

Spring 2016

(Internship : BUS 400)

Recruitment problems identification

In

Bangla-Poshak Ltd.

Submitted to:

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Date of submission: June05, 2016

June 05, 2016

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Subject : Letter of Transmittal for the Internshipreport submit for BBA.

Dear Madam,

This is a great pleasure for me to submit the report on “Recruitment problemsidentificationInBangla-Poshak Ltd.” as a Final internship report of a compulsory course, BUS-400 in BBA.

Working in Bangla-Poshak Ltd., was an experience for me. I hope this knowledge will facilitate me a lot in my future career activities.

With my limited knowledge,I tried to make the report informative and worthwhile with theoretical knowledge. In spite of this, there may be some mistakes in preparing the report and hope that these mistakes will be taken softly and executed as your student. I appreciate your opportunity that you provided through assigning me to effort on this report.

Submitted for your kind consideration.

Yours faithfully

Md.MashuqurRahman Khan

ID : 05304056

Acknowledgement

Firstly, I would like to thank the Almighty to give us opportunity to study in BRAC University, one of the reputed universities in Bangladesh.

I would like to convey sincere gratitude and warm thanks to our respected teacher Ms. Humaira Naznin, Senior Lecturer, Brac Business School, for her valuable instructions during the intern paper work.

I also express my warm gratitude and thanks to *Mr. Mohammed Sohel*, Managing Director, Bangla-Poshak Ltd., for his kind prior permission and help.

Special thanks to Mr. Joti Joinuiddin (Finance consultant), to help me by giving interview and relevant data.

It would have been quite impossible to give it a final shape without their encouragement.

And lastly heartiest thanks and deepest gratefulness provide to our parents and family members for their long encouragement, persistence, and support showed to us during our study period.

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Executive summary

As a part of my BBABrac University academic requirement, I have worked in Bangla Poshak Ltd, an export based garments factory situated in Gazipur for three months internship program.

Based on my internship experience, I have prepared an internship report on the “Recruitment problems identification In Bangla-Poshak Ltd.”.

I was assigned to the HR department of Bangla-Poshak Ltd. as an intern under supervision of the Managing Director of the company. Recruitment and Selection in Bangla-Poshak Ltd. is an integral part of the organization. The HR department of Bangla-Poshak Ltd. attempts to accomplish the HR functions of the organization effectively.

In this report I have briefly provided the overview of the company. Then I have outlined the HR basic practices of the company. Then I have discussed in detail my internship topic activities of Bangla-Poshak Ltd. I have tried to effectively integrate the knowledge that I gained through my works with my employment as an intern in the company.

I have also conducted some interview to write in this report. After completing the interview, I have provided the analysis of the interview. Then, I went on to discuss about the findings regarding the employee perception of the company.

In the final part of the internship report, I provided some recommendations and conclusion, which in my opinion would help improve the employee observation of the company if implemented.

Chapter 2

Introduction

Bangla Poshak is a 100% export based knit garments manufacturer with about 1000 skilled and semi-skilled workers.

Bangla Poshak works on various types of products. Presently Bangla Poshak is producing bulk quantity of kids wear as well as gents and ladies fashion wear. Bangla Poshak factory ensures encompassing the clock quality production supported by efficient labor forces and management who wants to develop further. Bangla Poshak deliver whattheyassure and believe in long-term business relation and association. Bangla Poshak's goal is to provide high quality products and superior services at the most competitive prices.

OrganizationHistory:

Bangla Poshak came into being in 2007 to be one of the single sources of competitive lead for its buyers. Production undercarefully done quality check, cutting- edge machines and trained workers took no time to take Bangla Poshak standard to a special height. Bangla Poshak's un-swaying promise backed by firmed dedication made it clear to customers that Bangla Poshak has come to stay. Soon most desirable buyers in the production awarded Bangla Poshak Ltd. with their businesses.

To bring the services under one roof Bangla Poshak Ltd. makes it a point to produce quality fabric of its own. It ensures the quality and reduces the risk of external dependency. The state of the art machines also guarantee the green environment in the factory.

- Bangla PoshakLtd. believes in 3 Ps.-
 - profit,
 - people and
 - planet.

Service Offerings :

Presently Bangla Poshak Ltd. is producing set quantity of

- Kids wear as well as
- Gents and
- Ladies style wear as per trends and orders.

Factory ensures round the clock quality manufacture supported by efficient labor forces and management who want to grow further. Bangla Poshak Ltd. conveys what promises and believes in long -term business relation and involvement.

Bangla Poshak's goal is to provide high quality products and superior services at the most competitive prices.

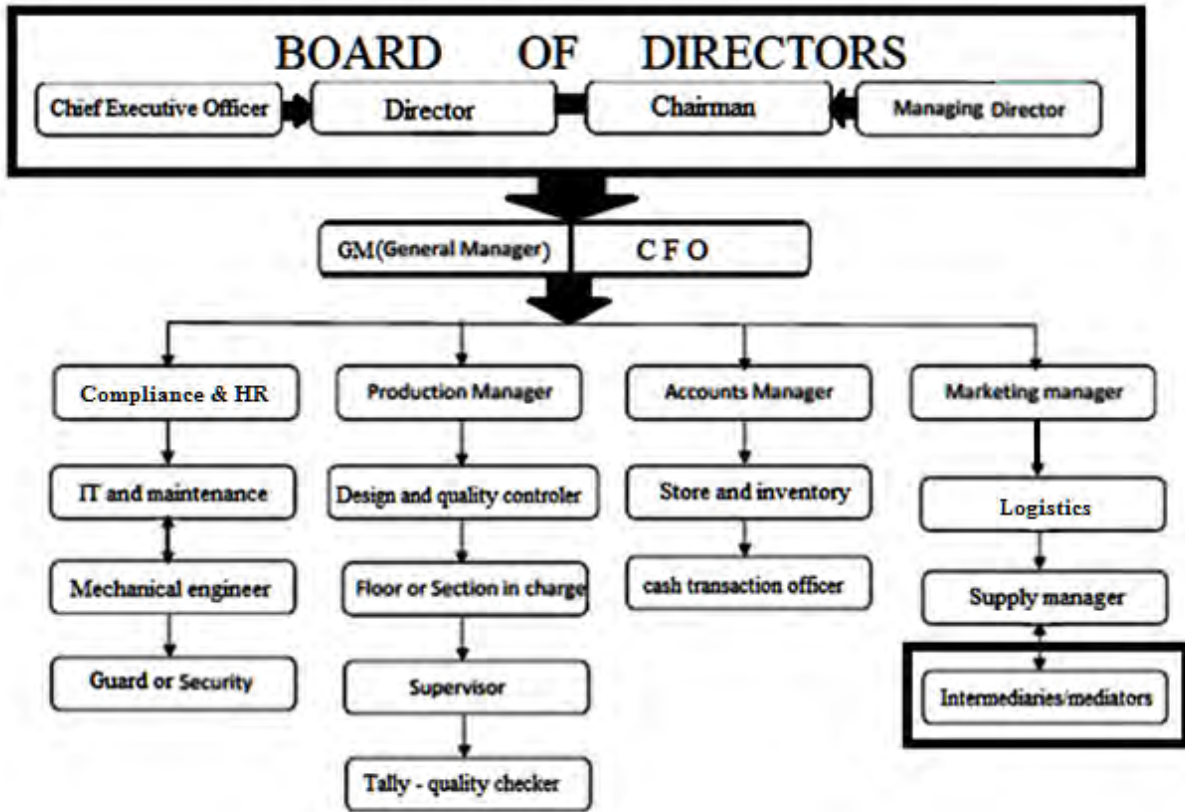
➤ Types of working area :

- Garments Unit
- Embroidery Unit
- Knitting Unit
- Printing Unit

➤ Production Capacity

Presently our Production Capacity is 32,000 dozen indispensable T-shirt per month. Production pilot time is 60 to 90 days.

Operational Organogram:



Vision for the future:

To maintain development in the Garments industry sector by following the Total Quality Management (TQM) processes.

Chapter 3

Description/Nature of the job(s):

The External recruitment process is to attract and identify job applicants from outside the organization. The internal recruitment process is to attract and recognize job applicants among individuals who are already doing job in that organization. From among applicants, hiring decisions are to be made.

Specific responsibilities of the job(s):

Recruitment process is activated to know

- ✓ where,
 - ✓ how or
 - ✓ when
- to look for proper qualified candidates.

Different aspects of job performance:

- Plan phase to identify applicants
- Time sequence of lead concerns
- Search location – in-house or external recruit, open, close or targeted.
- Centralized or decentralized functions
- Medium for communication developing
- Contract types, Budgeting, Develop guide
- Select, Train and appraise recruiters.

Critical observations and recommendations:

Should understand clearly pools, job post skill inventories, nominations, employee referrals .

- Also legal issues should be considered.

Recommended to respect seniority, as appropriate but prioritize skills and expertise. If need should give instructions, comment and train. Also should be conscious about slang words.

Mechanism of business should be made in glass made limit, by a social-secured Bangladeshi culture promote, to attract women to all level of jobs within the organization.

Employee attendance database monitor scanner is set up just a month back to promote better discipline in factory.

Chapter 4

Summary :

Recruitment is the initial stage of staffing which involves identification and attraction activities by both company and applicant. The company seeks individuals by attracting so that they become job applicant. The applicant attempts to identify company with opportunities to do job .

Bangla Poshakis following **Strategy for quality**. To promote brand, continuous quality check, timely delivery service is maintained with firm guide. Bangla-Poshak Ltd. considers them in the growth stage of the corporate unit strategy.

Objective of the project :

There are several fundamental objectives of this internship paper :

- To know human resource department working techniques in organization, and
- To resolve problems of recruit procedures, to the achievement of organizational goals.
- Whether there is any discrimination in their functions of HRM.

Methodology :

In order to complete this report, I took primary data by interviewing of various employees of Bangla Poshak. And also observation method: from my concept of done works. And got various secondary data from company database and also from journals of the Statistics & research division (Export promotion Bureau), Kawran Bazar library. I also took data from Bangla-Poshak's own website.

The research itself is of Qualitative research. In the qualitative part it is an unstructured, exploratory research methodology based on small questions, intended to provide insight and understanding of the selection and recruitment activity.

Limitations :

There were restrictions on disclosing company confidential information. So, I could not collect every part of data while surfing for ideas.

A relatively short period of internship may also be a reason to possibly overlook certain misunderstandings or unfound details that may be of valued importance.

Staffing :

In-house deserving candidates within the company will be preferred before choosing from outside. The vacancy will be circulated by HR department on company notice boards, for internal candidates to apply as part of the search.

If qualified candidate(s) is/are not available internally, then application will be wanted from external candidates through advertisement in national dailies, on line job sites etc.

Internal recruitment process :

Planning phase issues (Organizational and Administrative issues)

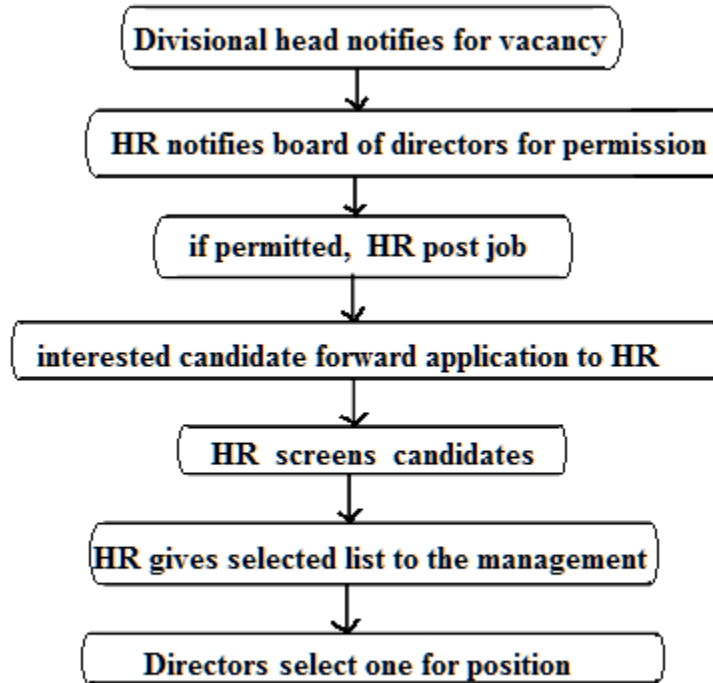
Planning Phase (Organizational issues) :

During Internal recruiting processing Bangla-Poshak Ltd. follows the traditional mobility path where they only allow the upward movement according to promotional ladders. Here employee working in the organization at a level can be moved to upward if the recruitment is needed.

Planning Phase (Administrative issues) :

For recruitment strategy, Bangla-Poshak follows the **Open and the Targeted** strategy. In the open strategy the employees are aware of the job vacancies and in the targeted strategy , it becomes easy for Bangla-Poshak to find out those applicants whom they are looking for.

Open internal recruitment system in Bangla-Poshak , is followed in such a way given below:



❖ **Ratio analysis** is done for Calculating manpower demand & supply .

It grips forecasting based on the ratio between some causal factors such as sales capacity and the number of employees required for that performance intensity.

Ratio Analysis can be of various kinds, such as Productivity ratio, Direct labor ratio etc.

- Bangla-Poshak Ltd. uses the HRIS with privacy.

Source of Candidates :

Bangla-Poshak uses internal lower level candidates as their source for internal recruitment and they also wish that the candidates have past experience in that type of job.

Methods and medium used for communicating messages :

Job posting is done on ground floor notice board and cafeteria notice board defining job duties and eligibility requirements so that it becomes uncomplicated for those applicants who will be applying for the post.

It is essential for the applicants to have the better knowledge about the post they are applying for. It also helps them to decide whether they should go for it or not.

Written document are applicable for medium of communication among the candidates and the management staffs.

External recruitment process :

Planning phase issues (organizational and administrative issues)

✓ Organizational issues:

Bangla-Poshak uses own in-house recruitment functional group. Recruitment efforts are done centralized, so there is no duplication of effort occurs and consistency is ensured.

✓ Administrative issues:

A formal document as requisition is taken that authorizes the filling of a job opening , which is authorized by signature of the higher management authority.

- . Lead time concern is followed
- . For vacant, just the specific departments contacts holder file is opened to search for previous candidates.
- . Top down approach is followed for recruitment budget authorization.
- . A recruitment guideline is given to be followed by applicants for a job
- . Applicants are set categorized by departments and non- qualified applicants are rejected.
- . Department head along with HR associates are recruiters.
- . Necessary skill trainings are given to the interviewers before starting selection.

From short listed candidates, management board does final selections.

▪ Strategy taken:

Open recruitment is done to explore for new creditable candidates.

▪ Source of candidate:

Doing job in organizations after completing necessary degree, are the external source to apply.

Overall Selection Process :

- CV analysis done by previous job experience, education, skills and valid institution.
- Identifies unqualified applicants and rejected.
- Then recruiters do test by interviewing

- IQ
- Stress load ability test in emergency
- Knowledge
- Introvert or extrovert
- Motor skill
- Mathematical ability skill
- Decision making skill
- Leadership skill

- Select candidates to short list
- Forwarded to management for final decision
- Reference check
- Management takes interview
- Medical discrepancy verify: Parkinson, Schizophrenia, Mania, Phobia, Aids, Hepatitis, brutal kidney problem etc.
- Final selection

- By telephone
- Job offer in printed format with duties, salary package etc.

Human Resource Planning

 **If shortage occurs:**

Short term options:

- Increase overtime for labors only
- Increase subcontracts for different projects & 3rd party agents
- Temporary hire
- Multiple job duties given

Long term options:

- Hire employees

 **If surplus occurs:**

Short term options:

- Reduce or stop overtime for labors only
- Temporary shutdown or lay-off

Long term options:

- Stop hire & use attrition
- Increase project works

Employees with minimum experience and degree (Commercial)

List	Position	Educational Qualification	Experience
1	General Manager	Masters	12
2	Senior Manager	Masters	8
3	Manager	Masters	6
4	Assistant Manager	Masters/MBA	3
5	Senior Executive	Masters/MBA	2
6A	Executive	Masters/MBA	1
6B	Front Desk Executive/ Computer operator	Bachelor	2
6C	Security Officer	Retired non- commissioned officer	
7A	Supervisor/Senior Office Assistant	Bachelor	2
7B	Senior driver	HSC	3
8	Security Supervisor/Driver/Office Assistant/Senior peon	SSC/HSC	3
9	Peon/ Senior Guard/ Senior Office Attendant/Messenger	SSC	1
10	Guard/ Office Attendant	10/SSC	0

Employees with minimum experience and degree (Engineering/Technical)

List	Position	Educational Qualification & Experience
1	Chief Engineer	M.Sc.Eng. with 12-15 years experience
2	Assistant Chief Engineer	BSc.Eng. with 8 years experience
3	Executive Engineer	BSc.Eng. with 5 years experience /Diploma Eng. with 8 years experience
4A	Senior Principal officer	BSc. with 5 years experience
4B	Project Engineer/Resident Designer//Senior Designer	BSc.Eng. with 3 years experience /Diploma Eng. with 8 years experience or BSc drafting/trade/training course with 8 years experience
5	Assistant Engineer/Site Eng./operator/Designer	B.Sc.Eng. /Diploma Eng. with 4 years experience or B.Sc. drafting/trade/training course with 5 years experience
6A	Store officer	Masters with 5 years experience /Bachelor with 7 years experience
6B	Senior Site Supervisor/ Senior Store Supervisor/Doctor	Diploma Eng. /Bachelor with 3 years experience/ FCPS
7	Site Supervisor/ Store Supervisor	Fresh Diploma Eng. /Bachelor
8	Store Assistant/Electrician	HSC with experience
9	Mechanic/senior man	Technical with 3 years experience
10	Site labor/helper/floor attendant	Class 8

Bangle poshak pay plan :

Basic 80%

Benefit 20% = House & transport allowance, medical allowance

Bonus =80% of base pay in 2 eid or other festivals forNon-muslims

Profit sharing by 4 members of Board of Directorsand Gain sharing by 11 members

Level 1 – 10 (Maximum)

Level : Pay Ranges

1. 6000-8500

2.8500-11000

3. 11000-15000

4.15000-20000

5. 20000-28000

6.28000-35000

7. 35000-45000

8. 45000-60000

9. 60000-75000

10. 70000-90000

Provident fund: 10- 15% of basic pay for all permanent employees (after 1 years of service), only given if service contract exceeds minimum of 5 years.

Insurance facility: For all factory Employees (after permanent contract of service)

- Education insurance for employees' children
- Health insurance

Home allowance or home facility (any one only): for production department workers (after half years of service and permanent contract-ship)

Analysis

Some steps for assessing hand level candidates in BanglaPoshak:

- For task(1), relative performance of work: marking
10 20 30 40 50 60 70 80 90 100
- For task(2), relative performance of work : marking
10 20 30 40 50 60 70 80 90 100
- For task(3), relative performance of work : marking
10 20 30 40 50 60 70 80 90 100
- Time spent by percentage: _____ (0 to 500%, if no work=0)
- Is there any need for new employee training? Which part?
Yes / No . _____

KSAOs : searchedforBangla Poshak

- Management Line

-For marketing: Personal approach and communication techniques, Supply steps concepts.

-For accounting/finance: Concepts of math check whether clear or not?

-For HR: HR training concepts, Operation basics, Managing performance, Proper necessary Law ideas.

- Worker/Labor line:

-Product idea, Production steps, machine skills concepts, Basic iq, attentiveness, time management, psychomotor abilities.

-Drivers: License, Zigzag capability, previous accident record

-Guards: Honesty, Moral, Speech, 6th sense, security ability check.

- Engineering line:

-IT concepts, Math and science, Programming building idea

-Electronics and electrical concepts

-Mechanical concepts

-Machine safety and maintenance, emergency service capability

Design: Speed and software and instrument use concepts, art concepts, vision & color ok?

- For all :

Memory, response rate, control ability, reaction time, Honesty &reliability, disability check, attendance, drug test.

Results/Comments and discussions :

- Job security is a vital factor by comments of some workers.
- Many want more overtime to get more pay.
- Business environment should be updated.
- By my opinion, “Compensation & benefits” is more demanding than “Praise & recognition”.
But for job security, employees demand less pay sometimes in competitive market.
- To avoid Fraud and misrepresentation in recruit and selection, necessary skills should be checked. Negligence to check may be harmful.
- Message of communication should be developed to attract better applicants.
- CV is taken by e-mail and post-mail. Can manage a web CV taking format. That’s better.

#Internal hiring has some drawbacks:

- No new better knowledge, skill, ability introducer in company.
- Require more training time to develop.
- May be under-represented to women, not all times.

#External hiring has below drawbacks:

- Identify applicants is time consuming to check and verify.
- Costly to search external staff market.
- New hire(s) need more time to match and mix with organization culture and peers.
- As some internal worker not having that position for more pay, negative attitude may grow up.
- As I was an external HR consultant as intern, many were feeling uneasy, to know my follow-up purpose, so observation may verify.

Types of supposed risk:

- *Economic risk* – quick finance is hard
- *Functional risk* – machinery problems, skilled employee absenteeism.
- *Physical risk* – Building structure in earth quake and transport van problems
- *Communal risk* – Mix and culture, political instability.
- *Psychological risk* – sickness or mental inability or of issues of family members.

Analysis oneffectiveness of the recruitment process:

Employees think the current recruitment process is lengthy and time consuming, as there is many machine concepts check.

The recruitment group is doing their works satisfactorily and recruiting desired candidates for their relevant post. Moreover, the recruitment team does not feel the recruitment process is costly.

The factors to be in mind in recruit executives:

Know-how:

The sum total of what a person necessarily has the capability to do to be effective.

- Technical, specialized depth and breadth.
- Managerial requirements to plan, organize, staff, direct and control resources for results.
- Human relation skills to influence, motivate, change behavior and build relationship.

Problem solving:

The requirements for and capability to use know-how effectively to develop solutions that improve effectiveness.

- Environment- the context of the job and its focus
- Challenge- the availability of guides and complexity of analyses required

Accountability:

The requirement for and ability to achieve desired results

- Freedom to act: focus on decision making authority vested in the position to achieve results
- Scope: focus on the importance of results expected relative to the enterprise
- Impact: focus on the impact the position has on the relevant scope measure for the position.
- Evaluation is also done based on Skill, effort, responsibility and work match condition.

Recommendations:

- Should be cost efficient – making cost less; and Labor increase with work.
- May give prize to the best performer employees, specially to highest productivity giver personnel every 6 months.
- As an alternative of short-term relationships, Merchandisers need to develop long term relationship with the key parties – buyers, buying houses and suppliers etc.
- As a developing industry, Bangla Poshak Limited should always be in mind that, customer retention is more important than buyer attraction. If they can follow this idea then they can increase more.
- Should go for production in Bangladesh also for go in long run business.
- May introduce 360 degree evaluation system, then biasness will be reduced.
- Should improve fire insurance.
- When any worker's productivity goes higher but paid less than market, employees tends to work less or try to shift to other business or organization. So, pay should be proper on basis of each employee's productivity and expected market demand.

Conclusion :

A large number of people of different occupation in our society have been in demand of dress and clothes in Bangladesh as well as abroad. Many of them are intended and financially capable to purchase cloth sales shop. More-over, there are so many moneyed businessmen who engaged to run their business within rental commercial shopping space due to scarcity of shopping space built for sales purpose.

With a view to provide people abroad with garments products. “Bangla-PoshakLtd.” amongst others, is active in textile associated business at a reasonable cost.

Human Resource division of Bangla-PoshakLtd. is working to achieve sustainable growth in Textile business, holding new strategies expects that their objective will be successful through proper planning, recruitment, selection and employment.

It’s a primary duty for us to present a perfect working place for the readymade garments sector of Bangladesh which has given our economy a strong base, created jobs for millions of people, particularly for women, lifted them from the gap of constant poverty and given them a glorious life.

Now what we need to do is dealing with all the challenge facing our readymade garments industry,concrete the way for its advanceprogress.

Lastly, a note, please take HR department as neutral negotiation promoter and management to disburse proper compensation among employees; it’s not of power apply on workers, as by comments of some mates .

Appendix:

Attrition = Friction

Retention = Secure the service fixed

KSAOs = Knowledge, skills, abilities and Other characteristics

CV = Curriculum vitae, with educational & job experiences

Long term = take time more than 1 year

Short term = take time equal or less than 1 year

Attachments :



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