

Report on
Issues faced and Achievements of the Human Resource and Compliance of
Al-Muslim Group

Submitted by:

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ID: 15104113

An Internship Report submitted to the BRAC Business School in partial fulfillment of the
requirement for the degree of
Bachelor of Business Administration

BRAC Business School

BRAC University

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Declaration

It is hereby declared that

01. The internship report submitted is my/our own original work while completing degree at BRAC University.
02. 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.
03. The report does not contain material which has been accepted, or submitted, for any other degree or diploma at a university or other institution.
04. I/We have acknowledged all main sources of help.

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Letter of Transmittal

June 07, 2021

To

Mr. Feihan Ahsan

Lecturer, BRAC Business School

BRAC University

66 Mohakhali, Dhaka -1212

Subject: Submission of internship report.

Dear Sir,

It is my pleasure to submit the internship report, with utmost regards. I completed my internship at Al-Muslim Group, a well-known organization in Bangladesh's RMG sector.

My real objective was to finish this term paper as according your guidelines while bearing in mind the Program's requirements. I tried my level best to enrich this report by providing what I learned all throughout intern program and prepared this report as per the standards by researching pertinent resources, records, and analyzing activities undertaken in AMG's Human Resource and Compliance team. I hope that, with my minimal knowledge, I was capable of connecting the concepts to potential implementation.

As a result, I am submitting my internship report in the hopes that you will find my approach to be instructive and comprehensive. Thank you for driving me to carry on working on this fascinating subject. Please accept my report and comply as a result.

Sincerely yours,

Asif Mahmood

ID: 15104113

BRAC Business School

BRAC University

07/06/2021

Non-Disclosure Agreement

This is to acknowledge that Asif Mahmood, ID: 15104113, BBA Program, BRAC Business School, BRAC University, prepared this report on "Issues faced and Achievements of the Human Resource and Compliance of **Al-Muslim Group**" as completion of his BBA intern program. As a final internship report, I accept this report. I wish the best of luck in his career and life.

Acknowledgement

I would like to commence this report by offering my thankfulness to Allah, the Almighty. I would like to convey my sincere appreciation to everyone that has assisted me with the creation of this internship report. I also like convey my gratefulness to them for their unconditional support, guidance, and belief in me at each juncture.

First of all, I would like to express my gratitude to Mr. Feihan Ahsan and Zaheed Husein Mohammad Al-Din, Lecturers at BRAC Business School, for their continuous encouragement, inspiration, and guidance all throughout internship. I am grateful to her for his unwavering support and helpful advice, without which the report would have not been complete. I'm also appreciative to him for giving his time to analyze my report and make all of the required reforms. Secondly, I must take this opportunity to thank my direct supervisor from the bottom of the heart, HR Manager Mahmud Hasan. Thank you even more to the whole HR & Compliance department for assisting me during the internship program. Additionally, I'd also want express my sincere gratitude to my other AMG colleagues, who provided me with alloying element and supported me in understanding more about present business scenario.

Finally, I really would like to extend my gratitude to BRAC University, which is the reason I am on the track to complete my bachelor's degree.

Executive Summary

Bangladesh's Al Muslim Group is one of the largest ready-made garments businesses in the world, as per the RMG industry.

The HR & Compliance team's sole objective is to perform a comprehensive recruitment process and to assist employees with any challenges that come so that they can continue working productively within the firm. AMG's HR and Compliance teams collaborate. The AMG would not be complete without any of these teams. For the requirement, the HR team pulls employees from existing staff and other channels. The compliance team, on the other hand, is committed to resolving any difficulties that employees may confront during and/or beyond the work hours.

The report demonstrates how the HR and Compliance teams communicate with other departments as well as external stakeholders. Also, how this group can improve from where they are now. In addition, I emphasized on the Human Resource Management team in this report; What role does communication play in bringing order and completing the process? I will be discussing how HR and Compliance communicate with each other and other departments in this report for a better understanding of their daily work. AMG's many teams work diligently to satisfy employees' needs and resolve challenges and obstacles and provide a more refined working environment.

The Human Resource department is considered as the Mutual Link for achieving equally comprehensible judgments across all departments within the business. So, what is the point with all of that, and why is it that way? Because each department is people centric, and HRM deals with every individual human being or employee working at the company, this phrase is both real and accurate (Kaufman, B., 2012). As a result, HRM minimizes the boundaries and tensions among personnel from all areas, as well as boosting the workforce's overall productivity, culminating in a certain amount of maximizing profits for the organization. Finally, a profitable company must contribute to the development of the nation's economy.

More significantly, this study illustrates the daily challenges that the Human Resource and Compliance staff encounters. The main aims of this project are to learn more about their strategy, policies, dilemma, and work ethics.

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List of Acronyms

AMG	Al-Muslim Group
AKM	Al-Muslim Knitwear Ltd.
RMG	Ready Made Garments
GDP	Gross Domestic Product
OCS	Organic Content Standard
BSCI	Business Social Compliance Initiative
ISO	International Organization for Standardization
WRAP	Worldwide Responsible Accredited Production
HRM	Human Resource Management
COC	Code of Conduct
Ltd.	Limited

Chapter 1: Overview of Internship

1.1 Student Information:

Name of the Student: Asif Mahmood

ID: 15104113

Program: Internship Program

Major: Human Resource Management

1.2 Internship Information:

1.2.1 Period, Company Name, Department, Address

I have started my internship at Al-Muslim Group for a total number of 3 months starting from April 15th till June 15th, 2021 at the HR and Compliance department. This company is a textile manufacturing and export company. The company is situated on Gedda, Ulail, Savar, Dhaka.

1.2.2 Internship Company Supervisor's Information:

Name of the Supervisor: Mahmud Hasan

Position: Assistant General Manager, HR & Compliance, Al-Muslim Group

1.2.3 Job Responsibilities

- ✓ Post new positions on websites and job boards
- ✓ Assist with screening resumes and applications
- ✓ Send offer and regret letters
- ✓ Coordinate interviews
- ✓ Collect and update database with new hire information (e.g., employment forms and contact information)
- ✓ Maintain payroll data including leaves, working hours, and bank accounts
- ✓ Proofread HR documents
- ✓ Help prepare Word, PowerPoint, and Excel documents
- ✓ Track progress, priorities, and deadlines of various projects

1.3 Internship Outcomes:

Internships are designed to broaden and deepen students' academic learning in your specific fields of study. It's an opportunity for them to get hands-on experience applying classroom theories to real-world situations in the community and at work.

1.3.1 Student's contribution to the company

1. **Interns May Become Entry-Level Hires:** An internship may appear to be a testing phase. It's an excellent opportunity for students to put new working relationship to the test, and vice versa. Over 80% of interns at businesses are hired as entry-level employees.
2. **Extra Set of Hands:** An intern is an extra pair of hands that may often assist in achieving goals or completing projects. Interns can work on specialized projects alongside other office staff as long as the project will enable a young person acquire a new skill, learn more about the industry, and provide a fantastic learning experience.
3. **Increase Productivity:** Interns are at a company for a short set of time. As they can work as providing extra set of hands which can help in increasing productivity. Interns can put all their knowledge into the work field adding on the company productivity.
4. **Minimal Cost:** Internship programs are not very costly. A regular employee will be getting his salary according to his skill and company contract. However, an intern can sometime be paid or unpaid. With interns a company can get an employee to work on a daily basis on regular office hours with no or very little payment.

1.3.2 Benefits to the student

An internship is a great way to get a taste of the career that I wish to pursue. Internships are often organized through an educational advisor who may assist students in finding a company that matches my professional objectives. Because organizations must often meet educational requirements for internships, students may be exposed to a variety of parts of a company's operations in order to better understand the work I intend to do. (Indeed, Editorial Team, 2020)

1. **Job Experience:** Education and experience qualifications are frequently listed in job postings. As a student I most certainly lack the necessary experience when joining the employment for the first-time following college or a vocational training program. Internships are a great method to bridge that gap. I was able to acquire vital insight into

how a company in the area of operations, participate in meetings, and complete assigned work in a real-world context.

2. **Access to variety of Tasks:** An internship in the RMG sector, for example, can entail aiding with auditing works or presenting a project. I have to put my abilities to the test in a real-world scenario while also contributing meaningfully to the critical works.
3. **Mentorship:** The most beneficial mentor relationships frequently begin with a personal connection that benefits both the mentor and the mentee. Working as an intern may provide the student with the opportunity to meet a possible mentor in a natural setting and create a relationship that will assist in determining professional path. In person, I have the opportunity to exhibit my personality while asking direction and advice, as well as to demonstrate deference and respect. Even if interns end up working elsewhere full-time, an internship might create a circumstance where my friendship grows organically.
4. **Help guide Career Goals:** I have studied a range of things through my university period to establish my interests. University major may assist me in determining what type of career I wish to pursue. However, I find that education provides a wide range of experiences that lead to a variety of job opportunities. An internship can provide workplace experience by exposing myself to everyday pressures and chores without requiring me to commit to a specific career path. It can help me figure out if various occupations are a good fit for my personality and skills, as well as introduce myself to people who can offer me career advice and support.
5. **Create Professional network:** Meeting folks in my field who may recommend me for open positions is usually the most effective way to find a job. This internship was a great way to broaden my professional network. Professional connections I encountered may be the most important link to my future employment opportunities, thus demonstrating curiosity, passion, and willingness can help professional connections see my potential.
6. **Build Confidence:** After working for regular office hours and handling many responsibilities during my internship period I was able to gain confidence in myself. This internship helped me to realize my capability, limitations and how far I can push myself. Furthermore, all of my experience during my internship period led to building a strong confidence for myself.

7. **Build a Strong Resume:** This significant work experience allows me to be honest and specific when filling out my resume. Not only will I be able to include my internship's responsibilities and projects to my resume's experience section, but I'll also be able to more clearly define my goal for a professional career.

1.3.3 Problems/Difficulties

1. **Difficulties at Recruitment:** Collecting the CV's and finding the right candidate can be quite a hassle. I had to go through all of the CV's and nominee papers and then looking at their skill and experience level to judge of whom to select. Sometimes it's hard to attract the right candidates and engaging the qualified applicants. Now-a-days, recruitment became more of a data driven but collecting and processing data can be a hassle. Spreadsheets are one way to track hiring data but they require manual workforce. This takes time and complex to keep track of them.
2. **Competition for Best Candidates:** Hiring process is a race for the better employee. IF AMG lacks one step behind that candidate might be taken away by some other companies. So here the process can be fast and rough and mistake often occurs. Additionally, if there are many skilled candidates at the same time it becomes difficult to choose one over other. During that time, we would have to go more in depth for better judgment which requires more time and it can be a hassle at times.
3. **Candidates have High Expectation:** Here I will start with an experience of mine during my internship period at **Al-Muslim Group**. The candidate was asked for an interview. In the room I was with my supervisor and the candidate. I was only there to observe the whole interview process. After the interview he was then asked about the compensation. As his expectation was high for the salary my supervisor had to decline his offer and proposed a new one. However, the candidate declined that one as well. After that my supervisor had to tell him to leave as there was nothing he could do. From my observation I have seen how candidates can decline offer of a job and companies can lose potential workers.
4. **Problems after Joining:** After joining at the office worker may face some issues. During my internship period I have seen workers having hard time to adapt into the work environment and causing clashes among them. Sometimes they tend to behave out of the line and causes bigger issues.

5. **Verifying candidate information:** Even if we can promise applicants verifying the information given on the application is crucial. AS why they are crucial, I will come to that in a moment. There was this candidate who provided her information in the paper; however, her address and phone number were different. She gave a phone number telling it was her mothers in fact it was her mother's bothers contact information who lives way too far away from her given distance. For confidentiality concern I am unable to disclose this matter with more information. The main reason for this was to provide an insight of what I faced during my internship period.
6. **Absence in Training:** As I have mention above that AMG provides training program for all the employees and workers working in the company and factory. When call they have to come within the time frame. Sometimes workers will not come in time for the training program which creates a problem for the production floor. Even a minute in the production is important so when late production during that time is at a halt. This was one of the biggest difficulties I have faced there. If they are late, I would have to go to the floor asking for employees to join for then training program.
7. **Going against the Company Policy:** During my stay as an intern, I have observed some workers would go against the company policy. AMG has a strict rule of not bringing mobile phones, any drugs etc. However, I faced issues like this almost every day. Upon entering the company all the employees are checked by the guards both male and female to see if they have brought anything with them. In the morning after the checkup is done a guard would come to room and give us the phone along with their ID card, they have collected which factory workers tried to take inside the factory. Then the workers would come later on before leaving the factory to take back their phone. Here I would have to enlist the names of the workers who brought the phones, this listing shows the record of each employee of breaking company rules which may lead to cutting of some their pay according to AMG policy.
8. **Communication Gap:** This was one of the biggest issues I have faced. Even though HR and Compliance have their communication lined up very well, but sometimes I have faced it was hard to connect with other departments. Everyone is busy with their own work and every person's mentality and behavior is not the same as well. So, in this case I had to deal with it very carefully.

1.3.4 Recommendations

AMG should make more chances to allow interns to build up network so that they can try and grow list of contacts while there. AMG should start taking campus orientation as it will help them to get more interns. This way students will know about their company and interest parties might go to their company to finish their internship program. Additionally, they can attract skilled and knowledgeable students to do their interns at their company.

Motivating the interns to volunteer and get involved in everything they can. The more they motivate the interns to volunteer themselves and the more they put themselves forward for things, the employer will remember and with things like LinkedIn interns never know what might happen in the future.

Organizations leave limited room for interns and new employees to learn fast. They believe that by putting new employees and interns in difficult situations, they will learn. However, if they provide a brief overview of the job or any potential challenging situations, newcomers will be able to handle more readily.

Interns are not considered employees by the organization. As a result, interns have limited access to the company's internal database. Every employee has a unique ID number that allows them to access the database. Interns should be provided with an access ID by the organization.

Al Muslim group should update its main software Fast Track and maintain every month it properly to get fruitful result.

Chapter 2: Organization Part: Overview, Operations and a Strategic Audit

2.1 Introduction to Report

The key objective of this internship report is to undertake a BBA program, which is mandatory for BRAC University's BBA graduation. Internship is a mandatory part for all BRAC Business School students. Internships are a wonderful opportunity to access what I have learned in class to real life situations. Knowledge is one thing, but applying that knowledge to be used in the workplace is an excellent opportunity to experience new career choices and specialties that match individual interests. This internship allowed me to gain practical experience of my interest. This also provided an opportunity over other contenders when applying for jobs, but also helps me prepare as to what to expect in their profession and to improve my confidence in my work. I may learn about how organizations grow and function in textbooks, hear from special guest speakers who address organizational structures, or delve into case studies concerning company culture, according on each student's major, but still nothing equals to having the experience. This internship taught me about workplace culture, human interactions, and central leadership, that should make it much easier for me to transition into my first employment.

I completed my internship as a Human Resource Division intern at **Al-Muslim Group** to meet the internship criteria. In the HR department, I worked in the HR and Compliance department. As a result of my internship, I discovered how AMG's recruiting, selection process, compensation plan, plus work ethics operated.

2.1.1 Mission:

AL-Muslim Group is the country's foremost formidable business entity, and we concentrate in woven garments. Their mission is to contribute to the general populace's higher desire to serve the country. They ensure that laws and workplace regulations are respected in order to accomplish their proclaimed business objective. They want to make a positive impact in people's lives and in the community. Additionally, they want to create a comprehensive end-to-end product with a total solution derived from renewable resources. Create a successful chain that is focused on technologies and knowledge.

2.1.2 Vision:

AL-Muslim Group's vision statement is to provide excellent value to customers and other stakeholders. They are focused on producing world-class merchandise which will satisfy their customers through our hard labor. In the global apparel manufacturing industry, to become a customer-centric, sustainable, and distinctive leader.

2.1.3 Code of Conduct:

AL-Muslim Group's Code of Conduct consists of various things. As AMG is a clothing manufacturing company it has to not only think about the employees but also of the labor force. AMG has to make their COC as per the laws and regulations of the country to conduct their business. Let us briefly talk about the COC of AMG.

Child Labor: AMG never allows any staff to be under 18 years of old. Each employee and staff have to provide their national ID card to prove their age that they are eligible of working there.

Forced Labor: AMG is against the idea of forced labor. They have allocated certain amount of time for their labor force as well as other company employees. Even if they have to or want to work overtime, they are paid according to the rules of the compensation system.

Equality: Everyone in the office and factory are treated same. They are all respected no matter their age, religion, race and/or gender. It is crucial for AMG to follow this code as they have 0 tolerance against discrimination. If found AMG can either fire that employee or to give a warning for the first times.

Harassment: AMG takes better look at the harassment and abuse issue. As there are so many employees, they have to observe and monitor the employees so that there's so such abuse or harassment taking place. Even if it occurs, HR & Compliance takes this issue seriously to even fire that employee.

Health and Safety: There are medical staff recruited inside the factory so when in need they can provide necessary treatments. Additionally, each of the factory floor have first aid kit box for sudden and fast treatments. For safety purposes, AMG have fire extinguishers, trained labors who are chosen among the labor force on each floor so that when in term of need they can safely show what to do.

Compensation and Benefits: AMG has a strict compensation policy according to their working positions and the papers show how much each employee gets. Employees would also get vacation benefits; pregnancy benefits and other benefits of overtime works.

Working hours: Employees and staffs are to work for 8 hours excluding the lunch time. However, if AMG needs to have them work overtime, they are to compensate according to the contract which was signed during their recruitment.

Accountable: All of the employees are accountable for their work and responsibilities.

Transparent: AMG is transparent of their policies and regulations.

2.1.4 Limitations of the study:

- ✓ Personal employment restrictions.
- ✓ Human resource management practices are inadequate.
- ✓ Because accessing sensitive data and information was cumbersome, the HRM department was hesitant to provide some details.
- ✓ The internship period is short, however the Human Resources Division is a massive area, so it is challenging to go over everything in depth in such a short amount of time after conducting regular office duties from 9:00 AM to 6 Pm.
- ✓ The secondary source of data was insufficient to finish the report.
- ✓ Confidentiality.

2.2 Overview of AMG

Al-Muslim Group would be at the number one spot of Bangladesh's most successful clothing industry. Bangladesh's apparel manufacturing technology has a lot untapped promise. Every year, its ready-made clothing company represents a considerable proportion to our country's GDP. RMG sectors account for 76 percent of exporting goods. Bangladesh is still holding the second position, following China. Bangladesh is capable to do so cheap labor costs and a variety of alternatives.



Figure: Al-Muslim Group Building

The **Al-Muslim Group** aims to provide the best value and services to the customers. They are primarily responsible for providing outstanding service and reinforcing social relationships with partners, buyers, suppliers, and employees. This is why they are growing better each day. **A.K.M.** (a sister company of AMG) was awarded Gold for exporting the highest non-woven ready-made garments product on July 15, 2018 (Ahmed). To proceed with the supplier and buyer, AMG maintains the perfect blend of effectiveness and productivity.

Al Muslim Group has been improving steadily since 1992. They aim to be the most successful team in Bangladesh in this competition. They have been doing everything they can to identify themselves as a global manufacturer and to expand their influence. AMG maintains global standards of quality, right value, services, and operational size in order to achieve this. AMG provides the finest goods at a reasonable price utilizing modern technological inventions in this field such as various machinery, chemicals, and unique processes.

H&M, C&A, BESTSELLERS, CELIO, and NEXT are well-known international brands and buyers. All of these are AMG's potential clients. AMG is a 100 percent export-oriented manufacturing business managed by a skilled and competent management team. AL Muslim

Group expands its capacity and employs cutting-edge technology to remain competitive in the global marketplace. This organization has done a wonderful job since its foundation and has a bright future ahead of it. It has already earned a number of prestigious certifications, notably ISO, OCS, BSCI, WRAP, and SEDEX. **Al-Muslim Group** is growing each day, and there is a great potential that one day it'll be the world market leader (Al-Muslim).

2.2.1 Organizational Hierarchy of Al-Muslim Group

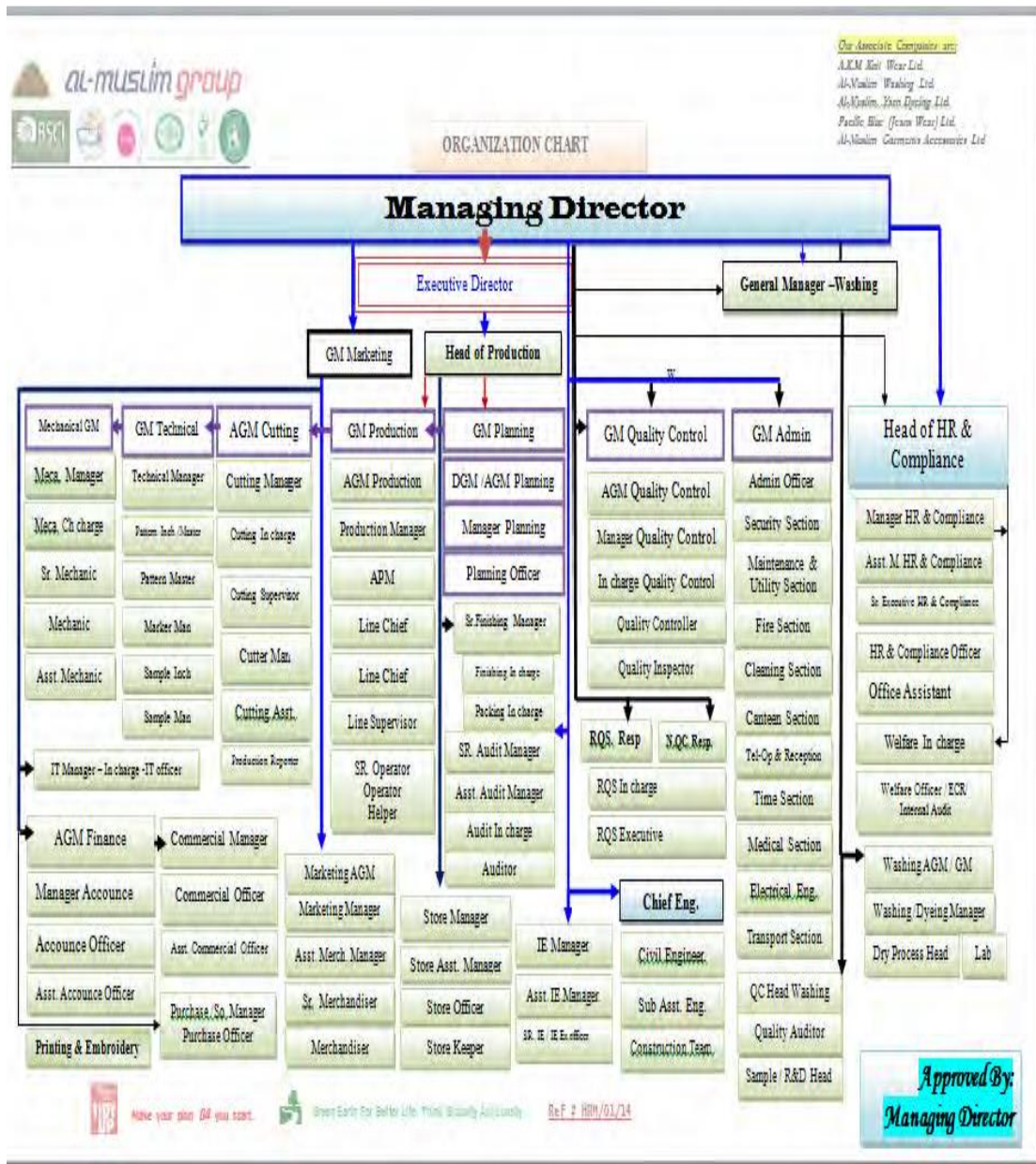


Figure 1: Organizational Hierarchy

2.2.2 Associate Companies of Al-Muslim Group

AKM Knit wear Ltd.

AL-Muslim Yearn Dyeing

Al-Muslim Washing Ltd.

Al-Muslim Accessories

Al-Muslim Builders Ltd.

Pacific Blue (Jeans Wear) Ltd.

2.3 Human Resource Management Practices

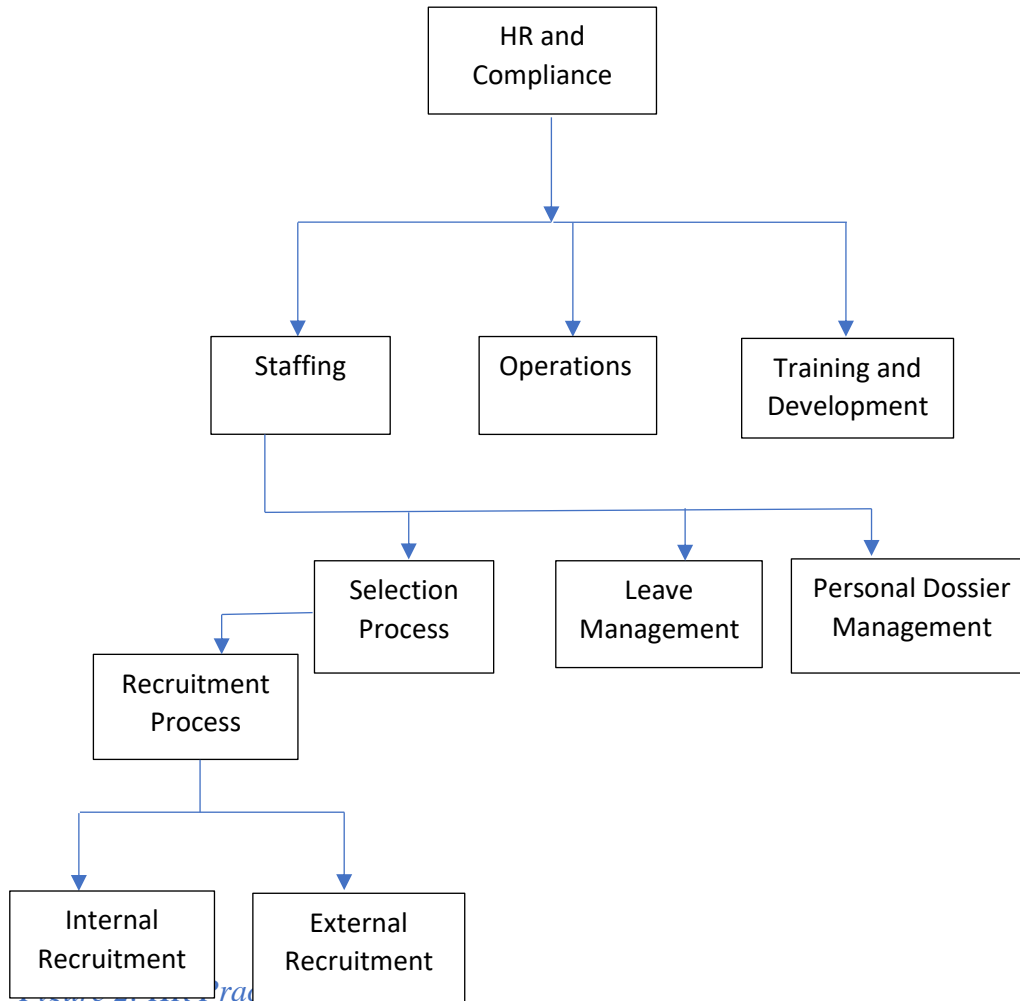
Bangladesh's RMG industry serves as fuel for the development of the country. The "Made in Bangladesh" marking has also brought the country honor, establishing it as a prestigious global brand. Bangladesh, once labeled a "bottomless basket" by cynics, has now transformed into a "basket full of wonders" (BGMEA). Despite its meager resources, the country has maintained a 6% annual average GDP growth rate and achieved exceptional social and human development. HRM is addressed varies in various firms depending on how much management values it. Increased employee expertise is driven by technological progress, creativity, and greater competition. Businesses are driven to utilize their human resources through competitive challenges.

As AMG is a textile industry, where it works with lots of raw materials, to finished garments. In this field, the company requires a lot of technical skillful, and motivated people. Rather than the basic concept of HR here staff think differently, expect things differently. The basic concept of HRM is to attract and retain the right person at the right place at the right time with the right remuneration.

In AMG, the human resource department takes part in recruiting the employees starting from finding where a new employee(s) is/are needed, preparing the proper job description, using either internal or external sources to get applicants, asking them for interviews, and finally making a decision for whom to take in. As I have mentioned AMG uses bother external and internal sources for recruitment not just for employees but also for labor forces. From internal sources, other

employees and staffs can nominate anyone from their known personnel and AMG will ask them to come for an interview in the company along with papers such as National ID card (if not Birth Certificate), driver's license (applicable to driver position only), educational certificates, National ID card along with other personal information of the person who nominated the candidate. Then the organization will go through the interview and selection process to find out the right person for the right position. Al-Muslim Groups, HR, and Compliance have to observe and maintain employee relations and talent management. By observing the employees, they find out whether an employee needs any help and if so, they can arrange a training program for them. This department is also responsible for the compensation of all the employees in the company. If they do not give a pass to the compensation process no one in the company will be provided with their salary. Furthermore, if any employee compensated less, HR is responsible to answer if such a question or issue arises. Assuring employees satisfaction and sustainability is one of HR's responsibilities.

In AMG, HR and Compliance comprised with few different categories:



2.3.1 Functions of Human Resource Management

HR and Compliance department of AMG maintain an adaptive HR tactic and policy which helps them to develop their recruitment system, compensate and benefits towards their employees, making proper training programs, HR administration (Akter, 2019). AMG has some functions which helps them to control manpower with the office and factory. They are following: -

- ✓ Human resource planning
- ✓ Recruitment and selection
- ✓ Performance management
- ✓ Learning and development

- ✓ Career planning
- ✓ Function evaluation
- ✓ Rewards and benefits
- ✓ Employee participation and communication
- ✓ Health and safety
- ✓ Personal wellbeing
- ✓ Administrative responsibilities

2.3.2 Duties of HR

- ❖ **Staffing:** Staffing is a key management activity that comprises recruiting, employing, and sustaining a workforce of adequate quantity and quality to positively influence the organization's effectiveness. **Al-Muslim Group**'s HR division works to find and recruit staffs when they are needed.
- ❖ **Recruitment:** AMG recruit employees or staff from both internal and external sources. They would post recruitment posts on papers and websites to find skilled employees. However, from my observation I have seen most the staffs and employees comes from internal sources. As other employees or retired employees would nominate someone of their own to work in the company. This way AMG do not have to go such long process of posting and waiting for employees.
- ❖ **Selection Process:** After getting all of the candidate's application HR team would sit together sorting the lists and selecting a date for a written exam. After the written exam they would validate the nominees' papers and relations with the person who nominated them and finally asking them for interview.
- ❖ **Employee Orientation:** After the recruitment is complete on the starting day HR will have an orientation program instructing what to do, about company policy, rules and regulations, compensation plans, benefits plans, reward system, COC etc.

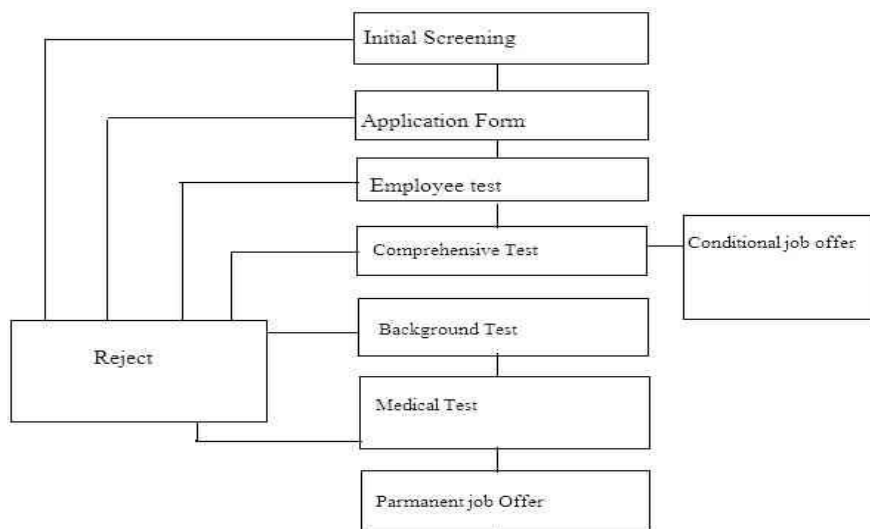


Figure 3: Steps of Selection Process

❖ **Leave Management:** The set of operations that manages the application, approval, and tracking of employee leave in an organization is known as leave management, often known as time-off management. If any employee or staff needs a time off of their work, they need to put valid reason for that. If they are sick, they are to go to the AMG clinic which is available on every floor of the company. They need to have a checkup session with doctor and if the doctor there writes a note that s/he is allowed to leave only then HR will allow them to take their time-off period. Similarly, with pregnancy, they need to provide doctors papers.

Earned Leave	20 days in a year as per service rule.
Casual Leave	10 days in a year.
Sick Leave	14 days in a year + conditional additional sick leave allowed by the management as per company policy.
Maternity Leave	24 weeks for each issue up to two children. 12 weeks before the birth of child and 12 weeks after the birth of the child.
Leave Without Pay	15 days once during the service life.
Paternity Leave	5 days.
Bereavement Leave	5 days.
Study Leave	As per the rule of the organization.

- ❖ **Personal Dossier Management:** HR department have to keep file regarding to each and every employee working in the company. In that file there all the information from the day they started working including their compensation, benefits, bonuses, punishments, time-off periods, days of absence, reason of absences etc.
- ❖ **Performance Appraisal:** It is also an important role of HR to have a performance appraisal of each employee and staffs working in the company. It helps them to understand how skilled and adept employees are. If they find any issues, they can take any measures regarding the situation. They can even nominate person to the MD for promotion or demotion according to the performance appraisal. Increment of salary is completed by the company policy.

2.3.3 Functions of Compliance

In AMG there are employees of various positions depending on their time, work category, employment category etc.

- **Full-time employees:** Based on company rules any employee or staff who is working from 9:00 am till 6:00 pm is regarded as full-time employees. However, there's a slight difference. Workers who are working at the factory have their full-time work starts at 8:00 am till 5:00 pm where many office workers such as Merchandising, Marketing would start their daily office from 9:00 am till 6:00 pm every week. Weekends is only given on Saturdays and Sundays depending on Departments. Regular workers are always involved in the organization's development and objectives. They are paid a standard salary at the end of each month, along with bonuses, rewards, training, skills development training, and other perks.
- **Contractual Employees:** Employees that are hired on a contractual basis are hired for a specific period of time or for a particular job. Alongside their compensation, they receive an achievement reward based on their performance of the objectives. They are employed as a third party under the supervision of AMG. Their supervisor graded them based on their performance and took daily reports from them.
- **Interns:** AMG offers internship programs for the students. Students can apply for a particular department to work as an intern and a supervisor will be added to guide them

and teach them about the office works. Interns also have to follow the office rules and times as other employees to keep up with the responsibilities given with given period of time.

- **Trainee Program:** In this program AMG allow skilled and interested personnel to go through different departments to learn how AMG works and how each department is different. They teach these skilled people to understand and have a comprehensive knowledge about their work. They are also paid during the stay of the program. This program lasts about 3-5 months.

2.3.4 Duties of Compliance

As AMG is a garment industry, it not only has office employee but also a huge labor force totaling at 3500. So, compliance has a lot of work and responsibilities.

- ❖ **Floor visit:** Compliance employees have to visit the production floor every day for at least 3 times. They have to check if the workers are properly or not, whether any issue arise among the workers.
- ❖ **Ensuring safety:** It is their duty to ensure fire safety, fire equipment's and creating a friendly work environment. During my stay at the AMG as an intern I had to go with my supervisor to check the fire equipment's and first aid kits which are available on the production floor aisles and check whether they are up to date, working properly, whether any of them are missing.
- ❖ **Solving staff problems:** There might be times where staffs can have clash at each other. It is the duty of the compliance team to quickly check up on it, find out what happened, listen to the whole story, and give justified reply. Compliance team also give counselling to workers if situation arises.
- ❖ **Training programs:** Compliance team engages workers for the necessary training programs. Each of the production floor have their own compliance team. These teams will call for the employees and start the training program. AMG trains all of the workers of what to do if a fire emergency occurs or what if someone needs first aid. In the Compliance training room, they will call for a specialist to train these workers.
- ❖ **Compliance Audit:** As we know, A compliance analysis is an audit designed to assess whether or not a company follows regulatory guidelines. Compliance preparations, security policies, user access controls, and risk management procedures are all evaluated in audit

reports for their strength and comprehensiveness. **Al-Muslim Group**'s Compliance team have completed a compliance audit to that they're following the company policies, rules and guidelines. This audit is not only for the government but also for the buyers of the company. If the buyers don't see the audit or a satisfactory one, thy buyer might not even sign a contract to buy goods from the company. This is why it is very crucial for **AMG** to provide an audit to the buyers with satisfactory evaluation.

2.4 Marketing Practices

2.4.1 Marketing Information

Al-Muslim Group is 100% export-oriented apparel manufacturer. So, they sold their product to export market. They also take some initiative for market development through communicating with new buyer & taking part in different international garments fair. As it is an apparels manufacturing industry, its main product is T-shirt, polo-shirt, Tank tops, children wear, fashion wear & sports wear etc. **Al-Muslim Group** ensures safe/ health hazard chemical free garments as per customer requirements, through practice of quality control procedure.

2.4.2 Marketing strategy

Now days the marketing strategy is key feature for an export-oriented company. If the marketing strategy is not good then it is not possible to survive in the competitive global market. In case of marketing the garments a good dealing with the buyer is very important. In **Al-Muslim Group**, mainly the merchandising department & the higher officers deals with the buyer. The company has some fixed buyers. These buyers give their order continuously all over the year. The marketing officers & the merchandising department communicate with the buying house all the year.

2.4.3 Major buyers

- ✓ H&M
- ✓ C&A
- ✓ BESTSELLERS
- ✓ CELIO

✓ NEXT

2.5 Financial Performance & Accounting Practices

Accounting practice is required in order for a corporation to prepare the annual and legally required financial statements, which include the income statement, comprehensive income statement, balance sheet, statement of cash flows, and statement of shareholders equity.

Organizations employ a variety of accounting methods in their accounting processes. Cash accounting and accrual accounting are the two commonly utilized methods.

2.5.1 Cash Accounting

Payment receipts are documented during the period in which they are received, and expenses are documented during the period in which they are paid. In other words, when cash is collected and paid, revenues and expenses are recorded. (Cash Accounting, 2020)

2.5.2 Accrual Accounting

Accrual based accounting is when transactions are recorded in the books of accounts as they happen, even if payment for that goods or service has not yet been received or made. This method is more appropriate for determining the financial health of an organization. Revenues and costs should be recognized in the same period, according to the matching principle. (*What Is Accrual Accounting and Who Uses It?* 2021)

2.5.3 Accounting Principles

Accounting principles are indeed the rules and concepts which regulate accounting. The Financial Accounting Standards Board (FASB) has created a set of accounting principles, standards, and procedures known as GAAP. When preparing financial statements, public corporations in the United States must adhere to GAAP principles. (Cash Accounting, 2020)

2.7 Industry and Competitive Analysis

2.7.1 Strength:

The strengths of a company are the most important building blocks required for growth to take place. The following are a few of the most prevalent strengths that AMG has at the present time.

- ✓ **Recruitment:** Their recruitment and selection policy are very strong. AMG recruits talented candidates from the market through proper testing- written and interview. The written part contains questionnaires.
- ✓ **Work environment:** During my stay I found the work environment very satisfactory. Everyone is cordial and helpful and cooperative. There is less internal conflict or politics at play which is essential for conducting a productive working environment.
- ✓ **Human Resource Planning:** The Human resource planning of AMG is astonishing as to how they accomplish their work within the given guidelines. HR departments works all day and relentlessly to provide a smooth planning system over the human resource within the organization.
- ✓ **Transparency:** For clear communication to the employees of the HR Practice in AMG, they have a service rule book which they give to every employee. The guide articulates important and covers all HR Practice followed by the organization. This is very helpful both for the employees and the employer as it removes chances of misinterpretation, bias etc.
- ✓ **Leave Management:** They Provide 44 days leave balance which include earn leave 20 days, Casual leave 10 days and medical leave 14 days. So, employees have no worries regarding having leave.
- ✓ **Accountable Corporate Governance is very important for the AMG:** Good Corporate Governance is an issue of vital importance to the Board and Management of **Al-Muslim Group**. The Board of Directors, as the head level of authority, is responsible and accountable for the overall direction and is ultimate answerable to regulatory authorities and shareholders for the activities, strategies and performance of the company.
- ✓ **AMG pays through Mobile Banking System:** AMG is among the few RMGs in Bangladesh, which provides their compensation services through mobile banking system, specifically using Bkash. By using the modern banking service, where workers and employees can get their salary after their working period through their phone. However, if any employee or worker want to have their salary through cash or cheque that is also available.
- ✓ **Training and development system of AMG is a prime reason of their success:** Al-Muslim Group gives regular training to the officer of both middle and lower levels.

Additionally, if there is any strategy or technology change, there will be special training program arranged based on individual needs. They arrange special training, which eventually becomes beneficial not only for the employee but also for the organization, because if they do not know the exact procedure of carrying out work in their system then that might affect them both the employee end into making mistake, and as a result the reputation of the organization also might get hampered.

2.7.2 Weakness:

AMG is a firm with a lot of qualities, but it also has some flaws. The following are a few of AMG's most common weaknesses at the moment:

- ✓ **Inadequate Human Resources:** In terms of service delivery, the company's human resources are insufficient. In order to recruit personnel, it must follow a number of procedures. Even other departments have a debatable amount of personnel, putting them under a lot of work pressure.
- ✓ **Lack of Job Analysis:** It is a crucial element of HR practice in a company, but it is not implemented in AMG, implying that they are less knowledgeable about current market trends, which could result in the loss of potential talent.

2.7.3 Opportunity:

Opportunities are favorable external environmental aspects in the workplace. An organization should investigate all options open to it. These opportunities are meant to help the company grow. The company should be able to become more competitive in the market by making improvements. AMG can take use of the following opportunities to become more aggressive:

- ✓ **Recruitment:** Internal recruitment accounts for the majority of hiring, however university recruitment can help widen the pool of entry-level personnel.
- ✓ **Consumers' wish for New Designs:** Buyers are occasionally expected to come up with fresh designs. This is considered to be an opportunity for the company. As buyers give AMG new fresh designs to work with it simply means if AMG can perform this properly this particular buyer will order again in the future with a possibility to charm other new expected buyer along the way.
- ✓ **Establishing "showroom" Objects:** Establishing showroom objects can create new opportunities for AMG to attract possible buyers.

2.7.4 Threats:

An organization's threats are negative external factors. An organization should explore all possible threats available to it. These threats are intended to diminish the organization. By making improvements and proper monitoring of the threats, the organization should be able to turn more competitive in the market. The following are threats available to AMG in order to threaten its existence.

- ✓ **Export of similar Articles of Clothing at Low Prices:** AMG exports their manufactured cloths which are prepared by orders. Other similar companies can become a threat if they sell their own cloths at a lower price.
- ✓ **Competitors have better Distribution Network with more Sales Places:** Some of the competitors of AMG have better distribution network with sale prices than AMG. This creates a threat for AMG among its competitors in the market.
- ✓ **The Lack of Motivation of Employees:** Employees' lack of motivation can sometimes pose a threat to the organization. Employees may be overworked by jobs that aren't their strong suits. As a result, the accuracy and quality of deliveries may suffer. Employee turnover can have a detrimental impact on an organization's overall success.

2.8 Summary and Conclusions

The internship report is a mandatory part of the BRAC Business School's BBA program. The intern worked in the HR department at Al-Muslim Group to learn about workplace culture, human interactions, and central leadership. She says she was able to experience new career choices and specialties that match her interest. This internship allowed me to gain practical experience of my interest. Bangladesh's RMG industry serves as fuel for the development of the country. HRM is to attract and retain the right person at the right time with the right remuneration. Bangladesh, once labeled a "bottomless basket" by cynics, has now transformed into a "basket full of wonders" Despite its meager resources, the country has maintained a 6% annual average GDP growth rate.

Chapter 03: Overview of the Report

3.1 Introduction to Report

The key objective of this internship report is to undertake a BBA program, which is mandatory for BRAC University's BBA graduation. Internship is a mandatory part for all BRAC Business School students. Internships are a wonderful opportunity to access what I have learned in class to real life situations. Knowledge is one thing, but applying that knowledge to be used in the workplace is an excellent opportunity to experience new career choices and specialties that match individual interests. This internship allowed me to gain practical experience of my interest. This also provided an opportunity over other contenders when applying for jobs, but also helps me prepare as to what to expect in their profession and to improve my confidence in my work. I may learn about how organizations grow and function in textbooks, hear from special guest speakers who address organizational structures, or delve into case studies concerning company culture, according on each student's major, but still nothing equals to having the experience. This internship taught me about workplace culture, human interactions, and central leadership, that should make it much easier for me to transition into my first employment.

I completed my internship as a Human Resource Division intern at **Al-Muslim Group** to meet the internship criteria. In the HR department, I worked in the HR and Compliance department. As a result of my internship, I discovered how AMG's recruiting, selection process, compensation plan, plus work ethics operated.

3.2 Rationale of the Study

Human resource management plays a key role in managing people and work environment in every organization. HR and Compliance at AMG is responsible for the recruitment, interview coordination, performance appraisal, compiling and sorting reports, maintaining and updating employee files, designing and implementing organization compliance standards, coordinating audits, reviews, and assessments, and motivating staff to retain all kinds of personal security, training of all employees on all safety awareness issue, keeping track of all types of training, keeping employees aware regarding health and safety issues, and so forth.

3.3 Scope of Study

This report is focused on giving the clear idea of how HR employees faces challenges from the recruitment process till the actual employment, how their compensation plan works along with other given benefits, training and solving other problems through the compliance department. Throughout the internship period I have observed their work and learnt of many things and in this report, I will be disclosing all of my experiences during my stay in **Al-Muslim Group**.

3.4 Objectives

The major goal of this report is to provide a concise description of the hurdles and learning experiences of an AMG intern. The report will also include some particular goals.

3.4.1 Broad Objective

The primary objective of this study is to develop a full understanding of how vital HR is for a company, and how they communicate and collaborate with other departments in order to run effectively and efficiently.

3.4.2 Specific Objective

- ✓ Outline the HR and Compliance team's responsibilities.
- ✓ To learn new skills during the internship.
- ✓ To address the obstacles HR and Compliance team faces on a daily basis.
- ✓ To give an appropriate recommendation in order to avoid all problems and ensure that the process runs well.

3.5 Methodology

This paper uses both primary and secondary sources to accomplish its goal. All of the data is gathered from these sources.

3.5.1 Primary Sources

1. Collecting information from my supervisor
2. Collect information from my HR and Compliance colleagues
3. Directly participating in various level of work of HR and Compliance
4. My own observations and experiences

3.5.2 Secondary Sources

1. Website of AMG
2. Online sources of other related to Garment Industries

3.6 Findings and Analysis

3.6.1 Compensation and Benefits

Compensation basically consists of direct and indirect compensation and AMG is very much concerned about both these types of compensation. They offer salaries according to a worker's skill and capabilities as well as their duties they required to perform. They also offer bonuses and yearly incremental. For long term benefits, AMG has provision of Gratuity, Provident Fund. They also have leave planning for employees consisting of different kind of leaves according to employee needs.

3.6.2 Performance Evaluation

The evaluation of employee's performance of AMG is very thoroughly done by the HR division.

3.6.3 Service quality of AMG is commendable

It is very important for every organization serve its customers so that it creates a loyal customer base who will repeatedly buy its products and carry a long-time relationship with the company as well as work as a spoken person to promote the products of the company to peers, friends, relatives, etc. This organization is really good at its service quality.

3.6.4 Combination of different departments

In **Al-Muslim Group** the combination among the departments is relatively low. There have been seen many issues, small problems creating because of this communication gap.

3.6.5 Buyers Satisfaction

The company is not so aggressive in making new buyer to increase its sales. The company knows how to make customer satisfaction. Most of the buyers and suppliers are satisfied because of the company's fair transaction.

3.6.6 Experienced staffs

As the labors or staffs are experienced, they are doing better relatively to other company.

3.6.7 Financial Position

Another major problem is internal project fund transfer. For that actual financial position is not clear.

3.6.8 Documentation and Inventory Management

That is, Al-Muslim Group implemented its own standard operating procedure to keep records, which makes me puzzled when it comes to documenting employee files. Additionally, inventory management may seem organized at some point but there were a few times where it caused issues which I believe happened because of lack of standardized inventory system.

3.6.9 Buyers Position Graphically

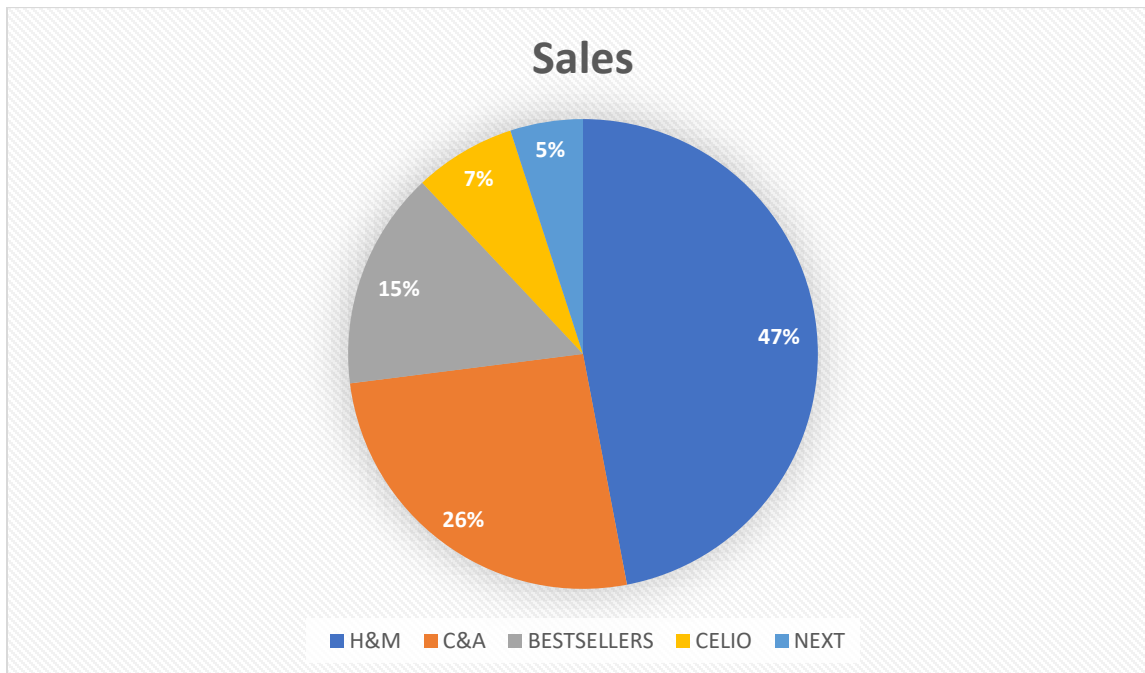


Figure 4: Different Buyers Position

3.6.10 Export

Increasing at a yearly rate about 10%, on average, so growth is expected to continue, as its buyers showing confidence in a shared and win-win gesture. (Export Growth Rate, n.d.)

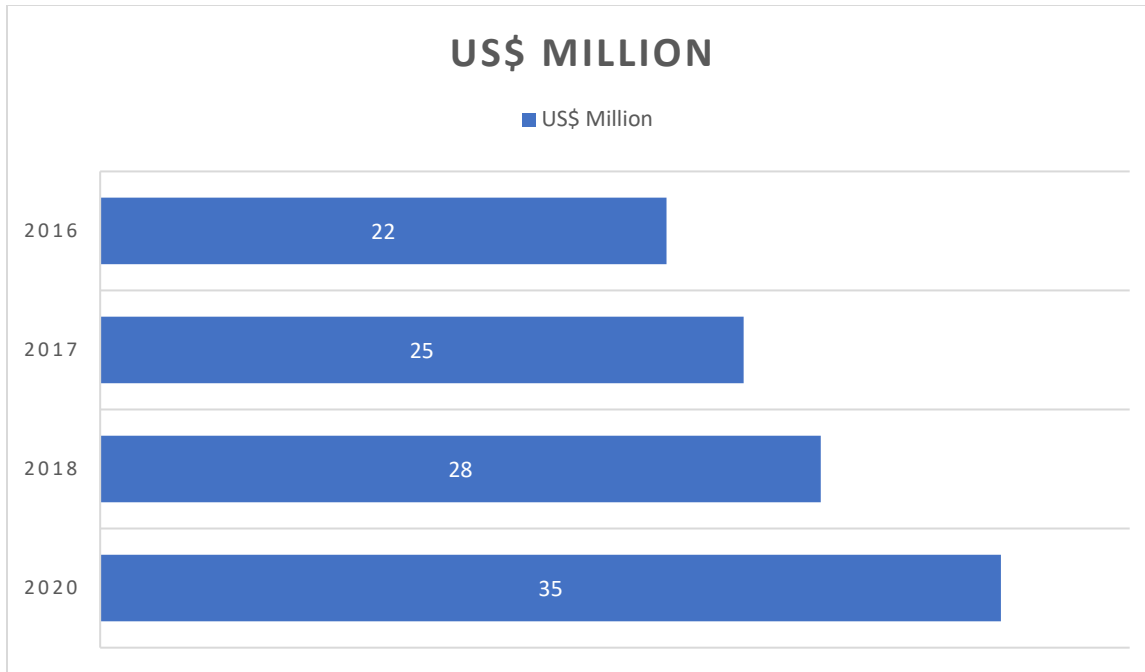


Figure 5: Annual Export Rate

3.6.11 Implementation of Labor Law

AMG is very strict about labor law. They have a rulebook for every employee that they hand out where every information of the company is given. Their labor law seems to be most impactful. They not only implemented the laws but also follow them thoroughly. They check new candidates' age and verify them through different portals to ensure that they are legal to work. They also look at the overall situation at the company to not overlook any sort of violation of law.

3.7 Summary and Conclusions

BRAC Business School students must undertake a BBA program to graduate. Internships are a wonderful opportunity to access what I have learned in class to real-life situations. This internship taught me about workplace culture, human interactions, and central leadership, that should make it much easier for me to transition into my first employment. It also provided an opportunity over other contenders when applying for jobs but also helps me prepare as to what to expect in their profession. It is important for every organization to serve its customers so that it creates a loyal customer base who will repeatedly buy its products and carry a long-time relationship with the company. This organization is really good at its service quality. The company is also good at serving its customers.

3.8 Recommendations

- ✓ HR practices should be followed by the company. The goal of human resource management is to increase people's productive contributions.
- ✓ To get more productive and efficient employees, the company should set up more comprehensive training and development programs.
- ✓ Correct guidance is required to ensure that staff perform at their best.
- ✓ The HR department as a whole should be properly informed about the employment personnel, and the company should provide direct remuneration as well as direct to its employees.
- ✓ The management should have a job-evaluated compensation structure that is more competitive than other companies in the country.
- ✓ To appropriately evaluate an employee's performance, management should adhere to the promotion policy.
- ✓ Top management should endeavor to modify services in order to gain a competitive edge and provide quality service.
- ✓ Monthly performance appraisals and recognition and prizes for qualified staff are necessary to keep them motivated.
- ✓ The management should build a customer database and keep updating investors about available facilities or chances in order to achieve a dual purpose at the same time: direct marketing and a huge pool of customers database.

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