



BRAC UNIVERSITY BANGLADESH

INTERNSHIP REPORT ON

“HR Practices at General logistics limited”

An Internship Report Presented to the Faculty of Business
Administration in Partial Fulfillment of the Requirements for the
Degree of Masters of Business Administration

Supervised By:

“ShamimEhsanulHaque”

Assistant Professor
Brac Business School

Submitted By:

“Naima Ahmed”

ID-13164037
“Major- Human Resource Management”

Date of Submission: June 01, 2016

INTERSHIP REPORT ON

“HR Practices at General Logistics Limited”

Letter of Transmittal

Date: June 01, 2016

Mr. Shamim Ehsanul Haque
Assistant Professor
BRAC Business School
BRAC University Bangladesh

Subject: **Submission of Internship Report on General Logistics Limited.**

Dear Sir,

This is a great pleasure for me to submit the internship report on "**HR Practices at General Logistics Limited (GLL)**" which is a partial requirement of my MBA program. While preparing this report, I tried my level best to follow the instruction that my Supervisor have given me. I believe my internship has provided me the great opportunity to develop my learning about the corporate culture and one of the major HR functions like **HR Practices at General Logistics Limited (GLL)**.

I would be always available for answering any query regarding this report.

I request your kind excuse for the mistakes that may take place in this report instead of my best effort.

Thank You

Sincerely

Naima Ahmed

ID: 13164037

Letter of Endorsement

The Internship Report entitled “HR Practices at General Logistics Limited (GLL)” has been submitted to the office of placement & Alumni, in partial fulfillment of the requirements for the degree of Masters of Business Administration, Major in Human Resource Management, Faculty of Business Administration on May,2016 by Naima Ahmed, ID: 13164037. The report has been accepted and may be presented to the Internship Defense Committee for evaluation.

(Any opinions, suggestions made in this report are entirely that of the author of the report. The University does not condone nor reject any of these opinions or suggestions.)

ShamimEhsanulHaque
Internship Supervisor

ACKNOWLEDGEMENT

It was an enormous pleasure to prepare Internship report on HR Practices at General Logistics Limited (GLL). The First and foremost I express my admiration to Allah who enables me to complete this report. I would like to thank and put into words my gratefulness to honorable Supervisor, **Shamim Ehsanul Haque**, Assistant Professor, Department of Business Administration, BRAC University Bangladesh, for letting me to prepare this report, for his enthusiastic support and supervision.

I would like to place my gratitude to the Admin & HR of General Logistics LTD. and all the Officers of Human Resource Management for enabling me to complete my internship in their esteemed organization.

My honest admiration goes to **Mr. K.M. Shahidullah Kaiser**, Managing Director, General Logistics LTD., for his precious time, endurance and hints in preparing the report. I am grateful to **Mr. K.M. Sium Arafat**, Executive Director, General Logistics LTD., for supervising me.

During my preparation of the report I have come to very supportive touch of different individuals who lend their ideas, time & caring guidance to improvise and clarify the report's contents. I want to convey my heartiest gratitude to all them for their valuable responses.

Executive Summary

The report is intended to focus on the Human resources practices at General Logistics LTD. Basically General Logistics LTD is a growing organization in the freight forwarding industry. GLL always try to maintain the government policies regarding employment issues. Many of Human resources policies and method is following by this organization. GLL is merging two departments like HR & Admin for operating their business. Under the HR department they are doing some common function of HR like planning, staffing, selection, recruitment, performance appraisal, Training and development etc. In the selection and recruitment process, HR department is following both internal and external recruitment. At first they are doing plan about their manpower requirement as well as budget against the employee. In every year HR is doing performance appraisal for knowing the efficiency of the employee in addition to promote the employee as per his performance. Apart from the HR department, the Admin department is also doing some major task in GLL. The regular functions of Admin department is attendance monitoring, leave management, motor vehicle management, logistics support etc. There is some dilemma in the GLL like they has no employee digital system, inefficient planning and forecasting, missing of OHS issues. So GLL should to implement the employee digital system, doing planning and forecasting in efficiently for getting exact output, implement OHS issues and making a policy for this. As a new organization, they are implementing new procedures in day by day. Although GLL has some lacking regarding HR issues but they are determined to reduce these lacking as soon as possible. Overall GLL's Admin and HR department is doing well among other companies.

Table of Contents:

Contents	Page No
Title of The Report	
Human Resources Practices in General Logistics Limited.	1
CHAPTER-1 :	
INTRODUCTION	
1.1. Prologue	3
1.2. Objectives of the report	4
1.3. Background of the Organization	5-8
CHAPTER-2 :	
ACTIVITIES OF HR DEPARTMENT	
<u>2.1.HR PRACTICES AT GLL</u>	10
2.1.1. Selection and Recruitment	10
2.1.2. Medical test and Employee file	11
2.1.3. Attendance Monitoring	11
2.1.4. Employees Leave file	11
2.1.5. Motor Vehicle Expense Statement	11
2.1.6. Medical support	11
2.1.7. Training and development	11
2.1.8.Planning and forecasting	12
CHAPTER-3 :	
CONSTRAINTS/ CHALLENGES	
3.1. Identified and Observed in the Organization	14
3.2. Identified and Observed as an Intern	15
3.3. Academic Preparation	16
3.4. Missing aspects of knowledge and skills that need to be learned in the university	17
CHAPTER-4 :	
LESSONS LEARNED FROM THE INTERNSHIP PROGRAM	
4.1.Implications to Organization	19
4.2.Others	20
CHAPTER-5 :	
CONCLUDING STATEMENTS	
5.1. Recapitulation	22
5.2. Recommendations for Future Strategic Actions	23-24
References	25

HR practices at General logistics limited

Chapter 1

INTRODUCTION

1.1. Prologue

As an obligatory requirement of MBA program under the Department of Business Administration, I have prepared this report for the partial fulfilment of my MBA degree. As a business graduate we gain plenty of theoretical knowledge. Now it's the time to use this theoretical knowledge practically. But there has some difference between practical and theoretical knowledge. Although by using the theoretical knowledge we are able to understand the pre-practical field, which help me to cope up the situation. The study will assure to the faculty of business administration as both impressive and important in a sense to give more practical exposure to the students those who are still in progress for graduation.

With the rapid growing competition (due to free market economy) among nationalized, foreign and private company as to how the company operates its operation and how customer service can be made more attractive, the expectation of the customers has immensely increased. To improve the services and meet the customer satisfaction level they need to develop some HR system which is increase the productivity. For the above circumstances, it has become necessary for General Logistics Ltd., to focus its attention towards the improvement of the HR system. That's why it is quite justified to make an in-depth study about its HR system and policies that provided the General Logistics Ltd. and scope for its improvement. The study may help formulating policy regarding the ideas and improving the HR department and the system.

1.2. Objectives of the Report

Broad objective:Emphasizing on the comprehensive knowledge on HR practices and structure.

Specific objective:

- To understand the recruitment policy of the organization.
- To recognize the selection method how the organization practices.
- To identify the planning and forecasting process for employee.
- To determine the difference between the HR department and Administration related activity.
- To determine the day to day activities of the organization.

1.3. Background of the Organization

General Logistics Ltd (GLL) is a privately owned company registered in Bangladesh as an international freight forwarder. Also General Logistics Ltd. is a registered member of the association of cargo agents on Bangladesh (ACAB) The Company was founded by a group of professionals in the freight industry with a diverse mix of multi-module expertise and vast experience. GLL is working in partnership with the client utilizing the high technical capability at their disposal to see that high service standards are met and exceeded.

1.3.1. Mission Statement

Our mission is to be regarded as a company that achieves and maintains the highest qualities of service for all clients and provides the staff members with a working environment they find challenging and rewarding.

1.3.2. Management

Managing Director& Founder : K.M.Shahidullah Kaiser
Executive Director : Muhammad Hasanuzzaman (Barrister-at-Law)
Executive Director : K.M. Sium Arafat
Established : 2013

1.3.3. Services of GLL

A. Airfreight

Reliable, global airfreight used for the right reasons.

GLL has a proven track record of providing efficient and reliable air service. We are recognized in the industry for our flexibility in meeting customer's urgent needs and requirements. In addition, GLL has contracted charter services that allow our customers greater flexibility on frequency of flights at reduced costs. GLL apply quality service to all of your high priority shipments. This means we pick-up, document, reserve, and move your cargo on the first

available flight to your destination. We monitor the movement of your freight and notify you of the flight number, date and time of departure, and the estimated time of arrival at destination.

B. Ocean freight

Ocean transportation is the backbone of most global freight forwarding and key in optimizing your supply chain. With GLL you are in safe hands.

GLL is a Non-Vessel Operating Common Carrier (NVOCC) capable of handling full-container-load (FCL) and less-than-container-load (LCL) shipments. Through our global network of ocean liners, GLL can offer customers a reliable network of vessels, for all types of products and at competitive rates. Through our communication network, we can arrange the most efficient and economical freight rates to all destinations, from one cubic meter to charter vessels - you can rely on our service. Allow GLL to worry about moving your freight, making connections, banking requirements, and government formalities.

C. Import

GLL continually receives and processes shipments from all over the world. Numerous international shippers depend on us to handle and deliver inbound consignments by Air or Sea. If your inbound shipments are taking too long to process or deliver, just instruct your suppliers to consign them to General Logistics Ltd. We will make sure your cargo is cleared and delivered to you right away.

D. Custom Clearance

GLL can provide customs clearance on all types of commodities. Customs regulations on import/export differ in each country and GLL assumes responsibility in arranging the proper clearance.

E. Multi-Module Transportation

We can combine all modes of transport (air, sea) to give you greater flexibility. Combining sea with air can help minimize the ocean transit-time as well as reduce the airfreight costs. If you have having goods delivered to your door, an air/sea combination may work best.

F. Trucking

With a solid network of Trucking companies, GLL is able to pick up/deliver your goods to almost anywhere in the world.

G. Destination Handling

General Logistics Ltd. is represented around the world by a network of authorized professional freight agents. These agents are experts in the handling of freight shipments through their local areas. They are familiar with the local customs and regulations. They are reliable, and can be depended on to provide the highest level of service. Should your shipment require government clearance or special handling on arrival, we will use our communication network to alert our agent to prepare the necessary paperwork. Your shipment can be picked up by the consignee at our agent's facility, or we can arrange to have it delivered to the consignee's door.

1.3.4. Key Clients of General Logistics LTD.

General Logistics Ltd has lots of clients who are always getting satisfied service always. There are major client of GLL is given below:

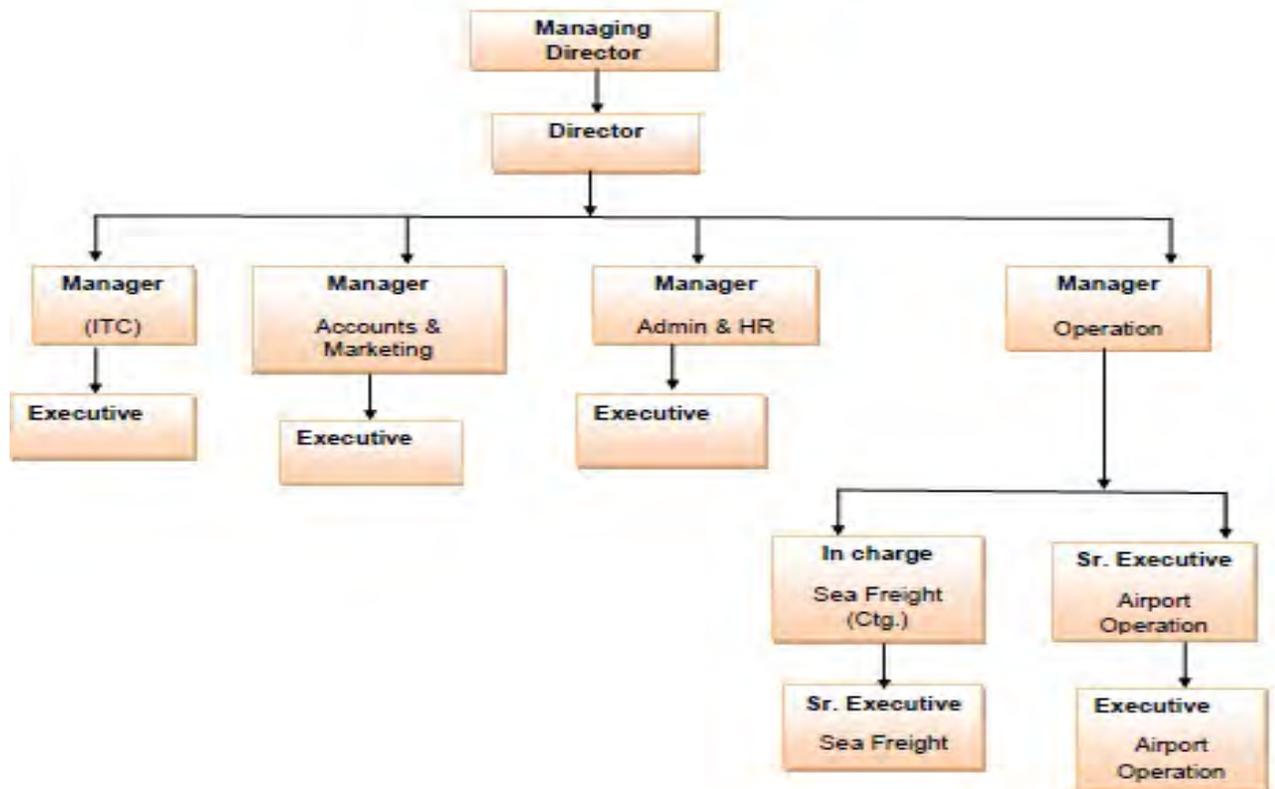
- ✓ Dekko Group
- ✓ Meghna Group.
- ✓ Bengal Group of Industries.
- ✓ Partex Group.
- ✓ H & M



1.3.5. Organizational Chart



Organizational Chart of *General Logistics Ltd.*



Chapter 2

ACTIVITIES OF HR DEPARTMENT

2.1. HR practices at GLL :

GLL is an organization who has introduced HR department very recently. The organization is trying to develop the department and also trying to focus on the general HR practices which are followed in most of the organizations. The HR activities that GLL follows are as below-

2.1.1. Selection and Recruitment

Based on the need of the separate departments GLL do the selection and recruitment. Normally for this kind of organization very experienced people are needed. So collection of resume is done from the internal sources. External sources are also used but very often. Some of the activities that the HR department follows are as below-

- Preparing call list to call the candidates:** After collecting and selecting the candidates we call them for viva or written test. According to that list candidates are called for the interview.
- Preparing attendance sheet for the candidates:** An attendance sheet is made for the selected candidates for written test or interview. And also they mark the attendance during the exam period.
- Distributing and arranging answer scripts and question to the candidates:**As an intern I had to supply the answer script and the question paper to the selected candidates. After finishing the examination my work was differentiating the pages of the answer paper and other pages according to the order.
- Calling Candidates for viva:**After written exam selected candidates are called for viva.
- Arranging the Viva:** The viva examination is normally taken by the chairman or managing director of the organization. Arranging everything for viva is part of their selection procedure.

- ❑ **Check the examination scripts sometimes:** Normally the answer paper of the candidates is checked by the expertise but HR department also sometimes check it according to the necessity.
- ❑ **Preparing the appointment letter:** The candidates who are finally selected for employment preparing an appointment letter and the bond is a part of Selection and recruitment process of GLL.

2.1.2. Medical test and Employee file

Those who were selected for the employment company would send them to a hospital and checked them full body and company provided money for the medical check-up. These medical information's helps the HR department to create an employee file which consisted of blood group report, HIV test report, other diseases..

2.1.3. Attendance Monitoring

GLL has an attendance register book for signing all employees in regular basis to keep record about the attendance as well as absent information. GLL very strictly monitors the attendance of their employees. As an intern I also had to sign in that register book and I was assigned to monitor the attendance of the register book in regular basis.

2.1.4. Employees Leave file

GLL also keep a record those who are applied for leave or who are in leave. As an intern I was assigned to input these information in the excel sheet as well as keep the applied application in the employee file.

2.1.5. Motor Vehicle Expense Statement

GLL is a freight forwarding company, so there must have motor vehicle. There is an expense sheet for monitoring motor vehicle expense. This expense is monitored by monthly basis. As an intern I checked the driver's log book, overtime sheet and other expenses voucher. This is an admin related task.

2.1.6. Medical support

GLL provides medical support for the employees and also they keep a record of it that which employees have taken the medical support, when and what amount they have taken.

2.1.7. Training and development

GLL provides on the job training during the probation period of the employees. If needed then they refer off the job training .Off the job trainings are arranged in other organizationsthose who provides training programs.

2.1.8. Planning and forecasting

GLL wants to be the number one freight forwarding company in Bangladesh so they have planned and forecasted for future growth. For that they have created a committee of four members for planning and forecasting. They always try to ensure that right people are in right place at right time for right work. They have also identified how many employees they needed for the future projects or on-going projects. As an intern I observed that GLL also doing strategic planning for this issue and working for achieving their mission also.

Chapter 3

CONSTRAINTS/ CHALLENGES

3.1. Identified and Observed in the Organization

Being a part of HR executive of a sales and service sector is treated as a very profitable and challenging career option. The talented youths of today consider service sector as a very glamorous profession. While working for GLL a lot of constrains were faced by me that forced me to believe that this organization is very challenging for work.. This part of the report will emphasis on those factors of constrains or challenges that were roaming around in the working environment of developing the salary documentation, leave format and employee information. To improve the productivity GLL has separate their HR department from the management department. For that reason they are facing lots of problem. The problems are as follow:

- ✓ GLL has no employee information digital system. GLL preserves all employee data in a file as hard copy and preserve some data in computer as soft copy.
- ✓ Their planning and forecasting of HR is not done in a proper way in Admin and HR department. The work is more than the workforce. There is employee shortage at GLL
- ✓ For recruiting time, some candidates were not receiving the phone call. So they may miss some potential candidate for their recruitment.
- ✓ GLL does not provide any kind of training to their employees. Whatever the employees doing they are learning it from their day to day life.
- ✓ GLL should keep their attendance record digitally so that they can ensure the reliability and accuracy of the document.
- ✓ GLL doesn't provide medical help or loan facility for that employees family. They should provide this in order to retain potential employees in the organization.

3.2. Identified and Observed as an Intern

Joining for internship is totally a new environment for me. So first time I face some types of problems to work with new faces. But day by day I tried to be easy with my work and office environment. Even sometimes I learn very important thing which will help me in my job career. Here I provide a list for challenges which I face in my internship:

- ✓ Sometimes company doesn't provide their confidential documents such as strategic policy, remuneration and benefits policies etc. So that I didn't understand the actual HR practices in the organization.
- ✓ When I was working at GLL, there was no computer allocation for me so that I did not work properly. Sometimes I had to input some data but can't it at proper time.
- ✓ Top management does not want to inhibit in all details information of organization usually. Because of this I wasn't able to understand some of their operations.
- ✓ I couldn't visit their Chittagong office for observing operational work because they were very busy. For this reason, I didn't get the opportunity to observe the site office's administrative and HR activities.

3.3. Academic Preparation

A successful internship report reflects the affiliated organizations activities as it provides a virtual ground where the implication of theoretical knowledge experience with the practical teaching. There are number of courses that have been taught to us during MBA in BRAC University. I choose HR as my major because creativity and persuasion is my strength. Seeing the world in different view when required by keeping the interest of people in mind has been my vision. Luck gave me support to work for such a company that applies the same as my theoretical knowledge. The courses that have been taught to us in Human Resource over the years during completion of MBA are-

- ▶▶ Compensation policy
- ▶▶ Manpower planning and personnel policy
- ▶▶ Management of organizational change

These are the subject that enriched me knowledge and made me mature in HR sector. While doing my internship in GLL, a service oriented company I felt the knowledge usable and effective to apply. In most cases the bookish knowledge or theoretical learning does not match with the workplace. There has some mismatches between the academic knowledge and the practical work which is another constraint during my internship and the mismatches are:

- ✓ The bookish knowledge or theoretical learning does not match with the workplace.
- ✓ Lacking knowledge about the way of work, culture and work environment of any organization.

- ✓ The books which are allocated for us to read about HR issues are not related to the Bangladeshi's HR practices.
- ✓ There is difference between HR and Admin related task which is not mentioned any courses or any course of Admin related is not offered in the university.
- ✓ We learned that after recruiting there is an investigation process but in the practical life it is not available.

3.4. Missing aspects of knowledge and skills that need to be learned in the university

Though I have completed many courses in our MBA program, specially the major subjects of HRM, there has some missing knowledge and skills about the HR related activities. So reducing that missing aspects the university should be provide the following factors which are given below:

- ✓ Different type of training could be arranged on the related course for improving the knowledge and skills of that course.
- ✓ Providing schooling on the corporate behaviour of any workplace.
- ✓ Giving practical work to get some experience.
- ✓ Showing different kind of problem solving scenario like case study in any job sector in different situation.
- ✓ Training on Excel or offering an Excel course which is very important in the job sector.
- ✓ University should arrange different type of audit program by visiting different organization to show the scenario of variance between the bookish knowledge and practical knowledge.
- ✓ University should arrange workshop or seminar of internship program to provide and know about internship knowledge of the students.
- ✓ University should implement a training program on Excel application for all students during their academic life. Because this excel is mandatory for all employees in their job sector.

Chapter 4

LESSONS LEARNED FROM THE INTERNSHIP PROGRAM

4.1. Implications to Organization

In my internship program I have an opportunity to learn different knowledge on HR from different unit or wing. But I only focused on practicing of HR practices in General Logistics Ltd. What I learn in my university life is so advanced from the reality. I am trying to analyse the process of practicing in HR tasks of General Logistics Ltd. Those things which I learned from General Logistics Ltd. and I think that the learning knowledge will help me in the next job life are given below:

- Learn about conducting selection program:** Now I know how to conduct a selection process for any recruitment. It is very much clear to organize an examination, viva, questionnaire, after selection process, employee file, wages and salary related information etc.
- HR related Activities:** Now I know daily work related activities related to HR. Like daily attendance, work leave, managing transportation for employees, performance appraisal etc.
- Maintain a good working culture:** After doing my internship here I see a good work environment in General Logistics Ltd. Here all employees are satisfied with their work environment. Here women employees are working very safely according to other organization.
- How to behave in corporate workplace:** Before doing internship I don't know how to behave in corporate office. First time I face some problems but now I am habituated with that culture.
- Difference between HR and Administrative Department:** Before doing my internship, I think the task of admin and HR department is same. But after doing my internship in

GLL, I have learned that the tasks are totally different each other. This is big learning to me that now I am defining these task easily.

4.2. Others

While doing this internship I have learned lots of new things, which was totally unknown for me. Besides learning from the organization and the university I have also learned some other things which are very essential for me.

- Increased trust, confidence and professionalism.
- Improved subject area and discipline knowledge.
- Increasing sophistication.
- Developing skills and competencies.
- Symbolic capital and meaning, conceptual familiarity.

Chapter 5

CONCLUDING STATEMENTS

5.1.Recapitulation

The General Logistic Ltd. is a growing organization in the freight forwarding industry. Now they have lots of national and foreign customers and demand for their services are increasing day by day. So General logistics Ltd should focus on updating their departments as well as recruit more employees to maintain their quality and services. Basically General Logistics Ltd. should separate their HR department from the Admin department. Because HR department is working with the employees and employees are the main assets for any company. If employees are skilled, knowledgeable, then it is a competitive advantage for the company. On the other hand the Admin department is concern about the day to day activities and support to any issues which is needed for the organization. For these reason, the HR department should work in separately for exploring all conceal aspects. GLL should focus on their HR practices as well as preparing strategic HR planning and policies which will help to achieve the mission. HR policies are not sufficient and HR practices are limited in the GLL. GLL should focus on training and development more, empowerment of employee, OHS issues, employee digital system, efficient planning and forecasting because this is the common aspects in the world perspective as well as Bangladesh.

5.2. Recommendations for the Constraints

Where there is a problem, a solution or techniques to solve the problem is also present. So the mentioned constraints also have some ways to overcome. The required things that can be implied in order to overcome the constraints and making the workplace more comfortable are mentioned below –

- ✓ **Should allow several accesses for document:** Organization should provide some access of important document like policy, remuneration and benefits policies etc which are necessary for an intern to gain actual knowledge during the intern time. Top management of the organization should express some information about company in detail. Sometimes they are avoiding to the whole process of operation which is gap of knowledge for the intern student.
- ✓ **Should Allocate Computer for Intern:** Though the intern student is not the permanent employee of the organization but computer should allocate for them. Because intern student do some works for the organization as well as reduce work pressure for some employees. Top management of the organization should share some information about company in detail. Sometimes they try to avoid giving the details of operation which creates a gap of knowledge for the intern student.
- ✓ **Allow to Go Every Department/Offices:** Organization should allow all interns to go every department or offices. If an intern can't go all departments then he/she can't understand the whole process, operation of that company. As an intern he / she have to gain at least minimum clear knowledge of all department or offices activities.

- ✓ **Implement Employee Info. Digital System:** GLL should to implement their employee all info in under the digital system. They are doing this in manually.

- ✓ **Execute Organizational Health & Safety:** GLL should focus more on health and safety issue. Because they has no clear process of this. First aid box, fire extinguisher should to visible the premises of office.

- ✓ **Should do Proper Forecasting:** GLL should do proper planning and forecasting because of reducing work pressure as well as increasing productivity. There is shortage of employee and there hierarchy is limited. So increasing employee motivation is possible, if hierarchy is decentralized and reducing work load.

- ✓ **Should contact the candidates by email & SMS during recruitment:** During recruitment process somecandidate doesn't pick the call. For this reason organization may miss the potential candidate. So organization should send email as well as SMS for reaching them.

Reference

01. General Logistic Ltd. (2015), 15 June, 2015, from <http://www.generallogistics.com.bd/>
02. Health & safety Management (2015), 01 July, 2015, from <http://www.hse.gov.uk/managing/health>.