

The Impact of SHINE – The SGS Onboarding Program on Employee Satisfaction

SGS Bangladesh Limited

Prepared by

Sumaia Binte Alam

ID: 201011047

Supervised by

Dr. SK Tasthekur Hossain Kowshik

Senior Lecturer

Department of Business Administration

Submitted in Partial Fulfillment of the Requirements for the Degree

Bachelor of Business Administration



15th September, 2024

Internship/Project Report Approval Form

Student Name: Sumaia Binte Alam

ID No: 201011047

Major: Human Resource Management

Year: 2024

Mobile Phone: 01873314346

Email: sumaia.alam.bba@ulab.edu.bd

INTERNSHIP/PROJECT INFORMATION

Internship

Organization: SGS Bangladesh Limited

Internship /Project Report Topic: The Impact of SHINE – The SGS Onboarding Program on Employee Satisfaction

Term (Tick one): ☐ Spring 2024

☒ Summer 2024

☐ Fall 2024

SUPERVISOR APPROVAL

(Tick One)

☒ Approved

☐ Not Approved

☐ Partial Re-write

☐ Full Re-write

Remarks (For Not Approved):

Signature:



Date: 15-09-2024

Name: Dr. SK Tasthekur Hossain Kowshik

E-mail: tasthekur.hossain@ulab.edu.bd

Phone: 01841711328

PLAGIARISM DECLARATION

1. I know that plagiarism means taking and using the ideas, writings, works or inventions of another as if they were one's own. I know that plagiarism not only includes verbatim copying, but also the extensive use of another person's ideas without proper acknowledgement (which includes the proper use of quotation marks). I know that plagiarism covers this sort of use of material found in textual sources and from the Internet.
2. I acknowledge and understand that plagiarism is wrong.
3. I understand that my research must be accurately referenced.
4. This assignment is my own work, or my group's own unique group assignment. I acknowledge that copying someone else's assignment, or part of it, is wrong, and that submitting identical work to others constitutes a form of plagiarism.
5. I have not allowed, nor will I in the future allow, anyone to copy my work with the intention of passing it off as their own work.

Name _____ SUMAIA BINTE ALAM _____

ULAB ID # _____ 201011047 _____

Signature _____  _____ Date _____ 15.09.2024 _____

Letter of Transmittal

15th September, 2024

Dr. SK Tasthekur Hossain Kowshik

Senior Lecturer

Department of Business Administration

University of Liberal Arts Bangladesh

Subject: Submission of Internship Report

Dear Sir,

I am pleased to submit my internship report on **“The Impact of SHINE – The SGS Onboarding Program on Employee Satisfaction”**.

Through my internship at SGS Bangladesh, I had the opportunity to work closely with the employees. The report is based on firsthand data collected through survey with new employees, along with relevant organizational insights. This assignment also allowed me to delve into the activities of the corporate sector. It was a privilege to work with SGS Bangladesh, a company that holds a strong position in the global testing, inspection, and certification industry.

I am sincerely grateful for your guidance, support, and the opportunity to apply my academic knowledge to a professional setting. Completing this internship program has been an incredibly rewarding experience for me. Although I encountered some limitations in gathering all types of information, I hope you find the report insightful and valuable.

Thank you for your time and consideration.

Sincerely,

Sumaia Binte Alam

ID: 201011047

Department of Business Administration

University of Liberal Arts Bangladesh

Acknowledgement

It is indeed a great pleasure and honor for me to have the opportunity to submit this report after three months of practical orientation at SGS Bangladesh. I would like to offer my deepest gratitude to almighty Allah for keeping me in good health and giving me the strength to complete this report.

I convey my sincere appreciation to my honorable supervisor, Dr. SK Tasthekur Hossain Kowshik, for his continuous guidance, wholehearted supervision, and support in preparing this internship report. Without his valuable insights and recommendations, it would have been difficult for me to complete this report. I am truly grateful for his constant encouragement throughout the process.

I would like to take this opportunity to specially dedicate my heartfelt thanks to Mrs. Sumona Akter Mim, Senior Executive, my supervisor at SGS Bangladesh, whose guidance, mentorship, and support throughout my internship were invaluable. Her advice and insights greatly contributed to my professional growth and the successful completion of my tasks.

The completion of this internship and report would not have been possible without the support of several individuals. My heartfelt gratitude goes to Mr. Md. Nurul Islam, Country Head of Human Resource, SGS Bangladesh who provided me with the opportunity to be an intern at SGS Bangladesh and guided me through the learning process.

I am also thankful to Mr. Abdul Quader, Manager Human Resource, Mr. Hridoy Chowdhury, Ms. Farjana Yeasmin, Mr. Imtiaz Uddin whose support and cooperation during my internship greatly contributed to the success of this report. Their assistance and valuable suggestions have been instrumental in shaping my understanding of the company and the research.

Finally, I would like to extend my gratitude to my university, the University of Liberal Arts Bangladesh (ULAB), the Career Services Office for giving me the platform to engage in such a valuable professional experience, which has significantly contributed to my self-development and learning.

Table of Content

Serial No	Title	Page No.
	Part A	
	Chapter 1: Internship Preparation	
1.1	Motivation for the Internship	8
1.2	Search Process for Internship	9
1.3	Internship Interview Experience	10
1.4	SGS Bangladesh Limited	11
	Chapter 2: The Interview	
2.1	Work Environment	13
2.2	Everyday Responsibilities	13
2.3	Learning and Contribution	14
2.4	Roles and Responsibilities Related to Educational Learning	16
	Chapter 3: Self-Reflection	
3.1	Likes and Dislikes of the Internship	17
3.2	Ways I Could Do Better and SGS Bangladesh could Utilize Me Better	18
3.3	Insight for My Career after the Internship	18
	Chapter 4: Personal Development	
4.1	My Personal Development Plan	20
4.2	Extended Vision	21
	Part B	
	Executive Summary	23
	Chapter 1: The Impact of SHINE – The SGS Onboarding Program on Employee Satisfaction	
1.1	The Purpose of Research	24
1.2	The Objective of the Research	24
1.3	Background of the Study	25
1.4	Research Question	26
1.5	Problem Statement	26
	Chapter 2: Methodology	
2.1	Type of Research	27
2.2	Research Design	28
2.3	Method of Sampling	28
2.4	Method of Collecting Data	28
2.5	Method of Data Analysis	29
	Chapter 3: Analysis and Finding of the Survey	
3.1	Analysis and Findings of the Survey	30
3.2	Discussion	40
	Chapter 4: Recommendation	41
	Chapter 5: Conclusion	42
	Reference	43
	Appendix (Internship Proposal Form, Acceptance Letter, Survey Questionnaire, Originality Report)	44

List of Figures

Serial No.	Title	Page no.
Figure 1	Satisfaction Level with the Communication and Information Provide Before the First Day at Company	30
Figure 2	Communication for the Job Role Expectation During the Pre-Arrival Stage	31
Figure 3	The Level of Being Welcomed and Informed about the Company Culture Through the Orientation and Introduction in the First Day	32
Figure 4	The Level of Understanding Job Role and Responsibilities Provided	33
Figure 5	The Level of Effectivity of the SHINE Onboarding Program to Prepare for Job Specific	34
Figure 6	Training and Resource Received During the SHINE Onboarding Process	35
Figure 7	The Level of Support by Peer or Mentor During the SHINE Onboarding Process	36
Figure 8	The Level of Satisfaction of the Overall the SHINE Onboarding Process	37

Part A

Chapter 1: Internship Preparation

1.1 Motivation for the Internship

Throughout the four years in university, I have gained theoretical knowledge about different subjects in business. But even after studying diligently I did not know how these studies are applied in a real business setting. So, to use all of my knowledge I gained in university and put it into practice I am motivated to do the Internship. This would be my greatest opportunity to experience, explore and utilize all of my learnings in a practical work environment. And the things we learn in our academic life and the practice in a professional setting have a huge gap in it. By doing an internship I will be getting hands-on experience in a real organizational environment and would be able to lessen the gap of knowledge there.

Working as an intern will also bring me the chance to expand my professional connections. The contacts can result in many opportunities like future employment offers, supervision about the career path and the industry. While working I intend to gain an extensive knowledge about the sector, I would be working in along with workplace dynamics and company cultures which will support me to make sound career choices for my future growth.

I hold a strong desire to do an internship as it will be a great chance for me to build up my resume that can showcase possible hiring managers about my hands-on expertise and active dedication towards advancing my career. It can increase my employability after the end of my graduation. And during the internship I would be able to interact with experienced professionals, be under their supervision and their guidance about my professional life will be incredibly valuable for my future career.

As a business student majoring in Human Resource Management, from this internship I plan to learn many crucial operations of human resource management that includes recruitment, compensation and benefits, learning and development and many more. It will allow me to explore this area of Human Resources and could help me find my area of interest.

Then while doing internship, I want to develop and polish some skills which are highly essential which will assist me for my future career. Some of which includes communication in a professional setting, making decisions, time management, critical thinking, negotiation, adaptability.

So doing an internship will help me get practical work experience and develop necessary skills and knowledge. Which will assist me to be an ideal candidate for future opportunities in the competitive job market.

1.2. Search Process for Internship

My journey to look for an internship started in February of 2024 right before the start of my midterm examination. The search process began with my own evaluation. I tried to identify which area my strengths were, my preference for what kind of organization and industry I would be interested in understanding. I also did my research and analyzed different companies and industries to find out what HR function they operate with and understand the roles and responsibilities of the HR intern. By doing so it helped sort my decisions as I narrowed down the industry I want to work in most, that is Multinational Corporation. Working in this type of cooperation would let me explore a worldwide perspective of advanced HR methods and would give me a networking chance that will be helpful for my future career. Then I have created my resume that highlighted my academic experience, work experience and relevant extracurricular activities.

I started to look for internship opportunities from Facebook groups, BDjobs, LinkedIn and applied to the companies that my interests match with by emailing my resume there. I also wrote a cover letter for the email about my interest in the job post, from where I got to know about them. I also attended many job fairs, internship fairs and dropped my resume there also. I talked to my respected university faculty regarding this matter as well. Then I got in touch with the ULAB Career Service office for further opportunities to get an internship of my liking. They also send my resume to different companies, one of which is the company that I have now started my internship with. I have applied to about 7 companies in total of which 3 of them are multinational corporations, 2 of them are IT companies, 1 manufacturing and 1 company from RMG sector.

And from this I have attended 4 interviews. From these interviews I felt that SGS Bangladesh Ltd. is most suitable for me and matches with my criteria more than other companies. And to my delight I was accepted for the position of HR intern in the company. What I most want to achieve from the internship is get hands-on experience about how the corporation works and gain more practical knowledge about human resources. From all the different companies that I had given an interview and was accepted to, I felt that SGS Bangladesh is the most suitable for me. In some companies they wanted their human resource intern to do more administrative work. I realized that by doing this kind of internship I would not learn anything much

valuable. But in SGS they place a high emphasis on learning, they encourage their employees to learn new skills, gain new knowledge. This greatly motivated me to do an internship at this company as an intern.

After my acceptance to SGS Bangladesh ltd. I collected my forwarding letter from ULAB CSO. I submitted that to the company and they gave me my acceptance and joining letter. And thus, I started to work as an intern in SGS Bangladesh Ltd.

1.3. Internship Interview Experience

I have faced four interviews in total while looking for my internship. SGS Bangladesh Limited was the last company I interviewed for. So, by this time I was quite used to it and had some ideas on how to give an interview properly. I was not very nervous about that. For this company I had only given a face-to-face interview. Before going to the interview, I studied about the company then looked up the human resource department members a bit like I usually do for any company. On the day of the interview when I reached the company, I was the only one there. I waited for some time in the waiting area and then I was called for the interview in a meeting room.

There was a total of three people in the room and they welcomed me into the room with a warm smile. After I settled down, they introduced themselves first. They were the senior executive, the executive and the then intern of the human resource department. They tried to ease the environment by asking some casual questions like what my nick was, where I was coming from and etc. And I relaxed after that. Then they asked me to introduce myself. After that they asked me about the extracurricular activities that I have done. They were delighted to know about my volunteering experiences. After that I was asked a hypothetical question about how I was going to arrange a “Pohela Boishakh” party in the office. As I had some previous experience about arranging programs, I was able to answer it well.

They also asked some usual questions like what my aim in life is, what my strengths and weaknesses are and so on. Then they asked what I know about the company. I had a read up about the company and was able to answer them but a bit vaguely. So, they explain about the company, what they were, how they operate, what their main work is. What I mostly liked about the company was they were very frank to me about the activities that I have to do, and what they want from me. They put a high emphasis on learning and gaining knowledge. They explain the work schedule, the remuneration that I would be paid, the extra benefits that I am going to get if I became an intern there which were Health Insurance and Life Insurance.

My interview at SGS Bangladesh the atmosphere was different from others. After my formal part of the interview, I had a long chat with the human resource executive and I got to know more about that company and their culture. After the interview I felt this company was the best for me as I felt what I want to achieve from an internship I would be able to achieve here. And later on, that day to my delight I got the confirmation for the internship.

1.4. SGS Bangladesh Limited

SGS Bangladesh Limited is part of Switzerland based Multinational Company whose main office is in Geneva. They are operating in more than 140 countries around the world with 2600 offices and labs and more than 99000 employees working for them. The company mainly provides services testing, inspection and certification. This is done to ensure the products quantity, quality, along with their functionality on the contrary to a number of regulatory, wellbeing, safety and other requirements and to determine if the structure, goods, services meet the requirements of the SGS client and standardization system.

They started operations in Bangladesh in 1974, with its main activities conducted in Dhaka, Chattogram and Khulna. In Bangladesh they concentrate upon offering services testing, inspection and certification for natural resources, agriculture, chemical, health & nutrition, business assurance, industries and environment, connectivity & products and sustainability solutions. Among this their core focus is on consumer testing. They have a specialized laboratory in Dhaka to test apparel, textile and consumable items in Dhaka Karwan Bazar. Also they have another laboratory in Chattogram. The equipment and tools used in these facilities are comparable to both domestic and international requirements and are verified internally. And in all over Bangladesh there are about one thousand employees working for the company.

SGS Bangladesh does a variety of services which involves inspection, testing, evaluation and support in technical matters covering a number of sectors such apparel, footwear, textile, leather-based goods and consumable products. They additionally work for the government to scan the containers before any shipment leaving the country. Along with that they offer quantity and quality inspection for natural, agricultural, industrial products and exports.

The goal of SGS Bangladesh is to be a trustworthy ally for business in the country and internationally. They concentrate on encouraging integrity, sustainability, superior performance among businesses with key values on integrity, safety, inventiveness, cooperation, attention to customer satisfaction and

professionalism. They aim to establish themselves as an industry norm regarding assurance for quality with the help of their vast global connection and native expertise. (*SGS in Bangladesh*, n.d.)

Chapter 2: The Internship

2.1. Work Environment

I was selected in SGS Bangladesh as an intern for the Human Resource department. I started working on 8th May, 2024 in the office and was given my appointment letter on that day. There are two locations of the company office in Dhaka and HR team work which is located in Gulshan - 1. In the department there are a total of 6 members other than the intern. While the room was not that spacious, everything was organized and very welcoming. There is a dining room on the rooftop. The office building is well equipped with all the necessary equipment and facilities. The office is from 8.30 am to 5.30 pm and weekends are Friday and Saturday. I received a monthly remuneration for the internship. I was placed under the supervision of the senior executive Mrs. Sumona Akter Mim.

In the company the working environment is very welcoming and lively which encourages continuous learning, skill development and professional advancement. All of the members of the team are very friendly and supportive of each other. SGS in general puts high emphasis on embracing inclusiveness and diversity so they make an effort for every member of the team to feel acknowledged and appreciated. In an effort to strengthen the cooperation and the bonding of the team regular meetings and other activities are arranged.

2.2. Everyday Responsibilities

As a Human Resource intern my everyday job duty and responsibilities of the office were:

- **New Employee Onboarding:** Assisting seniors during onboarding of any new employee by preparing materials needed during the process, and looking into the documents of the employees to see if everything is alright. Giving them brief information about the company's policy, culture and values.
- **Recruitment Assistance:** Assisting in analyzing potential candidates and making an initial list of the suitable candidates for the role. Helping to organize and coordinate interview sessions with recruiters.
- **Employee Information Management:** Organizing employees' records was one of my main tasks. Organizing their files, while ensuring that all of their documents are properly filed, then updating different information about them in the online record keeping system and storing them.

- **Training and Development:** Supporting seniors in organizing workshops and preparing training activities. Taking training workshop attendance and collecting feedback from employees. Updating records of the training while assuring that they are organized and remain accurate.
- **Employee Engagement:** Helping in organizing and executing employee engagement activities.

2.3. Learning and Contribution

During my time in SGS Bangladesh I was extremely fortunate to learn a lot of new things and develop new skills. All of this is learned through the experience and situation faced while working, interacting and observing.

Particular Lessons Learned

- **Human Resource Procedures:** Obtained extensive knowledge of the whole recruitment procedure and gained knowledge on sourcing, interviewing and onboarding potential employees.
- **Legal and Regulatory Knowledge:** While working, I studied about Bangladesh Labor Laws and learned about their proper implementation in situations.
- **HR Information Recording:** Became well equipped with different human resource tools for recording data and documentation. Also learned to use recruitment portals and platforms efficiently.
- **Training and Development:** Understood the procedure for arranging and setting activities for training sessions. In a training session the environment matters as well along with the material that is being thought. Throughout my internship I had the opportunity to attend and support many trainings both with internal and external trainers, and there I learned the how a training can be successful.
- **Goal Settings:** Understood the essentiality of developing goals and objectives for personal and organizational development and growth. Assisted in developing and implementing SMART goals.

Professional Skills Developed

- **Communication Skills:** Learned proper way to communicate in an official environment and how to efficiently communicate with people from different departments, paths, employment levels.
- **Organizational Skills:** Acquired the skill of maintaining and organizing records, tasks, schedules to assure integrity and regulations.

- Analytical Skills: Learned the way to properly screen resumes by understanding all the criteria's to uncover the most suitable person for the role. And Identifying areas of improvements.
- Technical Skills: Polished my skills of Microsoft Excel, Words, PPT, Canva and developed further knowledge about them to utilize them for HR jobs.
- Presentation Skill: Delivered presentation on various topics so polished the presentation skills under the professional guidance.

New Skills Gained

- Interviewing Approaches: Gained valuable knowledge on conducting interviews and the strategies which would be appropriate for situations.
- Event Organize: Acquired skills in arranging and overseeing employee engagement programs as well as putting together and conducting industrial visits and participating in Job Fair.
- Information Management: Enhanced my proficiency in dealing with large amounts of information about employees and keeping them precise and private.
- Training and development: learned how to conduct training sessions from creating a module for it to making strategies to engage the participants there.

Contribution to the Company

- Recruitment Procedure: Supported my team to increase the efficiency of the recruitment procedure by managing screening the applicants along with scheduling and coordinating the interview sessions with the hiring managers and the candidates.
- Employee Onboarding: Helped speed up the onboarding procedure by preparing all of the necessary materials and looking through all of the documents provided by the new hire.
- Employee Data Organizing: Entry, organized and kept up-to-date all of the employee information documents by filing the hard copies according to their serial as well as updating the online excel sheets.
- Employee Engagement Events: Participated in planning employee engagement activities and events which includes organizing the venue, coordinating with the employees and managers, catering for the event. And in the end collected feedback from the employees about those.
- Support: I was able to support the Human resource Department in many events like the industry visit by BUBT, the BRAC Job Fair, Induction, Training for Trainers, She Leads Projects.

2.4. Roles and Responsibilities Related to Educational Learning

I am completing my Bachelors in Business Administration majoring human resource management. In university I have gotten introduced to what human resource management is and that has created a strong foundation of theoretical knowledge. Which includes employee recruitment, performance management, training and development, organizational behavior, and etc. These academic studies helped me significantly with my internship tasks and obligations at SGS Bangladesh Limited.

- **Recruitment:** while doing the course Human Resource Planning, I learned about the recruitment processes and different methods that can be applied then interview strategies and the impact of choosing the suitable candidate for the role. While doing the internship I got to witness how these procedures and strategies are used in the real-world setting. With the learning I was able to actively participate in the organization and was able to do tasks related to those. I did primary screening through telephone then took part in interview screening.
- **Canva:** Throughout university I had experience doing presentations in almost all of the courses. So, for preparing the presentation slides, posters I worked with Canva and became familiar with. In the internship when my company was going to the BRAC Job fair we needed some X Banner. This skill of mine came handy that time and I was able to help my senior to design the banner with Canva.
- **Bangladesh Labor Law:** Doing the Industrial Psychology course Introduced me to Bangladesh Labor Act and Rules. I was able to support the department in dealing matters related to labor law. Which includes conditions of employment, maternity benefit, employee wages, employee gratuity and leave.
- **Event Coordinating:** I was active in clubs and participated in many events as a volunteer in university and I had practical knowledge about organizing and supporting an event. So that experience helped me a lot in my internship responsibilities. As an intern I had to assist organize and support various events with my seniors. And that practical knowledge backed me up for those events and I was able to successfully complete those tasks.

Chapter 3: Self-Reflection

3.1 Likes and Dislikes of the Internship

Things I liked about My Internship

- Professional Advancement: I was able to get hands-on knowledge about human resource structure and procedure. Enhanced my expertise on distinct issues related to business.
- The Welcoming and Supportive Environment: My seniors in the human resource department which includes executive, senior executive, assistant manager, manager and the country HR manager every one of them was very approachable and welcoming to me. Whenever I needed any guidance, they were very helpful. I received very valuable feedback that was very helpful to me during the time of internship as well as my future career.
- Motivation for Learning: SGS Bangladesh supports their employees for constant learning and growth as an individual. They encourage their employees to learn something new.
- Diverse Tasks: I was able to work and learn in different areas of human resources including recruitment, motivation, training and development, compensation.

Things I am not Fond of About My Internship.

While doing my internship, I experienced some concerns going through with research regarding the organization's strict data confidentiality requirements. SGS has strict regulations established being a global organization, that minimized my ability of carrying out independent research. Any research studies must initially first be authorized by the global headquarters and prior to any information being published in the paper it must be thoroughly verified, which is a very long procedure. While these regulations ensured the consistency and the integrity of the details, it additionally put significant constraints on any research studies. Another thing that I was not fond of about my internship in the company was the space and layout of the human resource department. Although the room is very organized, the room is too small causing it to feel often cluttered and ineffective. There are a total of six people working in that area and there is no more storage for the employee files, training materials and other miscellaneous materials to be stored. The efficiency of work would be greatly enhanced if the working area is structured in a better way.

3.2. Ways I could Do Better and SGS Bangladesh could Utilize Me Better.

I was given the opportunity to proactively participate in meetings and discussion regarding company HR strategies while being an intern there and it presented me with significant insight to the company's methods of taking decisions. Along with that, I was able to support many activities which include training, employee engagement activities, that assisted in advancing the overall objective of improving efficiency of the employees and increasing the satisfaction level in them. Indeed, this was a very instructive experience, I feel that there were nonetheless additional domains where I might have contributed significantly.

Through my academic background and my dedication for HR, I could have provided new perspectives and fresh alternatives, especially in the fields of organizational culture and the growth of the employees. Additional chances for the interns to take responsibilities of small initiative assignments individually or work together to cooperate in a task would have offered me a chance to be more involved with the organization and show my capabilities along with other interns.

Additionally, since I have explored the onboarding process for my research studies, I feel that if there was an opportunity regarding leniency for the data sharing, I could have conducted deeper research on highly intricate procedures. As an example, doing through a study on the employee engagement initiatives of the companies I could have contributed to the company's long-term objective.

3.3. Insight for My Career after the Internship:

For my next career role for an elevated advanced HR function, I realized that I need to prepare. In order to do that I must continue enhancing my abilities and qualifications. Because of my academic background and my internship, I have a solid basis, but moving onwards I would like to put emphasis on certain things:

Lessons from My Experience

I have obtained valuable practical understanding of human resource management during my time in SGS. Looking at it again this experience has made me capable to look at my strengths and my limitations for my future roles. From my whole experience I understood that the skills I have gained will assist me blend in more effortlessly with organizations.

Assessing My Positive Aspects

To prepare for continuing ahead in my profession I will be assessing my skills and attributes especially the ones which were identified in my internship. I have been able to identify positions where I would be able to contribute more efficiently and flourish due to the constructive criticism from superiors.

Developing Career Objective

In order to guide my advancements, I aim to create particular, realistic professional objectives. These involve broadening my HR competencies, accruing appropriate credentials, and sharpening my skills as a leader, among others these will assist me remain inspired and committed.

Strengthening My Network

Growing professionally involves networking. To continue to gain more chances and knowledge, I intend to fortify my contacts that I established throughout my internship by communicating with HR professionals.

Staying Alert for Opportunities

Adaptability is required for development. In any circumstance which are beyond my zone of comfort, I intend to be ready for positions which correspond with my skills and experience. Identifying organizations that provide training or mentoring is going to be my primary target.

My experience working at SGS Bangladesh was very productive and beneficial. And the tasks and responsibilities that were assigned to me, I highly cherish them. Additionally, through expanding the range of intern participation as well as motivating us to embark on more substantial assignments SGS Bangladesh could potentially enhance the significance the interns provided to the organization and through offering us new possibilities for extensive education.

Chapter 4: Personal Development

4.1. My Personal Development Plan

A significant turning point in the direction of my career has occurred by finishing the internship in HR at SGS Bangladesh. This internship journey has provided a strong foundation for my aspirations in the realm of human resource. My primary goal is to get better and establish myself as a key component in any organization by developing and advancing my HR abilities. This strategy is going to assist me flourish in the HR profession by incorporating training, area specialized certificates, real world expertise and continuing my academic studies further. This will serve as an outline that will assist me accomplish my professional target while monitoring my growth.

Target: Grow into an efficient HR professional and flourish in the realm of Human Resource.

Actions to Take:

Gain Real-Life Knowledge:

- Focus on actively seeking working positions in HR to obtain practical expertise, emphasizing on areas like organization growth, learning and development, acquisition of talent, compliance.
- To acquire an additional extensive understanding of Human resource approaches and obstacles and to start my career in this sector I have started to seek entry-level jobs in various other industries.

Advanced Education:

- Apply for enrollment in Master's in Business Administration degree concentrating on Human resource management, the field of industrial psychology, project management.
- Consider possibilities for studying abroad to learn about different work environments and develop an international viewpoint on Human Resource practices.

Professional Qualification Certificates:

- To improve and add on to professional qualifications to plan to pursue HR post-graduation certifications from BIM (Bangladesh Institute of Management).
- Applying for membership at IPM (Institute of Personnel Management) and participating in relevant seminars, conferences and workshops in order to maintain with the most recent advances in the trends and technology for human resource.

Networking and Mentorship:

- Seek guidance from established HR leaders to obtain knowledge about professional growth in the HR sector.
- Connect with professionals in the field and engage in discussion about the industry's most recent trends and development.

4.2. Extended Vision

Ultimately, I would like to settle on a position of leadership in HR, in which I can impact the transformation of the organization and support the company to establish their long-term strategic paths. My aim is to take part in the establishment of guidelines for the HR which reinforce the corporate goals and improve the satisfaction of the employees and their efficiency. Along with that I would like to support young HR professionals succeed in their respective field by providing an advisor and passing my insight and skills.

My passion for human resources and my lifelong commitment for continual development and learning are apparent in my career growth plan. By complying with these strategies, I would like to pursue a successful career in the profession of human resource while having a positive effect in the progress of the HR sector and also the company I will be working in.

Part B

Executive Summary

SGS Bangladesh is a multinational company based in Switzerland. The organization has a global onboarding program called SHINE Onboarding program. This report provides a comprehensive summary of the impact of the SGS Bangladesh's new employee integration process through the SHINE Onboarding program. This initial onboarding process is vital for the freshly hired recruits' accomplishment in their designated position along with adapting to the environment of the organization.

The report goes over the program by descriptive research approach. A structured survey was used in conducting the research. There was use of purposive sampling focusing on the employees who have joined the company about six months ago and have already gone through with the process of onboarding. For the purpose of collecting quantitative data the respondents have selected their level of satisfaction, the level of effectiveness of the different process which includes the communication maintained before joining, the integration of the starting day, and effective training.

The report structurally organized the finding of the studies into five chapters each of which described the different parts of the study. In chapter one the objective, research background with the problem statement is described. Here it is explained the research has been conducted. Chapter two explains the method of collecting data for research of finding the onboarding impact on the satisfaction level of the employees. Here the method used is the sampling method. Chapter three is the explanation of the data collected for research here which is done through a survey questionnaire and the findings from this indicate an experience of the onboarding process for the employees as positive. Finally in chapter four there is recommendation for SGS Bangladesh to improve the program further. With conclusion in the last chapter.

Chapter 1:

The Impact of SHINE – The SGS Onboarding Program on Employee Satisfaction

1.1. The Purpose of Research

SGS Bangladesh is a multinational company based in Switzerland. Globally SGS have introduced a system for integrating new employees which is called **‘SHINE’ Onboarding Program**. This was introduced in the company in order to provide new hires an extensive, disciplined and satisfactory onboarding experience. This onboarding initiative indicates the dedication of the company to establish an open and encouraging atmosphere at work in which new employees may effortlessly adapt in their position and grow in accordance with the organization's values and principles. The onboarding program is carefully organized into several phases, each of which is aimed at familiarizing new employees to the company's culture, operations and their roles. The accomplishment of this initiative has significance for sustaining SGS's standing as one of the industry's leading employers in addition to the wellbeing of each of its personnel. SGS Bangladesh as part of this multinational company have also adapted this procedure for onboarding the new employees.

1.2. The Objective of the Research

The aim of this research is to review the **‘SHINE’ Onboarding Program** and the effect this has on the employees at SGS Bangladesh by exploring the key elements. The study will provide insightful details on the way the program exceeds the standard and the requirements of the new hires as well as look at the areas for improvement of the program. Therefore, the objective of the research is;

Primary Objective:

- 1.** To find out about the **‘SHINE’ Onboarding Program**'s overall influence on the satisfaction level of the employees.

Secondary Objective:

- 1.** Depending on the employee's feedback, highlight the aspects where the onboarding program can be modified as a way to increase its future efficiency and align with the expectations of the employees.

2. To find out the elements of the onboarding program like the pre-arrival communication, orientation, training sessions, peer systems worked best for enabling newly employed people to adjust within the organization's environment

1.3. Background of the Study

For an organization to keep themselves successful in today's competitive business environment, they should not just provide attractive salaries for their employees, additionally develop a surrounding and culture that fosters personal growth of their employees. It requires taking into consideration multiple components of the experience of an employee (Kim H. K., 2009). comprehensive onboarding strategies have become vital in a competitive job environment to make sure that new hires can efficiently blend into their current positions and the atmosphere of the company. Employees' overall satisfaction with the job, efficiency, and turnover can be expected to strengthen through the deliberated method of the onboarding process, that extends above a conventional orientation. The procedure of providing a new hire with the necessary information and skills essential to successfully carry out their assigned duties and become an invaluable and involved part of the company referee to onboarding (Cooper-Thomas & Anderson, 2006).

Effective onboarding programs involve an array of crucial subjects, including introducing new hires to the atmosphere of the business, equipping them with the skills and information required to execute their duties well, and setting up a surrounding of support guidance and continuous support. Being renowned in its industry SGS Bangladesh has launched the SHINE Onboarding Program in 2011 in order to assist newly hired employees to their respective responsibilities of the job and their workplace environment. Using a variety of elements like maintaining communication even before they arrive, introduction of the workplace on the first day, training to equip individuals with knowledge appropriate to their roles and continuous support and mentoring this full process seeks to deliver complete assistance. All these aspects are vital to ensuring new employees feel appreciated, at ease and dedicated to take part in achieving the company.

In SGS the onboarding program "SHINE" is a six-month long program and it is broken down into segments to make sure that the newly appointed employees have seamless transition in the company. The preparation phase before arrival includes organizing the new hire's workstation before their joining and providing introducing materials. Newly joined members are received, provided a briefing and presented an overview of their new surroundings and colleagues on the day of them joining. The incorporation of job specific instruction into their everyday activities is the primary objective of first week training. Employees create

primary goals for accomplishments and acquaint themselves with deeper organizational structures throughout the exploration of the first month. The initial three months of the exploration of the company involves a more profound involvement in the company's operation and establishing a goal for the next three months to achieve. The next three months' interaction puts an extreme value on the job preparation, continuous growth and alignment with the company's strategic objective (SGS, n.d.).

The point to which the program affects the way new employees integrate into their jobs and the extent they are content with the onboarding experience across all aspects is often used to figure out the efficiency of it. In addition to aiding a smoother transition, an effective onboarding program increases employee satisfaction, decreases turnover, and promotes an assertive atmosphere at the workplace.

As the onboarding serves an essential part in defining the initial impression of the new joiners, it is vital for this initiative to be regularly monitored and adjusted according to feedback and accomplishment. The aim of this study is to present a thorough review of the SGS's exclusive onboarding program, concentrating on its impact on the satisfaction of the employees and the organizational integration as well as its efficiency in accomplishing the intended goals. The research intends to deliver an understanding of the program advantages and potentials for developments by extensive analysis and the feedback from the new joiners, which will help in the establishment of an improved and intriguing process for onboarding.

1.4. Research Question

“How does the ‘**SHINE**’ **Onboarding Program** influence the satisfaction level of the employees?”

1.5. Problem Statement

Employee onboarding is an essential process that influences fresh joiners' satisfaction and success overtime. While the onboarding program of the company adopts an organized plan of action, it is not clearly known if the program meets the needs of the new hires, prepares them to perform their duties, and assists them blend into the culture of the company. For the purpose of providing useful ideas to boost the procedure of onboarding and its influence on the satisfaction of the employee at SGS Bangladesh, this report studies on the extent the program addresses the issues.

Chapter 2: Methodology

2.1. Type of Research

The primary objective of this study is to review the SGS Bangladesh's onboarding program named SHINE and the influence it has on the satisfaction level of the employees, utilizing a descriptive approach. The research would be Quantitative Research. Through this research it is possible to examine the objective prediction by looking at the way the factors are connected with one another. By then it is possible for these factors to be measured. Mostly on tools to allow the statistical methods to be utilized for the analysis of the numerical data (Creswell, 1994). The descriptive method used in the study aims to collect data and provide an analysis of the interactions which employees encountered using the process of onboarding, including subjects like maintaining communication before they arrive, first day encounter, additional information about their job role, and incorporating into the organization.

The descriptive portion is on acquiring data regarding a new recruit's actual work experience, their overall level of satisfaction, and their awareness of their duties and culture of the business. It precisely reflects the initial integration programs' present condition with no alteration or influence. Determining whether the employees observe various elements of the SHINE Onboarding Program, including the effectiveness of the supervision, orientation, depends on the use of the descriptive approach. It further assists in determining the extent of satisfaction with several aspects of the program.

But, based on the input from the staff members, the in-depth traits of the research intend to delve more into the issues more appreciated and welcomed. If there is not much data accessible on the topic at hand or whenever fresh perspective is sought out, so here few open-ended questions were asked to the employee to get their views. Through encouraging the employees to contribute honest feedback and recommendations the study contributes to reveal the procedures' area for improvement, that might not have been apparent.

The descriptive methods used in this paper assess the satisfaction and highlight the aspects wherein the process of onboarding could have been enhanced. From this the company SGS Bangladesh will be equipped to further enhance the process of onboarding and making certain surety to match the standard and demands of new joiners with the support of the data acquired

2.2. Research Design

A quantitative approach along with few quantitative elements are implemented in the research design as a Survey design is utilized here. Evaluating a sample of a survey methodology offers a qualitative or numerical description of the views, patterns or ideas of that group of individuals (Creswell, 1994).

The main focus is to utilize standardized questionnaires; to determine how satisfied and the success of the onboarding program is. Quantitative understanding of the extent to which the program meets the employee requirements and desires are going to be provided with the help of the qualitative information gathered.

Some of the questions here are open-ended, especially those asking for recommendations for betterment, add an element of qualitative that strengthens the studies quantitative base. The responses received will facilitate a greater awareness of particular components in demand of change while providing a platform to points of view and personal experiences.

2.3. Method of Sampling

The study concentrates on new recruiters who recently went through the onboarding program. The sample is picked by using Convenience Sampling. As they have personally been involved with the procedures, they have the greatest potential to give the most constructive opinion. This method for sampling was chosen because of the limitation as the company's data privacy policy there was not much scope to do this sampling method.

Approximately 20 individuals who have joined the organization recently and most of them underwent the said process throughout the preceding six months are expected to make for the desired number of participants for the sample size. The outcomes are going to be the indication of the most recent encounters concerning the SHINE program due to the population that has been established.

2.4. Method of Collecting Data

A systematic stretched survey containing closed ended queries along with two open ended going to be the method utilizing for gathering information. The survey questionnaire is going to be accessible for participants with the web-based tool Google Forms, enabling effortless obtaining of qualitative as well as quantitative information.

- Likert Scale scoring is the main approach utilized in the close ended part of the survey for assessing the programs efficiency, clarity of their job position, and the satisfaction level of the employees in different phases of the onboarding process.
- The participants are going to be encouraged to go into further details regarding their encounter and contribute recommendations regarding the enhancement of the experience of onboarding through the utilization of open-ended questions.

2.5. Method of Data Analysis

To identify the percentage, frequency among results for each query, statistical analysis is going to be used for interpreting the qualitative data. This will allow for an accurate description about the way staff members felt regarding the onboarding program's efficiency. For better understanding the data are going to be visually illustrated through a pie chart. This tool can visually display the patterns and different trends in the level of employee satisfaction.

In the report two open-ended questions were asked to the participants to get recommendations. A theme-based analysis will be utilized in order to analyze that qualitative information acquired the responses that were open ended. The replies are going to be organized into patterns and subjects frequently appeared, that can assist in locating regions of concerns. Repeated issues for instance, regarding the lack of instruction, training or uncertain job specifications may single out areas in which the required program has to be modified.

Chapter 3: Findings and Discussion

3.1. Analysis and Findings of the Survey

21 responses

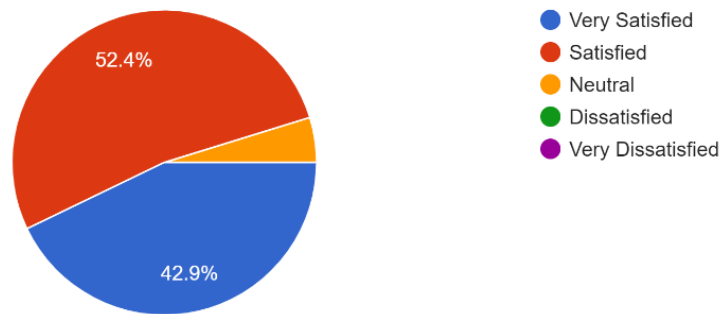


Figure 1: Satisfaction Level with the Communication and Information Provide Before the First Day at Company

From the chart it can be seen that about 94% of the participants responded either 'Very Satisfied' or 'Satisfied' which is the majority. This reflects the level of details and assurance provided into communication to an employee even before they arrived in the organization. This also points out that companies have efficiently minimized the doubts or stress with generating appropriate standards for fresh joiners ahead of the day they start working in the company. Given that there is little response in 'Neutral' indicates the pre-arrival communication with the employee which is mainly done, the Human Resource Department is operating well.

21 responses

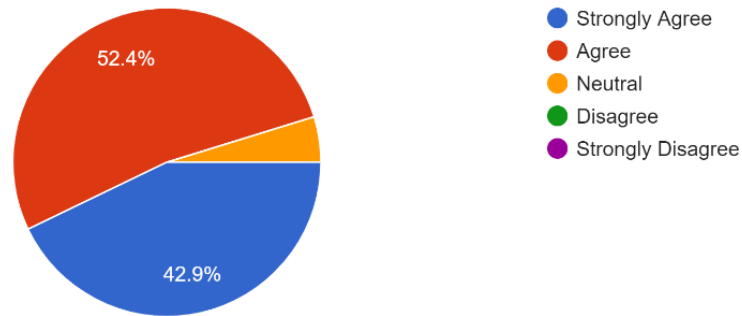


Figure 2: Communication for the Job Role Expectation During the Pre-Arrival Stage

Here it can be seen that about 52% of the respondents expressed that they were 'Strongly Agree' and about 43% 'Agree' that their responsibilities regarding their job position have been explicitly identified by the organization in advance of their joining. To ensure that the newly hires are comfortable with their required job tasks. There is only a little percentage of the whole chart indicating a neutral state in this term. In that case it can signal that more detailed communication might have been beneficial.

21 responses

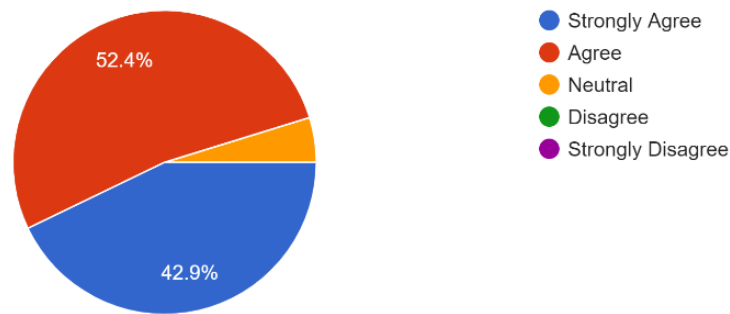


Figure 3: The Level of Being Welcomed and Informed about the Company Culture Through the Orientation and Introduction in the First Day

52.4% of the individuals agreed and 42.9% of the rest in the survey Strongly Agreed that they feel at ease and welcomed through the orientation and introduction to the culture of the company in their first day at the job. This implements the effectiveness of the first day arrival process of the SHINE Onboarding which focuses on making new employees feel a part of the SGS Family from the start of their journey in the company. The 7% Neutral response implies that there is still room for improvement in this process as all the new joiners may not have got the same welcoming environment in the company as others.

21 responses

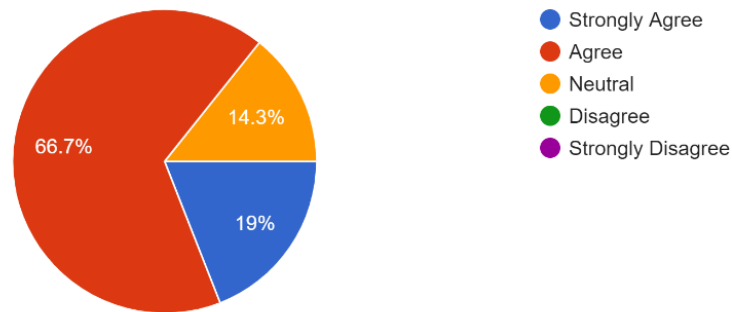


Figure 4: The Level of Understanding Job Role and Responsibilities Provided

In the survey from the total percentage 66.7% Agreed and 19% Strongly Agreed that with the help of SHINE Onboarding process they were able to grasp about their work duties and obligations within their first week in the company. This indicates that the structure of the process is excelling as it helped fresh joiners relating to their job responsibilities early on. The 14.3% neutral response that the process is not full proof as there are many duties that needed time to be understood by the new staff.

21 responses

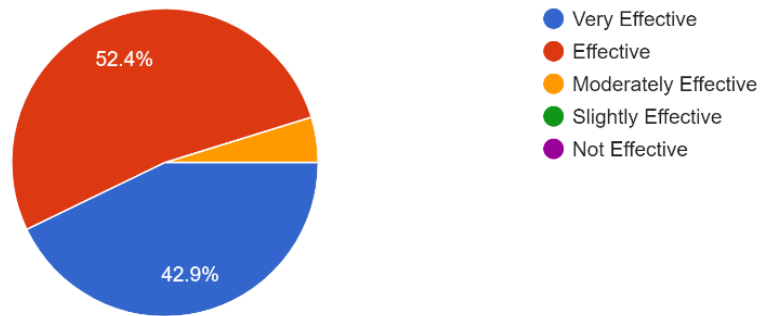


Figure 5: The Level of Effectivity of the SHINE Onboarding Program to Prepare for Job Specific Role in the Company

From the chart 52.4% of the employees feel that the SHINE Onboarding Program is Effective and 43.9% think it is Very Effective in preparing them for their job position. Most of the employees can develop the needed skills and information for their work while going through this program. This signals that this program is functioning quite well to support the system. The 5.8% of the respondents who think that the program affected moderately in preparing them for their role indicates there can be some improvement in the structure of the process.

21 responses

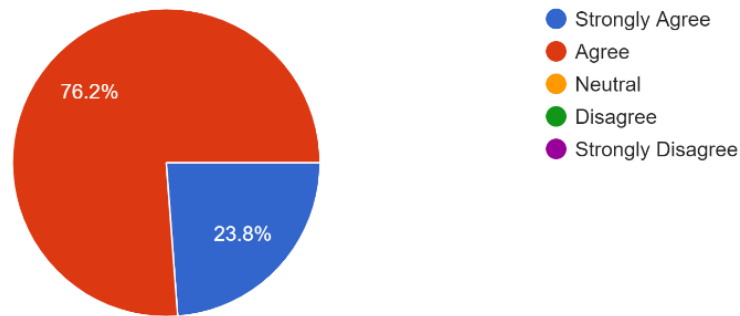


Figure 6: Training and Resource Received During the SHINE Onboarding Process

For this question 23.8% of employees who took part in the survey Strongly Agree and 76.2% of them Agree that they were given the support they needed for them to flourish their required work. The support here was in offering them adequate training and materials that were for their job. As these two were the only responses that were given in the survey indicates the success in this area of the SHINE Onboarding Program overall. They have designed and executed the program in a way that leaves a positive impact on the freshly hired employees.

21 responses

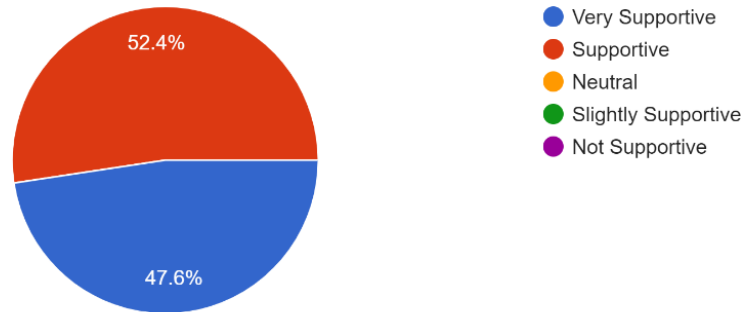


Figure 7: The Level of Support by Peer or Mentor During the SHINE Onboarding Process

In the onboarding program the new employees are provided with a peer and mentor. This chart indicates that from the newly joined individuals 47.4% of them felt Very Supported and 52.6% felt Supported in the onboarding process by their peers and their supervisor as their cooperation and guidance was reliable and persistent throughout their onboarding journey. New joiners could depend on them for any sort of instruction and advice. There is no other type of response from the employees than these two, which explains that the peer system is highly effective and reliable for them as it backs them up with proper direction and encouragement.

21 responses

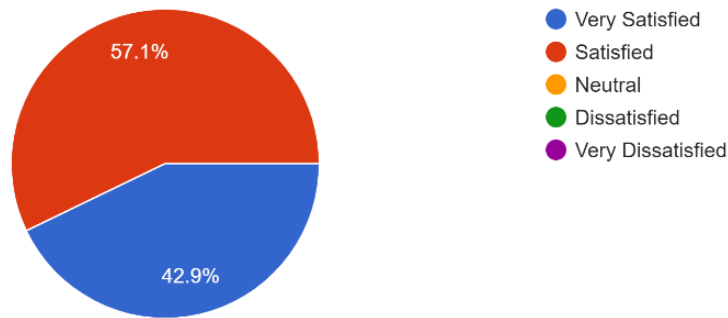


Figure 8: The Level of Satisfaction of the Overall the SHINE Onboarding Process

100% of the participants expressed their satisfaction with the SHINE Onboarding program. from which 42.9% were Very satisfied and 57.1% were Satisfied from the overall experience of the process. This reflects on the viability of this global project in incorporating the new hires seamlessly in the organization. This also shows that the program was well structured for the employees and the procedure was quite straightforward to grasp and assisted them in settling to their respective work position. From this positive response of the employees can conclude that they are satisfied with the overall SHINE Onboarding process.

Aspects for Improvement in the SHINE Onboarding Program

The new joiner who took part in this survey were prompted to present their thoughts on any aspects of the onboarding program which they regarded as could use enhancement. Whilst the majority of the respondents were pleased concerning their overall journey of onboarding in the SGS Bangladesh, a few of them shared their insightful feedback on the aspects that could have been improved.

A frequent area the participant pointed out to improve was the requirement for the increased training for the employees specific to their job role. One of the employees expressed that:

“I found overall process is quite good. But I think there may be a slight improvement if SGS can give monthly at least one training to the employee regarding his work and that is also method wise. Because sometimes we are getting busy in our production. And we don't find suitable time to learn. If we can get a method wise training each month including different test, it will be beneficial for an employee knowledge and further development.”

This points out that the training structure that is set for the new employees in SGS is efficient, as there are many departments, some of which are very technical so the basic framework training would not work for all the employees. So, there should be more job specific training for employees in different departments.

Some of the participants expressed about the need of posting more information about the job:

“Everything is fine. But I think if you provide more information about job post & work then it will be more exciting.”

This feedback suggests that the communication in general was proper, but more detailed information about the job post could have been more beneficial for the employees as they could connect more with their job role early on.

It was also mentioned by some that the feedback system of the SHINE onboarding needs to be enhanced. With one individual noted:

“Feedback Mechanisms: Incorporate opportunities for new employees to provide feedback on the onboarding experience. This can help identify areas for improvement and make adjustments as needed.”

This emphasis on the significance of the quick and trustworthy feedback structure place throughout the onboarding system. As their expressed concern and the idea can add great value.

Suggestion for Onboarding Program Improvement

In the survey the newly employed were asked to share suggestions that can make the SHINE Onboarding Program further improve. Several ideas came up frequently for the betterment of the process that have emerged:

Improved Training Structure: Many respondents expressed the necessity of better structure of the training programs provided during the onboarding period to better adjust to their role and to blend to the company culture more.

“Training Module. Need to organize for new employee Onboarding at SGS campus for training purpose area so that can easily navigate any new employee.”

“Ensure that the onboarding program includes elements that help new hires understand and integrate into the company culture, values, and expectations. Offer ongoing training and development opportunities beyond the initial onboarding period to support long-term growth and engagement.”

Improved Communication System: A variety of individuals pointed out the importance of providing regular and transparent interaction and communication in the onboarding process. They expressed that the communication at the start was quite effective and for further development in aligning with the company’s goal regular communication is crucial.

“I think maintain regular communication with employee about mental health will be make the shine Onboarding Program one of the best programs.”

“I think we should talk with employee if they are facing any problem during work or any mental pressure regarding work.”

Providing Job Specific Resources: A point came through from this suggestion from the participants is the necessity for more resources based on their job role in assisting their work. While highlighting that the initial resources and material given in the start was helpful in starting the job but further resources are needed for understanding more crucial job tasks.

“Resources relevant to inspection department could be included to help us visualize about real life scenario”

3.2. Discussion

After completing this survey, the outcome demonstrates the effectiveness of the SGS Bangladesh's six-month long onboarding program "SHINE". It is doing an adequate job in an array of stages, including maintaining communication even before starting the job, clarifying the employee about the job's responsibility and 1st day at the company. These aspects are vital for making sure the new joiner experience the feeling of acknowledgment, prepared and encourage to start working in SGS Bangladesh

From the positive response in the communication before starting and explaining the job role by the survey respondents shows the company's proactive measures in welcoming new staff. A carefully planned plan has to be established through the process of onboarding as the initial day defines the mood for the rest of the procedure (Pinto, 2024). The freshly employed employees get assurance and confidence with the help of proper communication. Similar to that the high satisfaction level of this from the survey indicates that SGS Bangladesh's methodically organized onboarding approach is very successful in the employee's instigation to the culture and the environment of the organization.

The outcomes also signal that the basic training the employees received were really helpful but there are room to do better especially in providing training to the employee's job specific requirement. Training is a vital program where new joined staff are frequently officially welcomed, specified with information and tools they require and provide casual instructions and guidance form the colleagues to assist them in adjusting and performing well throughout this important period of stress and disorientation (Klein, Polin, & Leigh, 2015).

The peer and mentor support system of the company generally showed a positive response and most of the employees felt well supported by their peers as they provided guidance, assisted them in the program.

The overall satisfaction of the employee is the main purpose of this study. The outcome of the survey done by the new hires of the company is fully positive meaning that the employees are very much happy with this onboarding program. As this onboarding program helped them be a part of the SGS Bangladesh family's part with its structured process which were designed in a way that assisted them interact more with their surroundings and act as guidance to them that helped them navigate their job role.

So, this explains that the SHINE Onboarding Program at SGS Bangladesh has a great influence on employee satisfaction.

Chapter 4: Recommendation

Providing Training for Their Specific Job Role: SGS Bangladesh is a company with many departments and many different kinds of roles. So, to attend to the various needs of different job roles the organization should deliver further specialized training that is specific for a job's requirement. To accomplish this, they design training materials that can assist in their work by offering necessary expertise and abilities. Having department specific learning sessions and scope for practical training guarantees all the employees are fully prepared for their job position. Along with that, frequently reviewing and adjusting to the training session based on the attendant response would help it be up to date and keep its efficiency and significance.

Resource and Tool Availability: During the onboarding period having access to proper materials, equipment and information documents can help enhance newly hired employees' efficiency. In SGS there should be a resource center where employees can access guidelines, training documentation and equipment relevant to specific work can easily access there.

Proper Feedback System: Setting up a proper feedback system essential for the ongoing development of the ongoing procedure. There is a feedback system in this program which is taken from them after the end of the onboarding. But there was no room for the employees to share their opinion about the program if there is any need for improvement in the process or what would make the experience of the journey even better. So, for enhancing the onboarding programs' effectiveness.

Provide Wellbeing Support: Including wellbeing support for the employees in the whole process of onboarding can increase the overall fulfillment and effectiveness in their job. As many of the employees who just started working, they may not know how to balance their life with work and they may feel pressure from that. So SGS can offer this support in the company providing workshops or awareness sessions about mental health and provide guidance on how to maintain personal life along with professional life.

Chapter 5: Conclusion

From going through the evaluation of the onboarding program at SGS it is evident that the organization has accomplished substantial progress towards establishing a sustainable process of onboarding for the employees' experience at starting of the job in the company. Throughout the survey employees shared their positive feeling towards the whole SHINE Onboarding expressing high level of satisfaction. The onboarding program divided into different stages helped the new hires assist them to seamlessly settle into their work. With the guidance from their Peer and supervisor they are introduced to the company's culture and their work surroundings.

Even though the employee has expressed their satisfaction with the onboarding, they also have pointed out some crucial areas to improve for the enhancement of the program. Which includes providing employees more training relevant to their job, having a proper resource center for necessary material and tools for the job, taking account of the employee's suggestion and recommendation. SGS would be able to further develop this strategic procedure by working on gaps.

In conclusion, with the results of the survey it is evident that the SHINE Onboarding Program has effectively built the structure for facilitating new joiners to settle down in the company. And it can become more influential by addressing the employee's suggestion. This can be beneficial for the company in the long run as this can highly impact employee retention and turnover rate and in the whole accomplishment.

Reference

1. Kim, H. K. (2009). Generation Y employees' retail work experience: The mediating effect of job characteristics. *Journal of Business Research*, 62(5), 548-556.
2. Cooper-Thomas, H. D., & Anderson, N. (2006). Organizational socialization. *Journal of Managerial Psychology*, 21(5), 492–516. <https://doi.org/10.1108/02683940610673997>
3. SGS. (n.d.). SHINE EMPLOYEE GUIDE TO ONBOARDING. In <https://www.sgs.com/nl/media/SGSCorp/Documents/Corporate/Brochures/SGSHRSHINEEmployee-GuideA4HREN.cdn.en.pdf>. <https://www.sgs.com/nl/-/media/SGSCorp/Documents/Corporate/Brochures/SGSHRSHINE-Employee-GuideA4HREN.cdn.en.pdf>
4. *We are the world's leading testing, inspection and certification company.* (n.d.). SGSCorp. <https://www.sgs.com/en>
5. *SGS in Bangladesh.* (n.d.). SGSCorp. <https://www.sgs.com/en-bd/our-company/about-sgs/sgs-in-bangladesh>
6. Pinto, I. (2024, April 29). *First day onboarding: A comprehensive guide.* Oneteam. <https://www.oneteam.io/en/blog/first-day-onboarding#:~:text=The%20importance%20of%20first%2Dday%20onboarding,-The%20first%20day&text=It%20creates%20their%20very%20first,the%20onboarding%20experience%20going%20forward.&text=A%20thoughtful%20and%20welcoming%20first,and%20ready%20to%20dive%20in.>
7. Klein, H. J., Polin, B., & Leigh S. K. (2015). Specific Onboarding Practices for the Socialization of New Employees. *International Journal of Selection and Assessment*, 23(3), 263-283. <https://doi.org/10.1111/ijsa.12113>
8. Creswell, J. W. (1994). *Research Design: Qualitative, quantitative, and mixed methods approaches.* http://www.revistacomunicacion.org/pdf/n3/resenas/research_design_qualitative_quantitative_and_mixed_methods_approaches.pdf

Appendix

Internship Proposal Form

Name:	Sumaia Binte Alam
ID:	201011047
Semester (Spring/Summer/Fall)	Summer, 2024
Department:	Department of Business Administration
Supervisor's Name (Faculty):	Dr. SK Tasthekur Hossain Kowshik
Organization Name:	SGS Bangladesh Limited
Internship Title:	An Analysis of Employee Engagement and Retention Initiatives of SGS Bangladesh Limited



12 June, 2024

Student's signature & date



Supervisor's signature & date

Acceptance Letter



7 May 2024

Jennifer Hossain
Director
International Affairs & Career Service Office
ULAB University

Subject: Acceptance of Internship Program

Dear MS. Jennifer Hossain,

This refers to your letter dated 30 April 2024 regarding the internship for **Ms. Sumaia Binte Alam**.

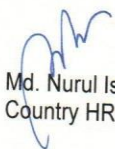
We are pleased to inform you that we have accepted your request to take **Ms. Sumaia Binte Alam** as an **Intern** under the Human Resources department of **SGS Bangladesh Ltd.** effective from 8 May 2024 for a period of three months, ending on 8 August 2024.

During her internship, she would be supervised by **Ms. Sumona Akter Mim**, Senior Executive, Human Resources. "Intern Project Report" must be pre-approved by her supervisor before submitting to University.

We would appreciate if you could inform the intern to bring a written document containing his/her three (3) main objectives/goals for the internship on the day of his joining. This will enable us to ensure that his learning goals are properly documented and will serve as a guiding framework for his experience throughout the program.

We believe that the University should not utilize or divulge to any person or persons any secret or confidential knowledge or information which may have acquired as a result of the internship by the company or by any of its subsidiary or associated companies except with the written consent of the Company.

Thanks and regards,


Md. Nurul Islam
Country HR Manager

SGS Bangladesh Limited

DHAKA : 2nd Floor, Noor Tower, 110, Bir Uttam C.R. Datta Road, Dhaka-1205, GPO Box No. 197, t: +8802 9632535, f: +8802 9632542, e: sgs.bangladesh@sgs.com, w: https://www.sgs.com/en-bd
GULSHAN : House 37, Road 24, Gulshan 1, Dhaka 1212, t: +8802 22262740, f: +8802 22262910
CHITTAGONG : 7th & 8th Floor, IUC Tower, Plot 9, SK, Mujib Road, Agrabad, Chittagong-4100, P.O Box No. 496, t: +880 2333315037, f: +880 2333310165
KHULNA : 6th Floor, BDBL Bhaban, 25-26 K.D.A C/A, Khan-A-Sabur Road, Khulna-9100, t: +880 2477722376, f: +880 2477726311

Member of the SGS Group (SGS SA)



7 May 2024

Sumaia Binte Alam
Ring Road, Mohammadpur,
Dhaka.

Subject: Acceptance of Internship Program

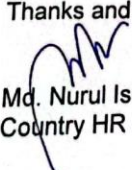
Dear Ms. Sumaia,

This refers to the request made by your university regarding the internship opportunity in SGS Bangladesh Limited. We are pleased to inform you that we have accepted you as an **Intern**, effective from 8 May 2024 to 8 August 2024.

Following terms and conditions shall be applicable for you –

- 1) During your internship, you will be supervised by Ms. Sumona Akter Mim, Sr. Executive, Human Resources.
- 2) You will be paid Tk.5,000 (Five Thousand) monthly, as your honorary remuneration. Additionally, you will be covered under Health and Life Insurance as per company policy during your internship period. However, you will be paid the expenses you may need to bear for any works given by the company.
- 3) You agree that you shall abide by the rules and regulations of the company during your internship and acknowledges receipt & read of the Company's-
 - SGS Code of Conduct
 - SGS Code of Integrity
 - SGS Rules for life
- 4) On the day of your joining, you are required to submit 3 three major objectives/goals which you want to learn during your internship.
- 5) You will need to produce a report on the projects to your SGS supervisor at the end completion of internship.
- 6) You agree that either during your internship with the Company or after the termination of such internship, except with the written consent of the Company utilize or divulge to any person or persons any secret or confidential knowledge or information which you may have acquired as a result of your internship by the company or by any of its subsidiary or associated companies.

Thanks and regards,


Md. Nurul Islam
Country HR Manager

Survey Questionnaire

1. How satisfied were you with the communication and information provided before your first day at the company?
 - Very Satisfied
 - Satisfied
 - Neutral
 - Dissatisfied
 - Very Dissatisfied
2. Were the expectations for your role clearly communicated during the pre-arrival stage?
 - Strongly Agree
 - Agree
 - Neutral
 - Disagree
 - Strongly Disagree
3. Did the first-day orientation and introduction help you feel welcomed and informed about the company culture?
 - Strongly Agree
 - Agree
 - Neutral
 - Disagree
 - Strongly Disagree
4. Did the onboarding process in the first week provide you with a clear understanding of your role and responsibilities?
 - Strongly Agree
 - Agree
 - Neutral
 - Disagree
 - Strongly Disagree
5. How effectively did the SHINE Onboarding Program prepare you for your specific role within the company?
 - Very Effective

- Effective
 - Moderately Effective
 - Slightly Effective
 - Not Effective
6. Did you receive adequate training and resources during the onboarding process to help you succeed in your role?
- Strongly Agree
 - Agree
 - Neutral
 - Disagree
 - Strongly Disagree
7. How supported did you feel by your manager or mentor during your onboarding process?
- Very Supported
 - Supported
 - Neutral
 - Slightly Supported
 - Not Supported
8. How satisfied are you with the overall onboarding experience?
- Very Satisfied
 - Satisfied
 - Neutral
 - Dissatisfied
 - Very Dissatisfied
9. Were there any aspects of the SHINE Onboarding Program that you found needing improvement?
(Open-ended)
10. What improvements would you suggest for the SHINE Onboarding Program? (Open-ended)

1. Sumaia Binte Alam (20101104) Internship Report.docx

ORIGINALITY REPORT

6%

SIMILARITY INDEX

5%

INTERNET SOURCES

2%

PUBLICATIONS

4%

STUDENT PAPERS

PRIMARY SOURCES

1

Submitted to University of Liberal Arts
Bangladesh

Student Paper

3%

2

dspace.bracu.ac.bd

Internet Source

1%

3

Submitted to Higher Education Commission
Pakistan

Student Paper

1%

4

www.coursehero.com

Internet Source

<1%

5

cdn.dvrpc.org

Internet Source

<1%

6

Boyer, Janelle T.. "Supporting and Educating
New Employees with Onboarding: A
Framework", Wilmington University
(Delaware), 2023

Publication

<1%

7

jyx.jyu.fi

Internet Source

<1%

www.dexform.com

8	Internet Source	<1 %
9	www.dhakatribune.com Internet Source	<1 %
10	www.ignou.ac.in Internet Source	<1 %
11	www.repository.smuc.edu.et Internet Source	<1 %
12	www.slideshare.net Internet Source	<1 %
13	career.ulab.edu.bd Internet Source	<1 %
14	discovery.dundee.ac.uk Internet Source	<1 %
15	elibrary.tucl.edu.np Internet Source	<1 %
16	repository.president.ac.id Internet Source	<1 %
17	www.diva-portal.org Internet Source	<1 %

Exclude quotes On

Exclude matches Off

Exclude bibliography On