



Inspiring Excellence

## **BUS400: Internship**

### **Submitted to:**

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### **Date of Submission:**

**22<sup>nd</sup> July'18**

**Internship Report**  
**On**  
**Partex Star Group**  
**(Human Resource Division)**



## **Acknowledgement**

First of all, I want to express my gratitude to the Almighty Allah because of whom it is possible for me to finish this report within the scheduled time. Also I am indebted to my family, whose value to me only grows with age. It could have been an impossible task to accomplish without their immense support and strong sense of judgment.

My special gratitude goes to my internship supervisor, Ms. Mahreen Mamoon, Assistant professor, BRAC Business School, BRAC University. Without her guidance, inspiration and patience I would not have completed this report.

Afterward, I am very grateful to Partex Star Group for giving me the opportunity to complete my internship program. I want to thank my supervisor, Ms. Farhana Haque, Officer, HR for her guidance and co-operation during my internship. I would also like to thank Mr. Mohammad Sabbir Jahangir, Sr. Deputy General Manager, Mr. Sujon Saha, Sr. Officer, Ms. Tamanna Binte Rashid, MT, and Ms. Shanjida Islam, MT and all other amazing people from an excellent HR team for their guidance, encouragement and providing valuable suggestion to carry out the internship program in a right way.

Lastly, I would like to thank all of the employees in Partex Star Group for sharing their experience, knowledge and valuable time with me and my heartfelt thanks to other peoples who were involved and helped directly or indirectly during the period of my Internship.

## **Letter of transmittal:**

22<sup>nd</sup> July, 2018

Ms. Mahreen Mamoon

Asst. Professor

BRAC Business School

**Subject:** Submission of Internship Report

Dear Madam,

Submission of the Internship Report on Partex Star Group (Human Resource Division) which is obligatory requirements for the BBA Program of BRAC Business School is a great opportunity for me.

My aim was to discuss on the Recruitment and Selection Process, Training & Org. development and other HR activities to get some idea about the process and functions. I sincerely tried to cover all aspects of the topic. The report was prepared on the basis of the theoretical and practical learning experiences from Partex Star Group Bangladesh.

The report is submitted to you for the evaluation of my internship. Moreover, I would like to thank you for giving me this opportunity to learn and enhance my knowledge under your guidance.

Sincerely,

---

Shahriar Alam

ID: 15104174

BRAC Business School

**Declaration:**

I, Shahriar Alam, student of BRAC Business School, BRAC University, (ID: 15104174) would like to declare here that the internship report on ‘Partex Star Group (Human Resource Division)’, A study on Partex Star Group has been authentically prepared by me under the supervision of Ms. Mahreen Mamoon, Asst. Professor, BRAC Business School of BRAC University.

While preparing this internship report, I have not breached any copyright act intentionally or unintentionally.

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Shahriar Alam

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## **Executive Summary**

Human Resource Management could be performed in an organization designed to create best use of the talents, data and enhance the performance of the employee in commission of an employer's and company's purpose. Among all the useful departments, Human Resources department of Partex Star Group plays a vital role within the total structure functioning of the corporate. This is an internship report supported by the 3 months internship program that I have successfully completed at Partex Star Group under Human Resource Division from 5<sup>th</sup> May'2018 to 31<sup>st</sup> August'2018 as a demand of my bachelor degree program of BRAC Business School, BRAC University.

This report includes Department works, what are the doable divisions and work distribution in an HRD, enlisting method, coaching and development initiatives, a way to keep workers engaged in human resource practices that will influence perceived structured performance.

I have worked in Human Resource Division of Partex Star Group with the majority wings of unit like Learning & Organization Development, Training, Recruitment and Policies. I have worked with differing kinds of enlisting or, recruitment procedure of PSG. During my 3 months of internship, many employees are recruited on regular basis at Partex Star in numerous procedure and system. I even have conjointly aided the enlisting team in doing different works. I have primarily aided the team in managing employees P- files, check list etc. Besides, I worked in the compensation and benefit team so as to method their final settlement information, increment, confirmation and also the administration team in process of leave of the staff. Before drawing any conclusion to this report it should be noted that the report was ready in a very short time and there's lacking in information. However, still the report might be helpful for planning further study on Human Resource facilities or support provided by the local conglomerates.



## **Introduction:**

### **Organization Overview:**

Partex Star Group is one of the largest Bangladeshi diversified private sector enterprises, founded by Mr. M.A. Hashem, a leading industrialist of the country. Now it owns over 55 subsidiaries from tobacco to consumer goods, furniture, textile and the IT sector. It has split into two groups to improve management of its subsidiaries - Partex Holdings and Partex Star Group.

Partex's companies are market leaders in nearly all sectors, including food and beverages, plastics, fabrics, cotton, sugar, paper, jute, shipping, furniture, real estate, media, education, services, IT, and many more. The towering heights reached by the group have been possible due to Mr. M.A. Hashem's missionary zeal and unflinching commitment to quality and ethics.

Guided by his visionary's dream, backed by an inexhaustible repository of efforts, Partex Group has grown into one of the most influential conglomerates in Bangladesh today.

M. A. Hashem is also one of the pioneers of the birth and growth of private banks and insurance companies in Bangladesh. He founded two of the largest private banks in Bangladesh – The City Bank and United Commercial Bank Limited (UCB).

Having come from a modest background himself, M.A Hashem is also a philanthropist. He has a school and hospital under his name, both of which are non-profit organizations.

Later in 2010 as part of evolution Partex Star Group emerged from Partex Group and shortly built its own identity. Currently it owns and operates twenty manufacturing service and delivering best values to customers through its products and services. The business primarily exists in two key domains- consumer durables and food and beverage like different types of boards, doors, frames and furniture to various dairy products, spices, tea and confectionaries.

The company is dedicated to create an enriched customer experience through a top-to-bottom focus on excellence in execution. From hiring of people to the selection of merchandise, the

negotiations with vendors to the design of showrooms, the generation of the purchase order to the delivery to customers' homes.

A motivated work force, management and committed board members led by the Partex Star Group Chairperson and backed by a market oriented corporate strategy has been the cornerstone of the group's success with a motto 'Living a legacy, presenting a new face forward'.

### **History of the Organization:**

Partex Group started its journey in 1959 with the torchbearer M.A Hashem, founder chairman of the group. M.A Hashem, the living legend took the group forward with such incomparable dynamic skills, that the group attained prolific growth over a period of 50 years conglomerating 60 companies; most of which are diverse manufacturing units. The enormous growth and fulfillment of anticipated success caused eventually a natural exodus from patrimonial management system while using the Partex as a springboard that has been held in high respect both at home and abroad for last 50 years for our adherence to values, quality products and business ethics. With the passage of time and advent of business, the pioneering spirit of Partex has been showcased by family generation comprising Mr. Aziz Al-Kaiser, Mr. Aziz Al-Mahmood, Mr. Aziz Al-Masud, Mr. Showkat Aziz Russell & Mr. Rubel Aziz. Significantly enough, Partex Star Group an offshoot of Partex Group steering business successfully with Mrs. Sultana Hashem at Chairperson and Mr Aziz Al Kaiser as Vice Chairman. Partex Star Group consists of 17 concerns. In 2000-2001 its targeting turnover is Tk. 8,000 million and estimated growth rate 15% per annum. Net worth at current market price is Tk. 7,500 Million. Over 350 distributors around the nation are engaged in distributing the products and services. There are over 45,000 outlets where products are marketed. Partex's movement is many-fold. It extends its network in various sectors extended from milk to steel products. As a well-known conglomerate Partex Star Group always try to ensure its product quality as well as customer satisfaction. Currently it has around 1400 employees. All those employees are working sincerely for increasing company profit as well as welfare. Partex Star Group also motivates their employees using several incentives. The major milestones Partex Star Group histories can be summarized as below: – In 1959 PARTEX group was established. – In 1962 PARTEX group exposed itself nationally. – In 1991 Danish Condensed Milk started operation. – In 1997 Dhakacom (ISP) was

formed. – In 1997 Royal Crown (RC) International Company was included in Bangladesh under Partex . – In 2004 PARTEX Plastics Ltd. began its commercial production. Corporate Information at a Glance Registered Name Partex Star Group Registered Corporate Office Shanta Western Tower, Level – 13, Tejgaon I/A, Dhaka-1208

### **Partex Star Group Concerns:**

Partex Star Group is divided into two concerns which include different companies following by Complex 1 and Complex 2:

#### **Complex-1 (CX-1):**

- Star Particle Board Mills Limited
- Partex Furniture Industries Limited
- Partex Laminates Limited
- Corvee Maritime Company Limited
- Partex Builders Limited
- Partex PVC Industries Limited
- Partex Agro Limited
- New Light Star Apparels Limited
- Star Adhesive Limited
- Partex Aero Marine Logistics Limited
- Partex Cables Limited

#### **Complex-2 (CX-2):**

- Danish Condensed Milk Bangladesh Limited
- Danish Milk Bangladesh Limited
- Rubel Steel mills Limited
- Danish Foods Limited
- Danish Distribution Network Limited
- Danish Dairy Farm Limited
- Voicetel Limited
- Shubornobhumi Housing Limited

## **Vision:**

Transform Partex Star Group into a business enterprise of global significance to deliver superior value to the customers, shareholders, employees and society at large.

## **Mission 2020:**

Partex Star Group Shall be the leading conglomerate in the country, continuously maximizing shareholder value by achieving exceptional performance, fostering long term confidence and respect, while generating sustainable growth for all share- holders:

- Introducing new and innovative products, technologies.
- Assuring quality products from advanced manufacturing facilities.
- Exceeding customer satisfaction and granting trust through quality services.
- Continuous development of people competency.
- Recognizing individual contribution.

## **Values and Guiding Principle:**

- Live up to the commitments
- Trust and respect to each other.
- Work as a team.
- Take initiative to exceed standards.
- Transparent and fair in all our dealings.
- Share social responsibility.

## **Location:**

### **Corporate Office:**

Shanta Western Tower, Bir Uttam Mir Shawkat Road, 186 Tejgaon I/A, Dhaka-1208

### **Sales Office:**

Partex Star Group, 68 Tejgaon I/A, Dhaka-1208

Partex Furniture, 222, Tejgaon I/A, Dhaka-1208

**Operating Office:**

267, Tejgaon I/A, Dhaka-1208

**Plant:**

Complex-1: Madanpur, Bandar, Narayanganj

Complex-2: Shimrail, Siddirganj, Narayanganj

**Board of Directors:**

- Ms. Sultana Hashem, Chairperson.
- Mr. Aziz Al Kaiser, Vice Chairman.
- Mr. Aziz Al Mahmood, Managing Director.
- Ms. Tabassum Kaiser, Director.
- Savera H. Mahmood, Director.

**Departments:**

- Finance & Accounts
- Supply Chain
- IT
- HR
- Admin
- Marketing
- Sales

**SWOT Analysis – PSG vs Market**

SWOT analysis defines the Organization's internal strength and weakness and external opportunities and threats. SWOT associates in analyzing company's insight of what they need to improve in future and the way they will contend with their existing competitors in the market. This tool is necessary to spot the position of the organization relative to others.

## **Strengths**

- Leading market position in specific markets
- Client/customer franchise
- Sturdy regional focus
- Product diversity
- Efficient management team.
- Infrastructure facilities.
- Company reputation and goodwill.
- Sound gain and growth with smart internal capital generation.
- Larger company consumer base.

## **Weaknesses**

- restricted headroom for growth in prime names
- SQ: not at par with client expectation
- Lack of up-country reach
- Turnover and long run commitment problems
- Moderate market share.
- Lack of complete automation.

## **Opportunities**

- Untapped Middle Market
- Acquisition of company shoppers
- Economic process of Asian nations.
- Country wide network
- Scope of penetration through diversified merchandise.
- Government's policy of encouraging export.
- Increasing buying power of individuals.
- Increasing trend in international business.

## **Threats**

- Aggressive competition from Int. & native conglomerates.
- Political volatility & restrictive impediments
- Loss of individuals to competition

- Increasing competition for market share within the trade
- Frequent changes of commercial rules by the Govt.
- National and intl. political unrest.

## **Human Resource Management**

Human resource management ,the division of a company that ensures correct variety and forms of people, at the correct places, at the correct time, capable of effectively and expeditiously finishing those tasks which will facilitate the organization to realize its overall objectives. Human resource designing ultimately interprets the organization's objectives and plans into goals, into the amount and kind of workers required to satisfy those objectives. It's Associate in Nursing integral a part of the organization overall strategy.

### **Purposes:**

The aims of personnel designing of Partex Star Group are:

1. To confirm that PSG acquires and retains the optimum variety of workers with the skills, experience and competencies.
2. To exercise effective management, staffing and also the associated cost.
3. To help in optimum resources allocation so potential personnel surplus or shortage is anticipated and relieved the maximum amount as doable.

### **Human Resource Areas:**

The following areas of Human Resource that have impacts on the human resources outputs are classified as quality of life, productivity and readiness for changes:

1. Human Resource designing – decisive the organization, major Human Resource structure and philosophies.
2. Organization / Job style – shaping tasks, authority and systems **are** organized and integrated across organization units and in individual jobs.
3. Choice and staffing – Matching candidates and their demand, capabilities with jobs and career methods.

4. Coaching and development – characteristics, assessing and serving to develop the key competencies that allows an individual to perform current or future jobs.
5. Organization Development – reassuring healthy lay to rest, intra unit relationship and serving to group initiate and manage amendment.
6. Compensation - reassuring compensation and advantages fairness and consistency.
7. Worker help - Providing personal drawback determination, counsel to individual or workers.
8. Union / Labor relation - assuring healthy union / organization relationship.
9. Personnel data analysis /System - reassuring a personnel information base.

### **Output of Human Resources:**

#### 1. Quality of labor life:

The premise of quality of labor life has a piece setting wherever Associate in nursing employee's activity becomes a lot of necessary. This suggests implementing procedures or policies that create the workless routine and appreciated for the worker embody autonomy, recognition, belonging, progress and development and external rewards.

#### 2. Productivity:

It's the quantity of labor that's being made in term of what proportion and the way well. Major elements constituting productivity issue are: capital investment, innovation, learning, and motivation.

#### 3. Readiness for change:

Amendment could be a truth in each personal and work life. At the work website, one should bear in mind that changes can occur. This might be either obtaining a replacement boss or by automating several of the manual operation. Organization perspective demands that amendment should take place to stay competitive. It is employers' responsibility to



speaking the forthcoming changes to their workers, establish why the amendments area unit is necessary and lend their total support making certain that the change ensue.

## **HR at Partex Star Group**

HR department plays an important role within the total structure of operation.

Worker accomplishment, selection, transfer, promotion, performance appraisal, learning, trainings are taken care by this department.

Set in winning culture wherever people continuously strive onerous to excel- is that the mission of PSG HR department. When giving loads of effort to beat all the amendment and challenge, PSG managed to formulate and implement the ways within the company.

- Hiring employees who are efficient and dedicated towards their job, responsibilities.
- Decrease the gap among upper level and lower level management.
- Attractive reward system to boost performance.

## **Recruitment System at PSG**

To create a set of potential candidate for the corporate accomplishment recruitment is the crucial method to manufacture a pool of competent people to speak for employment to a company (James A. Breugh). Partex Star Group is one amongst the leading firms of our country; they believe attracting and holding the best personnel to contribute within the company through their plan and exertions.

PSG continuously appear for proactive, committed and proficient candidates who can create a true distinction within the growth of the corporate.

PSG has numerous ways that of attracting contemporary abilities within the company.

In contrast to different firms they need attenuated the amount of newspaper advertisement; rather they hunt for abilities in a very a lot of progressive means. In bdjobs.com, that the most important on-line job portal of Asian nation they need their separate server.

Additionally they enhanced their liaison with different universities to urge contemporary talent.

### **Sources:**

To recruit worker a corporation follows completely different style of sources. For PSG main sources of accomplishment area unit, as follows:

→ Different universities have their own career and counseling center. PSG collects CV's of contemporary graduates from them.

→ Also generally existing workers usually refer suitable candidate for unoccupied position.

→ PSG additionally hire interns operating with them. If interns will satisfy higher authority with their performance, he/she is employed as permanent worker.

→ Internet could be a smart supply for head hunt. Mentioned early PSG has their separate server in bdjobs.com. Additionally they use LinkedIn as a supply of accomplishment. Besides university's career Centre's have their official Facebook page wherever representatives from different firms will post job vacancy notice.

→ As they're within the leading position, many of us need to figure with them. Several candidates send their CVs through mail so if any position becomes vacant company can contact them.

## Recruitment & Selection Process at PSG:



### Objective:

In order to increase efficiency in the recruitment and selection process, it is recommended that the policy and procedure fill up all the activities of recruitment and selection process, to be followed, applicable to all business units operating under corporate division of Partex Star

Group. The policy and procedures are intended as guidelines only and subject to be modified, supplemented or revoked at any time at the discretion of the board members and management.

### **Recruitment Level:**

There are three levels of employees, considered for Recruitment in the company:

- ❖ Top-Level
- ❖ Mid-Level
- ❖ Entry-Level
- ❖ Support Staff-Level

### **Recruitment Type:**

- ❖ **Regular:** Regular Employees are appointed for full time jobs and are expected to continue with the company till retirement with their career growth. No Regular Employee is allowed to take up any part time job or be engaged in any business activity, vacation or gainful employment, profession without first receiving written consent from the Company.
- ❖ **Contractual:** A Person may be employed on a contractual basis for specific job for fixed period of time. Contractual employee can be either full time or part time and paid on monthly, weekly and hourly basis. The terms and conditions, remuneration and scope of responsibilities of such employment will be agreed upon between the company and the employee and detailed in the contract. This type of employment is usually allowed at the top level when required for expertise experienced service identified in particular area and or for any other specific purpose.
- ❖ **Trainee:** Company may recruit fresh or less experienced person as Trainee for the fixed period to perform a specific job. On satisfactory completion of such training the incumbent may be offered a regular employment.
- ❖ **Intern:** Reference to Internship Policy the Company may appoint any individual as Internee for specific period of time and terms. Such Internee is expected to acquire practical training on a specified field of the company operation. On satisfactory

completion of such Internship the incumbent may be offered a Regular or Trainee Employment.

### **Manpower Requisition:**

- ❖ Each Business Unit Head or the Head of concerned department shall submit requisition in prescribed form to Head of HR at PSG.
- ❖ Manpower requisition to be approved by the management of the company.

### **Proceedings by Human Resources Department:**

Upon approval HR Department shall proceed with the recruitment process considering need of the position, minimum requirements, and preferred qualifications for the position and approval for recruitment of the position.

### **Identify Vacancy and Evaluate Need**

HR Department will have to determine the position need and the purpose of the vacancy created that will also help departmental and individual growth. The search will include the following:

1. Newly created position
2. Replacement
3. Match with the Organogram

### **Develop JD (Job Description):**

A role template and analysis of person's specification provides the foundation for stipulating the job title and salary of the position. Person's specification defines the education, training, experience, and competencies required by the jobholder. It also helps to develop interview questions, interview evaluations and reference check questions. HR Department will prepare this in consultation with department Head and will be provided to the employee when he/she is appointed, promoted, newly assigned or when deemed necessary.

### **Receive & review applications and make short list:**

Selection process involves scrutinizing and appraising the applicants and rejecting those who are unsuitable for the jobs to be filled. At PSG, short listing is done by HR Dept. in the light of job specifications of a job. The method should be qualitative one where managerial judgment plays important role.

### **Interview & Selection:**

After short listing of prospective candidates duly approved by the management, interview process can begin. Appropriate employee tests such as written tests. Verbal interview or any other tests will be arranged to assess candidate's suitability for the position. It is important to properly prepare for the interview as this is the opportunity to evaluate the skills and competencies and validate the information the applicant has provided in their application and resume, HR and concerned department will jointly organized the tests (written and verbal). Test questions will be jointly drafted by the HR department and concerned department. Details on position requirements should also be kept in hand during interview. Interview Panel will be made in accordance with merit and academic attainments as following manner:

### **Committee members for Corporate Office:**

- i) Head of Human Resources
- ii) Head of Concerned Department
- iii) Resource person from relevant Field
- V) Representative from HR Department

### **Interview Tools:**

1. Candidate Evaluation Form
2. Questionnaires
3. Question Bank /MCQ for written test.

## **Finalizing the Offer:**

After the interview process, if the candidate is selected for the job then he/she must undergo within some negotiations or instructions followed by HR:

- ❖ The BOD/the Managing Director shall give approval for the positions of Top level, Mid-level and Entry level. However any position below Executive shall be approved by a committee headed by the Head of the Department with intimation to Head of HR. The respective company will send all necessary documents to HR department for next proceedings.
- ❖ Upon approval, the Head of HR will issue appointment letter to the approved candidate(s) and open Employee Personal file.
- ❖ Upon notification of the recruitment being closed, the HR department will close out the process with record file.
- ❖ Recruitment of worker to be arranged by unit HR department with intimation to corporate HR.

## **Appointment letter and briefing should cover the following:**

- Designation/Title
- Job description
- Employee Grade
- Job location
- Salary Package
- Other benefits
- Department Name
- Department Head
- Reporting Line Manager Supervisor Name
- Tools for final recruitment
- Appointment Letter.

## **Employee Joining Checklist:**

Subject to as per pre-requisites for employment the candidate is required to undergo medical examination, to be carried out by any clinic or hospital duly authorized by the Company. The newly recruited employee has to submit the following documents to the HR department:

- Four copies of colored passport size photograph.
- Attested photocopies of all academic certificates.
- Attested photocopies of experience certificates (if any)
- Release order from the previous employer (if any)
- TIN Certificate /Income tax certificate (if any)
- NID photocopy.
- Medical certificate.
- Nominee photo with signature.

## **NEW EMPLOYEE ORIENTATION GUIDELINE**

### **Objective**

Employee orientation program serves as an important program for recruitment and retention process at Partex Star Group, to understand and adapt his/her own job responsibilities. Developing an effective orientation program during probation period or at initial stage of the job is a crucial factor; therefore, has to be aligned with our business needs and objectives. This program will cover the first six month's activities of a new employee. The key purposes of this program are:

**To reduce startup costs:** It helps the employees get up to speed" much more quickly, thereby reduces the costs associated with learning the job.

**To reduce employee turnover:** Employee turnover increases as employee feel they are not valued, or put in positions where they can't possibly do their jobs. Orientation shows that an organization values the employee, and helps provide the tools necessary for succeeding in the new job.

**To save time for supervisor and co-workers:** The better the initial orientation, the less likely supervisors and co-workers will have to spend time teaching the employee.



**To reduce anxiety:** Any employee, when put into a new, situation, will experience anxiety that can impede his or her ability to learn to do the job. Orientation helps to reduce anxiety, and helps provide guidelines for behavior and conduct.

**To develop realistic Job Expectations, Positive Attitudes and Job Satisfaction:** It is important that employee learn as soon as possible what is expected of them, and what to expect from others.

**To evaluate performance:** A well thought out program will help not only in retention of employees, but also in productivity. A six-month's orientation program is important for:

- Defining and communicating incumbents' primary job responsibilities and Company's expectations of them:
- Reviewing and monitoring progress against assigned jobs.
- Assessing performance and providing feedback in a more meaningful way.

## **Performance Evaluation:**

Performance Evaluation of the employees followed by some steps which are:

- Collect feedback from mentor/ Supervisor and knowledgeable others (employees of other departments, peers, colleagues) on the performance of the employee.
- Complete Performance Evaluation Form for probationary period, utilizing employee's job description, feedback from above and supervisor's personal observations.
- Schedule an evaluation meeting with the employee; discuss outcomes of evaluation and the next course of actions.
- Once evaluation process is completed, both the supervisor and employee will sign the evaluation report and send a copy to HR.
- This Evaluation Report will be used as one of the most vital tools in the confirmation process of a new employee. Therefore, management may confirm or extend the period of probation based on this evaluation report.
- If the probation period is extended then the Supervisor must mention the reason(s) and recommend measures or actions to be taken for improvement.

### **Job Confirmation:**

After successful completion of six months' probation period (One Year for MT's) at PSG, employee's performance evaluation is done and on the basis of satisfactory report received from the Line Manger Supervisor, employee then gets his/her job confirmation. The HR Department shall issue letter to the employee with necessary information regarding job confirmation date.

### **Promotion and Career Development:**

The following criteria are considered to measure the professional growth and of employees for promotion and career development at PSG. While the applicability of these criteria to specific positions will vary, depending upon the nature of the employee job portfolio and responsibilities. It is expected that all employees has to contribute & demonstrate significant achievement within each of the criteria identified. Consistently high quality job performance is a prerequisite for any career growth.

### **Employee Performance Evaluation:**

The purpose of an employee evaluation is to measure job performance and to ensure whether an employee's skill set is appropriately matched to the employee's job. HRD evaluate an employee's overall result through performance management system at PSG. It is equally important to identify employee's strengths and weaknesses on regular basis through evaluation. As a result, employers become better to align with qualification to job assignments. It also helps in work force planning processes. Employee Performance Evaluations at PSG are based on following methods:

### **KPI:**

Employee assessment through KPI is the process by which performance goal are set in two times of a year by Line Managers at PSG. Here to identify approximately 5-7 major job functions related objectives (KPI's) that are to be set to achieve during mid-year and end year agreed by the employee and supervisor at PSG. KPI's are set based on job description and SMART (Specific, Measureable, Achievable, Relevant, Time Bound) goals. Performance grading to be done twice a year and feedback will be provided to the employee about their improvements and efficiency.

## **EVALUATION PART: Employee Annual Performance Evaluation Form:**

Annual performance evaluation is a key component of employee status in the organization. It is intended to be a fair and balanced assessment of an employee's performance. This is the process by which a Line Manager Supervisor (1) examines and evaluates an employee's work behavior by comparing it with preset standards of job assignments, (2) documents the results of the comparison and (3) uses the results for final assessment of the employee.

### **FINAL ASSESMENT RESULT:**

Final Assessment Result consolidates the KPI part and Evaluation part to determine the final assessment of an employee's overall performance. Based on the result, recommendation for Promotion, Demotion, Transfer, Re-Designation, cut off are made at Partex Star Group.

Specific objective of the Performance Evaluation program are:

- Set performance goals and establish mutually understood standards for measuring performance.
- Clarify job duties and responsibilities.
- Strengthen working relationships between Line Manager and employee.
- To aid in recognition (promotion, reward), retention and salary decisions.
- Increase professional development through training.

### **My Duties/ Responsibilities:**

As I had the chance to own 3 months long internship at Partex Star Group, I actually have encounter with different tasks conducted by HR department. I tried to have an overall experience of HR, what are the functions, processes, how it is circulated, operations etc. I worked with almost every employees of HR under different sections but I mostly worked with the recruitment, training & development team. Hence, there have been differing kinds of jobs i used to do as a part of Human Resource team.

I used to be assigned to the subsequent jobs often. Those were-

- Collecting CV of the applicants through social sites emails etc. Sort out CV's in according to organization demand and requirements.
- Assisting in interview process such as room allocation, final output of the interview etc.
- Checking candidate's exam scripts. Assisting the training team for the training program/session for the employees.
- Training evaluation survey. To measure the actual outcome of the survey, how the training should be done more effectively, ideas, what are the expectations of the employee from training, what are the learning's, positive sides etc.
- Making reports of the employee satisfaction survey to determine whether the employees are satisfied with their job or not, whether they are pleased with the working environment, supervisors, and management committee. Also, what are the areas need to be improved, what culture PSG should continue for their success etc.
- Making organizational chart or organogram for different units of Partex star Group.
- Creating personal file of the employee to make the database. Managing employee file with the checklist, then transfer it to P-file in the file room.
- Organizing certificates of TR/ Non-management employees. Profiling their data on excel sheet according to their name, roll number, board and passing year. Then re arrange the hardcopy of the certificates in a separate file according to passing year.
- Photocopy, scanning papers, prints
- Working with the policies of PSG. Re writing the policies, areas that need to be updated, improved such as leave policy, gratuity, allowances etc.

### **Reflection of the Report:**

#### **Review:**

Human Resource Management is an extremely important part of an organization where recruitment and selection process plays a crucial role under this department. A pool of capable and economical candidate is generated to use for employment by the accomplishment procedure.

Selection, the method that is used by specific instruments to settle on from a pool of candidates, an individual or persons a lot of doubtless to reach the job(s), given management goals and legal needs (Bratton and Gold, 2007).

As outlined within the report, accomplishment and choice plays an important role in forming a company's performance and success if the corporate is capable to hold workers agency that already possess the specified talent to do the job/ task. To form it doable the HR team ought to exactly arrange their accomplishment and selection ways. This complete method starts from posting job advertisements and ends with choosing and hiring the right employees. The right strategy will facilitate the corporate to achieve success to take care of the leading position within the market. As a result, work forces of the corporate area ensure the quality to run the business. Every position wants completely different style for accomplishment. This internship report on Partex Star Group (Human Resource Division) could be a partial demand of BBA program. I actually have got an opportunity to watch and learn closely the HR functions of the PSG. Particularly the accomplishment and selection method, training and org. development of HR functions. It had been an excellent expertise on behalf of me since I got probability to figure in a real company as an intern. This chance helped me to grasp the HR functions, rules, policies and activities of a company. The information's provided during this report area unit collected from numerous sources, some primary and a few secondary sources. This report has really created an opportunity for me to learn more about the work life condition of Partex Star Group.

### **Origin of the report:**

Internship Program of BRAC University is a Graduation demand for the BBA students. This study is on completion of the internship program for the BRAC Business School. Being an intern the most challenging work was to translate the theoretical ideas into world expertise. This report is the result of 3 months long program conducted in Partex Star Group. As a result, i would like to submit this report supported the "Human Resource Division of Partex Star Group", focused on Recruitment and selection process. This report includes the summary of HR functions in the organization and additionally facilities they provide to satisfy their workers and stuffs.

## **Objective of the report:**

- The main objective of the report is to get an overall idea about the Human resource functions at Partex Star Group.

## **Broad Objective**

- To understand the total HR practices at PSG.
- To enhance my work expertise, knowledge and skills.

## **Specific objective**

- To learn about the recruitment and selection process.
- To work on training and organizational development.
- To develop myself as an HR practitioner.
- To facilitate the organization by characteristic their issues, analyzing the information, data and recommending for solutions.

## **Scope of the study:**

This report illustrates the importance of HR practices of the selected organization, Partex Star Group. The primary scope of this report is to own sensible expertise concerning however a groundwork is finished within the business organizations. The report has the scope to hide completely different aspects of HRM, which incorporates like accomplishment, selection, training, development over all the components of the HR activities. It had been a part of my educational program and made within a limited time frame. Hence, this report doesn't enter the deep of the HRM activities of the Partex Star Group, but this report's scope to form centered suggestions or recommendation apart from relating the determined and reach to a conclusion.

## **Significance of the study**

This report is helpful for the Human Resource Department of Partex Star Group, the employees, the corporate and also the Community as an entire. What are the areas need to be improved, what are the policies that need to be modified, what should be the strategy to continue success in the market for Partex Star Group? Etc. The recommendations can be helpful to the corporate for performing higher excellence and can be effective to understand the flaws to improve to compete in the market.

## **Methodology**

Mixed analysis approach was used for this study to get accurate information from different sources. Additionally, it helped me to get information from multiple sources within the context of Partex Star Group. Therefore, the study followed by descriptive style of analysis and survey analysis strategy.

\*Primary information from survey queries has quantitative characteristics.

\*Qualitative information was gathered through key informant interview and observation from my side in the organization.

The study is conducted in a very systematic procedure ranging from choice of the subject to final report preparation.

## **Sources of Data:**

Data is collected from each primary and secondary source:

### **Primary Sources**

- Observation in the organization.
- Discussion with officers and specialists.
- one to one communication.

## **Secondary Sources**

- Annual reports.
- Newspapers.
- Internet, websites, Wikipedia.
- Textbook.

## **Collection of Data:**

# Primary information that I have collected from observation technique and one to one communication with the official's worker.

# Secondary information was collected from Partex Star Group official website, Google scholar, Annual reports of PSG, journal, textbook and newspapers.

## **Limitations**

Depending on the feedback from employees of Human Resource Department, Admin & operation department this report has been prepared. But the report would be useful to some employees from Partex star Group who were reluctant to produce feedback. Some data related to the organization was confidential to discuss or to give classified and sensitive information. Another drawback was time constraint. This period of time isn't enough for a whole and clear study about an organization. Because of data limitation some data were made upon personal assumption. Therefore, there could be some mistakes within the report. Though there have been several limitations i tried to present my best effort to furnish the report swimmingly.

## **Learnings from my Internship:**

On the period of my 3 months internship at Partex Star Group, i have learned so many things which will help me to grow as both personally and professionally. Some of these are listed below:



1. **Punctuality:** the most important thing that I have learned to maintain time, punctuality helped me to organize myself as a professional and to shape my work life.
2. **Pro activeness:** I learned to be proactive rather than reactive. Whenever I was assigned any work or task, I tried to do it before the deadline rather than meeting the deadline.
3. **Team Work:** to become efficient one must know how to work as a team. Working with a team helped me to identify my strengths and weakness, to improve my areas and increase my efficiency level.
4. **Corporate etiquette** that I have learned from PSG, how to respect each other; behave gently with the employees, building relationship etc. This helped me a lot in terms of corporate grooming, behavior, norms, communication and developing my characteristics.
5. **HR Functions:** I tried to get some knowledge about Human Resource functions as well as other business units/functions of PSG. Understanding the core activities of HR, how to recruit new employee, training & development, how to make employee satisfaction survey report etc.
6. I have also learned how to use **Microsoft Visio** for making organogram, flowchart for the organization, also I was not very good at Excel but I learned some new techniques and practiced those during my work in the office.
7. I never knew how to **scan, photocopy** before. But I have learned how to make photocopies, scanning etc. that are effective to know.
8. I had the opportunity to take part in Dhaka University **Career Fest** as a member of Partex Star Group Recruitment Team. The **job fair** helped me a lot to know about different companies, their recruitment criteria, process etc. I learned to deal with different students, communicate with them to know about their career prospectus, goals etc. We have collected more than 200 resumes in the fair from different university graduates who are looking for job and interested to work at PSG.
8. Last of all, this internship program at PSG makes me a **disciplined person as a human being.** From doing office regularly to learning every bit of corporate life at the beginning of my career helped me a lot to understand the situation of the current market and make myself ready to grow as a professional in future.

## **Recommendations:**

After completing my 3 months internship at Partex Star Group, I have realized the company might need some improvements or modification within their business arena to operate smoothly and to increase employee efficiency level, satisfaction for long term benefits. Here are some recommendations I figured out which might be useful for the company for their business:

1. Partex should arrange on campus recruitment following the graduation time of the students in different universities. They can arrange interview session with the help of university authority to find out the best candidate from there.

2. PSG can set out a business competition for the university students where they can find the best candidates from the competition. Winning team can be provided some prize money or offered a job at PSG. It might boost up the efficiency level in recruitment to find out the capable candidates for PSG.

3. PSG mustn't be biased towards some specific institutions. Since they believe in diversification, they must take contemporary graduates from numerous establishments. Else their company will be underprivileged from obtaining various talents.

4. PSG should hire more people in HR department who are efficient and proactive rather than just being experienced. This will make a combination of fresh talents and experienced employees to enrich the department to work with efficiency and consistency.

5. As a renowned company, PSG should have separate working area for different department rather than an open office arena. For example, HR department should separate their work station so that they can handle the sensitive data, information with confidentiality.

6. HR Department should organize the file room as there are personal employee files which are very confidential. The files are very much unorganized and often not found or, kept in wrong place/ folder. So, HR should be more focused to organize the file room so that it can be easy and less time consuming to find a p-file whenever it needs.

7. As a leading company, PSG should hire more interns to assist in different department. Like in HR department, I was the only person as an intern, so they should hire more interns in different cycle to assist the department in various manners.

8. Interns salary should be delivered in an organized way rather than moving various places as it's very hectic to run after your salary at the end of month. So, the salary management/ payment system for the interns should be structured in an effective and useful way.

## **Conclusion:**

Partex Star Group has the foremost proficient, seasoned and onerous operating board members. The total organization works along sort of a family for the betterment of the corporate. At the top of this report the actual fact is graspable that their accomplishment and selection method is fairly structured through that they recruit capable workers throughout the year. The effectiveness of the process is outlined by worker loyalty, efficiency and employee satisfaction. Additionally they maintain all the laws and rules of Government that area unit created for business organizations. They additionally attempt to maintain and balance with all style of business environments of our country that one amongst the key to success for Partex Star Group. HR activity is one amongst the foremost necessary components in unit of time department. To achieve success, relentless contribution and dedication of the organizations human resource management is incredibly abundant required. Developing plans in a very dynamic state of affairs demands assessment of things and strictly adhering to the core principal of the organization.

In this report, I have tried my maximum to spot the HR activities of Partex Star Group. To improve the organizations performance it's vital to produce formal training, coaching, and better compensation for the employees.

However the magnitude of transparency and quality Partex Star Group exerts in its employee selection method renders it adequate to just continue this observe. Therefore, from this study PSG will get the indications on that of the problems they need to focus a lot of to extend or up their performance.

Finally, this analysis can encourage more study and suggest helpful tips to the organization for developing their HR functions more effectively as well as overall business strategy to dominate in the market smoothly.

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## Appendix:

Summary of Satisfaction Level of Participants from "Problem Solving & Decision Making"										
Date of the Training: date/month/year										
Sl.		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree				
1	The objectives of the training were clearly defined.									
2	Participation and interaction were encouraged.									
3	The topics covered were relevant to me.									
4	The content was organized and easy to follow.									
5	The materials distributed were helpful.									
6	This training experience will be useful in my work.									
7	The trainer was knowledgeable about the training topics.									
8	The trainer was well prepared.									
9	The training objectives were met.									
10	The time allotted for the training was sufficient.									
11	The meeting room and facilities were adequate and comfortable.									

**Partex Star Group**  
Applicant Rating Form

Position:  
Unit:  
Date:

SI	Name	Selection criteria						Selection status		Remarks		
		Related Experience	Academic qualification	Tech. knowledge	Comm. skill	Focuses on business results	Team work	Final score	Suitable		Held	Not recom.
									Yes	No	Yes	No
1												
2												
3												
4												
5												

Rating Description: 5-Outstanding, 4-Above Average, 3-Average, 2- Below Average, 1-Unsatisfactory

Assessor's name \_\_\_\_\_ Assessor's signature \_\_\_\_\_

**MANPOWER REQUISITION FORM**



Date of Requisition		Job Title		Department & Business Unit	
Job Grade		Salary Range		Job Location	
Reporting To		Expected Joining Date		Number of Vacancies	
Employment Type		<input type="checkbox"/> Permanent <input type="checkbox"/> Contractual <input type="checkbox"/> HR Temporary <input type="checkbox"/> Outsource <input type="checkbox"/> Intern			
Reason for Recruitment		<input type="checkbox"/> New Opening <input type="checkbox"/> Replacement <input type="checkbox"/> Planned Addition			
If Replacement:		Name:		Date of resignation	
Method of Recruitment		<input type="checkbox"/> Internal Reference <input type="checkbox"/> Newspaper Advertisement <input type="checkbox"/> Web Advertisement <input type="checkbox"/> Through Agency <input type="checkbox"/> Others			
Preferred Related Experience					
Job post deadline		Preferred Education		Preferred University	
Behavioral competencies			Functional competencies		
Special/any other requirement					
Specify why this job/requirement cannot be fulfilled either by rearrangement of existing employees?					

<b>APPROVAL (As applicable)</b>					
Requested By (Name)		Signature		Department Head (Name)	
_____ HOO	_____ CHRO	_____ COP	_____ COO	_____ CEO	_____ VC

JD Received	Yes	No	Organogram Received	Yes	No
Received by: _____			Date: _____		

## Employee Satisfaction Survey

**A. Do you know what are the values of Partex Star Group? If yes please mention below.**

Please place **check mark** under the number that best represent your feelings for the corresponding

- 1= Poor  
2= Below Average  
3= Average  
4= Good  
5= Excellent

Sl.		1	2	3	4	5
1	Respect for individuals					
2	Provide support and resources necessary to do the job					
3	Provide safe workplace (corporate office, plant and sales office)					
4	Provide bias free and quality career progression, promotion and increment					
5	Proud to tell people, "I work for this company"					
6	Provide required empowerment for the roles on the job					
7	Use of effective people skills					
8	Committed to solving safety problems					
9	Responsive to personal problems					
10	Investigate complaints and problems					
11	Processes and policies are in place and transparent					
12	Satisfied to work for Partex Star Group at present					
13	Treats everyone fairly					
14	Displays understanding, patience, and respect for dignity and worth of everyone					
15	Asks "Why?" to gain knowledge and understanding. Listens carefully to team members' suggestions, comments, and ideas					
16	Uses recognition system to formally and informally highlight performance/ achievements of team members					
17	Has trust and confidence over the team members					
18	Takes prompt and fair corrective action on employees who fail to perform their work satisfactorily.					
19	Effective in making decisions					
20	Up to date about the team condition and the work process					
21	Provide on-time feedback and accept feedback from team members					

**D. How do you rate your peers and colleagues**

22	Provide support that help you to do your job					
23	Provide timely feedback					
24	Feel free to talk openly and honestly with members of work groups					
25	Accept constructive feedback					
26	Respects new employees (talents) and their prospective contribution to the company (No discrimination/ ignorance between old and new)					

**E. How do you rate Partex Management**

27	Understand and show appreciation for the effort put forth by employees/ group/ team					
28	Listens everything carefully to take corrective measures (Good Listener)					
29	Responsive to your questions, needs					
30	Is concerned about quality					
31	Demonstrates organizational values					





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**OUR COMMUNITY ON FACEBOOK**



**ASK PARTEX STAR GROUP**

Name\*

Email\*

Subject\*

Comment\*

**SUBMIT**

**H. How long should you plan your career with Partex Star Group?**

- i. Less than a year
- ii. One to two years
- iii. Two to five years
- iv. More than five years
- DNP

**I. How long have you worked for Partex Star Group**

- i. Less than six months
- ii. Six months to one year
- iii. One to two years
- iv. Two years to five years
- v. Five years to ten years
- vi. More than ten years
- DNP

**J. Age group**

- i. Under 21
- ii. 21 to 30
- iii. 31 to 40
- iv. 41 to 50
- v. 51 to 60
- vi. 60 or older
- DNP