

Report On
HR Practices at Akij Resources Limited

By
Syed Sadman Shahriar
18304064

An internship report submitted to the Brac Business School in partial fulfillment of the requirements for the degree of Bachelor of Business Administration

[Brac Business School]
Brac University
[May 2023]

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Declaration

It is hereby declared that

1. While completing my degree at Brac University, I created the practical report submitted.
2. The report does not contain previously published or written material by a third party, unless properly cited with complete and accurate referencing.
3. The report does not include any content that has been accepted or submitted for another degree or diploma at a university or other institution.
4. I have acknowledged all major sources of assistance.

Student's Full Name & Signature:

Syed Sadman Shahriar

18304064

Supervisor's Full Name & Signature:

Mr. Zaheed Husein Mohammad Al-Din

Senior Lecturer, Brac Business School.

Brac University.

Letter of Transmittal

Mr. Zaheed Husein Mohammad Al-Din

Senior Lecturer,

Brac Business School

BRAC University

66 Mohakhali, Dhaka-1212

Subject: Submitting my Internship Report on Talent acquisition, HR of Akij Resource LTD.

Dear Sir,

It is my delight to provide you with the internship report I prepared under your supervision during my internship at Akij Resource LTD.

I've done my best to conclude the report as concisely and comprehensively as possible with the essential information and suggested solution.

I trust that the report will meet the desires.

Sincerely yours,

Syed Sadman Shahriar

18304064

BRAC Business School

BRAC University

Date: 05/10/2023

Non-Disclosure Agreement

This agreement is made and entered into by and between Akij Resources Limited and the undersigned student at BRAC University to address the unauthorized disclosure of organizational confidentiality.

At first, I would like to honor my professor, Mr. Zaheed Husein Mohammad Al-Din. He guided me to successfully complete this report. Then, I would like to thank my internship mentors, Md. Abdul Kaium Khandaker (Assistant General Manager) and S.M. Akramuzzaman (Senior Officer, HR). They provided me with all the information I needed to complete this report. Finally, I am extremely grateful to my coworkers for their support and assistance in my pursuit of knowledge.

Executive Summary

This report shows, what I learned during my three-month internship at the Head Office of Akij Resources Limited. During these three months, I've learned a lot about the business world that is related to Human Resource tasks. Under Human Resources department I mainly worked on talent acquisition section.

Talent acquisition is a key process for any company that wants to hire and keep the best people. It means looking for and hiring skilled people who can help the company grow and be successful. Akij Resource Limited uses proper talent acquisition process. In this report will show how they operates talent acquisition and what are there lacking and how they can improve it.

To make sure they find the right people, groups should start by defining their job roles, listing the skills and experience they need, and writing a job description that is appealing. They should also set up a full recruitment plan that includes finding potential candidates, screening and interviewing them, and making the final choice about who to hire.

Keywords:

Recruitment strategy, Job analysis, Job description, Interviewing, Onboarding, Candidate experience

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List of Acronyms

ARL: Akij Resources LTD

LTD: Limited

HRM: Human Resource Management

ASLL: Akij Shipping Line Limited

AEL: Akij Essential Limited

ACCL: Akij Cement Company Limited

MSIL: Magnum Steel Industries Limited

AGM: Assistant General Manager

DGM: Deputy General Manager

GM: General Manager

Chapter: 1

1.1 Introduction:

Human resources (HR) are the department of an organization that manages employees and makes sure their needs and rights are met. HR's main job is to find, train, and keep good employees while making sure they work towards the organization's strategic goals. The primary areas of focus in HR planning are the recruitment of new employees and the assessment of their job performance. The fundamental objective of recruitment is to identify and hire the most qualified individuals from a suitable pool of candidates. Because of the value of having a sufficient number of qualified candidates to ensure a smooth selection process, efficient hiring is also crucial. The availability of assets is a crucial factor. However, the commitment of individuals is imperative to effectively achieving the desired outcome. It is possible for rival firms to replicate a company's human, technological, material, or monetary resources with relative ease. In the event that a corporation's workforce exhibits exceptional aptitude and expertise, duplicating such a competitive edge would prove a formidable challenge for rival enterprises. Hence, the capacity to procure, involve, and retain a substantial pool of proficient personnel is a crucial factor in gaining a competitive edge. The efficacy of these aspects is contingent upon a proficient approach to recruitment and personnel selection.

Nowadays, every big company is using HRIS (Human Resources Information System) to improve their business. HRIS maintains, manages, and processes detailed information about employees and rules and regulations related to HR. Akij Resource Ltd. (ARL) also uses this tool to gather employee information and their details. As an HR intern, I have come to know how they use this system and how they gather employee information. To boost employee ARL, use an app where employees can see their regular kip to boost their productivity.

From February 1 to May 10, 2023, I worked as an intern at Akij Resources Limited (Akij House) in different parts of the Human Resources Department, depending on what they needed. So, within this short time, I have learned many new things from them. This learning will help me in the future.

1.2 Objective of the Study

1.1.1 Broad Objective

The main objective is to analyze the importance of talent acquisition in any organization. How it helps an organization find skilled and qualified employees.

1.1.2 Specific Objectives

- To assess the overall HRM functions of the company.
- To assess the effectiveness of the talent acquisition process in the company.
- To evaluate how the company's success is affected by talent acquisition and talent
- Management practices at Akij Resources Limited

1.3 Methodology of the Study:

I used two different kinds of data sources to finish my study. The first is primary data, and the second is secondary data.



Figure 1: Sources of Data collection

Primary Data: I spent a long time talking to one of my teachers at Akij Resources Ltd. to get the original data I needed to write this report.

Secondary Data: I looked at a variety of textbooks, data from the internet, and the website for Akij Resources Limited for the secondary data. I also looked at reports from earlier studies, publications, and journals.

1.4 Scope and Limitations of the Study

The analysis was done from beginning to end, so it is complete and accurate. There was also help from other coworkers and interns in this area. Most importantly, the person I reported helped me in every way possible. But as the research was being done, a number of problems came up. There were some problems with the study.

- Due to the limited amount of time available, it was not possible to collect the necessary data for a more comprehensive investigation.
- The majority of the time, organizations are restricted to just exchanging information within themselves. It was a challenge to gather all of the relevant information in order to write the report.
- Lack of experience in corporate.

Chapter 2: Organization Part

2.1 Akij Group at a Glance



Figure 2: Founder of Akij Group

Akij Group is one of the most important business groups in Bangladesh. It is privately owned. In the beginning, it was a small trade business started by the late Sheikh Akijuddin in the early 1940s. Later, in 1950, he started making hand-rolled cigarettes (BIRI) and doing business with jute. His main goal was to find jobs for the people of the country by starting different businesses in different parts of the country. He worked hard and was honest, on time, reliable, and moral his whole life to reach this goal. So, under the strong leadership of Akij Group's founder, the company was able to grow into a big conglomerate with many different industrial and commercial units. Some of the most important ones are Handmade Cigarettes (BIRI), Cigarettes, Jute, Crust & Finished Leather, Footwear, Textile, Tobacco, Chewing Tobacco, Cigarettes, Safety Matches, Printing & Packaging, Particle Board, Food & Beverage, Cement, Ceramic, Crocodile Farming, Stock Brokerages, Computer Hardware & Software, Chain CNG Refueling Stations, and Automobiles. As one of Bangladesh's biggest exports, we're getting the "Export Trophy" from the government for doing a great job in the jute and leather business. Akij Group hires more than 1,000,000 people as workers and officers in different roles. Our group is one of the highest tax payers and gives more than 4% of its income to the country's yearly national budget. This is a big help to the government department in charge of public revenue.

Akij Group is made up of five main groups of businesses. Those are Akij Holdings Limited, Akij Assets Limited, Akij Insaf Limited, Akij Venture Limited, and Akij Resources Limited. Akij Resources Ltd. is the main subject of this study.

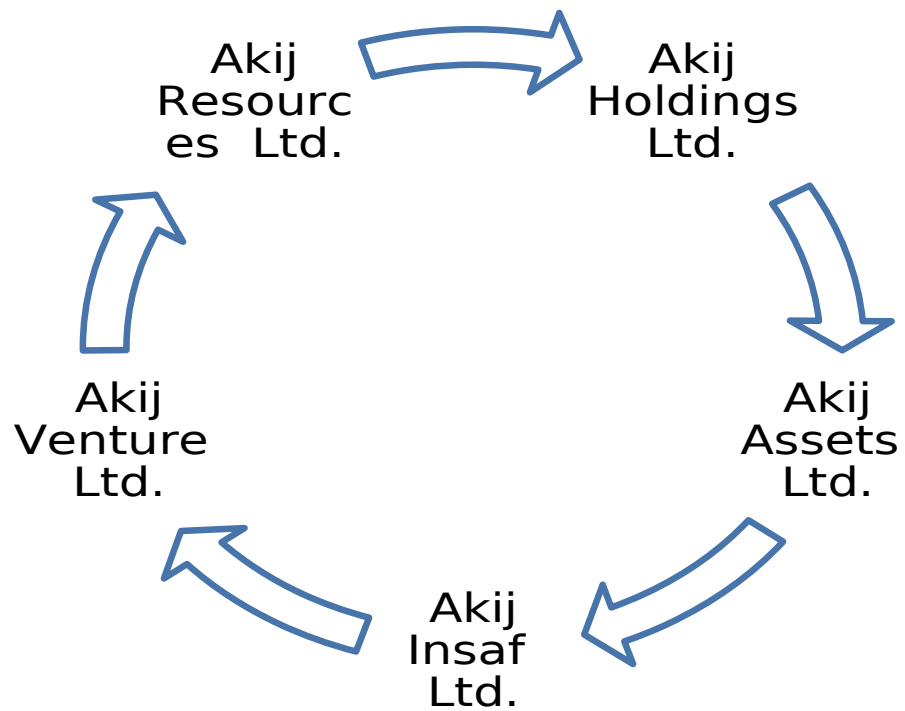


Figure 3 Business functions of Akij Group

2.2 Akij Recourse Limited (ARL)



Figure 2.2: Akij Resource Limited

In April of 2020, Akij Resources Limited, better known as ARL, was established with the purpose of providing the highest possible level of quality in both the goods and services it offers to its clients by way of ongoing improvement that is both beneficial to society and the environment.

When it comes to top-quality products, Akij is a name you can trust. Millions of people all over the world have already bought and used its high-quality goods. It already has a big presence in the building products market, where it has been serving the country well for the last 20 years. Over time, Akij has grown into a huge business that has a foothold in almost every area where people need to buy things every day. Today, Akij is proud to be one of Bangladesh's biggest business groups.

Akij Resources Limited was established as a means of continuing the work begun by Sheikh Jasim Uddin's late father, Sheikh Akij Uddin, under the direction of Sheikh Jasim Uddin, who serves as the company's CEO. ARL has followed in the footsteps of its founding father by preserving its dominant position in the building materials industry while also increasing its investments in the steel industry. ARL has made investments in the food commodities market as

well as the agriculture sector in order to meet fundamental human requirements, such as the requirement for food.

ARL conducts business in a variety of industries and sells a wide variety of products, including rice, flour, salt, sugar, cereals, and fertilizer. These products are all included in ARL's product catalogue. The mission of the company is to provide the people of the nation with the essentials for daily life while also introducing originality and progress into the operational framework of the business.

2.3 Products and Services

2.3.1: Akij Cement Company Limited



Figure 4: ACCL

Akij Cement, a subsidiary of Akij Group, operates a factory that is favorable to the environment and utilizes vertical roller mill (VRM) technology to create cement without the use of fly ash. Clinker and gypsum are the two primary raw materials that are used in the production of cement. In addition, blast furnace slag, lime stone, and fly ash are used as additives in cement production.

According to the information provided by the manufacturer, Akij Portland Composite Cement is composed of between 72 and 79% clinker, 13 to 23% blast furnace slag, and 0 to 5% gypsum.

The company's authorities have stated that fly ash is not included in any of the cement materials they produce.

"Fly ash-free Akij Composite Portland Cement is an environment-friendly product, as manufacturing of such a type of cement can substantially reduce the additional load on the environment," said Payar Ahmed Tushar, senior manager, brand and trade marketing of Akij Cement. "Fly-ash-free Akij Composite Portland Cement" is a trademark of Akij Cement. He explained to the journalists who were touring the factory in Narayanganj not too long ago that this particular type of cement decreases health risks by roughly 45%, cuts energy usage by 45%, and saves around 45% of the natural lime stone that was used.

2.3.2 Akij Shipping Lines Limited



Figure 5: ASLL

On September 9th, 2010, Akij Shipping Line Limited was established with a focus primarily on the transportation of dry bulk cargo. With ten working boats in total, ASLL employs roughly 750 or more people. Singapore is home to a branch of Akij Shipping Line Limited, where services are offered.

Services of ASLL

- Chartering
- Trading
- Ship Agency
- Crew Management
- Technical Management

2.3.3 Magnum Steel Industries Limited



Figure 6: Magnum Steel Industries Limited

Magnum was started in 2009 and sells high-quality steel bars to Bangladesh's growing building industry. To help the steel business, Akij Resources Limited bought Magnum Steel Industries Limited (MSIL) in 2021. Magnum makes steel bars that are used to reinforce concrete in buildings like high-rises, industrial plants, apartment blocks, bridges, tunnels, and flyovers. It imports low-carbon steel billets of high quality to make strong and safe steel bars. Magnum Steel has a variety of items and tools that help us help our customers in a good way. Customers are always happy with how we treat them and how quickly we get things done. We do a lot of different kinds of projects all over Bangladesh.

2.3.4 Blue Pill Limited



Figure 7: Blue Pill Limited

Blue Pill Limited offers a diverse selection of services, including those pertaining to information technology, consultancy, customer care, and support, as well as business process outsourcing. BPL is able to continue their dedication to offering maximum value, high quality, and low-cost business processing and IT services to their potential customers because of their years of experience in the business and their well-cultivated offshore liaison(s). They have offered a wide variety of outsourcing services, including information technology services.

Since their founding in 2014, they have been providing services and solutions to both large and small enterprises, as well as to the leaders in many industries. They offer the most innovative solutions for each and every one of their company's departments.

The business process outsourcing portfolio includes solutions that cover the entire process from beginning to end. They offer everything, and they do it in a way that is both customer-friendly and adaptable to the needs of the individual.

2.3.5 iBOS Limited

iBOS Limited is a software company that is a subsidiary of AKIJ. The company has significant expertise in the areas of manufacturing ERP systems, business process improvement, and web development. They see themselves as problem-solvers in the business sector and offer business solutions that are unlimited, integrated, and intelligent. These solutions are industry-specific.

iBOS HRM

- iBOS Accounting
- BOS RTM
- iBOS SME
- iBOS Enterprise

2.3.6 Akij Essentials Limited



Figure 8: Akij Essentials Limited

Akij Essentials Limited (AEL), which is principally the food commodity business unit of Akij Resources, takes great care to produce only the highest-quality goods and makes use of technology that is at the cutting edge in the industry. The product line known as "Essential" has been promoted with a focus on Bengali customs and culture as the primary focal point of the advertising campaign. A function that Essential plays is that of being warm and welcoming, full of life, and deeply tied to the principles and traditions of the place of origin.

November 2020 marked the beginning of the voyage that will be known as "Essential." Essential seeks to provide all of the essential commodities that the people of Bangladesh require in order to meet their day-to-day needs, as the name of the company suggests. A vast variety of everyday vital food products, including rice, flour, salt, sugar, lentils, spices, and edible oils, are produced by AEL, which specializes in the manufacture of these goods.

2.4 Mission Statement

Ensure best quality products and services through continuous improvement that benefits society and environment

2.5 Vision Statement

Be the benchmark of customer's choice

2.6: Core Values

- Customer Centric
- Positivity
- Ownership
- Innovative
- Teamwork

2.7 Core Competencies

- Process Orient
- Quality Focused
- Compliance
- Cost Efficiency
- Innovative

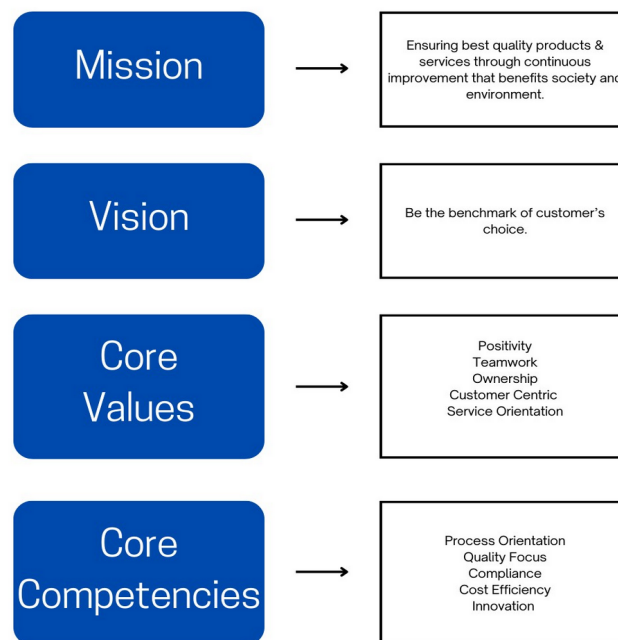


Figure 9: Mission, Vision, Core values & Core Competencies

2.8 Akij Brand

In the time that Akij has been operating in this sector, the company has developed a formidable reputation in the market. In today's hypercompetitive market, when it is hard to differentiate oneself with a single product, Akij places a major focus on producing items that are the best in all important fields. Every one of these businesses consistently puts the brand in the driver's seat when it comes to sales and market share. A company's vision is, in its most basic form, a goal or aspiration that the organization aspires to achieve at some point in the future, regardless of whether or not the objective is really achievable. Akij is dedicated to building the firm into one of the largest market leaders in the world while simultaneously extending its activities on a worldwide scale. Currently, Akij is focusing its efforts on increasing its operations in the United States.

2.9 ARL's Managing Process

Management at Akij Resources ltd. is run in an exceptionally centralized fashion. Every worker is responsible for reporting to his or her immediate supervisor. It is expected of supervisors to take charge and make decisions on their behalf. The highest level of management in the organization reviews each and every decision. The Akij Group takes a method that integrates several channels of communication. The management of the company will often hold a conference once every two months or on a predetermined day in order to undertake an in-depth analysis of the present and near future scenarios involving the organization and its activities. Internet connectivity ensures that all subsidiary businesses are in constant contact with the parent organization, allowing for brisk decision-making.

2.10 Organizational Structure



Figure 10: Organogram

Chapter 3: HR Practices in Akij Resources Limited

3.1 Human resource

The department of an organization known as human resources (HR) is in charge of locating potential employees, recruiting them, screening them, and providing them with training. In addition to that, it manages other employee benefit programs. In today's rapidly evolving business climate, human resources (HR) departments play an essential part in assisting organizations in meeting the growing demand for skilled employees.

Human resources (HR) is the part of an organization that is in charge of managing the people who work there. Most of the time, HR is in charge of the following:

1. **Talent Acquisition:** Human Resources (HR) is in charge of finding and hiring the right people for the organization. This means making job titles, posting job openings, screening resumes, interviewing candidates, and choosing the best ones.
2. **Learning and growth:** Once a new employee is hired, it is up to HR to give them the training and growth opportunities they need to do well in their jobs. This can include programmed like orientation, training on the job, mentoring, and ongoing education.
3. **Performance management:** HR is in charge of setting up performance measures and judging how well employees are doing based on these metrics. This can include helping workers improve by setting goals, reviewing their work, and giving them feedback.
4. **Compensation and benefits:** HR are in charge of handling employee compensation and benefits, such as salary negotiations, benefit packages, and other forms of pay like bonuses, stock options, and profit-sharing plans.
5. **Relationships with employees:** HR is in charge of handling relationships with employees and making sure the workplace is a good place to work. This can include dealing with workplace issues, making sure employees are happy and engaged, and handling employee complaints.
6. **Compliance:** It is HR's job to make sure that the organization follows all laws and rules about hiring that are in place. This can mean making sure the organization follows labor laws, safety rules, and laws against discrimination.

HR's main job is to help the organization reach its goals by taking care of its most valuable asset, its people.

3.2 Talent Acquisition:

Talent acquisition is the process of finding, attracting, and hiring skilled people who can meet a company's organizational goals. It includes the plans and methods that managers use to find the right people for different jobs. Talent acquisition is important for every company because it helps find and hire the best people for each job. Effective talent acquisition methods can help organizations:

- Build a strong talent pipeline
- Increase workforce productivity
- Improve employee engagement and retention
- Reduce recruitment costs and time-to-hire
- Make the workplace more diverse and inclusive

Steps in Talent Acquisition Process: The talent acquisition process consists of the following steps:

1. Workforce planning: identifying out what the organization needs now and, in the future, as well as what skills and abilities are needed for each job role.
2. Sourcing: Attracting possible candidates through different methods, such as job postings, social media, employee referrals, and recruitment agencies.
3. Screening: Reviewing resumes, conducting phone and video interviews, and judging applicants based on their skills, experience, and cultural fit.
4. Selection: Interviewing people in person, testing their skills, and checking their references to find the best people for the job.
5. Onboarding: Welcoming and integrating new hires into the organization by giving them orientation, training, and help.

Employers use talent acquisition to find new workers, keep track of them, question them, and train them. Usually, this is taken care of by the department of human resources. Most people

think of talent acquisition as a strategic approach to the early stages of talent management, which is the process by which employers hire, place, train, evaluate, and pay their workers. Finding and hiring the right people is an important part of a business plan, and it has a direct effect on how well the business will do in the future. If a business doesn't hire the right people, productivity, decision-making, and motivation are likely to go down. In a competitive market, these things make it hard for a business to stay in business.

3.3 Strategic Business Planning

Since Akij Group is divided into five business clusters, each business cluster contains multiple divisions. Every unit's approach to conducting business is unique. Consequently, each entity conducts long-term strategic planning. First, Akij Group conducts five-year strategic business unit planning. This includes what and how the strategies will be implemented over the following five years.

3.4 Manpower Planning

After evaluating the strategic plans of each business unit, Human Resources conducts personnel planning to address employee shortages and replace departing workers. When a department requires personnel, an Employee Recruitment Requisition (ERR) is issued. The head of human resources and the chief operating officer must sign the RRF. The list is then updated as openings arise. The HR department receives a recruitment request form from the department and

It is necessary for the chief of the function to have an adequate job description as well as a work specification. They create the first job advertisement using the job description and job specification as their primary sources of information. After that, they hand the document over to Organization Development in order to have it revised and finalized along with a representative from the department. After the finalization process is complete, the TA team posts the job advertisement on BD Jobs, LinkedIn, and in local media.

Manpower planning, also known as human resource planning, is a procedure within HR that forecasts an organization's future human resource needs and ensures that the right people with the required skills and qualifications are available. Manpower planning is essential to the success of an organization because it ensures that the appropriate number of employees with the necessary skills are available to accomplish the organization's goals and objectives. Implementing and monitoring the plan entails putting the manpower plan into action and monitoring its efficacy to ensure it meets the requirements of the organization. Overall, manpower planning is an essential HR function that ensures an organization has the right people with the right skills at the right time and location to achieve its goals and objectives.

3.5 Recruitment and Selection

Talent acquisition's recruitment and selection method has several steps to find, attract, and hire qualified people. Here is the process of recruitment and selection process:

Identify Hiring Needs: Figure out what skills, qualifications, experience, and competencies are needed for the job. Most of the time, this information is gained by talking to the hiring manager or other important people.

1. **Job Advertisement:** Write a compelling job ad that accurately describes the role and what it takes to get it. The ad can be posted on job boards, the company's website, social media, and other related sites to attract potential candidates.
2. **Candidate Sourcing:** Look for candidates actively through different channels, such as online job portals, professional networking platforms (like LinkedIn), employee referrals, industry events, and placement agencies. At this stage, you build a pool of possible candidates and collect their resumes or applications.
3. **Screening resumes:** Look over the resumes or applications you've gotten to find people who meet the basic requirements for the job. Check a candidate's qualifications, experience, skills, and any other relevant information to see if they should move on to the next step.
4. **Interview:** The finalized CVs get a phone call for an interview and a message. The TA team sets up the interview session for the approved candidates and sends a request for refreshments for the candidates to the administration department. Up to senior officers, candidates must first take a written test. The school head gives the TA team a questionnaire about the subject of the written test. They print the assessment form, the CV, and the questionnaire.
5. **Job Offer:** Once the best candidate has been chosen, give them a job offer that includes information about pay, perks, start date, and anything else that's important. Talk about the deal and, if necessary, negotiate the terms.
6. **Onboarding:** Start the onboarding process as soon as the candidate accepts the job offer. Help the new employee get settled in by giving them the papers, orientation, training, and support they need.

During the hiring and selection process, it's important to keep in touch with candidates, keep them up to date, and make sure they have a good experience. This helps build the employer brand and makes it easier for possible candidates to get along with the company.

In Akij Resource Limited they select employee in two ways. Firstly **Behavioral-based** evaluation form secondly **Competency-based** evaluation form.

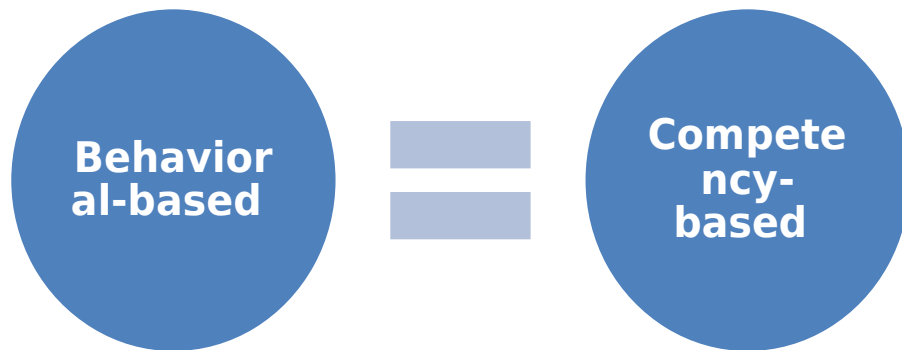


Figure 11: Employee evaluation

Behavioral-based:

Akij Group uses a behavioral-based interviewing method to look at how candidates acted in different settings in the past to predict how well they will do in the future. It's easier to predict how a candidate will do based on how they have done in the past than to just guess. They use this method for individuals up to the level of senior officers. They rate people from poor (1) to superior (5) based on how customer-focused, service-oriented, proactive, team-oriented, knowledgeable about the job, and positive they are. They write down the candidate's strengths and areas where they could improve. The following form used by ARL.



Interview Appraisal Form

Candidate Name		Previous Employment History	
Position		Last Organization	
Unit		Designation	
Department		Job Duration	
Job Location			

Rating Criteria	Poor (1)	Fair (2)	Average (3)	Good (4)	Superior (5)	Compensation & Benefits		
						Particulars	Existing	Expected
1. Customer Centric						Salary		
2. Service Orientation						Mobile Ceiling		
3. Ownership						Transport Allowance		
4. Team Work						TA/DA		
5. Positivity						Incentive		
6. Job Knowledge						Tax Benefit		
7. Proactive						Others (if any)		
						Notice Period		

Strength Area	Area of Improvement
Remarks:	

Primary Interview Status
Please give (✓) mark

 Rejected

 Hold for Comparison

 Primary Selected

Interviewers Column:		
Name:	Name:	Name:
Designation:	Designation:	Designation:
Signature:	Signature:	Signature:

Final Interview Status
Please give (✓) mark

 Rejected

 Hold for Comparison

 Finally Selected

Only For Final Selected Candidate					
Designation:	Salary:	Expected date of joining	Other Benefits:	Proposed by: Head of HR	Approved by: BOD/COO/MD

Figure 12: Interview Appraisal Form

Competency-based:

Akij Group uses a competency-based evaluation method for people at the assistant manager level and above. Interviews for competency are based on the skills needed to do the job. The idea is that if you've used these skills before, you'll be able to use them again at the level needed. The interviewers look for the most important signs that show the need for the ability.

Some examples of skill questions include the following:

- Tell me about a time you helped a coworker with a job they were having trouble with.
- Please tell me how you make sure you have the best customer service possible.
- Tell me about a time when you had to change the way you did your job.

In competency evaluation, interviewees are judged on their behavior, such as their focus on the customer, service orientation, ownership, proactivity, teamwork, job knowledge, positivity, leadership skills, goal-orientees, clarity of thought, and analytical ability.

AKU RESOURCES LTD		Competency Based Interview Evaluation Form (Manager & Above)				
Position Interviewed for : Assistant Manager- Sales & Marketing						
Date: 27-05-2021						
SBU/ Department:	AKU Cement Ready Mix Concrete			Current Salary & benefits:		
Candidate Name:				Salary:		
Current/ Past Organization:				Notice period:		
Current/ Past Designation:				Expected Salary & benefits:		
Years of working experience:						
Candidate evaluation forms are to be completed by the interviewer to rank the candidates overall qualifications for the position. Under each heading the interviewer should write specific job related comments in the space provided and rating for Behavioral Competency part.						
Functional Competency			Panel Comments			
Achievement on monthly target on value and volume						
Achieve high growth on value by selling every SKUs						
Ensure current market share and grab competitors market share						
Make high valued customer as repetitive customer						
Ensure customer delight on serving each customer						
Overseeing the organizations sales training						
Effective channels of Marketing in RMC business.						
Visit with team members to find potential customer						
Behavioral Competency			Weak	Moderate	Strong	Strengths/Weaknesses
Customer Centric						
Service Orientation						
Ownership						
Teamwork						
Positivity						
Leadership Abilities						
Achievement Orientation						
Analytical Ability						
Clarity of Thought						
General Awareness						
Additional Remarks:			Selection decision:			
Interviewer Name:			Hold for Comparison			
Designation:			Rejected			
Department/ SBU:			Short listed:			
Signature						

Figure 13: Competency based interview evaluation form

The people who made it to the second round of interviews from the first round were called and texted. The TA team organizes everything for the interview board based on the interview board matrix, such as calling candidates, sending emails to board members, making an attendance sheet, booking a room, and printing all the necessary papers. When the interview is over, they have the candidate sign and write on a review form, and then they choose the final candidates for the final interview.

Candidates who pass the second interview will be called and texted within a week for the final interview. The TA team confirms with the COO the final interview schedule, gives him an email invitation, and locks the time and date in the calendar. On the day of the final interview, they book a place, set up the interview panel, and get signatures from the members of the panel. When the last candidates for the open jobs are chosen, the interview session is over.

For payroll, the TA team gets salary information from each area. Then, within a week, they call the people who were finally chosen to bargain. If they agree, the TA team gives them an email offer letter. Then, they take the final candidates' rating forms to the head of human resources to get them signed. Before a new worker starts, they make an appointment letter and have the DGM of the HR department sign it.

3.6 Induction

On the day of induction, they make an induction list on an Excel sheet. When the new people come to work, they sign their names on the list. After that, they get the necessary documents from the candidates along with an acceptance letter, check all the documents (NID, certificates, clearance letter) to keep a personal file for each employee, and then give them their appointment letter.

After all the paperwork was done, a manager from the training and development department gave them a quick rundown of the company and its rules.

3.7 Other functions of HR in Akij Resources Limited

3.7.1 Training and Development:

Training and development are the processes by which specific knowledge, skills, and talents are transferred to an employee. As a result, training and development may be summed up as an effort to enhance current and future employee performance through learning, either by changing an employee's attitude or expanding his or her skills and knowledge. Akij Resources Limited makes a large financial commitment to employee development. These training programmes are attended by every ARL employee in order to enhance their effectiveness at work. These training and development initiatives involve both new and current staff.

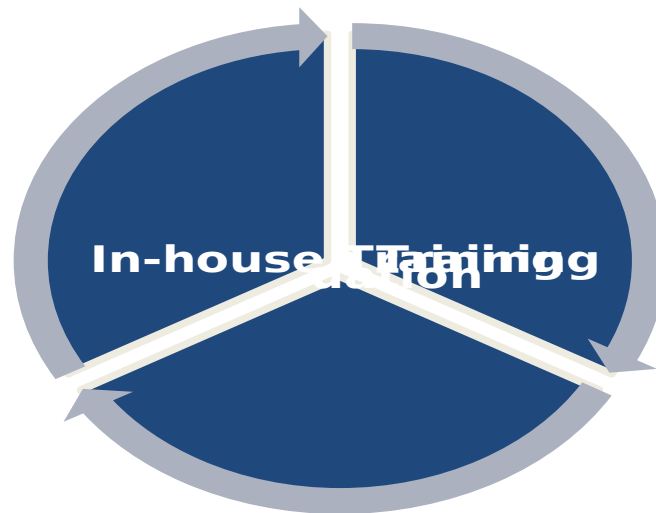


Figure 14: Training Process

In-house Training: Akij Resources Ltd has its own trainer who does the teaching inside the company. This program offers training that is both job-specific and based on what people need. It also has a program for getting started. This program is made for both new hires and current staff.

Induction Training: ARL sets up an orientation training session for new employees. This training program introduces new employees to the company's mindset and gives them a quick and accurate overview of the organization. It also makes it easier for supervisors and new

employees to talk to each other, which makes new employees more flexible and at ease in their jobs.

Evaluation: Evaluation after a training program is an important step. There are two types of evaluations:

3.7.2 Training program evaluation: The L&D section of Akij Resources Limited evaluates training programs to see if they did what they were supposed to do. It also checks to see if the people in the program can fully understand and use what they've learned. ARL's teaching program is judged by the following six criteria:

- The training supported me in completing my responsibilities.
- Course material description, order, and sequencing
- The trainer's knowledge, ability to present, and willingness to be on time.
- Do you think your colleague should go to the training?
- Degree of logistical and operational support

3.8 Compensation and benefits:

Compensation and benefits are the pay and other monetary and non-monetary rewards that a company gives to its workers. Human resource managers use it as a key tool to help people reach their full potential at work. Everything is taken care of by Compensation and Benefits, from internal drive to more work being done. The process of compensating workers is an essential component of managing human resources since it enables people to perform their tasks more effectively and boosts overall productivity. At the heart of every business is its compensation plan! Settlement benefits keep workers alive or keep them working for the company for a long time, just like a heartbeat is one of the most important parts of life. It usually motivates workers in a number of sneaky ways, making them want to do their best work so they can win more and more incentives.

Akij Group gives its workers both money and other kinds of benefits.

Monetary compensations are:

1. Saving Fund
2. Gratuity
3. Festive Bonus
4. Profit Sharing

Non-monetary compensations are:

1. Financial Support for Mobile Devices
2. Public Recognition
3. Possibilities for Advancement
4. Expenses while travelling and a monthly allowance for basic needs.

3.9 Compliance and Safety Management:

Managing compliance and safety is one of the most important parts of a growing business. Without a safe and healthy team, it's hard to move forward. Safety compliance management is a top concern for Akij Group in order to improve performance as a whole. They don't forget about the safety of their workers. The compliance and safety management team makes sure that the organization follows all labor laws to keep the workplace safe and healthy for the workers. They make sure that workers get good training so that they can follow safety rules. In these programs, they teach the workers about the risks they face every day.

Chapter: 5

5.1 HRM practice during Covid-19 pandemic

Because of what happened with COVID-19, organizations had to make big changes in order to keep their activities going. It's taken our world to new places. Some workers were fired or asked to take a temporary leave of absence, while others had their pay and benefits cut. Also, most of

the staff who stayed on worked from home. Many survivors were having trouble with their mental health and didn't know where the axe would fall next. Because COVID-19 rules about physical and social space had to be followed, people couldn't talk to each other. The situation caused by the COVID-19 epidemic had a long-term effect on workers' mental health. It made many of them anxious, which hurt their work performance. Since employees are a business's most important asset, the business must also take care of their health. Because of this, the COVID-19 pandemic made it hard for HRM practices to protect workers from its harmful effects. During the global outbreak, all of the work done in Akij Group was done online. Akij Resources

The HR team at Limited was on the front lines. They had to deal with many problems, such as getting employees to work together and talk to each other, keeping workers motivated, and keeping track of office hours. They did their best to make employees' lives easier because, in addition to managing business needs, they were also responsible for knowing employees' worries. The HR team did things to help and put the emotional and mental health of their workers first. There was no set time to work when I worked from home, which was sometimes stressful. So, in addition to other training sessions, the HR team set up an online training lesson on how to deal with stress. They had a two-way conversation with workers to help them let go of and talk about their fears of being alone. To find a way to deal with these new facts, it was necessary to make strong changes in technology, institutions, and human resources. During the pandemic, the HR team put digital hiring and training at the top of their list of priorities. From interviews to getting them started, they used the Zoom tool. Their online hiring process worked so well. Both workers and employers saved money and time. Even though the pandemic is over, they still do internet interviews in case of emergencies. Because of the COVID-19 pandemic, performance management had to be put on hold for a long time. During times of change and instability, employees look to their supervisors for direction, and performance management is a key part of expressing the company's strategic direction. If managers don't have access to performance data, they can't give workers accurate and helpful feedback that will help them do better in the future. So, it was hard to measure success when there was a pandemic. In lockdown, employees got their full pay for the first three months and then 70% of it after that.

Now more than ever, the HR manager must play a strategic role in guiding the organization and its employees through challenging times and beyond. Human resource managers must enter the "dark window" to assist their employees in coping with workplace uncertainty, which is challenging. During the pandemic, employees faced challenges they may not have anticipated even before they began working there. When deciding where to work, individuals typically consider the essential working conditions for the position. COVID-19 has made it more difficult for enterprises to operate as usual. The long-term success of the organization and the number of burned-out employees will greatly benefit from the ability to identify, diagnose, and devise context-appropriate actions to help employees cope with the "living with the unexpected new reality" phase. Work-life balance has always been essential for those concerned with how it affects their quality of life as a whole. Its purpose is to enhance the quality of life of employees while enhancing workplace efficiency. Those who have a healthy work-life balance are more productive and creative, whereas those who do not are more likely to be depressed and miserable. COVID-19 has blurred the distinction between the personal and professional lives of employees. This has disrupted the equilibrium between work and life, leading to work-life conflicts. For instance, the requirement to conduct business meetings on video platforms requires employees to ensure their backgrounds are suitable for Zoom or video meetings. It was even more difficult for employees who had children or infants. In these instances, the individual was unable to prevent people from exclaiming or interfering with the live performance. Due to the proliferation of the coronavirus, businesses around the world have had to request that their employees work from home. As the WFH culture expands, an increasing number of workers utilise video conferencing solutions to satisfy their evolving requirements. In this situation, an employee's performance is primarily determined by how he or she describes each task on online platforms, as opposed to the quality of the actual work performed. In the future, both employees and employers will be required to work more efficiently.

5.2 Findings and Analysis:

This chapter's goal is to summaries what was found, show how the results relate to the study's goals, and explain how the conclusion was reached.

After looking at the information from the interview, I realised that a strong talent acquisition plan helps businesses find the best potential employees and improves the performance and growth of

the company. Akij Resources Ltd. has a strong team of people in charge of finding talent. They have a long-term HR plan that focuses on getting top talent and getting them to use their unique skills to help the company meet its goals. Their plan is well thought out and works.

After bringing new talent into the organization, they use competency mapping, assessment centers, succession planning, and leadership program to keep these people. These program help workers work harder and be more interested in their jobs.

At Akij Resources Ltd., employees have access to a variety of training opportunities. These trainings are also organized and led by a number of the nation's top trainers. These trainings are quite advantageous for the employees' development. This training will help employees learn and develop professionally through participation.

Positive employee performance can be seen at Akij Resources Limited. Employees finish work on time, employees are prepared to enhance the quality of service, employees are pleased to see the company's progress, employees are eager to work for the company, employees are able to assume the consequences of faulty work, employees demonstrate ingenuity by initiating new ideas to improve performance, employees understand and appreciate the needs of customers, employees are able to meet the goals set, and employees are experienced and therefore competent. They can achieve their KPI and work towards Akij Resources Limited. Employees finish work on time, employees are prepared to enhance the quality of service, employees are pleased to see the company's progress, employees are eager to work for the company, employees are able to assume the consequences of faulty work, employees demonstrate ingenuity by initiating new ideas to improve performance, employees understand and appreciate the needs of customers, employees are able to meet the goals set, and employees are experienced and therefore competent. They can achieve their KPI and work towards it. Each employee has their own job description, detailing their specific responsibilities. However, the work environment is extremely antiquated and regimented. Since so long ago, so many professional employees have been employed here. They should be provided with more opportunities to maximize their potential. There are fewer women employed in the majority of departments. The ratio should be fifty-fifty. The recruitment and advancement of women should be prioritized more heavily.

The workplace at Akij Resources Limited is a healthy one. Employees hold the company's emphasis on individual performance and leadership in the highest regard. It makes every effort to satisfy customers, has a defined organizational structure with roles and responsibilities, encourages the free flow of communication between superiors and subordinates, manages organizational conflict in a more professional manner, enforces beneficial human resource management practices, supports employee engagement, encourages innovation, engages workers in decision-making, facilitates professionalism in service provision, and incorporates continuous quality improvement.

5.3 Recommendation

- Akij should adopt strategic approaches to HR in order to adapt to global cultural shifts. The need for cultural change is becoming urgent, so management should make every effort to alter their current rigid and traditional culture. To improve employee engagement, productivity, and retention, the workplace should be more flexible. I believe that fresh ideas from the younger generation can make a substantial difference in accelerating this process. Therefore, they deserve a shot here.
- Increase the office's utilization of modern technology. Some employees remain uninterested in using contemporary technology. By utilizing modern technology, they are able to perform their duties more efficiently.
- The team responsible for talent acquisition must implement automated resume screening software. It aids in the organization of all resumes received, saving them a great deal of time as they will no longer have to sift through thousands of resumes.
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- When candidates show up for an interview or written test, the authority should make sure that the photo they sent with their resume is of the right person.

- There aren't that many people working in HR compared to the number of people working in all the other areas. Akij should think about hiring experienced and skilled HR workers to grow its HR department.
- In every area, there aren't many women who work there. This big difference between men and women should be fixed by hiring more women to work for the organization. Interns should be given some sort of training that they can add in their CVs.
- Both men and women use the same bathroom in Akij. Since it's awkward for men and women to use the same bathroom, there should be separate bathrooms for men and women who work there.

5.3 Conclusion:

Everyone is aware that reality substantially deviates from what we've learned in theory books. One can only perceive and comprehend the universe by actively participating in its operations. In the apprenticeship, the same situation applies. After becoming more acquainted with the organization's procedures and people, I was able to see many things that I would not have been able to see from perusing books alone. The preceding discussion demonstrates that Akij Group Ltd. is one of Bangladesh's leading business conglomerates. It offers an extensive selection of goods and services.

This report contains both the fundamental HRM practices and the company's organized talent acquisition and talent management practices. According to Akij Resources Limited, talent acquisition and management are crucial factors in achieving organizational success and a competitive advantage. They prioritize early talent identification in the recruitment process. They are able to keep their attrition rate below the industry average, but they struggle to retain talent over the long term due to a lack of a competitive talent maintenance and retention mechanism. ARL's culture facilitates the efficient and effective administration of its workforce. The prevalent practice of optimally utilizing resources within the same cultural association contributes to the organization's growth. They invest a substantial sum in employee training. These training

opportunities are extremely beneficial for the self-improvement of employees and the company as a whole. The performance of each employee in the organization is evaluated every six months, and based on this evaluation, they receive an increment and an incentive.

In conclusion, the basic HRM and the organized talent acquisition and talent management practices at Akij Resources Ltd. are extremely efficient and effective; however, the organization's human resource management department must consistently contribute to looking after this issue, as coping with the dynamic business environment of the present day is extremely difficult.

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