



Inspiring Excellence

Internship Report

A study on recruitment and selection process of Fair Distribution Limited



Internship Report
On
Recruitment and Selection Process of Fair
Distribution Limited

Submitted To:

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Inspiring Excellence

Letter of Transmittal

6th September, 2016

Zaheed Hussein Mohammad Al-Din

Senior Lecturer

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Subject: Submission of Internship Report

Dear Sir,

I am submitting my internship report on “Recruitment and Selection Process of Fair Distribution Ltd” with due gratefulness and admiration. It is my pleasure to carry out the internship report under your supervision. As a requirement of preparing an internship report, I have selected “Recruitment and Selection Process as my major concentration”. This report is based on my practical experience during my internship program. I have prepared the report based on my experience while working at FDLand have taken proper information from my team mates of my work place and consulting with you as an academic supervisor. I will be grateful enough if you kindly accept my report.

I would like to request you to accept my Internship report for further assessment.

Thank you for your kind consideration and guideline.

Yours sincerely,

Ishita Das

ID: 12204094

BRAC Business School

BRAC University

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First of all, I want to thank Fair Distribution Limited for providing me the opportunity to complete my internship successfully. Then I want to thank my Supervisor **Sr. Manager of HR-** Mr. Mohammad Atiqur Rahman and my immediate reporting boss **HR Executive-** Mr. MaksudAlam for helping me and guiding me throughout the internship program.

I also want to thank my team mates who have helped me to gain learning from so many things and helped me critically analyze various HR issues.

Then I would like to thank my **Academic Supervisor** Mr. Zaheed Hussein Mohammad Al-Din, Senior Lecturer of BRAC Business School. I am thankful for his support and feedback regarding my internship report and helping me for organizing the report properly.

Lastly, I want to thank my institution **BRAC University** for providing me with the best facilities possible throughout my under graduation.



Executive Summary

Fair Distribution limited is the national distributor of SAMSUNG phone. Fair Distribution is the mother organization and it also has huge variety of businesses and many business wings.

The HR department of Fair Distribution Limited is an organized department. The company respects its employees and treats its employees as its asset and constantly tries to provide them with the best working environment. Moreover, the HR department is continuously trying to update the HR policies for the betterment of their employees.

Fair Distribution limited performs its recruitment and selection process systematically. First of all the HR needs to receive manpower requisition from head of department. After that CV is being sourced and then CVs are being screened after that candidates are invited for the interview. At some point according to requirement written test is also taken. After the interview is taken at the first phase, the shortlisted employees are called for the second phase and in the second phase head of department remains present. Then at this point negotiation with the candidate is done on the salary issue. If the salary amount is agreed upon by both the parties then the candidate is asked for the notice period of his joining and on the date of joining the candidate is asked to come with necessary documents for joining.

The recruitment process of Fair Distribution Limited should be more structured which could include assessment centers, group discussion, situational interview etc. These are necessary to judge the communication skills and analytical ability of the candidates.

Chapter-1

Introduction

1. Introduction

1.1 Objective

The main objective of this report is to fulfill the requirement of my BBA program. Other than that the real life experience I have gathered throughout my internship program before entering to a full time career is immense. There were some other objectives which are as follows:

- To associate how the mechanism of Human Resources works in any organization.
- To link why in any organization Human Resources is essential.
- To know how to solve the issues of the manpower/employees.
- To understand why in any department manpower is required and the reasons of manpower requisition.
- To know why and how the recruitment and selection process of any organization takes place.
- To understand the overall process of how Human Resources works which includes joining, leave, payroll etc.
- Also knowing the basics of how Human Resource processes and gaining practical life experience throughout my internship program.

1.2 Scope

While performing as an HR Intern at Fair Distribution Limited I came to learn about so many things which I have never analyzed studying my HR major courses. The experience and learning I am gaining its immeasurable. These experiences are above text book. Moreover, the mechanisms works behind any tasks are influential. At times jobs get delayed and I understood the process is not easy and at times things are delayed unintentionally. However, I am learning how to deal with various situations. In some cases the situations I come to know which I have never thought so critically. The learning I am achieving from my team cannot be ignored. Not only situational learning I have also enriched my Microsoft Excel knowledge throughout my internship program.

1.3 Methodology

The report is prepared based on the practical experience while working at the workplace. To prepare this report I have sourced information from some primary sources and also some secondary sources.

1.3.1 Primary Sources

- Different personnel
- My team members at my work place
- My Supervisor

1.3.2 Secondary Sources

- Information from website
- Formats of various students reports gave me the idea to organize my report

1.3.3 Data collection process

I have collected the data during working hours and moreover I have continuously asked my team members in depth questions so that I do not provide any kind of vague or manipulative information. Besides I have taken lots of recruitment and selection related information from the HR manager of Fair Connection Limited Mr. Khaled Shah Newaz; because I have co-ordinated most recruitment and selection process along with him during my tenure.

1.4 Limitations

The intent of the report was to complete with overall knowledge I gathered through my working period. Some limitations are disclosed below:

- Lack of sound experience in Human Resources and how it is operated.
- The documents of Human Resources are highly confidential in any organization.
- Being an Intern it is not feasible to know the Human Resources of FDL in its core depth as I was not allowed in any internal HR meetings. As an Interns works in any company for a short time period and are counted as contractual or temporary employee.
- Time constraint has limited the scope of this report.
- Insufficient facts and figures and unavailability of publications and records limited the scope of this report.

Chapter-2

Overview of the

Industry



2. Overview of the Industry

Fair Distribution Limited is an organization which is involved in distribution of Samsung Products, before it was only the national distributor of Samsung phone but recently it has started the distribution of Consumer Electronics. Other than that Fair Distribution Limited is not range bounded only till the distribution of Samsung products it is also involved in food and lifestyle products. Fair Distribution Limited commenced its journey by representing OLITALIA in Bangladesh as a Distributor. Currently, FDL is doing business with list of products. Moreover, they are also thinking of introducing lifestyle products for toddlers. However, to describe the industry it is only involved in distribution of the products throughout the country and performs all the mechanisms so that the business can be performed smoothly.

Chapter- 3

Overview of the

Company



3. Overview of the Company

3.1 Company Establishment

Fair Distribution Limited was established in 2008 but it took the complete nationwide distributorship in the country from 2014. Fair Distribution Limited (FDL) is the national distributor of Samsung mobile Bangladesh who sells and markets the no 1 global mobile device brand SAMSUNG in Bangladesh. It was founded in April 2014 by Mr. RuhulAlam Al Mahbub. Fair Distribution Limited's headquarter currently employs over 200 people with an average team age of less than 30 years old. The management team advocates a scientific and standardized enterprise management model, with a high sense of innovation in product distribution and customer service. The constant pursuit of professionalism and innovation is the foundation of sustainable development at Fair Distribution limited. Fair Distribution limited believes that products should be as unique as the people who use them. They define themselves as a National provider of a No 1 global Brand Samsung mobile and internet technology that is user-friendly, stylish, and wallet friendly.

3.2 Market share

Fair Distribution Limited is a high-tech enterprise that focuses on sale and marketing SAMSUNG in Bangladesh being one of the largest stake holders where 90% of the business as a national Distributor. In 2014, the first phase of the project had total revenue of more than 700 Million BDT. The selling capacity currently stands at 100 Billion BDT per month and by end of this year the selling target will reach 2000 Billion BDT. Fair Distribution limited achieved an overall market share of 30% in last year and these accolades put Fair Distribution limited in the First place as per the net value and Second place as per the Device unit at overall cellular market in Bangladesh. Since 2014, Fair Distribution limited has grown rapidly, expanding its presence inside the country with expected sales reaching 1.2 million phones by the end of this year for the local market. SAMSUNG is the top choice for consumers switching from other brands (share of migrating customers). In fact, a third (34%) of all switching customers moves to Samsung.



3.3 Company Wings and SBU's

3.3.1 Fair Distribution Limited

Fair Distribution Ltd. (FDL) is the authorized national distributor of SAMSUNG Mobile in Bangladesh. They introduce SAMSUNG Mobile devices to the people who like to use fashionable, smart and elite class device. It was founded by the managing director Mr. RuhulAlam Al Mahbub on 2008 and established the organization as an active national distributor since 2014. Fair Distribution Limited is the mother organization it has various wings and SBU's. (fdl.com.bd/pages/page/about_us)

3.3.2 Fair Food & lifestyle

Fair Food & Lifestyle was originated in 2008 as a trading company of premium food items. Since then it has established itself as one of leading distribution companies in Bangladesh, particularly in the food industry. The global partners of Fair Food & lifestyle are Olitalia, Pasta Zara, Tong, Garden, National and Arla. They are all internationally recognized brands, known for their consistency in producing quality niche products for the wider international markets. The diligence, teamwork and co-ordination between their partners, staff and employees that made them succeed. Fair Food & Lifestyle ensures and guarantees the quality of every product, just as their tagline promises "Premium Always". (ffl.com.bd/about-us)

3.3.3 Fair Connection Limited

Fair Connection Limited is Major part of FDL. FCL is initiated in the business of the Smart phone cafes of SAMSUNG which we see in various places. They introduced a specialized channel Samsung Exclusive Shop (SES) which is also known as Samsung Smart Cafe Centers are set up in Dhaka, Chittagong and throughout the country. The number of outlets of SAMSUNG mobile phone under Fair Connection Limited is around 64 throughout the country and some more on the way to start. Fair Connection Limited has its own expansion department initiated in launching new smart phone cafes and the overall paperwork to start its commencement.



3.3.4 Fair Enterprise Business

FairEnterprise Business commenced the business by bringing business for the company. Enterprise Business started initially through their personal links. They had their links and then fixed meeting with senior personnel of different organizations and made proposals for the organizations. Basically, Fair Enterprise Business is involved in the business of VRF (Variable Refrigeration Flow), LFD (Large Film Display), HMT (Hotel Mode Television) etc. The users of these products are educational institutions, financial institutions, hospitality industry and also residential and commercial users are included here. These products are used for channel broadcasting, outdoor video wall (replacing billboards), indoor video wall for networking and CCTV monitoring and also for monitoring purpose.

3.3.5 Fair Solution Limited

Fair Solution Limited is a leading software development and ICT company working with the government/ autonomous bodies, private organizations, NGOs, donors and some world most renowned IT expertise organizations. They provide technical solution in delivering business outcomes with team for effective utilization of ICT in business and development sector. They have extensive experience in many diverse areas of both software development and IT services. Their experienced staff of professionals has worked with a wide array of platforms, languages, and tools in the course of their various projects. Theywrite code. However, unlike most software companies, they realize that is only part of the job. They do not just write code. They develop professional software. That is why their clients choose FSL. Many companies can find programmers to generate code. However, few have the experience to produce professional quality software. Their ability to develop code is only the beginning of our capabilities. Being a “customized” Firm, FSL is able to provide their clients with a variety of services. (fsl.com.bd/about-us/)

3.3.6 Fair Electronics Limited

Fair Electronics Limited is the newest business wing. Previously, FDL was only involved in distributing SAMSUNG phones throughout the country but now the formation of Fair Electronics Limited as allowed them to sell the consumer products of SAMSUNG as like; Television, refrigerator, oven, blender etc. Currently, Fair Electronics Limited has their



showrooms in Dhaka and Chittagong and many more to start. Fair Electronics started its operation from the month of July 2016. Engineers from abroad are coming for Fair electronics as they would be producing commodities within the country. Fair Electronics is going to be one of the successful businesses in the coming days as they have some many planning to execute.

3.3.7 Pump and Foundry

Pump and Foundry is another business wing of Fair Distribution Limited which was founded in 2015 by development department of FDL. Pump and Foundry is one of the largest Pump and Foundry manufacturer and distributor in Bangladesh that provides solution of water & cooking based problems. They sell a numerous variety of water pump and gas stove. Their focus is on customer satisfaction, innovative solutions and strong, reliable technology, all of which has helped them to compete at an international level and gather the attention of quality-conscious customers. Power Plus is one of the most famous brands for water pump (including submersible and surface) and gas stove in Bangladesh. Our products are of high quality, energy efficient, optimized safety features, at a reliable and reasonable price.

3.3.8 Brand Marks

Brand Marks is known as the creative wing of Fair Distribution Limited which is only engaged in the creative works. It includes from designing: logos, identity card, advertisement, offers etc. Moreover, it is engaged in all kinds of event management of Fair Distribution Limited. Brand marks looks after everything an events needs from sets, hall venue décor, food vendor selection, food arrangement, venue selection, artist management etc. It is also engaged in personal meetings of distributors and build link with the distributor. Providing proper follow up to the distributors, arranging foreign trips for distributors etc. Additionally, Brand Marks is also on process to start wedding solution which will comprise every solution for the bride and the groom from pre and to post wedding necessities. Brand Marks may seem to be an invisible entity but it does convey a lot about FDL through its events.

3.3.9 Business Development

Business Development is a department which is purely involved in business analysis of a new business starting from its planning, to its feasibility, calculation of its yearly growth, its sell out, yearly costing, everything is done in this department before starting any business. After everything is done and when the business is on the position to carry forward it is given the entity



to run on its own. Business Development in various organization is named as corporate sales but FDL's Business development is a purely involved in business development. Pump and Foundry was one of its projects which have now turned into one of the successful business. Moreover, business development is doing accessories business successfully along with its main job.

3.3.10 B2B

B2B is known as business to business which is also known as corporate sales are. The corporate sales team of Fair Distribution Limited sells products to different organization in bulk with special offer.

3.4 Human Resource Overview

The human resource department of Fair Distribution limited is one the most organized department, where they always try to do their job in a systematic manner. They always respect their employees and try to motivate their employees because they consider their employees as their asset. Moreover, they ensure the employees with best working environment. Keeping all these factors in mind they are engaged in continuous development of the HR policies etc. so that they can encourage more to their employees. Other than that, FDL being a really big organization the most common job of the HR department is recruiting personnel in bulk. As I mentioned before, the company is growing really well and various wings are introduced recently so the recruitment process is like a never ending process. However, there are many other functions of an HR department as like: payroll, leave records, insurance, solving various internal issues etc.

3.4.1 Recruitment and selection

Recruitment and selection process is one of the most important functions of any human resource department. The recruitment and selection is done so that the organization selects the best employees for its organization and the selection process are performed in 2-3 phases and then they are chosen.

3.4.2 Training and Development

Training and development is another fundamental necessity of any organization. Fair Distribution Limited engages its employees in training based on necessities, training are mainly



provided to the sales executives and outlet managers in necessity but initial orientation and training is provided which usually lasts for 2- 3 days. Moreover, a new department called Floor Sales Management they provide training to their SECs. This is how FDL is engaged in their training and development program so that they do not find their employees with unfamiliar faces.

3.4.3 Compensation and benefits

A Human Resource department needs to look after the compensation and benefits employees they should be provided according to their job grade. The most important benefits Fair Distribution Limited provides to their employees are stated below:

- Insurance including their spouse and up to 2 children.
- Transportation facilities depending on availability
- Complementary snacks and lunch

3.4.4 Performance Appraisal

The necessity of performance appraisal is immense because it helps the organization to monitor the performance of the employees. Performance appraisal is done for promotion and other purposes. It is also done so that the organization to do not move forward with the unproductive employees which is hampering the growth of the organization and in other ways around. Moreover, the main role of performance appraisal is for yearly increment of salary of the employees.

3.4.5 Policies

Every HR department has policies for its employees so that they everything is carried forward in disciplinary way. The policies are:

- Code of Business Conduct
- HR policies
- Salary Grade/Structure policies

Chapter-4

Jobs performed during the internship program

4. Jobs performed during the internship program

4.1 File management

I was assigned to manage employee personal files and make a database to identify whether all the joining documents are available with the files or not, so that further communications can be made to the employees for submitted the required documents which were missing or were not submitted while joining.

4.2 Coordinating Interview

Coordinating interview starts from sourcing resumes to sorting etc. However, I had to communicate with the candidates for interviews and also had to provide instructions and had to solve their queries. On the date of interview arranging the interview, booking meeting room for interview purpose, informing my team mates about the interview and incases informing the division head for his or her presences in the interview board. After the interviews I had to give the summary of the interviews. A summary of interview during my tenure is shared below.

Selection Summary		
Shortlisted	Selected	9
	Offered	2
	Absent & Did not receive Call	30
	Not Selected	22
	Decisive	2
	Total	65

Figure 1: Interview Summary

4.3 Communication

Communication was one of the important jobs I was engaged in. communication starts from providing various information either by e-mail or by verbally or over phone to the employees. I mostly had to gain information from the employees and mostly information is gained over phone for quick service. While communicating to candidates for interviews I came to know that candidates do not want to attend interview in FDL because they say that the salary structure of FDL is very poor and this gave me chance to perform an assignment given by my supervisor Mr. Atiqur Rahman which I will describe in the next section.

4.4 Assignment assigned to find out the salary structure of different outlets

I was assigned a really very challenging job which was to visit some outlets and gain the information of the salary structure of those outlets along with the HR Executive of FCL Miss. NujathFariba. It included outlet manager, sales executive and also office assistant. Moreover, except salary I have also gained information of the benefits and incentives they get from their organization. To be precise it was not easy get the information so easily I had to convince the outlet managers to disclose the information. Moreover, I had to act as a student to gain that information and mentioned them these are purely for academic purpose. It was really hard to convince them and many of them asked to show them Identity card. This assignment actually gave me the chance to do something really different and challenging. I want to add to this, while doing this assignment I was exposed to a very different vertical of jobs and also given me the chance to know one of my hidden strength that is to convince people. The screenshot of the summary of my information gained through visiting outlet is given below:

SL No	Company Name	Salary			
		Outlet Manager	Sales Consultant/Executive	Brand Promoter	Office assistant
1	Kay Kraft	15000- 20000	Junior - 5,000 and Senior - 10,000		4000
2	Rang	20000	Fresher - 6000 and experience - 10,000		4000- 6000
3	Bibiana	15000	6000		6000
4	Apex	13,000	5000		5000
5	Mother's Care	25000	Section incharge-12,000 -15,000 and sales executive -(8000 - 10,000)	20,000	5000 - 7000
6	Cross roads		10,000		
7	Trendz	20,000-25,000	7500 - 10500		5000
8	Menz klub	12,000 - 20,000	15,000- 20,000		
9	Myth	12,000	10,000		

Figure 2: Salary Structure Summary of different outlets

4.5 Identity card & visiting card processing

After a new employees has joined the organization I had to check back the information of the employees in the ID card and visiting card format by taking their signatures by showing the format and incases of the employees from field information is checked back over phone or e-mail.

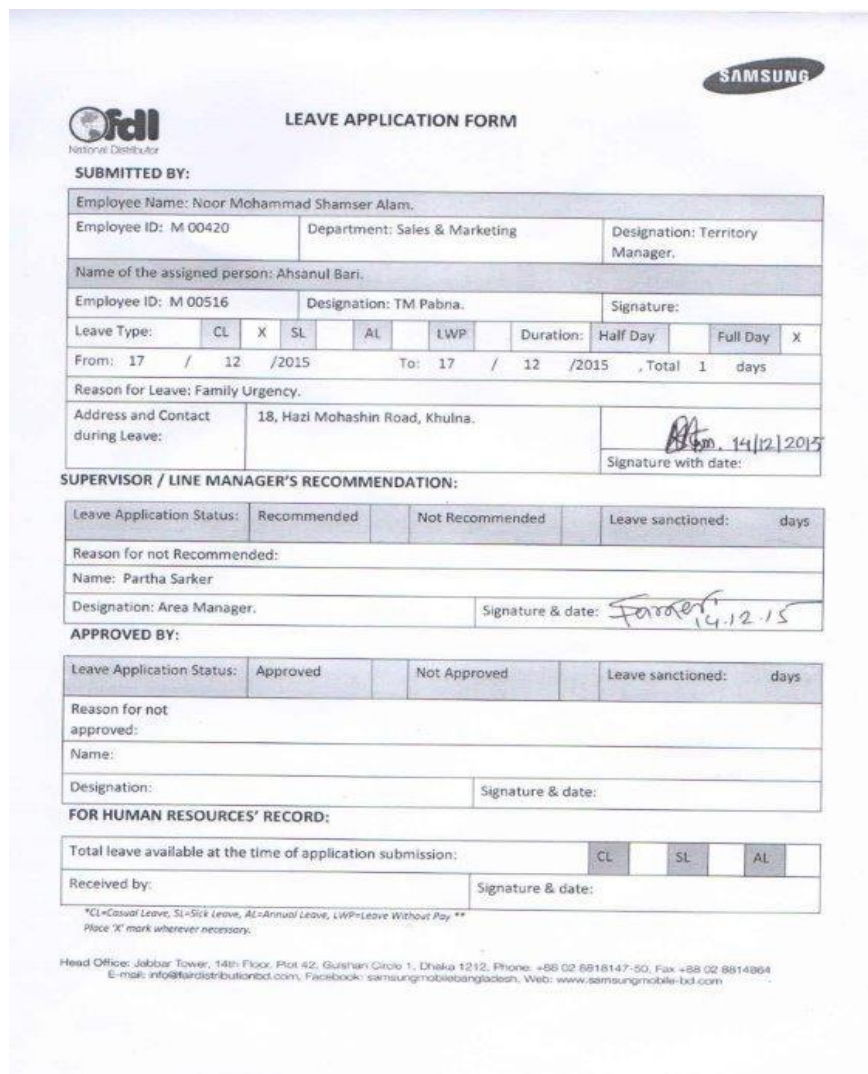
4.6 New Employee Joining Processing

After new employees are selected they are e-mailed with an offer letter and the offer letter includes the documents required to bring. Employees are then provided with joining package to

be filled up and also provided with a code of conduct before signing the confirmation form. After joining process is completed then appointment letter is given to the employee.

4.7 Basics of payroll

I was assigned to some basic works of payroll as like; HRIS, receiving leave forms and updating leave database based on the leave forms. The format of leave copy and leave database is given below.



SAMSUNG

fdi National Distributor **LEAVE APPLICATION FORM**

SUBMITTED BY:

Employee Name: Noor Mohammad Shamsar Alam.		
Employee ID: M 00420	Department: Sales & Marketing	Designation: Territory Manager.
Name of the assigned person: Ahsanul Bari.		
Employee ID: M 00516	Designation: TM Pabna.	Signature:
Leave Type: <input type="checkbox"/> CL <input checked="" type="checkbox"/> X <input type="checkbox"/> SL <input type="checkbox"/> AL <input type="checkbox"/> LWP	Duration: <input type="checkbox"/> Half Day <input type="checkbox"/> Full Day <input checked="" type="checkbox"/> X	
From: 17 / 12 /2015	To: 17 / 12 /2015	Total 1 days
Reason for Leave: Family Urgency.		
Address and Contact during Leave:	18, Hazi Mohashin Road, Khulna.	Signature with date: <i>AB</i> 14/12/2015

SUPERVISOR / LINE MANAGER'S RECOMMENDATION:

Leave Application Status: <input checked="" type="checkbox"/> Recommended <input type="checkbox"/> Not Recommended	Leave sanctioned: days
Reason for not Recommended:	
Name: Partha Sarker	
Designation: Area Manager.	Signature & date: <i>Partha</i> 14.12.15

APPROVED BY:

Leave Application Status: <input checked="" type="checkbox"/> Approved <input type="checkbox"/> Not Approved	Leave sanctioned: days
Reason for not approved:	
Name:	
Designation:	Signature & date:

FOR HUMAN RESOURCES' RECORD:

Total leave available at the time of application submission:	<input type="checkbox"/> CL <input type="checkbox"/> SL <input type="checkbox"/> AL
Received by:	Signature & date:



CL=Casual Leave, SL=Sick Leave, AL=Annual Leave, LWP=Leave Without Pay
Place 'X' mark wherever necessary.

Head Office: Jabbar Tower, 14th Floor, Plot 42, Gulshan Circle 1, Dhaka 1212, Phone: +88 02 8818147-50, Fax +88 02 8814864
E-mail: info@fadiistributorbd.com, Facebook: samsungmobilebangladesh, Web: www.samsungmobile-bd.com

Figure 3: Leave Form

1	2	3	4	182	183	184	185	186	187
Name	Designation	DOJ	11/Jun/16, Sat	12/Jun/16, Sun	13/Jun/16, Mon	14/Jun/16, Tue	15/Jun/16, Wed	16/Jun/16, Thu	17/Jun/16, Fri
Md. Solaiman Bepari	Driver	10-Sep-15							
Rofiquel Islam Alom	Driver	22-Sep-15							
Md. Altaf Hossain	Driver	29-Sep-15							
Md. Jahangir Alam	Driver	30-Sep-15							
Most Kaniz Fatema	Jr. Executive	1-Oct-15							
Farhan Masuk Shifat	Jr. Executive	1-Oct-15							
Md. Rasel Mia	Driver	10-Oct-15							
Md. Omar Faruk	Driver	1-Oct-15							
Selina Begum	Office Assistant	1-Nov-15							
Md. Jonayet Hossain	Jr. Executive	17-Nov-15							
Md. Rasel Shiek	Driver	26-Nov-15							
Rafaat Shaeer	Internee	31-Dec-15							
Arif Khan	Office Assistant	24-Jan-16							
Md. Mizanur Rahman	Driver	14-Mar-16							
Md. Shohel Mia	Loader	22-Feb-16							
Md. Basir Mia	Loader	22-Feb-16							
Utpol Nandi	Office Assistant	22-Mar-16							
Akash Chandra Majumdar	Logistics Assistant	27-Mar-16							
Md. Jamal Hossain	Cook	2-Apr-16							

Figure 4: Leave Database

Fair Distribution Ltd.									
JOB CARD REPORT									
 									
ID : M 00101 Name : Mohammad Hossain Lito Department : Commercial Date From : Jun 16, 2016 To : Jul 15, 2016									
Date	Status	Shift	Time In	Time Out	Late Hrs	Sb-Leave	Normal Hrs	OT Hrs	On-Duty Hrs
15/06/2016	P	-	08:28:28	15:12:46	0 m	-	-	-	6 h 44 m
17/06/2016	W	-	0	0	0 m	-	-	-	0 m
18/06/2016	W	-	08:40:27	16:48:39	4 m	-	-	-	8 h 8 m
19/06/2016	LI	-	09:06:22	22:43:27	21 m	-	-	-	13 h 37 m
20/06/2016	LI	-	12:35:28	13:53:32	3 h 50 m	-	-	-	1 h 18 m
21/06/2016	LI	-	08:55:40	14:20:57	10 m	-	-	-	5 h 25 m
22/06/2016	LI	-	10:13:32	11:22:11	1 h 28 m	-	-	-	1 h 9 m
23/06/2016	LI	-	09:48:28	16:11:35	1 h 3 m	-	-	-	6 h 23 m
24/06/2016	W	-	0	0	0 m	-	-	-	0 m
25/06/2016	P	-	08:32:56	11:46:45	0 m	-	-	-	3 h 14 m
26/06/2016	LI	-	10:22:56	17:50:56	1 h 37 m	-	-	-	7 h 28 m
27/06/2016	P	-	08:16:37	19:14:47	0 m	-	-	-	10 h 58 m
28/06/2016	P	-	08:41:37	20:22:05	0 m	-	-	-	11 h 41 m
29/06/2016	LI	-	16:13:02	18:10:20	7 h 28 m	-	-	-	1 h 57 m
30/06/2016	LI	-	09:40:42	19:17:06	55 m	-	-	-	9 h 37 m
01/07/2016	W	-	0	0	0 m	-	-	-	0 m
02/07/2016	W	-	09:06:14	16:00:47	21 m	-	-	-	6 h 54 m
03/07/2016	LI	-	08:57:21	18:08:26	12 m	-	-	-	9 h 11 m
04/07/2016	LI	-	08:57:26	18:01:26	12 m	-	-	-	9 h 4 m
05/07/2016	H	-	0	0	0 m	-	-	-	0 m
06/07/2016	H	-	0	0	0 m	-	-	-	0 m
07/07/2016	H	-	0	0	0 m	-	-	-	0 m
08/07/2016	W	-	0	0	0 m	-	-	-	0 m
09/07/2016	W	-	0	0	0 m	-	-	-	0 m
10/07/2016	H	-	0	0	0 m	-	-	-	0 m
11/07/2016	H	-	0	0	0 m	-	-	-	0 m
12/07/2016	H	-	0	0	0 m	-	-	-	0 m
13/07/2016	P	-	08:23:17	18:20:17	0 m	-	-	-	9 h 57 m
14/07/2016	P	-	08:16:15	12:14:24	0 m	-	-	-	3 h 58 m
15/07/2016	W	-	0	0	0 m	-	-	-	0 m

Summary						
Total Days	Weekly Off	Holidays	Days Leave	Days Present	Days Absent	Days Late
30	5	6	0	16	0	10

Printing Date & Time :	7/25/2016 10:38:50 AM	Signature Of Employee
------------------------	-----------------------	-----------------------

Figure 5: HRIS view of attendance of individual employee

4.8 Updating Insurance Form

I was assigned to update the insurance information of employees who will be getting the insurance benefits. The form is updated after some interval of time which included the name of the employee and his/her date of birth. Also his or her dependents name, their spouse and their birthdates and the information of their children up to two children and their date of births. The Insurance form which is the source of getting the information is attached.



Pragati Life Insurance Ltd

Head Office : Pragati Insurance Bhuvan (Level-2), 20-21 Kawran Bazar, Dhaka-1215.
PABX : 8189184-7, Fax : 88-02-9124024, E-mail : health@pragatilife.com

HEALTH INSURANCE MEMBERSHIP APPLICATION FORM
(Please fill in capital letters and tick mark in appropriate boxes)

1 (One) Passport
Size Photograph
for each member

1. Name of Employer			
2. Name of Employee			
3. Current Address			
4. Designation		5. PF/ID No.	
6. Date of Birth		7. Sex	
Day	Month	Year	Male <input type="checkbox"/> Female <input type="checkbox"/>
8. Marital Status :		9. No. of Children	
Married <input type="checkbox"/> Unmarried <input type="checkbox"/> Divorce/Others <input type="checkbox"/>		<input type="checkbox"/>	
10. Dependents to be included under the Plan			
Name		Date of Birth	Sex
Relationship			
-----		-----	-----
-----		-----	-----
-----		-----	-----
11. Coverage For : Self <input type="checkbox"/> Spouse <input type="checkbox"/> Family (Spouse & Children) <input type="checkbox"/>			
12. Plan Option : Economy <input type="checkbox"/> Executive <input type="checkbox"/> Executive Plus <input type="checkbox"/> Corporate <input type="checkbox"/> Corporate Plus <input type="checkbox"/>			

HEALTH QUESTIONNAIRE

No insurance cover will apply in respect of any condition or related conditions, which exists or has existed before the acceptance of risk by Pragati Life Insurance Ltd, unless it has been declared to and accepted by Pragati Life Insurance Ltd. It is, therefore, in your interest, answer these questions fully and provide accurate information.

If the answer is "Yes", write details in the space provided below :

A. Currently are you or any of the dependents to be included in the plan.

- (i) suffering from tuberculosis, diabetes, asthma, rheumatic fever, heart disease, hypertension, epilepsy, kidney disease, genito-urinary or gynecological disorder, cataract, cancer, mental illness, hernia, any disease of recurring nature or any chronic ailment? Yes No

Name of person	Disease	Duration
_____	_____	_____
_____	_____	_____

- (ii) receiving any treatment or on a special diet or on regular check up or have symptoms of any illness, injury, disability, impairment which is known, evident or suspected? Yes No

Name of person	Details
_____	_____
_____	_____

- (iii) covered under any/health insurance policy from any insurance company for similar benefits? Yes No

Name of person	Insurer	Benefit limit & date of commencement
_____	_____	_____
_____	_____	_____

Please Turn Over

Figure 6: Insurance Form Page 1

B. Within the last five years, have you or any of the dependents to be included in the plan

(i) been incapacitated for a period of minimum 05 days due to injury, illness, disability, impairment or admitted to a hospital/clinic/sanatorium for treatment of operation? Yes No

Name of person	Reason	Date	Current situation

(ii) consulted a specialist or attended a hospital/clinic as an out-patient for the purpose of operation, investigation or X-ray?

Name of person	Reason	Date	Current situation

C. At any time, have you or any of the dependents to be included in the plan

(i) suffered from any illness, impairment, deformity or disability which still exists or recurring in nature or has left any residual effect or required surgical operation, care in ICU/CCU or long term treatment?

Name of person	Reason	Period	Current situation

(ii) been postponed, declined, or accepted on special terms by any insurance company for a life or health insurance policy? Yes No

Name of person	Reason	Date	Type of insurance and date of cover

D. Any married female to be include in the Plan

(i) is pregnant now? Yes No

Name of person	Duration of Pregnancy	EDD (if known)

(ii) had complicating in any of her previous pregnancy or delivery? Yes No

Name of person	Name of complication	Mode of delivery

E. Is there any additional information relating to the health of yourself or any of the dependents to be included in the plan which is not yet mentioned, e.g a pre-existing condition or congenital anomaly? Yes No

Name of person	Details

13. DECLARATION

I declare that the information given in this application are true and complete to the best of my knowledge. It is agreed that declaration and information given in this application, together with any supplementary application, declarations or disclosures made by me shall form the basis of my/our insurance coverage. If after the insurance is effected, it is found that the information furnished in this form are incorrect or untrue, the company shall have the right to decline any claim relating to such information.

Signature (Plan Secretary) with date : _____ Signature (Applicant) with date _____

PLJL	Date of receipt :	Policy Number	Date of Commencement
	Remarks :		

Figure 7: Insurance Form Page 2

Chapter-5

Recruitment and selection process of Fair Distribution Limited

5. Recruitment and selection process of Fair Distribution Limited

The steps of recruitment and selection process are mentioned serially with proper explanations:

5.1 Manpower Requisition

Recruitment process starts from manpower requisition from certain department given to the HR department. The manpower requisition comes from division head or department head, of the department where there is manpower required. There is a manpower requisition form which is sent to the HR department then the process starts. A question may arise why manpower requisition form is required; the reason behind manpower requisition form is whether the personnel are recruited with proper requirement or not. The internal audit might want to re-check the necessity of recruiting the personnel. The internal audit will ask for policies and compliance to HR and after the policy is given it is checked whether it is as per policy or not.

PERSONNEL REQUISITION FORM
(For internal use only)

Required Position: , No:

Department: , Function:

Reason for request: New, Replacement, Others, Budgeted: Yes, No

Replacement of Mr./Ms.:

Main Function:

Location: , Expected Joining Date: / /201

Job Description

Role & Responsibilities: a)

b)

c)

d)

Job Specifications

Experience: , Reports to:

Education Essential: , Education Preferred:

Salary Range: , Language proficiency:

Competency Requirements:

.....

.....

Additional Skills, if any:

.....

Required by	Verified	Approved by
Head of Department	Manager (HR)	Managing Director

(HR use only):

Requisition received	Campaign date	Interview date
Joined on	Time required	Remarks

Figure 8: Manpower Requisition Form

5.2 CV Sourcing

After the manpower requisition is given to HR department, CV sourcing starts from internal references of the employees. E-mail is given to all the employees for suggesting candidates for certain post. Other than that CV is also sourced through BDjobs.com. In some rare cases, CV's are sourced through giving advertisement to the daily newspaper. This is absolutely on extreme necessities.

5.3 CV Screening

CV screening is done based on some criteria. Some jobs need some requirements as there are so many unnecessary CV's which are not required and also do not match the criteria. The criteria's are: age, education, experience, criteria differs according to the job.

5.4 Written Test

Written test is conducted much in FDL. Sometimes, in case of department necessities written test is conducted. I have seen written test is mostly taken by the HR of FFL. When I asked the HR manager of FFL why written test is taken he said through interview we can judge the best and the worst candidate but we cannot judge the candidates who are in between. After the written test interview session is conducted.

5.5 Interview

Usually at first after CV screening and if written exam is taken then the candidates are called for attending the interview. Initially at the first stage of interview usually the junior personnel of the department and a representative from HR department is always present. Mostly Head of HR remains present in the interview board. After the first stage, shortlisted candidates are called for the next phase in that phase head of the department remains present along with a representative from HR. Every interview needs written proof for knowing the candidate after the interview and for further processing. An interview assessment form is attached.



INTERVIEW EVALUATION FORM

CANDIDATE NAME: _____

DESIGNATION: _____, DEPARTMENT: _____

Please place an X in the appropriate box and make comments that would be helpful for the interviewee in improving their interviewing skills. Score, Poor=0, Fair=1, Average=3, Good=4 and Superior=5



APPEARANCE	Poor	Fair	Average	Good	Superior
Outfit					
Grooming					
Body Language					
Eye Contact					

CHARACTERISTICS	Poor	Fair	Average	Good	Superior
Assertive					
Cooperative					
Outgoing					
Open					
Dignity					
Maturity					
Professional					
Verbal/Persuasive					
Ability to learn					

QUALIFICATIONS	Poor	Fair	Average	Good	Superior
Education					
Accomplishments					
Skills / Training					
Relevant Experience					

Head Office: Khavaja Place, House-76/B (2nd & 3rd Floor), Road-11, Goleen, Dhaka-1213. Phone: +88 02 8818147-50 Fax: +88 02 8818554
E-mail: info@indianbulletindbd.com Web: www.iff.com.bd

Figure 9: Interview Assessment Form Page 1

OTHER RELATED INFORMATION					
OVERALL	Poor	Fair	Average	Good	Superior
Score					
Total Score					
EVALUATION					
ADDITIONAL COMMENTS:					
RECOMMENDATION FOR SECOND LEVEL INTERVIEW:					
RECOMMENDATION FOR POOL:					
NOT RECOMMENDED :					

PAY PACKAGE			
	Current:	Expected:	Offer:
Designation:			
Salary (TH):			
Basic:			
Medical:			
Conveyance:			
Food:			
Other Benefits:			
DOI:			
Approval:			

INTERVIEWER SIGNATURE: _____ DATE: _____
 INTERVIEWER NAME: _____
 INTERVIEWER DESIGNATION: _____

Head Office: Khayya Palace, 1-Block, 7/63 (2nd & 3rd Floor), Road-11, Giza, Cairo, 1213, Phone: +90 82 8819147-50 Fax: +90 82 8819584
 E-mail: info@ndistributors.com, Web: www.fdi.com.eg

Figure 10: Interview Assessment Form Page 2

5.6 Selection

After the final interview phase the best candidate is selected and the selection process has a very important factor that it is necessary to match the salary expectation of the employee with the organization. In most cases negotiation is done with the candidate. When these factors match the candidate is selected.

5.7 Offer letter

After the candidate is selected for recruitment, approval is taken from the managing director and then the offer letter is e-mailed mentioning the date of joining which includes the necessary documents to be bought on the day of joining. Moreover, the declaration form is e-mailed along with the offer letter and is asked to come with the offer letter and declaration form which needs to be submitted beforehand the joining date. During this period reference check is done.

5.8 Joining of new employees

On the day of joining, the candidate is provided with the joining package to be filled. After joining procedure is completed then the appointment letter is given to the employee.

Lists of documents included in a joining package:

- Personal Information Form
- Bank Information Form
- Insurance Form
- Joining Letter
- Confirmation Form
- Assets Receiving Form
- Code of Conduct
- Declaration Form

Chapter- 06

Key Findings

6. Key Findings

I was doing my internship at the HR department of Fair Distribution Limited. During my internship tenure I was mostly engaged in the coordination of the recruitment and selection process. While I was doing my major courses I learned theoretically the aspects of recruitment and selection process. However, while my internship I learned the processes practically. The theoretical knowledge I gained cannot be applied in the organization because practical works are very different and meaningful. The recruitment and selection process is made according to company policies and requirements. The findings are stated below:

- The recruitment process of FDL is very structured and they maintain the set policies of the organization along with the HR policies.
- As it is a national distributorship organization it recruits heavily in sales rather than any other departments.
- Most times candidates being called for interview do not tend to attend the interview only few candidates comes for the interview and the reason might be as they are working in other organization and could not attend for official purpose.
- I think they must focus recruitment more on external references rather than internal references.
- As the HR is very busy and the number of employees is too low in the HR department, due to work pressure at times it is not possible to get a proper background check of the personnel before their joining.
- The organization must prepare structured orientation program for fresh graduates.
- As there are more than 1000 employees it is really hard to find their files and maintain sometimes it is not possible to find the files in case of the files are sent to other departments.
- Although they go in job fairs for head hunting or CV sourcing but it is found that as CV's are collected in bulk through job fairs and which are just uncategorized based on position, education etc. so the HR being really busy do not go for sorting the CV's and ultimately head hunting through job fair is just a waste of time and an ineffective process.

Chapter-7

Recommendation

7. Recommendation

Some recommendations are stated which are absolutely from my perspective:

- The recruitment process should be more structured initiating some more steps as like; group discussion, situational interview so that the best candidates out of them is selected. Most of the time it is seen that employees do not have proper communication skill. To judge their communication skills and analytical ability above two steps can be an effective process to judge their communication skills.
- The employee files should be taken from hard copies to soft copies which mean it should be totally taken to software based.
- They can go for e-recruitment which means applying for job online.
- The organization can dictate the type of candidates they require based on their proper wordings in the job advertisement which can be through social media or so on. Moreover, if the CV sourcing is absolutely undertaken by company through online process. This e-recruitment can be very effective if the online structure is revisable by the organization for each job which means setting a bar for every job in the online portal can actually reduce unnecessary applicant's pool.
- Head hunting through career fair is just a waste of time so recruitment through this should not be taken counted as an option.
- Disclosing proper information to the candidates in the interview as like: job pressure, benefits to be provided etc. is necessary otherwise after joining employees might lead to dissatisfaction and then leave the organization shortly which can become costly for the organization.

Chapter-8

Conclusion



8. Conclusion

Being a national distributor Fair Distribution Limited is doing really a good job and their organization is expanding through various product lines. Being a really a very successful organization is has always tried to be one of the best and their business is just getting better and will get better on the coming days which can be predicted through their statistics. All these were only possible by the organizations skilled management and dedicated employees.

FDL is successful because they focus on branded products. They serve their consumers by providing the best and quality products. For this reason consumers are attracted towards products. Moreover, to maintain the business the organization is really working hard to main the flow.

These were all possible by selecting the best employees for their organization.

Moreover, throughout my internship I have learned a lot and could connect to my studies. It was really a fruitful internship program. I am glad that I was part of Fair Distribution Limited. I have learned so many things which I have never learned through studying books. Gained so many Human Resource policies and tactics which is not written in any books.

Chapter- 9 & 10

Appendix and references



9. Appendix

FDL- Fair Distribution Limited

FCL- Fair Connection Limited

FSL- Fair Solution Limited

FFL- Fair Food and lifestyle

FEL- Fair Electronics Limited

FEB- Fair Enterprise Limited

HR- Human Resource

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