kind to me. Without their observation, this report would be impossible for me to finish. I am indebted to my mother and father for their unwavering backing and absolute affection. My family was quite understanding when I had to go to the office six days a week. Finally, I would want to show my appreciation to every one of the staff that helped me along the way during my internship, both directly and indirectly. Allah is to be praised for everything.

## **Executive Summary**

The basis for this paper is a six-month internship with the WALTON Group. The internship gave us real experience with numerous HR techniques, particularly the WALTON Group's Walton Plaza recruitment and selection process.

In the modern business of E & E, Walton is a national leader. Walton prides itself on providing high-quality items and a commitment to client satisfaction. Walton's flagship products include Walton Refrigerators, Walton Mobile, Walton Television, Walton Computers and Hardware, Compressors. Walton has made a name for himself around the world and is expanding its business universally. We export products to countries such as Nepal, India, Myanmar, UAE and Qatar. More than 30,000 people work at Walton, both directly and indirectly.

During my internship, I had the opportunity to work in Walton Group's Joining, Sourcing, Business Partner, and Training departments. I have learnt about all aspects of human resources, particularly the recruiting and selection process. As a result, this report is based on Walton's recruiting and selection process, as well as the selected and non-selected applicants who apply for various positions at Walton. For non-selected, largely selected, and finally selected applicants, the academic background, years of previous job experience, and location were taken into account in the study.

The study is based on Walton Plaza's recruitment and selection procedure at WALTON Group. The goal of this research is to have a better understanding of how the recruiting and selection process is determined.

The study's findings seem reasonable. In addition, at the conclusion of the analysis, some personal recommendations were made.

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# **Chapter 1**

## **Introduction**

## **1 Introduction**

Walton Plaza is a part of Walton Group. Walton Plaza mainly deals with the plaza sectors all over the country. In HR Department of Plaza, we need to communicate with the Plaza Management Team and give them proper instructions and guidelines for the improvement. We need to give them enough human resources so that they can give the best output.

Humans are a company's most valuable asset since they may create or ruin its fortunes. In today's increasingly competitive business world, putting the right people in the appropriate training is critical to any organization's success. An inspection company's training is critical to accomplishing their long-term goals. Human Resource Planning is a critical component of any organization's long-term success. Every business must implement a number of strategies to ensure that the appropriate amount and kind of individuals are empowered. In such circumstances, training and growth are critical. With a skills shortage and the fast spread of new technologies exerting significant pressure on how companies execute post-training activities, it is advised that a step-by-step strategic review of training and development processes be conducted. Walton Plaza is a shopping center located in the Walton neighborhood of which is the world's largest firm for inspection, verification, testing, and certification. The organization's training and development system must be effective. It allows the organization to have high-performing personnel who are happy in their jobs.

Recruitment is the method by which organizations find and pull in individuals to fill vacant jobs. Work prerequisite demands when a replacement of an existing opportunity or a new position is required, the influenced division must total an application shape and get the vital endorsement from the division supervisor sometime recently sending it to the HR. Recruitment is the technique by which organizations find and draw in individuals to fill empty jobs. Most organizations have a proceeding have to recruit modern workers to supplant those who begin or are being advanced, to secure modern skills, and empower organizational growth.

## **1.1 The Rationale of Study**

I am placed at WALTON Ltd.'s Human Resource Division as part of a program of internship. In this research, I looked at the 'Recruiting and Development Method of WALTON Group Ltd' and tried to come up with around suggestions for improving recruitment.

The choice on recruitment and selection is critical since it is the means of securing the finest possible individual for the position, who will contribute considerably to the business's efficiency. I feel privileged to be among the pupils that was given the chance to intern with WALTON Group Ltd. Because I specialized in HRM, this employment will provide me with the opportunity to hone my practical skills and gain information in this subject in order to advance my career.

## **1.2 The Internship Report's Beginnings**

This internship report is the summery of the experience at Walton with details on acquired skills, knowledge, and information. This paper was written as part of my BBA studies at the Islamic University of Technology.

Several people deserve credit for guiding, directing, and supporting me throughout my internship. The main goal of this program is to familiarize the first batch of BTM department graduates with the professional market and business world.

## **1.3 The Goal of Internship**

The prime study's goals are to learn more about the Human Resource Management Process of Walton Group. Other's objectives are:

- Joining process fulfillment of Walton
- Documents needed for a person to join
- Verification related documents collection for a person
- Training and Development activities of Walton Plaza
- To evaluate the employee performance of Walton Plaza after getting training.
- To measure the attitude of employee towards training.

## **1.4 Report's Methodology**

The research is based on data pulled from many sources and gathered using a specified approach. The focus of this paper is on analysis. Information is gathered using both primary and secondary sources were used.

### **1.4.1 Primary Sources**

Information has been collected through daily basis work. Through the interview process of different plaza managers. I have also collected data from public documents of Walton Group. Face-to-face talks with the company's employees and workers provided the majority of the primary components and insights reported.

### **1.4.2 Secondary Sources**

I also gathered information from the company's reports and journals of the reports. Data was gathered from a variety of sources-

- Various study reports.
- Relevant books, publications and printed materials.
- Website of the company.

## **1.5 The Study's Purpose**

The report will mainly focus on the basis of the steps taken by “Walton Plaza.” for its Recruitment and Development. It will also focus on their employee perception of the organization.

After studying that whole report anyone can learn and get understand about “The Recruitment and Development Process of Walton Group.” also their HR development level and how they can help further their employee development.

## 1.6 Limitations of the Study

There aren't enough books, articles, data, or numbers; these limitations limited the breadth of proper analysis. And the information available on the internet is insufficient. During the research, the following constraints were encountered:

- **Time constraint:** A major stumbling block is a lack of time. It's really challenging to learn so much corporate knowledge in such a short period of time. The time allotted was insufficient to finish the report. As a result, the study's time limitation is obstructing the path of a huge region, and creating a report within the specified time frame is quite tough.
- **A hectic work environment:** With their massive everyday task, the authorities were in a hurry. While preparing the report, time was a crucial constraint or issue.
- **Inadequate data:** This report is unable to show confidential corporate information. Some sensitive information cannot be obtained due to departmental secrecy.

# **Chapter 2**

# **Organizational**

# **Overview**

## **2 Organizational Overview**

Walton is now the Bangladesh's largest company in manufacturing sector. They have the biggest factory in our country which is operating day and night to achieve our country's goal.

### **2.1 Objectives of Walton**

Technical, sales & marketing, customer relations, administrative, human resources, finance, and information technology are the primary departments of Walton. HRM and Admin department works together to get the best success. In Walton group management is always trying to find out the best solution for their customers and as well as their employees. Walton gives the best effort to improve the organization on a regular basis.

#### **2.1.1 Broad Objective**

Walton's overall goal aims to become a globally recognized brand in the field of electrical and electronic devices and to establish Bangladesh as an industrialized country through the global export of the product "Made in Bangladesh".

#### **2.1.2 Targeted Goals**

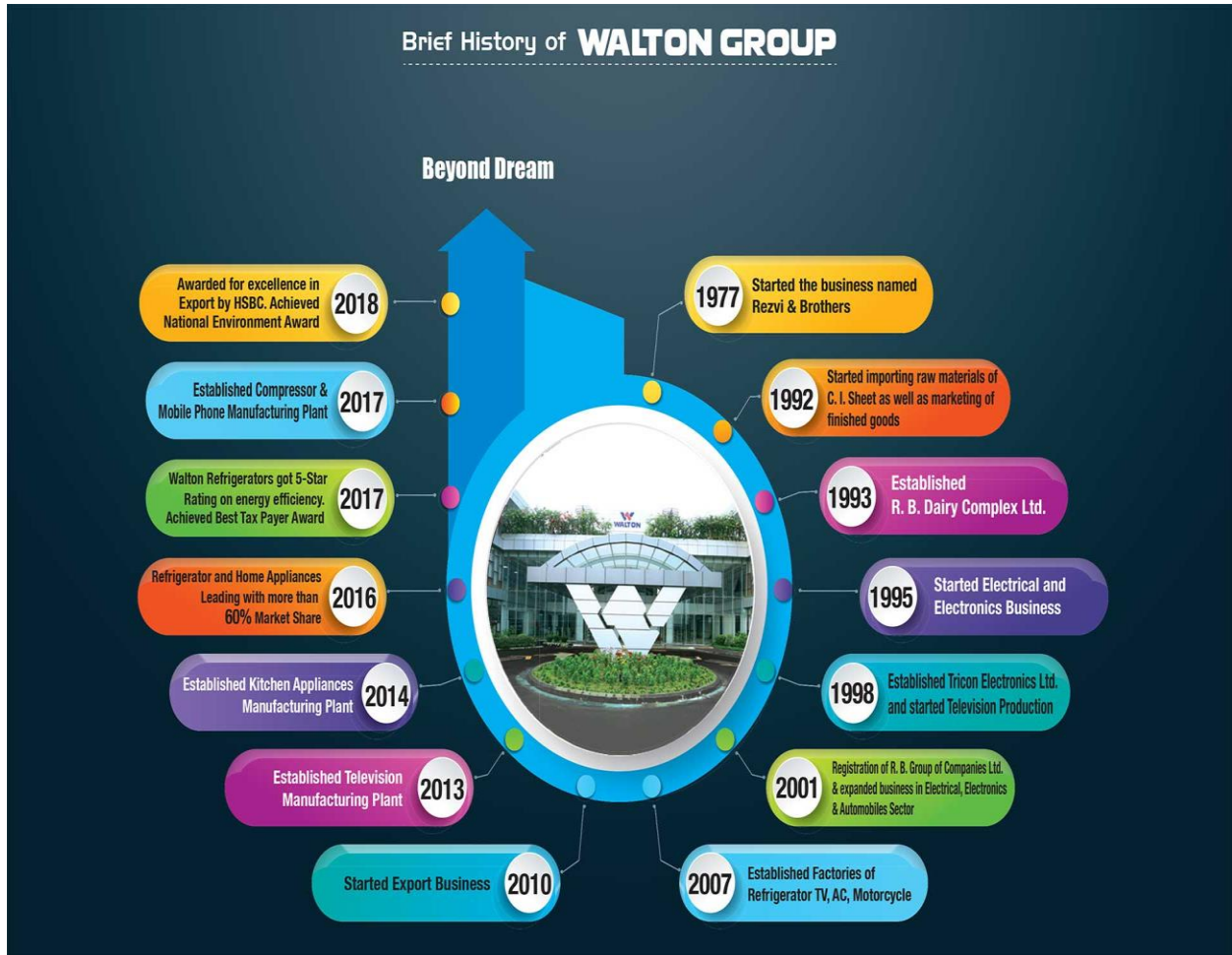
Recognize the significance of recruiting and selection. Education and training of motivated and qualified employees in consideration of the "Quality of Life" of employees. Refrigerators and exports of refrigerators to Europe and the United States.

- Creating a favorable worldview as a manufacturer and supplier of high quality electrical and electronic equipment, automobiles
- Time-based quality tracking.
- Expanding global beach business from a single sales office.
- Become familiar with the process of hiring and picking a company.
- Concentrate on other WALTON HR activities.



## 2.2 Walton's Background in History

Walton is a conglomerate established in Dhaka, Bangladesh, and is a sister firm of the R.B Group of Industries. R.B. Group's Walton is a sibling firm. Walton Electronics, Motors, Mobile, Vehicles, and other communications items are among the Group's subsidiaries. The Walton Group was established in 1977. The company's initial chairman was S.M. Nazrul Islam. It began as a trade enterprise during the time.



Walton has entered the electrical equipment business in the manufacture of electrical and electronic products. After then, Walton expanded into different sectors. In addition, In the late 1970s, Walton began working in the steel sector and the electronics and automotive industry in the early 2000s. As a result, this diversified business expansion will drive Walton's growth in Bangladesh. In addition, since 2000, Walton has diversified into electronic devices and cars. This expansion has become a major source of income for the company.

## 2.3 Walton's Business Overview

Walton is Bangladesh's major manufacturer of household goods, electronics, and automobiles. It has a significant market share due to its commitment to supplying high-quality items to clients. Refrigerators, freezers, air conditioners, motorbikes, cellphones and others are among the products it produces.

Walton Micro-Tech Corporation, a subsidiary of Walton, also produces 3D products including high resolution televisions. Walton also has a well-developed marketing and distribution network throughout Bangladesh. Walton's products are marketed and distributed in over 5,000 locations.



Figure: Walton “Who Are We”

Walton is one of the prime and most sought-after the country's employers. It employs over 30,000 people in Bangladesh, both directly and indirectly. Each of these employees is responsible for five individuals on average. As a result, Walton may be considered to have made a difference in the lives of around 150,000 people across the country.

As a result, people from various educational, socioeconomic, religious, and cultural backgrounds work here, and each person, their views, and values are respected.

Walton employs people with a wide range of educational backgrounds, including scientific, social science, business administration, technical, and so on.

## **2.4 Mission of Walton**

Walton is a new global technical, automatic, and other one of the world's largest appliance manufacturers and best-equipped organization. They have the greatest research and development facilities, and they manufacture through a network of subsidiaries that are all based in Bangladesh. Walton today employs over 30,000 people across 22 industrial facilities on 700 acres of land. The yearly production capacity is 10 million units, based on market demand. Expanding business through customer value proposition.

- Growth of individuals.
- Representing Bangladeshi, the highest-quality brand.
- Change management (Adopt to change through innovation).

## **2.5 Vision of Walton**

Walton is a well-known professional manufacturer in the relevant industry, with a well-deserved reputation for producing Electrical & Electronics goods in the most cost-effective, quality-conscious, design-conscious, and inventive manner possible.


Aspiring To Be a Bold Leader Among the Top 5 Global E & E Brands.

## **2.6 Value of Walton**

Organizations must determine the right mix of resilience that they want to build into their products. Bangladesh is a land of limitless possibilities. With such a high population density and a low penetration rate of only 22%, there is a large untapped market just waiting to be discovered. GP and Walton both of them working for the betterment of the nation. They are working to get the best output from our very own people.

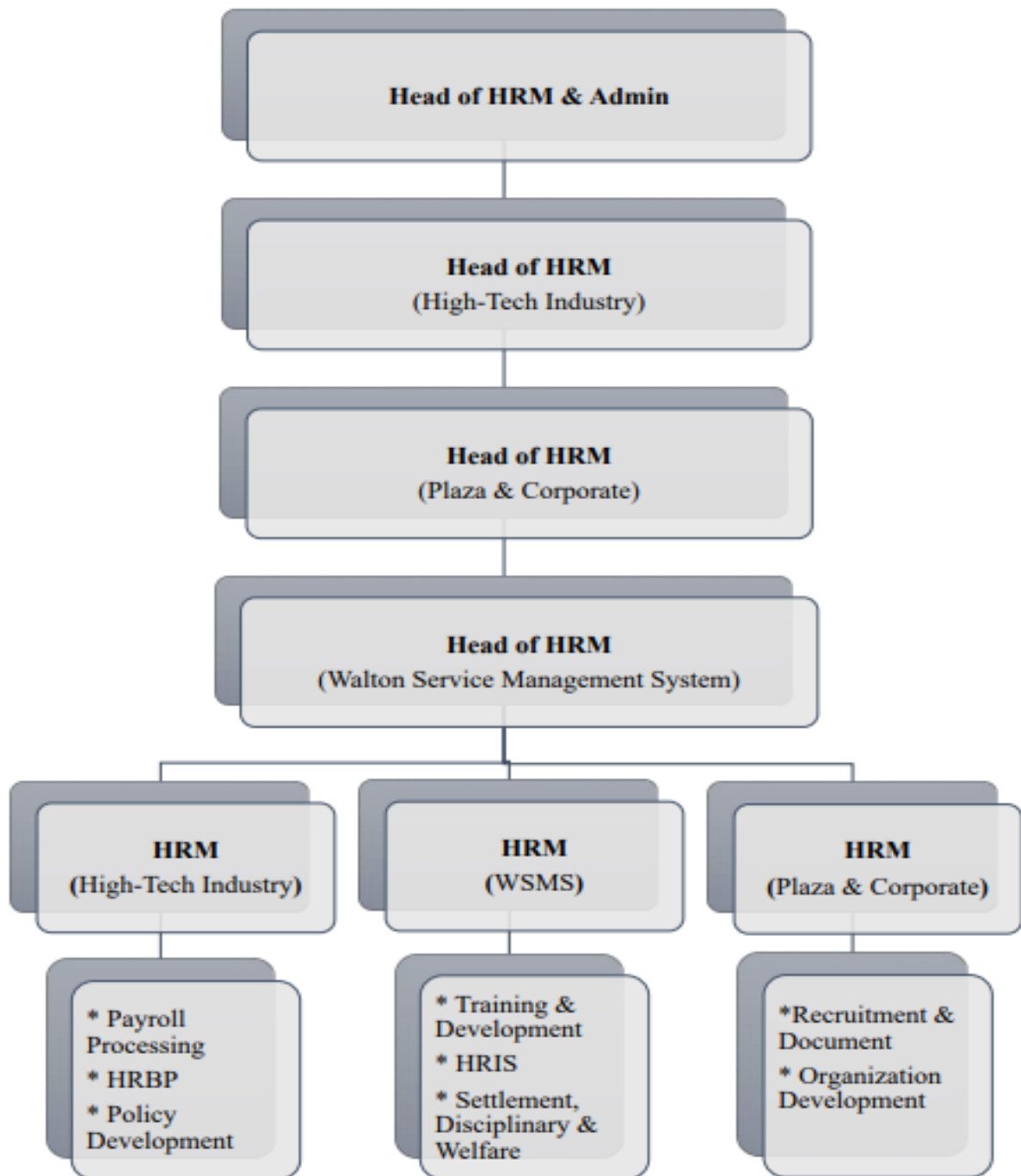
- Responsible to country
- Speed & Quality
- Creativity
- Simplification
- Honesty and Integrity

## 2.7 Company Profile of Walton

 <b>WALTON</b>	
<b>Type</b>	Private Limited Company
<b>Industry</b>	Appliances, consumer electronics and automobiles.
<b>Founding Year</b>	1977
<b>Corporate Office</b>	Bashundhara R/A, PO: Khilkhet, PS: Vatara, Dhaka 1229
<b>Key people</b>	S.M. Nurul Alam Rezvi, S.M. Shamsul Alam and Brothers
<b>Factory</b>	Chandra, <u>Gazipur</u>
<b>Products</b>	Consumer Electronics, Automobile, Mobile Phone, Computer, Home Appliances
<b>Areas Served</b>	Bangladesh, South Asia, North America, Australia, Middle East, Africa etc.
<b>Number of Employees</b>	30,000+ (direct and indirect)
<b>Contacts</b>	Phone - Head Office - +88-02-9571634-6,7170271-2, E-mail - <a href="mailto:info@waltonbd.com">info@waltonbd.com</a> Website - <a href="http://www.waltonbd.com">www.waltonbd.com</a>

## 2.8 HR Organogram of Walton

HRM and Admin department works together to get the best success. In Walton group management is always trying to find out the best solution for their customers and as well as their employees. Walton gives the best effort to improve the organization on a regular basis.



## **2.9 Sister Concerns of Walton**

Walton Group is one of the biggest industries now in Bangladesh. They are operating their business in every sector of our country. Walton Plaza deals with the brand showroom of Walton Group.

Walmart Bangladesh is the latest E-commerce platform of Bangladesh. Walton plans to go big with this platform. They are also investing on the Agro Farm & Industries.

Walton Digi-Tech Industries Ltd. Manufactures the world class mobile phones and laptops. They are also exporting business products to all over the country. Walton Shipping & Logistics were dealing with the supply chain of their products all over the country. Besides that, they have-

- Dream Park international.
- RB Group of Companies Ltd.
- Walton Corporation Ltd.
- Walton High-Tech Industries Ltd.
- Walton Micro-Tech Corporation Ltd.

## **2.10 Walton's Product Offerings**

Walton's most selling product is Refrigerator and Freezer. Bangladesh's 87% market of refrigerator were occupied by the Walton. Almost in every house of Bangladesh they have Walton Freeze. And the feedback of refrigerator is very good and people are very much satisfied with this product. Walton is also doing great in Washing Machine section. They are capturing a huge market on washing machine. And the feedback of washing machine is great. AC is now in demand of every family. Walton provides AC with a very reasonable price. People from every sector in Bangladesh prefer Walton AC as their first choice. They also offer-

- Television and Home Video
- Home Appliances
- Mobile Phone
- Generator
- Compressor
- Computer and Laptops
- Hardware Items

# **Chapter 3**

## **Industry Analysis**

### **3 Industry Analysis**

Walton is a Bangladeshi behemoth. It is today the newest international business in the electrical, electronics, autos, and other appliance industries, with one of the world's largest and best-equipped R&D centers. More than 25 thousand employees work in Walton Group. Walton is the leader of Refrigerator (More than 70%) selling in Bangladesh. We have one of the biggest and latest manufacturing equipment in the world.

#### **3.1 Human Resource Management**

Human Resource Management (HRM) is the department that is in charge of hiring, managing, and directing the company's personnel. It is the procedure for acquiring, training, retaining, and rewarding a workforce.

HRM refers to a collection of steps taken by a company to attract, develop, and retain a productive workforce in order to meet organizational goals effectively and efficiently.

#### **3.2 WALTON Recruits and Hires**

Recruitment is the process through which businesses locate and recruit people to fill open positions. Most firms are always recruiting contemporary workers to replace individuals who are starting or progressing, to secure modern skills, and to enable organizational growth.

When unemployment is low and the economy is growing at a rapid pace, recruitment becomes even more important as businesses struggle to get the competent employees they need to prosper.

WALTON puts a unique, cutting-edge method in place for recruiting and determination. Begin with the work order and work your way to the appointment. As a result, WALTON offers a variety of training and development programs to help representatives grow their skills. In some ways, WALTON is modeled after a recruiting process designed to choose the appropriate people for the right job.



### **3.3 WALTON's Basic Recruiting Function**

WALTON HR follows a set of guidelines when it comes to hiring. The office of human resources establishes these standards to ensure outstanding recruiting and selection. The guidelines are as follows:

- WALTON's recruiting strategy aims to find the appropriate people in the right places, picking them after a successful screening of a group of applicants on the job market.
- A regular or contracted employee of another business may not engage into a normal or long-term contract with WALTON under any circumstances.
- The HRD might follow suit and set a budget and recruitment plan for the coming year.
- HRD will publicize specific enrollment requirements on the internet and in publications.

### **3.4 Recruitment and Selection Steps**

The process of discovering applicants for a vacant post and encouraging them to apply is known as recruitment. The term "selection" refers to the process of selecting the best candidate from a pool of candidates and extending an offer of employment to them. Recruitment is a positive procedure aimed at recruiting a growing number of job applicants. The following figure illustrates the recruitment and selection process at WALTON.

- Manpower Requisition
- Result
- Joining Formalities
- Selecting candidates
- Verification
- Letter
- Interviewing
- Evaluation
- Compile Interview
- Training

### **3.5 Types of Recruitment at Walton**

Walton ensures that the correct talent is hired at the right time. It recruits people from all walks of life, irrespective of their socioeconomic or cultural background, gender, or religious beliefs, morals, or other variables.

Walton thinks that those who can effectively meet the company's recruitment requirements will be chosen as employees. A written test, a computer test, and an HRM viva are all required of candidates in order to be considered for any post. Candidates are chosen for the management viva if they pass all three areas independently.

Selected individuals are eventually eligible to work at Walton as an employee after receiving final permission from the management body. In addition, the academic background, job profile, experiences, knowledge, abilities, and conduct of the candidate are all important factors in the selection process.

### **3.6 Walton's Adjustment Process**

Walton responds to obstacles by adapting and growing, as well as overseeing the following procedures.

1. Recruitment, selection, and training methods that are thorough and comprehensive (RST)-
2. Employee information exchange mechanism that is formal. -
3. Job design that is clear; mechanisms for high-level involvement; and attitude monitoring. -
4. Performance evaluations (in my opinion, all executive positions should use a self-evaluation system)
5. Complaints processes that work (with both procedural and technical fairness visible)
6. Employees that do well are recognized and rewarded through promotions and pay plans.

The job specifications of applicants for several of Walton's major roles are shown in the table below:

<b>Job Description</b>	<b>Educational Qualification</b>	<b>Experience</b>	<b>Age Limit</b>
<b>Probationary Officer</b>	BBA/ MBA from any reputed university with 1 <sup>st</sup> division. (No third Division)	N/A	30 years (Maximum)
<b>Principal Officer</b>	BBA/ MBA from any reputed university.	At least 2 years of experience.	30 years (Maximum)
<b>Senior principal officer</b>	BBA/MBA/EMBA from any reputed university.	At least 3 years of experience.	30 years (Maximum)
<b>Assistant General Manager</b>	BBA/ MBA/ EMBA from any reputed university.	At least 10 years of experience.	35 years (Maximum)
<b>Assistant Director</b>	MBA/ EMBA from any reputed university	At least 10 years' experience.	40 years (Maximum)

### 3.7 Sources of Employment

These are two options for finding a job one of them is Internal source (within the organization) and another one is External source (outside the organization).

#### 3.7.1 Within the Organization

- **Personal recommendation:** Existing employees are likely to know friends, family, or coworkers who may successfully replace the vacancy. Approaching it can be a very efficient recruitment tactic, but it will almost likely irritate other workers who would wish to be considered for job. To keep workers happy, make sure that those who could be reasonable are informed about the opening so that they can apply.
- **Trainee:** The Company hires a limited number of interns and assigns them tasks according to their specialty and venture accessibility. The organization will be able to establish relationships with its academic partners as well as a mutually beneficial connection with the commercial or technical universities.

#### 3.7.2 Outside the Organization

Collecting CVs from outside the company is referred to as "external source." It will be accomplished.

- **Advertising:** Newspaper advertisements are a frequent formal recruitment method. The advertisements put within the daily paper are available to everyone and therefore, do not separate against any group when they spread data around work opening. Advertisements for recruiting have a clear goal: to attract job seekers to apply for positions in a particular organization. Newspaper ads, in any case, reach a much more extensive group of onlookers. A well-designed enlightening advertisement can offer assistance convince individuals who are not fascinated by applying for a job to consider the company afterward when they are curious about unused work.

- **Work-related websites on the internet:** In recent years, internet recruiting has advanced at a breakneck speed. Companies recognize that Internet recruitment is far less expensive and faster than traditional methods. It is by far the most cost-effective method of reaching a national or international audience of candidates for the post. Human resources directors and investigators believe that Internet-based negotiating will become increasingly prominent.
- **University:** Large and medium-sized firms that require highly qualified vital workers frequently use campus recruitment. Campus recruiting may be extremely advantageous for a company since it allows them to meet a large number of qualified individuals in a short period of time and in one location.
- **Job Fair:** On the university campus, this is yet another excellent source of recruiting.
- **Examining your CV:** Candidates will be chosen on the basis of their qualifications for opening, execution, and the ability to execute in the vacant job. Interview scheduling must be a top priority for human resources personnel. If the application opposes temporary or official publication, it will be rejected, short CVs will be summoned for a written exam. In any event, the written test is not necessary for applicants seeking for the job of senior officer or higher; nevertheless, it is up to the Human Resources Division's decision to take it. To advance in the selection process, candidates who have taken a written exam must score 45 percent on it.

### **3.8 Interview Those who pass the written exam will be invited to an interview**

At least 48 hours prior to the meeting, the time and date of the interview must be communicated to candidates with location. All discussions with candidates, including scheduling the meeting, determining the job and remuneration package, and so on. A minimum of three people should participate in an interview meeting.

### **3.8.1 The following guidelines should be followed by interviewers**

- 1. Interview preparation:** Before the interview begins, the questionnaire must be thoroughly organized. They must choose a plan, be familiar with the job's requirements, and possess the necessary abilities.
- 2. Establish a positive relationship:** When the interviewee comes, the questioner must create a welcoming environment that encourages and calms the interviewee through small talk, smiles, and a relaxed posture.
- 3. Interviewing:** This might take up the most of the meeting time. At the very least, the interview should take up at least 80% of your time. To assess the candidate's suitability, the questioner should ask a few questions on work, organizational behavior, unstructured activity, and exploratory behavior.
- 4. An interviewer who is unable to participate in an interview:** Any questioner who is unable to participate in an interview due to a commercial imperative must notify the HR office at least 2 hours before the meeting begins and must arrange for a replacement interviewer.
- 5. Interview time cancellation:** HR must notify candidates about possible cancellations at least 24 hours prior to the commencement of the meeting. If a candidate is unavailable via phone, it is critical to send a message by email or SMS to ensure that communication is completed. There might be one or two rounds of interviews for each given position.

### **3.9 Final Permission Is Required**

The Human Resources Manager approves all permanent and temporary appointments, the HR must be approved. After pay discussions, chosen candidates will be given a position, and if the job offer is accepted, the individual will be sent for a medical test based on the bank's diagnosis. For the temporary employee, there will be no pay negotiations. A six-month trial period will be in place for those who will be joining as officers.

### 3.10 Acceptance Letter or Job Offer

HR issues the offer letter to the candidates after the nominees' ultimate approval. You can include the letter's whole set of conditions of use an appointment. Applicants must distance themselves from the standpoint of human resources.

### 3.11 Information on How to Participate

On the first stage of their establishment, the union data information must be reviewed by the selected candidates.

Each unused candidate must display these archives for joining:

❖ 4 passport photo copies of the same size	❖ Certified copies of all academic certificates
❖ Photocopy of NID	❖ Certificate of character
❖ Security deposit	❖ A photocopy of the guarantors' National Identification Number (NID)
❖ Letter of incorporation	❖ Release letter from prior employment (if applicable)

### 3.12 Different Types of Training of Walton Plaza

1. Orientation Training
2. Product Knowledge Training
3. Behavioral Training.
4. Anger Management Training.
5. Soft Skill Training.

### **3.12.1 Orientation Instructions**

Walton organizes a new staff orientation event for the plaza. This training program gives new workers a quick and accurate overview of the firm and familiarizes them with the company's culture. Employees can learn how to fulfill their position in their sector as well as the organization's norms and regulations during the training. Before executing their work obligations, each new employee must successfully finish this training session. They will be fully capable of doing their duties on a regular basis after completing the orientation session.

### **3.12.2 Product Knowledge Training**

Walton group provide product knowledge training to their each and every employee working at their plaza including plaza manager, assistant manager, sales officer and sales executive. The main objective of product knowledge training is to providing a clear knowledge about the products of Walton so that they can easily provide the accurate information about the product to the customers.

### **3.12.3 Behavioral Training**

Walton believes that, to satisfied the customers well behave with them is as important as providing good quality products. Cause in this competitive stage to attract the customers and made them loyal customer good behave help the satisfied the customers. For that reason, Walton group arrange behavioral training for their every plaza manager and staff. The main objective of behavioral training is to speak in a good way with the customer and handle the customer with respect.

### **3.12.4 Anger Management Training**

There are some customers whom are getting aggressive within a short period of time. That is why Walton provides anger management training so that the staffs can easily handle that kind of customers with proper manner. In anger management training the staffs can learn how to



deal with the aggressive customers and fulfil their needs properly. This training helps to satisfied all kinds of customers of Walton.

### **3.12.5 Soft skill training**

Soft skill development focuses on social and professional skills such as personal characteristics, communication abilities, and personality traits. Walton provides soft skill training to their stuff so that they can learn how to communicate with the customer, and maintain them with a proper dress code and also made a good environment in their plaza. Several soft skill training areas are:

- Leadership and Management.
- Team Building.
- Business Etiquette.
- Emotional Intelligence is a term used to describe the ability to understand and manage emotions.
- Managing your time.
- Communication Ability.
- Ability to Solve Problems.

### **3.13 SWOT Analysis of Walton**

Strengths:

- Bangladesh's most extensive electronic base
- Customer support and a robust sales channel
- Exceptional personnel and infrastructure throughout the country
- The benefit of first service
- A devoted clientele
- Exceptional ethical standards
- Management staff with a lot of experience
- Well-recognized brand name and reputation

Weakness:

- Lack behind in raw materials productions sometimes
- Often the software is not updated from time to time

Opportunities:

- A wide range of goods are available
- Increasing revenue by introducing new items
- Sales in major cities have increased.
- Opportunity to hire expert workers
- New items are being introduced
- Software person carrier
- The only company that exports electronic devices

Threats:

- There can be unethical competition in the market
- Political instability hinders sales
- Entering the market of more competitors
- Multicultural customer demand.
- Natural and pandemic disasters such as Covide19

# **Chapter 4**

## **Main Duties & Breakdown Analysis**

## 4.1 Job Description

I worked as a Professional Intern where I get all the facilities as like as a regular employee.

I was assigned to the HR department of Walton Plaza in the areas of Recruitment and Selection as an intern at WALTON GROUP Bangladesh Limited. This provides me with the opportunity to learn about the business functions of human resources management in many industries.

## 4.2 Specific Responsibilities of the job

During my internship, I worked under the supervision of the Director of Human Resources (Walton Plaza). Every day, the supervisor assigned me different responsibilities, and I had to stick to my schedule as well as any additional activities that were arranged for me. My internship program's work duties are as follows:

- **Send investigation emails:** I need to send the investigation mails to the concern people for the new joining persons investigation and to get the proper knowledge about my candidates. This is a policy of Walton Group and it is followed for every employee. It gives us the accurate information about the person.
- **Assist Recruitment & Documentation of Walton Plaza:** I need to prepare the proper documents for the joining purpose. I assist my supervisor in his work to do the documentations properly and get the best output from him.
- **Responsible for Preparing Personal File:** After collecting all the documents I need to prepare the file. During this part I receive the file from sourcing part and the rest of the documents from the candidate.
- **Drafting Appointment Letter:** If all the documents of the candidate are ready and he or she is ready for the joining I prepare his or her appointment letter with the proper instructions. I need to get the sign from the Head of HR and the candidate then I can provide it to the candidate.
- **Providing Employee Orientation List to Training Team:** Before joining we gave them an orientation or training. It helps them to learn more about the Walton culture and give them the proper insights of the company. It is also very much helpful for the upcoming future of the candidate.

- **Completing Joining Formalities:** After giving the orientation and documentation we gave them the posting to join. They need to join there and after that we complete their profile update. Then we give the complete file to the archive.

### **4.3 Associated works**

Here are a few of the most important things I have learnt about human resources development:

- Protection of newly-hired workers' identity papers.
- Organize trade union paperwork for new hires.
- Prepare your CV for the interview.
- Examine the files of new hires.
- Prepare a letter granting new staff an extension.
- Update ID data utilizing HRMS programming.
- Exit interview.
- Collect new joining employee information and documents.

### **4.4 Relevant my activities**

I do various duties allocated by management in addition to work-related activities.

- Exit interview.
- Presentation creates
- Organizational hierarchy creates
- Communicate with candidates

### **4.5 Internship Program's Takeaways**

In the internship program, I had the opportunity to get to know the actual experience of Job. This internship program has greatly helped me gain practical experience in my professional life, and it is also very effective. The lessons learned from the Internship program are:

- **Importance of IT Skills:** It is very much important to be more fluent on IT skills. It helped me a lot during the whole internship time. Now I am much more fluent in IT related works than before.
- **Organizational Behavior:** Human behavior in an organization is referred to as organizational behavior. Every company has its own set of laws and regulations that must be adhered to. I learned how to enroll in the internship program. In a specific way within your organization. I was able to learn about the culture, structure, technology, and work environment of the company.
- **Multi-Tasking:** During my Internship Program, I had to complete several duties set by the supervisor in a short amount of time. This was one of the more difficult exercises I was able to complete as a result of this training.
- **Getting along with coworkers:** Getting along with coworkers was the most difficult task for me. During my internship program I had to deal with candidates regularly which is definitely a great challenge for me.
- **More responsible under pressure:** I need to be more responsible when I am under pressure. I need to achieve my KPI and for that I need to work under pressure, which is definitely helpful for my skills and better outcome.

#### 4.6 Company Level Analysis

In this section the data analysis of Human Resources Management Process of Walton Plaza put to various employee's attributes. Walton Group always try to provide the best training to their employees and after providing the training the follows different kinds of evaluation process to evaluate their employee's knowledge that they gain from the training.

#### 4.7 Organizational/Company Implications

The IUT sends its students to various local and international organizations as interns for three months as part of their academic program so that they may get understanding of the organization, it's kind of responsibility, discipline, and organizational environment. He has helped me understand the common thinking of WALTON's human resources division and enhance my information since I began my internship program at the WALTON Head Office.

- **Taking on New Tasks:** Accepting responsibility and delivering a desirable outcome is a difficult task in and of itself. WALTON taught me a lot about it. Every day, I've witnessed business employees carrying out their duties. When I spent this brief length of time at WALTON, my confidence level was more than I imagined.
- **Interaction with company personnel:** In WALTON, I have learnt that engaging with business personalities is an art. I had to visit enough individuals in one day because this is one of the main firms in the business. Perfect body language, manner of communication, and smiling assistance to staff. WALTON taught me all I know. In this characteristic, I have become more adaptable, and I believe I will be able to deliver a strong performance in the future.
- **Knowledge gained: During my internship,** I learnt how to recruit individuals, what the selection system entails and what factors should be considered, as well as how to evaluate the selected applicants, among other things.

## 4.8 Discipline

In WALTON, maintaining discipline is a must. This firm emphasizes each individual's level of discipline in addition to their capacity to work hard. So far, I have done a good job here; for example, I always keep track of time at the workplace, am well organized, and stick to the schedule.

## 4.9 Consequences for University Internship Programs

The central office is ready to satisfy the partial requirement of the IUT internship program, according to this internship report on the WALTON recruiting and selection procedure. During my internships, I gain hands-on experience in WALTON, which aids in my understanding of the human resources department. WALTON's overall recruiting and selection method was covered under this training connection.

We also understand that there is no substitute for practical knowledge, and that actual knowledge outlasts and outperforms theoretical knowledge. This research will assist me in gaining a realistic and current picture of the real business world, particularly in the electronics sector, as well as practical understanding in numerous facets of the high-tech industry.

- **Presentation skill:** Every semester I had to give presentations in various kinds of courses in my university life. So, I used to make presentation slides and more practice before the final presentation in the class.
- **Communication skill:** In my university life communication language is English medium. Every faculty communicate with students and delivered their speech in the English language. It was a big opportunity to learn English properly and improve my English language which is needed in every sector in my career life. So, my university taught me the proper way of communication in English.



- **Decision making:** I have learned how to make decisions and determine of mind. Before taking the course every semester, I had taken decisions properly.
- **Discipline:** there are so many rules and regulations in my university which is AIUB. Likes wearing ID card, shoes, attend class on time which is strictly monitored by the university management.
- **Teamwork:** I have worked many times with groups in my university life. I have done various work with the team likes presentation, case solving, question-solving, brainstorming. We shared our knowledge with each other when we work as a team. It was a great opportunity to get a new idea.

#### **4.10 Others**

During my internship, I discovered a lot of new things that were previously unknown to me. I found new things in addition to what I learned at the company and university. It will also help me in the near future when I start working for a new company.

# **Chapter 5**

## **Conclusions &**

### **Recommendation**

## 5.1 Conclusion

The internship program is the prerequisite for the BBA degree. this is a possibility for students to study the scenario in actual lifestyles via this program. contemporary time is the golden second of commercial enterprise. it certainly depends of factors, like setting up an idea, with an exceptional method. WALTON has a strong role in a brand-new competitive market. WALTON continually updates itself to be competitive and remain the chief inside the high-tech area. This statement is properly set up those realistic conditions constantly differ from the cortical explanation. At some point in my life with WALTON, almost all the desks were determined. And I discovered that the concept deviates from exercise greater or less, although 3 months are not sufficient to find out all the discrepancies between theory and practice.

The officials have been ordinarily polite, friendly, and keen to assist no matter the fantastic workload. An extremely good working environment remained in WALTON. all through the sensible orientation, I discovered the role of the human resources department of WALTON, so one can significantly assist me to expand my expert career inside the subject of human sources management in the future. out of doors of the dialogue above, an end may be drawn after declaring that the modern-day customer negotiation manner is pretty precise at the moment. The automatic transaction makes the system green and powerful. From the sensible implementation of the negotiation method with clients at some point of the length of my sensible orientation to WALTON, I have reached a solid and urban end in a totally at ease way. The technique of recruitment and selection of WALTON over the last decade has shown that with strong preference and strength of mind you could acquire any purpose. nearly all main organizations in our have different tactics within the recruitment and selection procedure in comparison to WALTON. however, he managed to make the person more applicable than many different competitors. This changed into only viable because of strong recruitment and an excellent selection procedure.

## **5.2 Recommendations for WALTON**

Walton is now the multinational company of Bangladesh. They are doing great in the sector of electrical and electronics brand. Many people are attracted to their products as they offer this with a very low price.

There are some improvements which can be taken for the betterment of Walton's HRM Department. These can definitely change the internal and external environment of Walton HRM Department. They have so many highly qualified people in the HR section who can definitely bring a good change in the HR sector.

My suggestions for HRM Department of Walton would be:

- Walton needs to provide more offline training than online training program.
- Sign digitalization is an ongoing process in WALTON, which will definitely increase the work output.
- Transportation facility can increase the productivity.

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