

**Report On**  
**Recruitment, Selection, Training and Development Process of SGS**  
**Bangladesh Limited.**

By  
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18304097

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

BRAC Business School  
BRAC University  
October,2023

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## **Declaration**

It is hereby declared that

1. The internship report submitted is my/our own original work while completing degree at BRAC University.
2. The report does not contain material previously published or written by a third party, except where this is appropriately cited through full and accurate referencing.
3. The report does not contain material which has been accepted, or submitted, for any other degree or diploma at a university or other institution.
4. I/We have acknowledged all main sources of help.

**Student's Full Name & Signature:**

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**Dewan Nailat Islam Neera**  
18304097

**Supervisor's Full Name & Signature:**

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**Najmul Hasan, Ph.D.**  
Assistant Professor in Information Systems  
BRAC Business School  
BRAC University

## Letter of transmittal

Date-

Najmul Hasan, Ph.D.

Assistant Professor in Information Systems

BRAC Business School, BRAC University,

Dhaka, Bangladesh.

### **Subject: Submission of Internship Report.**

Dear sir,

I am glad that I got to submit my internship report on “Recruiting-Selection Process, Training and Development”. As, internship is required to earn more practical knowledge and to know more about corporate life. So, I have done my internship at SGS Bangladesh Limited which is a leading multinational company of testing, inspection, and certification.

I have worked there for 3 months and my supervisor Sumona Akter taught me most of my work which helped me to gather information to prepare my report. Moreover, my internship experience over there assisted me with the opportunity to meet extraordinary colleagues as well as got the chance to expose myself in one of the biggest multinational companies. Furthermore, this experience will help me to shape my future in any reputed organization beforehand.

I would like to thank you for your patience and helping me throughout my new journey. Also, without your suggestions and availability I would not be able to complete my report. Lastly, I would like to thank you again for your kind co-operation.

Sincerely yours,

Dewan Nailat Islam Neera

Department: BBS, ID: 18304097

## **Non-disclosure Agreement**

This page is for Non-Disclosure Agreement between the SGS Bangladesh Limited and Dewan Nailat Islam Neera, 18304097

This agreement is made and entered into by and between SGS Bangladesh Limited and the undersigned student at BRAC University Dewan Nailat Islam Neera, 18304097

## **Acknowledgement**

In the name of Almighty Allah, I am very grateful that I could finish my internship report as well as my BRAC University's educational journey. I will be impossible without Almighty's blessing to finish my journey.

I am very grateful to my supervisor, Najmul Hasan (PhD, MBA, MSc) sir, Assistant Professor in Information Systems of BRAC University who has helped me by giving suggestions, guiding, co-operating and being flexible. Sir, patiently supported me throughout this journey so that I can complete my report without any hassle.

I would also like to thank my on-job supervisor and the whole SGS Bangladesh Limited's HR team for making me feel comfortable with them and helping me to learn as much as they can teach me. Moreover, the whole HR team welcomed me into their HR family which helped me to realize work life bonding's importance.

Finally, I would like to appreciate BRAC University for encouraging students to learn new things in life through real life experience. Also, assigning us with amazing teachers who smoothens our journey by providing their valuable guidance.

## **Executive Summary**

Every organization needs a good HRM team to succeed in the long run or sustain in this competitive market. HRM refers to Human Resource Management which has a main purpose to manage the organization's recruiting and selection process, payroll, learning and development etc. As the education rate is getting higher day by day, companies seek more educated people in their workplace so that they can achieve their goals in a specific period of time.

Human resources is a part within the organization which has a connection with the people working within the organization also maintain relationship for certain organizational purpose. This effects on organization's each working term also leads the main power of keeping environment effective and professional.

Moreover, as organization's benefits are the main goal so it is crucial to recruit people with proper judgements. Keeping this in mind this certain employee can be very helpful for the future of the company. Further, recruitment defines the process of come upon the correct man power to meet correct empowerment position along with adequate workforce for enhancing results. In a simple sentence, HR team advertise their new open position in a such way that should attract candidates. In addition, this becomes more efficient and cost saving if there are perfect candidates responded for this open position.

This process includes reviewing candidates past job experiences, extra-curricular activities, negotiating salaries etc. However, after selecting comes training and development part where the employee gets to know about their working environment more and work related many trainings.

In my internship period, I got to know about SGS's recruiting and selection process as well as learning and development which was practiced in the organization. This got me to a point where I got to learn practically all their tasks.

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## **Chapter 1**

### **Overview of Internship**

**Internship Information:**

**Company name:** SGS Bangladesh LTD.

**Period:** 23 January to 19 April

**Department:** HR (Human Resource Management)

**Address:** House 37, Road 24, Gulshan 1, Dhaka-1212, Bangladesh.

**Supervisors info:**

**Name:** Sumona Akter Mim

**Position:** Executive, HR

### **1.1 Purpose of the report:**

This report has a purpose to identify HR works at SGS Bangladesh LTD. Also, it will help to understand the benefits of HR practices in an organization.

### **1.2 Scope of the report:**

This study helps to cover all the important aspects of HR practices which are led by SGS Bd. Ltd. It gives me an opportunity to justify my personal views and creative capabilities.

Moreover, it will benefit by discussing findings with logical confabulation along with suitable recommendations.

### **1.3 Plan of action for the report:**

To write a report about an organization it is important to gather correct information. This internship report is based on two sources. They are **1.** Major source, **2.** Subordinate source.

#### **Major source**

Since, I was an intern in the SGS Bangladesh LTD. for three months in a specific department so I got to learn many activities done by the team. I have observed their work in this three-month period and they involved me as well to gain practical knowledge. Furthermore, they prioritize my ideas by granting me permission to stay at their meeting for the betterment of the organization. However, I did ask questions to their important personnel in terms of their policies and work which seemed confusing to me then.

## **Subordinate source**

As this is a major task to write about an organization which requires much more reading so I have gone through some websites, articles to provide more accurate information.

## **SGS Bangladesh Limited**

### **Job Description/ Internship Responsibilities/ Duties**

**1.4 Job title:** HR Internship

**1.5 Job Position:** Intern

**1.6 Job Description:**

I worked as an intern for the department of “**Human Resource**” of SGS Bangladesh Limited under the supervision of their HR Executive. This internship position helped me to gain more knowledge of the corporate world and how an HR department works. This also required me to always be proactive and creative.

**1.7 Job Responsibilities/ Duties:**

#### **Recruiting, Selection Process**

- Getting requisition request application
- Checking which skill is required for the position.
- Advertising position vacancy and providing other necessary information.
- Checking CV bank if any CV matches with the position.

- Preparing attendance and summary sheet as well as communication from time to time for making sure of their safe arrival on the interview.
- File preparation for the new employee.
- Taking his joining sessions.
- Keeping the file in the selected area for future purposes.

### **Basic Managements:**

- a. Organizing exit interview form and keeping record onto excel file.
- b. Managing the office's decoration section whenever needed.
- c. File assembling of the whole organization.
- d. Keeping a record of university list for specific departments.
- e. Keeping previous interview's CV for future purp

### **Business Partnering:**

- a. Participating in job fairs like BD Jobs to promote this organization.
- b. Sharing visiting cards of executives with other organization's business to create better connections in the future.
- c. Connecting with senior operation leaders of HR to have an idea how they engage with more people for expansion purposes.

### **1.8 Contribution to the company**

- Making myself available to help anyone. It represents me as a humble person.
- Giving ideas on meetings to help in critical decision making. This shows my sincereness to organizational growth.
- Engaging myself in the related topic also questioning the seniors. This helped them to think deeply into that discussed area to give the correct solution. As a result, they became more knowledgeable on that part so that they can give answers at any time to any question. Furthermore, this will make them more of an asset to the company.

- Helped maintain files in order. This includes very old employee files to the newest.
- Making their work easier by doing all the interview pre-process to make a swift outcome.
- Maintaining an excel sheet to keep record of CV's, interview's, Universities etc.

### 1.9 Benefits To The Student

Getting the scope of connecting with professionals.

Polishing my own skills to add on to the CV.

- Building networking skills.
- Becoming more self-confident.
- Making mistakes and learning from them.
- Habit of taking notes.
- Finding interesting job areas.
- Learned the importance of teamwork.
- Enhancing corporate working culture.
- Making positive decisions.
- Pressure maintenance power.

### 1.10 Problems During Internship:

These following problems I faced during my 3 months internship period.

**I. Deficient data:** Various important yet confidential data can not be shown in the report.

Therefore, much delicate information could not be shown here.

**II. Over-blown working circumstances:** HR department had to conduct several types of work in a short period of time and also sometimes in a short period of notice. As a

result, there is a rush on working hours. Moreover, they have only few members in the department so most of the time there is a huge workload for handling few employees including interns.

- III. Little payment:** The payment for interns is poor. This leads to demotivation as there is little payment of any excellent work done by interns. If there were any financial reward for working hard then this will motivate a person to try even more for achieving desired working target.
  
- IV. Insufficiency of time:** As I worked there for a limited amount of time it was very challenging to collect as much information as I desired. It is a big corporate filed with almost 600 employees working regularly in a vast department. So, considering the timeline to prepare a report it was hard to collect information about such a huge company.
  
- V.** Most of the time I get the chance to work with the recruitment process rather than other areas.

## **Chapter 2**

### **Organizational Part and Literature Review**



## 2.1 Introduction

In this era, people are all running towards success. Everyone wants to succeed on their own goals and like everyone, a company is becoming successful by their hard work. To make a company more successful it needs manpower, correct assets, knowledge and training. Recruiting right personnel and giving them proper training makes organizational growth along with personal growth.

As employees play a vital role in the better development of the company, it is important to recruit the right person in the right position. When a HR personnel selects a worthy candidate for the job then the working condition improves drastically. Moreover, proper guidelines are also important for training sessions. A new employee should be guided according to their job positions in the very first period of joining.

Recruiting and selection process must be thoroughly held by the HR with the cooperation of the hiring manager. This process might take some time and patience a selection and connecting with the candidates are vital. Furthermore, when a worthy candidate is selected for the position he/she needs to be trained to work in this large inspection company. Many rules and regulations are changing day by day with the blessing of science as well. They must be introduced to the new technologies that are available for their working purpose and learn how to use them. HR plays a vital role in this training and development section, without their help this section will lose its importance. If there is a new product in the market and requires inspection, it will be better to use new technologies.

## 2.2 Company Profile:

SGS is one of the largest companies in the world for testing, verification, inspection and certification of products. It is operated from more than 2,600 labs and offices around the world where more than 97,000 employees are working. Initially, the emergence of SGS was as a grain inspection house. But with sheer dedication and relentless development, they have evolved into the leaders of their industry. Throughout their journey so far, they have always focused on innovation and gave value to meeting the needs of their customers. As a matter of fact, SGS have succeeded in making it to the top and retaining their position for customer satisfaction and quality services. The main programs of SGS can be categorised in 4 different sections, which are:

**i) Inspection:** SGS runs inspection programs on various sectors. For example, checking the probable expiry dates and usability of products, level of harmful chemicals in foods and drinks, conditions and mobility of traded goods etc. are all within the range of SGS services. Thus, it ensures quality and quantity in the products and ensures the meeting of standard requirements in various regions.

**ii) Testing:** SGS has a global network of testing facilities that are run by expert and experienced people. Their skills and knowledge come into play when put together and it enables them to ensure reduced risks, accurate quality results and less consumption of time for marketing.

**iii) Certification:** Through certification, SGS makes it possible to show that goods, procedures, systems, or services are in compliance with regional, global, or client-defined standards.

**iv) Verification:** SGS emphasises on ensuring that the products and services are maintaining and obligate to the standards set by governments of their respective regions. As the standards and requirements vary from region to region, it is important to be very aware and careful while verifying a product's features and credibility and SGS has been doing this for a long time now, setting standards and leaving examples for others.

SGS has been offering their services in Bangladesh since 1974. Currently, SGS's main operating areas are in Chattogram, Khulna, and Dhaka (Gulshan-1 & Kawran Bazar). Consumer testing, system and service certification, as well as services for agricultural, governmental and institutional, oil, gas and chemical, industrial and environmental projects are all provided by SGS Bangladesh Ltd.

With a dedicated textile, apparel, and food testing laboratory in our Dhaka headquarters, its primary line of business is consumer testing. Over multiple levels of the Noor Tower, it occupies 28,000 square feet. Currently, SGS Bangladesh Limited employs 950+ highly qualified people in Bangladesh, including 673 permanent workers, 20+ temporary employees, and 271 subcontracted employees. The National Accreditation Board for Testing and Calibration Laboratories, India (NABL) has accredited the lab. The ISO/IEC 17025 standard is followed by NABL accreditation.

SGS provides the traders, retailers as well as the manufacturers with soft lines, hard lines and food services with inspection, test, assessment and technical assistance. SGS does quality and quantity inspection for chemical, agricultural, industrial products, oil, gas etc. Moreover, their services are available for a lot of different industries and businesses such as garments, textiles, leather industries, home textiles, household utensils etc. Not only these, SGS also works with the government and helps with container scanning with National Board of Revenue (NBR) and Customs. Additionally, it offers a variety of certification services, such as ISO 9001, ISO14000, ISO 22000, and others.

The governments of Kenya, Egypt, Uganda, Korea, Tanzania, Burundi, Saudi Arabia, and many more nations have contracted with SGS to provide product conformity assessment services.

### **2.3 Mission:**

Ensuring that consumer needs are satisfied, fostering staff growth and happiness, and fostering client and customer trust.

## **2.4 Vision:**

SGS possesses the target and ambition to become the most productive, trustworthy and competitive organisation in the world. Inspection, verification, testing, and certification are SGS Bangladesh's four core competencies that are constantly being upgraded to a higher level. Our identity is centred around them. SGS is able to select markets based on competitive factors and determine how to constantly provide our clients around the world with a distinctive service.

## **2.5 Values:**

SGS desires to be known for their passion, enthusiasm, integrity, dedication and the spirit that drives them to be innovative, productive and efficient in order to fulfil their vision. These are the pillars on which their organisation is based on and their key to success.

## **2.6 SGS Business Principles:**

SGS has 6 business principles. They are:

- i.** Integrity (Making sure we build Trust).
- ii.** Health & Safety (Making sure we establish safe and healthy workplaces and protect the environment).
- iii.** Quality & Professionalism (Making sure we act and communicates responsibly).
- iv.** Respect (Making sure we treat all people fairly).
- v.** Sustainability (Making sure we add long-term value to society).
- vi.** Leadership (Making sure we work together and think ahead).

## **2.7 SGS Slogans:**

The tagline of SGS says, “We provide worldwide, independent services that make a difference in people's lives.”

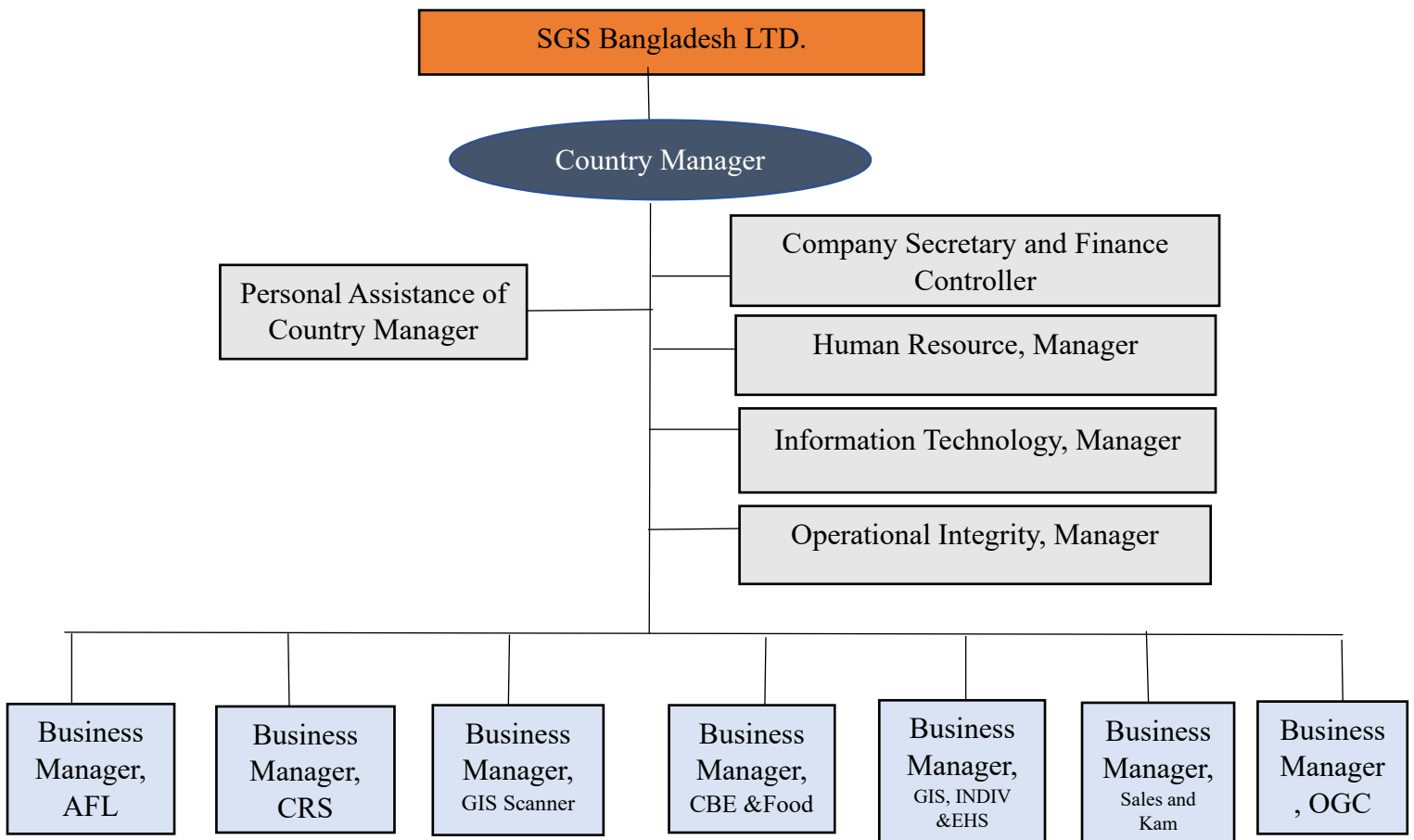
## **2.8 History:**

SGS, which was founded in 1878, revolutionised grain commerce in Europe by providing cutting-edge agricultural inspection services. As Société Générale de Surveillance, the

Company was incorporated in Geneva in 1919. On the (SWX) Swiss Exchange, shares were initially listed in 1985. It only has one class of shares, all of which are registered shares, as of 2001.

Since its inception in 1878 as a grain inspection house, we have steadily expanded into our current position as the market leader. SGS has accomplished this by innovating constantly, enhancing productivity, and supporting the business operations

## 2.9 SGS Bangladesh Limited’s Organogram:



NB: After observing the organogram, it can be said that it is a tall structured organization.

## 2.10 Recruitment and Types:

This is a first and crucial process for any organization's Human Resource Management. This is a big step and consists of a few steps like CV screening, attracting, selecting and on boarding smart personnel. SGS Bangladesh Limited offer their new employee's many benefits which is one of the biggest advantages of them to attract good employees with best skills. Every year SGS recruits many skilled employees according to their vacancy or new openings.

There are few types of recruiting and selection process SGS Bangladesh Limited follows and they are:

#### **In-House Recruitment:**

In some cases, employees of SGS tend to take on their own in-house employees by the help of a recruiting team to grow their field.

#### **Employee Referral:**

Employees can refer their known skilled person in some sort of positions they know the referred person can do well. For example, Chemical lab executives can refer to another person of their own link. If hiring managers like their CV's then that referred person gets a chance to present himself/herself at the interview session.

#### **On-Campus CV Collection:**

SGS Bangladesh Limited tends to collect CV's in various job fairs held by universities to give a chance to grow for fresh graduates. Their graduates and HR team interact with each other and create a positive conversation. Further, this benefits the student in the CV screening process and communication skills.

#### **Recruitment websites:**

SGS Bangladesh Limited is connected with BDjobs where they post their vacancies according to their needs. Many fresh graduates, skilled workers apply through this portal for getting their desired job.

These are being used by SGS's recruiting and selection process to make their work easier.

### **2.11 Training Process of SGS BD LTD:**

This process refers to how to improve employee skills within the organization for its benefits. This mainly means and talks about the developing employee skills like communication skills, customer handling skills, interpersonal skills, time management, social skills for betterment of the company along with future benefits for employees. This will help to shape employees' attitude in a positive way and also end up with the result of more knowledge and working capability. SGS Bangladesh Limited assures every employee gets all the necessary training to ensure best performance out of them. They spend a huge amount of money on this development process. For instance, they make sure that every staff member knows about safety training for fire-fighting. Moreover, every employee including old and new, gets to attend this training program.

Here, I am going to discuss the Diagnostic approach now which will help to learn more about the training capacity of each employee within an organization.

### **2.12 Diagnostic Approach:**

This is a process where the name "Diagnosis" comes to mind where a doctor at first hears all the problems from the patient then gives a diagnosis. It means at first consultants must understand the structure, purposes to serve, then come up with solutions. This exercise gives a proper map of how to start work after taking proper incentives.

There are four steps in Diagnostic Approach and they are:

1. Diagnosis
2. Prescription

3. Implementation
4. Evaluation

**Diagnosis:**

This analysis method sees if the employee faces any problems or not through investigations. It tries to find out if there is anything wrong in the circumstances where the employee is working or is he/she in any bad condition like mentally which can cause lack of confidence and bad performance in work. SGS BD LTD. ensures diagnosis analysis first before heading to any decision making as well as tries to make one to one session with the employee without hampering their work.

**Prescription:**

This part includes prescribing the employee as doctors give prescriptions to solve patient problems. For example, at first they need to find out employees' problematic areas or why his/her performance is decreasing, then giving solutions such as consulting them or giving them a proper break if needed. SGS Bangladesh LTD. does not take this as granted, they support the mental wellbeing of employees and ensure their problems are heard by one to one session. Furthermore, HR people also participate when needed to hear problems.

**Implementation:**

This part comes on the third when plans need to be implemented for solving the issue. On this, employee was describing the full process along with the evolution part.

**Evaluation:**

Here, evaluation is important to identify the performance level before and after of the employee. Evaluation happens with the present condition in the work as well as the past performance. Evaluation has two types in it. They are:



1. Process Evaluation
2. Outcomes Evaluation

- I. **Process Evaluation:** This means if there is any lacking to fulfil the implementation part before-hand, as well as did it get any desired result as hoping for. Running day to day affairs, process evaluation is being held.
  
- II. **Outcomes Evaluation:** This is actually a measurable part where employees' performance outputs are being measured for checking the progress. It works by targeting a population which can help determine the progression and achieving desired objectives. In SGS Bangladesh Limited, managers evaluate employees' years of working outputs along with comments so that they can do better in the future.

### 2.13 Training Process Model

There are two types of training process models. They are:

1. General Open System Model and
2. General Performance Model.

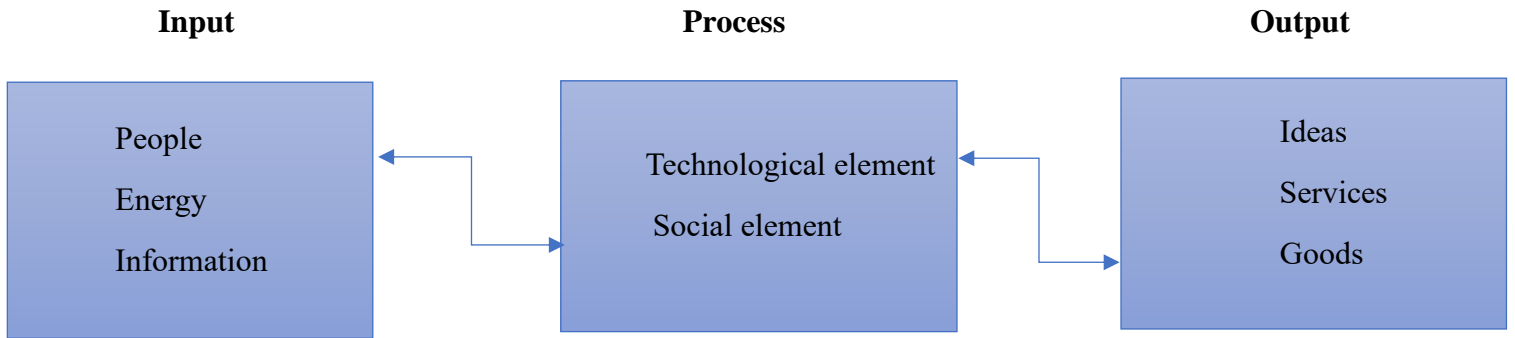
#### **General Open System Model:**

The Environment and General Open System Model has a spirited connection to one another. General model rises through General Open System Model which helps in diagnosis the entire system of institutional locality including individual organization, sets of organizations, units or divisions within organizations. Moreover, interdependent elements can be described along with any organizational system. There are three elements and they are:

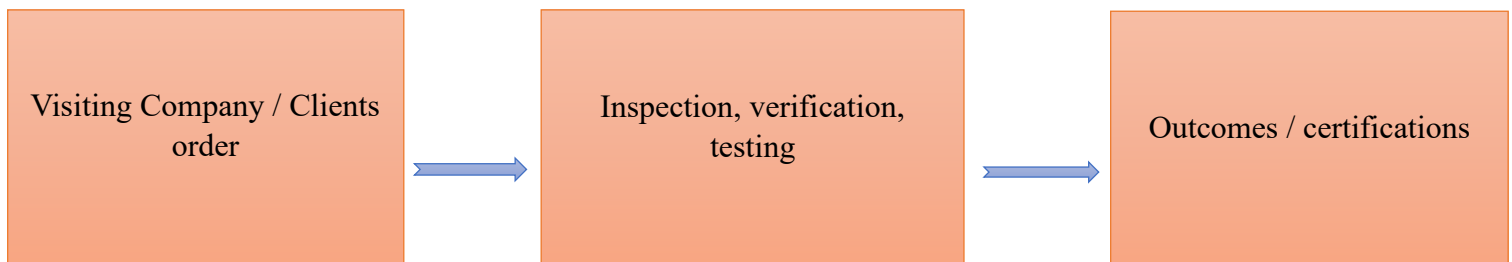
1. Input,

2. Process, and
3. Output.

## General Open System Model



## General Open System Model of SGS Bangladesh Limited



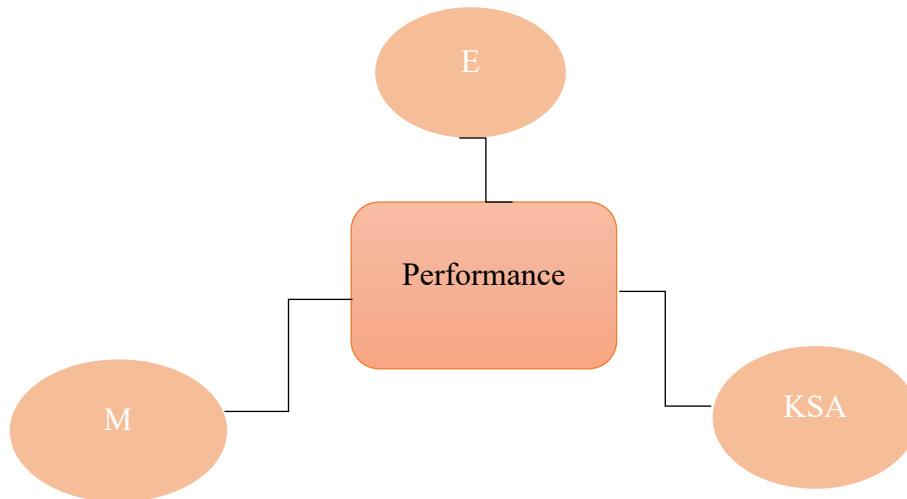
### General Performance Model:

This is an indicator which helps to measure an employee's performance on his/her working timeline. This happens between the influences of KSA, Motivation and environment. It can be shown as an equation:

$$M (\text{Motivation}) * E (\text{Environment}) * KSA = 0$$

("0" refers when any component "0" then the whole result will be Zero.)

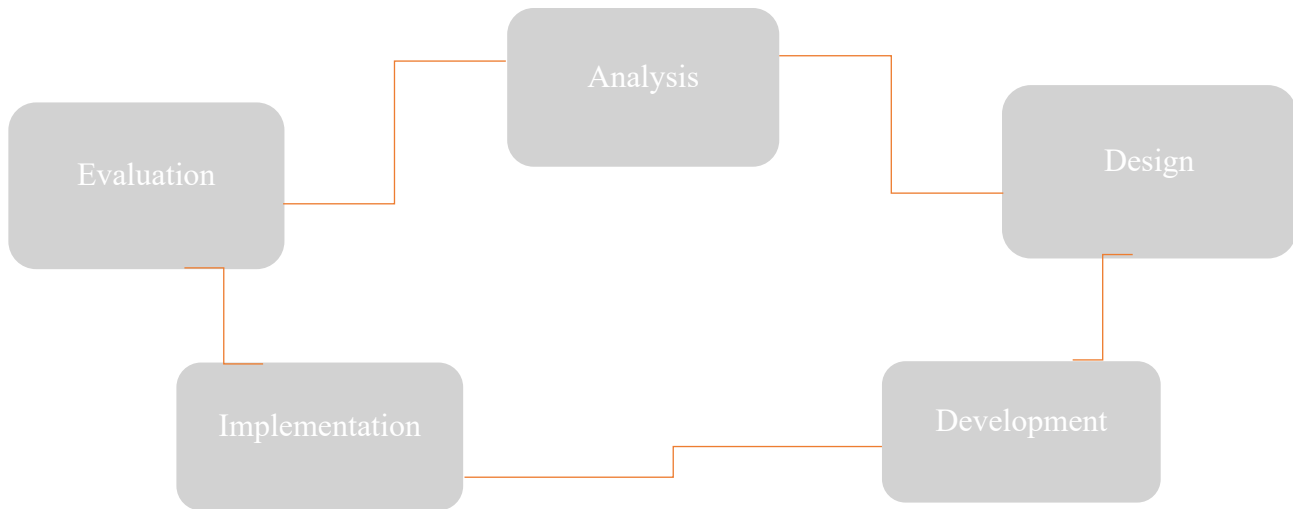
## General Performance Model of SGS Bangladesh Limited



### 2.14 ADDIE Model

This is basically used for creative learning journeys. It can be applied by training developers and educational consultants. Most of the time this process is used when working performance expectation is relatively higher than the performance. There are five stages in this process and they are:

1. TNA stage (Training Stage Analysis)
2. Design,
3. Development,
4. Implementation and
5. Evaluation.



### **Training Need Analysis:**

This process can be called an identification step, gaps are being recognized. First, need to find out the expected performance and actual performance. It must find out if there is any training necessary or non-training. As there is a goal for meeting expected performance, there need to establish learning sessions. TNA analysis helps to recognize learners' existing knowledge and skills. Moreover, analysis period contains some question which I am going to add here:

- Duration of finishing the project?
- What types of skills employee's lack?
- Which are valid skills of an employee?
- How many knowledge gaps are there? What are these gaps?
- Which types of training might help to overcome these gaps?
- How will it benefit the organization?
- When will be the right time to hold the training session?

**Design:**

This comes after the analysis step when the performance gap is being found and selecting the desired training plan. This stage requires authorizations with key decision making personnels and if there anything needs to be changed. More clearly, it will consist of gaps, training outlines and lastly approvals. This model needs to be generic and methodic. Attention and details required to fulfil generic terms along with instructed elements of design. Also, Need to ensure how much support the organization will provide to outcome the causes. In addition, orderly systems of recognizing, rationality, judging idolized plans are parts of the term methodic which is more suitable for achieving the targeted goals.

**Development:**

This is a third stage name development stage. This phase determines all the methods that will be used in the module, as well as the media and instructional strategies. Moreover, to delivery all the learning methods communication is important which is a big element of this phase. Moreover, technological help is important along with its development and learning products production. For example, SGS BD LTD. works for certification of textile items so that field training is important for overcoming any complications easily in the lab, if there is any technological advancement element needed then learning the production method is needed.

**Implementation:**

This is the fourth stage of the ADDIE Model which is implementation. As all these other stages helps to make the training plan this part is focused on communication of the plan among all others. In this timeline, learners are getting better with their work and knowledge. If performance is lacking because of the external environment then there will be changes in the physical environment.

All the required employees should participate in the process and training will be delivered on time. There will be a formal evaluation of execution along with observation if any existing failings are being created.

## **Evaluation:**

There are two parts in this evaluation and they are:

1. Process Evaluation, and
2. Outcome Evaluation.

ADDIE model is itself under process evaluation which can seem all the parts are role playing on their own to meet desired outcomes. On the other hand, outcome refers as the result of whole role playing. There will be an evaluation and this will determine if all five stages were helpful or not. If not, the full process will start again.

## **2.15 Training Provided by SGS Bangladesh Limited**

SGS Bangladesh Limited is a multinational company of testing, inspection and certification. They always try to meet their consumer needs and expectations with their excellent service along with guidelines. They maintain their training programs each year with a high success rate and cope with the globe. They classified their training program in three parts for better understanding. They are:

1. Soft Training,
2. Technical Training, and
3. Safety training.

### **Soft Training:**

This is a type of training which can help to improve interpersonal skills of a particular person. This includes communicating with one another, presentation, ending conflict and many more. There are several types of soft skills training which are being provided by SGS Bangladesh Limited for their employee's and they are:

- Solving problems,

- Time management,
- Decision making,
- Leadership management,
- Sustainability,
- Assistance and alliance,
- Respect, obey,
- Team development, moral building, etc.

### **Technical Training:**

This is a type of training which will be needed to support the job on requirement basis. Mostly, it helps to support a specific criteria of job, maintain a certain outcome which is also known as job specific training. Clearly, SGS has many technical sectors and one of them is the IT support section where they need technical training to keep the employee's uptodate. These technical training can be software based, machine learning and many more. Further, it will help an employee to add skills on their resume along they can help organizations to gain greater benefits with security.

### **Safety Training:**

This training is about health and safety talk for employees within their working zone. It mainly focuses on employees' safe working environment and making them more concerned about keeping workplace safe SGS Bangladesh Limited plays a very important role as they always try to keep their employees updated regarding safety issues and policies. In Noor Tower, Kawran Bazar, Dhaka they held a 30 minutes session which is known as “SAFE-TALK” about survival techniques, social responsibility and more.

- **SGS Bangladesh Limited**, provides some other training and they are:

### **Lab Management Training:**

As, SGS company gives certification after testing in the lab so they invest very much on the laboratory training. This training is costly and needs more time than other training. Sometimes it might take days to complete the training for the lab. For instance, laboratories must maintain hygiene and they cannot eat inside of the lab. They all need lab training so that they do not break any rules.

### **Environmental Training:**

SGS Bangladesh Limited is very concerned about today's future. They have another department named soil testing, where they test soils for some clean up checks before any undertaken constructional work. Along with oil, gas, chemical testing training for betterment of the society.

### **Morality Training:**

SGS provides training for social responsibility as well. We all are social beings and we are bound to the society.

### **Manufacturing training:**

They give manufacturing training to understand more about how to manufacture in a greater way.

### **Integrity Training:**

SGS BD LTD. gives integrity training to their employees for handling their business day to day. It makes them more respectful towards other opinions, choices and also becoming a role model for the organization.



## **2.16 Training Calendar**

**T**his is one of the organized ways to track training processes and let everybody know about training schedules. This type of calendar is used for sorting all the training sessions and planning them day by day. Usually types of training calendars are made by the LND executive or manager. In SGS Bangladesh Limited HR departments work continuously for the betterment of their employee's future by planning their needed training after observing their work. Usually, these training calendars are being prepared annually with discussions with the manager. Further, SGS's HR team finds out what are the performance gaps and how they can recover. After that, they allocate those who need training and make TNA.

Mostly, these types of sessions are taking place for the future growth of the company's assets, as employees are the company's assets. These sorts of initiatives make a work plan more easier to achieve both personal and organizational goals. SGS Bangladesh Limited always tries to follow the training calendar throughout the year.

## **Chapter 3**

### **Concluding Part**

### **3.1 Significance**

In this generation it is a big fact to sustain in a business as now businesses have become more B2B. In general, consumers are now more focusing on environmental, social and governance practices in regular basis. Moreover, people are now concise about their future and environment as there are increasing of demanding high sustainability rates. To maintain sustainability also maintain value proposition SGS has a significance performance by providing necessary trainings and monitoring to their sales team. Further, this training will help sales team learn more about what they can offer and by building trust towards the consumers.

In addition, they are collaborating with stable partners through them they are teaching their working teams for a better outcome in their job performance and satisfying consumers. Professionals share their work experiences and inspiring stories to ensure the better assistance a customer might need. Furthermore, in each year they set certain rate to meet so that they can measure their success. In 2022, they have scored about 84.5% and in 2023 the targeted score is 85%. Their focus is more on making society a better place and sustainability.

### **3.2 Methodology of study**

Methodology is a step-by-step process to complete any task on a certain way. This helps to analyse any topic with the process, select and identify. Here, in this report I have gathered survey information from targeted individuals' responses towards certain questionnaires which were settled by SGS BD LTD. After accumulating all the reactions, they will be analysed only to complete this report.

During my time at SGS Bangladesh Ltd., one of my tasks was to collect and gather the data on employee on-boarding time that is based on the answers given by various newly-recruited employees regarding the recruitment, selection process, training, and development of the organisation. Here, in order to prepare the report, I have included the responses from 15 different new employees who joined accordingly in February to April that shared their thoughts on the specific questions that were asked to them. This data was collected between the same months February and April of the year 2023.

Data collection and study materials: I have conducted both theoretical tool and practical tool to complete this study. In terms of the theoretical part of the study several books and journals will be added which were relevant to my search. For the second part, all the practical ways will be considered thereby.

Two types of methods are being used to collect all the data's and they are primary data and secondary data. For this primary data I included them on-boarding new employee's survey with quantitative analysis to find all results and trying to meet objectives. Also, secondary data includes books, journals, articles etc.

This questioner includes demographic information about employees such as their gender, then come up with positive or negative responses towards certain variables such as interview's effectiveness, recruiters' effects, process, response in training and development opportunities etc. It is mainly filled with on-boarding new employee's feedback towards recruiting, selection, training and development process.

### **3.2.1 Objectives of the report:**

Having objectives are important to justify the goals as well as identifying conflicting areas.

#### **Primary Objectives:**

- Describing how world's largest inspection company SGS Bangladesh LTD. maintain their recruiting and selection process as well as their training and development section.
- Selection of high-quality candidates to fit within the organization's culture.
- Training employees to have the same visions, mission like others within the organization.

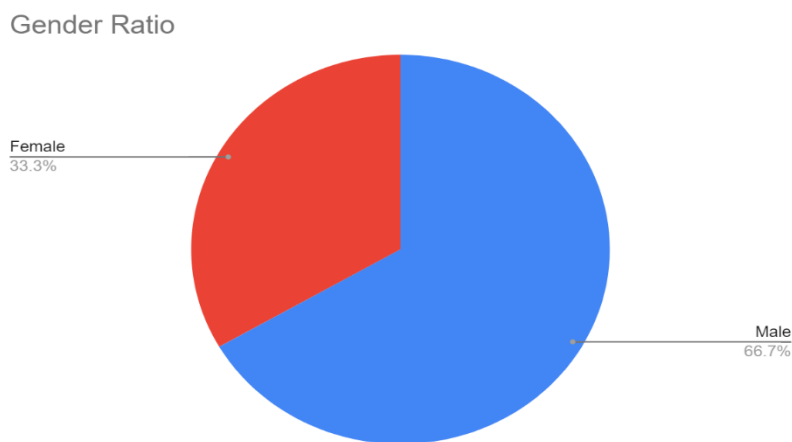
#### **Secondary Objectives:**

- Learning different styles of recruitment ideas.
- Exploring their employee engagement ideas.

- Knowing how to share knowledge and its effectiveness.
- Implementations of training in real life.
- Filing's importance for an HR department.
- Sharing befitting ideas to help the company using very own creative thinking.

### 3.3 Analysis and Findings

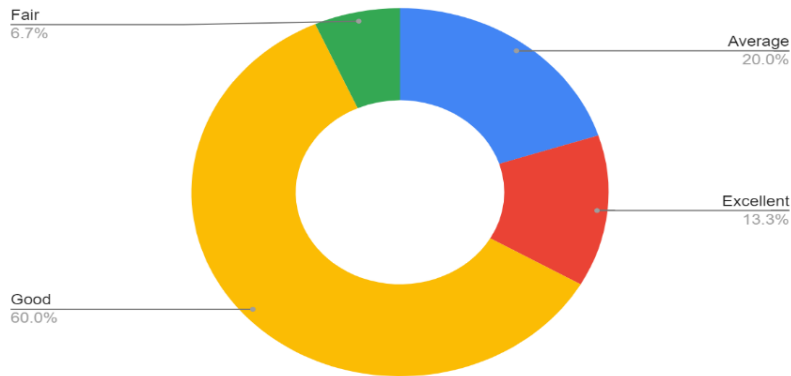
For adding this survey, I have informed my supervisor and collected responses regarding to conduct analysis and findings. Since, this are confidential feedbacks so I could not include the employees' background information such as their name, age, designations and ID number. I have included this survey as this will help more to understand how employees rate one of the HR practices.



**Figure:1**

In order to fetch and analyse the data I proceeded with the quantitative method. During the process, there were 8 questions including the one regarding the gender of the participants. From the charts shown above we can see the different percentages of answers in the survey. The first question was about gender and as we can see, the female to male ratio is 33.3% to 66.7%.

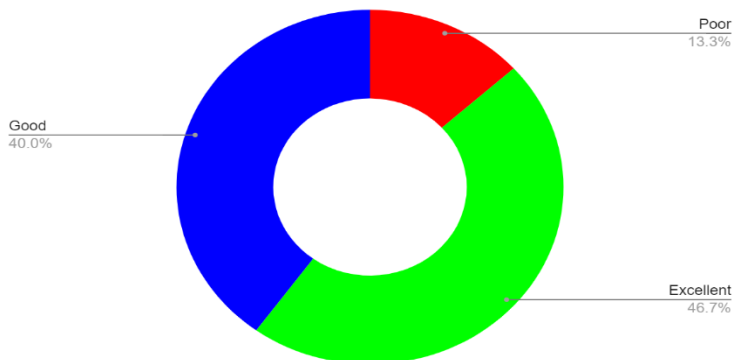
How much the participants liked the interview.



**Figure:2**

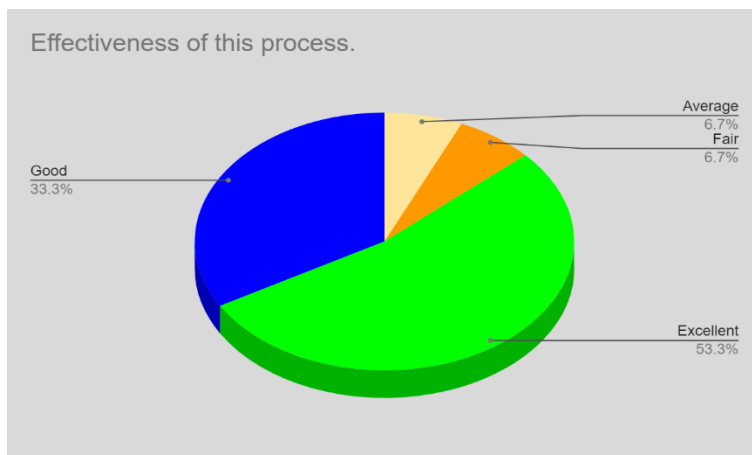
The next question is regarding the interview and from the graph we can say that the majority found the interview to be good (60%). The result is then followed by the scores Average (20%), Excellent (13.3%) and Fair (6.7%).

The friendliness and helpfulness of the interviewer.



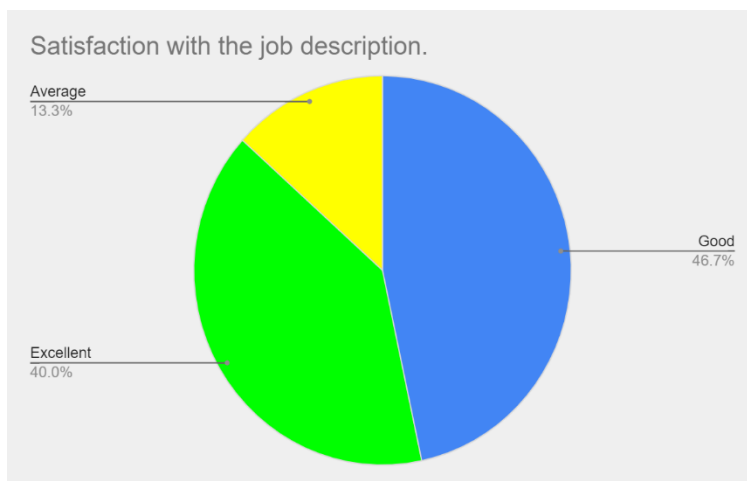
**Figure:3**

After that, the following question was about the interviewer who the majority of the participants found to be excellent (46.7%), followed by Good (40%) and Poor (13.3%). Next up, the question regarding the effectiveness of this process showed a huge margin between the majority's preferences and other answers.



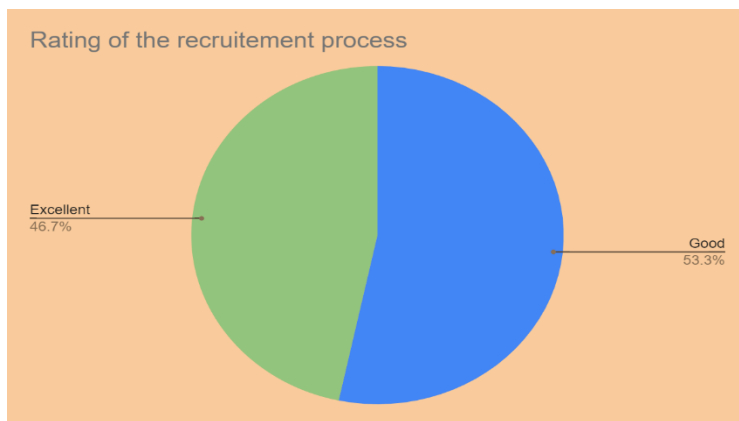
**Figure:4**

Here, most of the candidates answered Excellent (53.3%) which was followed by Good (33.3%), Average (6.7%) and Fair (6.7%) respectively. As, there is a huge percentage where they find their recruitment process is very effective towards recruiting new employees.



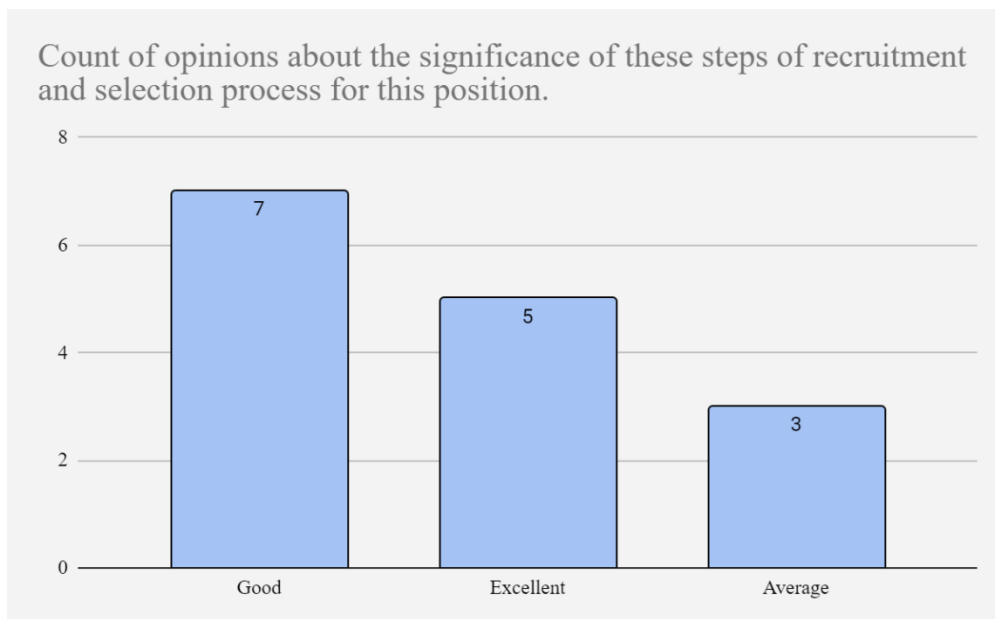
**Figure:5**

Furthermore, there were questions regarding the job description and satisfaction, rating of the recruitment process, significance of these steps for this process and lastly about the quality of training and development opportunities that are offered by SGS Bangladesh Ltd. From the chart, we can see that the maximum responses regarding the job description and satisfaction were excellent, followed by good and average.



**Figure:6**

On another note, the question regarding the rating of this process only had 2 types of responses - Excellent and Good, with the latter being selected by the majority of candidates. This resulted with an outcome of they are rightfully following the recruitment process for selecting best candidates.

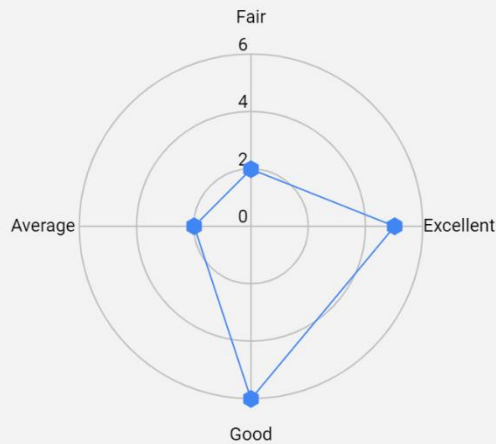


**Figure:7**

On another note, the question regarding the rating of this process only had 2 types of responses - Excellent and Good, with the latter being selected by the majority of candidates. Again, when asked about the significance of these steps of recruitment and selection process for this position, the majority of the participants regarded them to be Good (7 out of 15 responses). This is followed by Excellent (5) and Average (3).



The quality of training and development opportunities offered by the organisation.



**Figure:8**

Finally, in the survey regarding the training and development opportunities that the organisation offers, maximum people marked them to be Good, followed by others marking them as Excellent, Average and Fair. As a result, employees find their provided on-boarding training process meets their training needs.

### **3.4 Recommendations**

As an HR intern there I got the opportunity to sit both in the recruitment, selection panel as well as participated in their various training and development sessions time to time. I have noticed that they do all these activities in a very organized way to minimal any type of problems or hazard situation. However, I have some recommendations for their process to have future great outcomes.

**Identification of vacancy:** At SGS Bangladesh Limited usually any department's manager informs HR personnel about any upcoming vacancy for specific designation. Sometimes, they inform in a very short period that it gets difficult for an executive to recruit on time. I would recommend to identify these vacancies before hand by providing a form every 2

months to the departmental managers. This will help to point out possible vacancy before hand and HR executive can be prepared for upcoming recruitment sessions.

**Exam-based recruitment:** As SGS is a testing and certification-based company so they have many chemical and physical labs. In those labs they conduct their main activities and these should be very accurate and specific. Most of the time when they need to recruit employee's in these departments they only take interview before selection. During their interview, some of the candidates fails to even answer their academic based questions and takes so much time of the recruitment board. For this purpose, they can conduct an exam before taking interview, this will help to evaluate their knowledge about certain topics and can make selection process easier.

**Online recruitment:** Due to some political hazards or other unavoidable causes their recruitment and selection process get postponed and they need to make another date to continue the process. As a result, this brings delaying of the process and many other issues. In order to avoid such situations, there can be an online session where they will conveniently take interview with continuation of the process. Moreover, I would like to mention that they follow this in Chattogram office's recruitment system but they could widely practice in Dhaka branch as well.

**All-in-one training and development:** To make sure everyone have some ideas about other departmental objectives. For instance, if they make sure to give physical lab employee's basic training and learning session about chemical lab also vice versa this will result in greater knowledge development about their own company's practices. As, learning and development is all about shaping employee's growth, skills, knowledge.

**Fun-training sessions:** When any study or learning material includes fun activities those sessions automatically left foot steps on mind. I think to make SGS BD LTD's training and development sessions effective HR executive can include some fun tasks too.

### **3.5 Conclusion:**

SGS Bangladesh Limited is a global benchmark for quality and integrity, with a strong network in Bangladesh. Throughout the years they have developed an image for themselves across the country as a trusted and top organization. Their main goal is to earn profit and create job opportunities through trade and commerce. They prioritize employee satisfaction

and provide various compensation benefits, including complimentary benefits such as lunch facilities, annual picnic programs etc. SGS Bangladesh Limited contributes to national G.D.P and G.N.P, both locally and internationally. Moreover, Interns are treated as regular employees, with a three-month training program opportunity.

By following these recommendations, SGS Bangladesh Limited's full team will hopefully become more effective and efficient, leading to increased employee satisfaction. Besides, the company is continuously improving its training and learning sector, offering various types of training, such as management, on-the-job, off-the-job, web-based, and skill development training. Other than these, the employees are very much cooperative with their colleagues which always helps in pursuing lessons to others. Their interactions between themselves always bear something to learn for them which creates a great working atmosphere. SGS Bangladesh Limited is moving to the upper level of its activities, creating numerous opportunities for fresher's and playing a crucial role in reducing unemployment rates.

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