

## Report On

Recruitment & Selection process of NPOLY and its impact on the sustainable growth of the organization

By

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

[Masters of Business Administration]  
Brac University  
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## **Declaration**

It is hereby declared that

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

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**Sara Akter Mihu**

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## Letter of Transmittal

Mr. Riyashad Ahmed  
Assistant Professor,  
BRAC Business School  
BRAC University  
66 Mohakhali, Dhaka-1212

Subject: Recruitment & Selection Process of NPOLY & its impact on the sustainable growth of the organization.

Dear Sir / Madam,

I am submitting my internship report on “Recruitment & Selection Process of NPOLY and its Impact on the Sustainable Growth of the Organization”. It was an honor working under your direction and support. Through this report, I have identified and learned information about National Polymer Group and its Recruitment and selection system. As a requirement of this report, I have gone through all the possible HR and other departments’ Recruitment and selection processes of the organization and also the impacts of sustainable growth by hiring potential candidates. I have taken many interviews throughout my internship and as a permanent employee, I have got to learn a few more things. Also, I have tried to suggest some improvements in some areas based on my knowledge.

I have submitted this report for your kind appraisal. I would be grateful for your kind assistance in this regard.

I trust that the report will meet the desires.

Sincerely yours,

---

Sara Akter Mihu

21364052

BRAC Business School

BRAC University

Date: September, Day, 2023

## **Non-Disclosure Agreement**

[This page is for Non-Disclosure Agreement between the Company and The Student]

This agreement is made and entered into by and between [Name of Company] and the undersigned student at BRAC University .....

## **Acknowledgement**

First, I would like to convey my deepest gratitude to the Almighty Allah for granting us to work actively on this internship report. This internship is based on a brief analysis of the financial analysis of the organization. Above all, we would like to thank our respectable Academic Supervisor- Mr. Riyashad Ahmed and honorable Co-Supervisor Mr. Saif Hossain.

I am highly grateful for the learning opportunity provided by our supervisors and the BRAC Business School. I would like to extend my sincere gratitude to all of the co-workers, trainers and managers from my workplace who have assisted me with lots of support in pursuing this journey.

To make this report more authentic I took help from our organization' website, department Head, Second man of our department, Company secretary of my existing workplace.

## **Executive Summary**

Today's business world is becoming more complicating and rigorous for business administrations' students. For enhancing knowledge about business field, it is essential to go through with both practical and theoretical knowledge and practices. While doing my internship report I have tried to bring my practical and theoretical knowledge that I have gather doing from Recruitment and Selection Process and HRM Practices. The topic I have chosen for my project is the entire Recruitment & Selection Process of NPOLY. In my internship program my first criteria are to identify Recruitment process and selection process and it does impact on our organizations'; sustainable growth and how they work for the progress of the organization. And this report is a mirror reflection of some key issues which is surrounded by the field of Human Resource Management in National Polymer Group. Mainly the research is based on the activity of Human Resource of this organization and it also cover the Human Resource Strategies, Practices, Recruitment, Selection, Impacts and others. According to HR Literature study, a number of various models and HR critics try to exhibit that a strategic approach to HR can be translated into a set of compatible HR Processes and HR Practices. The outcome of the study gives us the positive information of HR strategies and which creates people orientation, formalization, classification with diversified strategies. However, according to the study various local administration, it comes to a point that HR strategies formulated on a central level which might be somehow irrelevant from the actual.

Recruitment and selection process in NPOLY is a proper planning and strongest point, as well as the Processes and practices too. Till now, all the projects that they have introduced have proven favorable towards the wise strategies and these are- a) Proper study of the process and b) massive practices. Whenever it comes to the matter of taking decision for the good of the

organization from top level to low level all have that equal right to take part on it and put out their strategies and points in front of everyone.

**Keywords:**

“NPOLY”



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## **List of Acronyms**

NPOLY	National Polymer
NPI PLC	National Polymer Industries Public Limited Company
SFL	Shoeniverse Footwear Limited
DSHL	Diamond Stream Holding Limited
NFAL	National Fittings and Accessories Limited
HR	Human Resource
KPI	Key Performance Indicator
NOC	No Objection Certificate
SWOT	Strength, Weakness, Opportunity, Threat

# **Chapter 1**

## **Internship Overview**

### **1.1. Information of Student:**

This is Sara Akter Mihi a Postgraduate student at BRAC University since the Fall-2021 session. I went for my post-degree because I have been passionate about my study since childhood and career-oriented as well. I have chosen BRAC to continue my study because this institution is the best among the top-ranked universities in Bangladesh. I selected my Major in Marketing and I had my major in HRM at my undergraduate degree. I want to do the HR report as I have worked as an HR in my company since April 2022. I chose Marketing in my MBA because I was so fascinated about doing a job in the Marketing sector but for some reason, I could not take a major in marketing in my undergrad but I took it in my MBA program. I wanted to have knowledge both in HRM and Marketing so that I can add some value by throwing my ideas in my workplace. Though I started my career with HR, I wish what I have earned throughout my major classes I can apply some pictures, and thoughts whenever my organization needs.

### **1.2. Information as an employee:**

I have been working at National Polymer Group since April 2022. I have been working as a Junior Executive, Management Coordination, and HR & Administration. Since I started my journey, I have been learning new things, meeting new people, new environments, and lots of new work. I have been supervised and guided by my very supportive seniors. I am gathering my experience from various tasks they are teaching me. As I am working in HR so the majority of the work is in the HR department. I hold double positions one being as an HR executive. My HR-related work lists are given below:



- Shortlisting
- Interview calls and texts
- Interview
- Recruitment
- Assessment
- Joining of new employee
- Appointment letter
- New joining employee information
- Employee Confirmation
- Movement report
- Oracle database
- NOC
- Increment
- Salary of particular departments and sites
- Final payment etc.

And another is the Management coordinator. I do work of the respective Managing Director of our company. I am assisted in maintaining all the follow-up information including MD sirs:

- Making appointments for meeting internal and external
- Meeting schedules
- Buying tickets for traveling to different countries
- Helping in Georgia-related issues as our MD sir is an Honorary Consul of Georgia
- Giving the bills
- Day-to-day calculation of production etc.

### **1.3. Supervisors' information**

I have been given a position to work under our respective Managing Director Riad Mahmud. Also, I am being supervised by our Department Head and General Manager Mohammad Manzur Hossain, who guided me through everything about our HR-related work. I gained various formal knowledge about our business and our competitors. I do management-related works that are given to me by our MD sir besides doing HR works.

#### **1.4. Outcomes**

I have been carefully cultivating a close working relationship with my colleagues from my own department and other departments as well as I am dealing with corporate clients of ours as I am also working on behalf of our Managing Director. I also try to give them an appropriate solution to their issues and prove them with the information they asked requested for. Additionally, I am maintaining cordial relationships with the clients like External- Georgian citizens, Pakistani commercial secretaries, Relationship managers from different hotels and banks, and Internal- employees of the company. In addition, I am trying my best to give new ideas to the data analysis systems, a few fresh ideas that might help increase our program productivity.

#### **1.5. The advantage to the student**

When I first entered the workplace, I was very happy with my job and the atmosphere at my workplace. I am putting what I have been learning during my study in my real-world experience and the output comes in a good result. The other employees and my supervisor are very kind enough to support me when I needed it and they helped me navigate through all the possible scenarios that can arise when working with people. I have been working on our Recruitment and selection process as I have some experience in this line. I first observed my seniors to get a better understanding of them, how they handle interactions with candidates, and other unfavorable and challenging situations which helped me in my first interview. In order to recruitment and selection process, I needed to learn some basic steps before facing this situation. Our supervisor gave training to the Junior Executives including me along with some of my colleagues who are also holding the same position, who will be taking part in the Recruitment and Selection session. His training builds a positive impact in our minds that we were ready to start the process. This article will help to understand the steps of the formal recruitment and selection process that would be helpful in making a company's efficiency,

development, impact, profit, and sustainable growth in the long run. A formal recruitment and selection process helps in assessing the employees for their integration and retention and also influences the existing employees and impacts the organization's sustainable growth.

## **1.6. Some HR Practices of National Polymer Group**

It leaves no doubt that the corporate world is changing very rapidly and adapting to new environments. In order to adapt to those changes HR must be ready to deal with those changes. HR must understand the implications of globalization, technological shifts, and workforce diversity. It has always been a challenge for HR to support the organization by providing the best suitable person in the shortest possible time. Moreover, Recruitment and selection, training and development, compensation and benefit assessment, and efficiency and effectiveness of a position based on organizational goals are also vital roles of HR. realizing all these need I have tried to find out the theoretical and practical process differences that are being exercised by the organization. I have made some attempts to suggest some further improvement scopes.

Proper planning of HR practices is NPOLY's strong point till now all the projects they introduced, have proven favorable towards the wise strategies and these are:

- Proper market study
- Massive advertisement campaigns.
- To identify the SWOT of NPOLY.
- To identify the type of practices conducted by NPOLY.
- To recommend some scope for improvements for NPOLY.

Whenever it comes to the matter of taking decisions for the good of the company, from top-level to low-level, all have that equal right to take part in it and put out their strategies and points in front of everyone.

## **1.7. My duties and schedules**

During my internship period, I have engaged myself with all the possible areas of HR that could have been possible. Still in sake of confidentiality, I could not engage myself in some direct activities that were sensitive as well. Few of my direct and regular duties in this internship period as follows-

- Shortlisting candidates through bdjobs, and LinkedIn also finalize some few CV's.
- Interview call and text message to the selected candidates.
- Making assessment sheets and compile sheet for interview.
- Preparing joining documents, offer letter, appointment letter and other documents.
- Engaged in recruitment and selections procedures of few positions like IT, Merchandising, Graphic Designer, Admin and others.
- Different internal training arrangements as development actions of employees.
- Entry of new candidates in software.
- Final settlement of few employees.
- Different kind of documentation like Database.
- Any other tasks given by supervisor and senior colleagues.

As I took my internship as a scope to learn practically, I left no chance to do so. I attend office 6 (Six) days a week and on just time any other employees do so. I also leave office at the same time at any regular employees do so. I also went to bank for some internal meetings with my supervisor and accounts team.

## **1.8. My contribution to the organization**

During my internship period I was not only focusing on my report but also, I was doing my other works too, which helped me preparing my report well. I have tried my level best to get practical knowledge as much as I could. On that note, I have put my marks on contributing to the organization. Few of which are as follows-

- I made database of the whole field level sales employees and Head office employees.
- I worked on the employee orientation program and developed a full system for that.

- I updated their information in software.
- I updated different documents like joining papers, leave application, move order, food deduction, and mobile bill, and prepare confirmation, appointment letter, NOC etc.
- Along with these I assisted with the employees of HR in different important projects impact fully.

## **Chapter 2**

### **Profile of the Organization**

#### **2.1. Background**

National Polymer Group has been operating for over three decades and it established its position in the country market. It was incorporated in as a Public Limited Company in 1987 and started its commercial operations in the same year. It has been serving with a wide range of high-quality products like uPVC, PR-R, HDPE, CPVC Pipes and fittings, PVC Doors, Sheets, Fall Ceilings, Water Tanks, Water Taps, etc. for building construction, irrigation, sanitation, and household use & solutions. Also, Plastic household and furniture products and services through its prominent distribution channel. The company maintains high standards of quality and can guarantee highly professional service to meet up the customers' demands. The Company's product quality has attained a level that paved the way for the Company to receive internationally acknowledged quality management system certification. NPOLY has become a benchmark for competitors on the lines of quality by manufacturing premium quality products to give clients excellent services and true value for money. The unmatched products have given a big name in the domestic market. The production system of the company is equipped with competent manpower, the latest technology, the most advanced pieces of machinery from Asia and Europe, and raw materials from Japan, Malaysia, Singapore, Thailand, Taiwan, China as well as Bangladesh. Currently, the company has increased its production capacity to 65,500 MT from its initial 500 MT. (Group, 1987).

National Polymer believes in delivering operational excellence to meet its commitments to its customers. For the progression of its mission, it has diversified quality products and is growing up to be one of the largest industrial conglomerates in the country. With diversification and rich variation of products, it has earned a notable reputation among Bangladeshi people as well

as abroad as a manufacturer and supplier of premium quality products and services. The Company has a well-managed distribution network all over Bangladesh.

## **2.2. Discussion of objectives**

The core objectives of NPOLY HR are discussed below-

### **2.2.1. Recruitment & Selection**

NPOLY follows a very structures process for recruitment and selection process. The process involves forecasting needs for positions. Other than that, the whole process goes through in a flow which will be discussed below.

### **2.2.2. Training & Development**

National Polymer gives a lot of emphasis on training and development of an employee. We want every employee to grow, so that they can take more responsibilities. For that, we arrange frequent internal and external trainings for employees which are not so cheap. Last year along with several internal trainings we invited 3 external trainers to train up employees who needed training. Other than that, we also arranged training for individuals out of the organization. NPOLY, like many other organizations promotes on the job training as well.

### **2.2.3. Appraisal & Benefits**

National Polymer Group promotes KPI (Key Performance Indicator) in terms of appraisal of any organization. Salary and position review takes place every year. Based on performance, salary and positions are reviewed. Here, there is no chance of biasness. Numbers and facts are the only indicators to be considered here. Other benefits are also given as below-

- **Confirmation increment:** During the confirmation of any employee, the supervisor based on the performance of the individual can propose an increment. Generally, probation period in National Polymer is of 06 months.

- **Provident Fund:** After confirmation of an employee the provident fund membership is given to an employee. 10% of his/ her basic salary is deducted from the overall salary. If the employee remains for more than 2 years with the organization, then he/she gets to have a double contribution of his provident fund during his separation with the organization.
- **Gratuity:** Employees gets to have 5 basics during his/her separation with the organization if he/she remains for 5 years with the organization. 10 basics are given if remained for 10 years. As National Polymer is an employee friendly organization, there are many employees working here for than 10-15 years.
- **Sales commission:** The sales team gets commission based on the sales. Targets are always there for the sales team. A policy is there for the sales commission. Based on the tires set sales force gets commission.
- **Payroll & compensation:** the payroll system of National Polymer is very much software based. The attendance machine provides data of employee attendance, based on which the salary is processes through Oracle software. The salary gets checked by audit team for any errors and then forwarded to accounts for disbursement. Salary usually takes place within every first 2 working days of the months.  
National Polymer provides 2 festival bonuses to the employees during 2 EID. The bonus is usually given based on the labor act 2006 of Bangladesh. Any employee less than 06 months tenure usually don't get any bonus. 06 months to 1 years of tenure employees gets half of his basic for each bonus. Employee with work tenure of more than 1 year gets a full bonus for each festival bonus.
- **Separation:** Generally, an employee who wants to leave National Polymer need to give 1-2 months prior notice, so that the vacant position can be filled. The final settlement takes place within 1 to 2 months from the last working day of the employee. Along with an experience letter and a NOC.
- **Legal & Documentation:** National Polymer Group is a public listed company. For which it has to go through a lot of certifications. All these certifications need a lot of documentations along with practices. Audits needs to be faced by the HR team due certifications of this audit. Many legal obligations are there to handle the huge workforce of more than 3000 employees of the organization. All these are properly

maintained by the organization HR. Many types of letters or notices needs to issue to handle many kinds of grievances.

### **2.3. Mission**

The corporate mission of the organization is to be a pre-eminent supplier of uPVC Pipes and fittings to its customers through product leadership, excellent value, and superior quality and service. This is to be the eminent manufacturer of best quality products for our existing and potential customers through:

- Product leadership
- Excellent value and
- Superior quality services

### **2.4. Vision**

Our vision is to establish **NATIONAL POLYMER** as a role model in the Plastic Industry in Bangladesh with our innovative products, services, and solutions.

### **2.5. Core value**

#### **2.5.1. Commitment**

- **Shareholders:** To create sustainable value for our shareholders by utilizing an honest and efficient business methodology.
- **Customers:** Render quality services to our customers by using state-of-the-art technology, offering diversified quality products to fulfill their needs to the best of our abilities.
- **Employees:** Be reliant on the inherent talents of the employees. Work together to celebrate and reward the skills and talents of everyone at the workplace.
- **Community:** To serve society through employment generation with equal opportunities, support community events and be a responsible corporate citizen.



### 2.5.2. Accountability

We are accountable to provide quality products & services to our valued customers along with meeting the regulatory requirements and ethical business practices.

### 2.5.3. Respectfulness

We are always respectful to our customers, shareholders, and other stakeholders. We always appreciate comments and suggestions from our stakeholders.

### 2.5.4. Goal

In National Polymer Group I have been working for the HR Department under National Fittings & Accessories Ltd. which is a Sister Concern of National Polymer Group. The main goal of NPOLY is to provide an effective and efficient work environment to ensure organizational goals. The department hierarchy is as follows:

## 2.6. Major Products/ Services of the Organization

The lists are as follows:

- Pipe and Fitting (uPVC Pipes, CPVC Pipes, PPR Pipes, etc).



*Figure 1: Pipe & Fitting*

- Water Tap (Bib clock & sink cock, Angle stop valve, Fixed basin pillar cock, Moving sink cock, Push shower etc).



*Figure 2: Water Tap*

- PVC Water Tank.



*Figure 3: Water Tank*

- CPVC Solvent Cement.



*Figure 4: Solvent cement*

- PVC Door (Aristocrat Door, Hot Stamping Super Nokshi, Super Door, Economy Door, Cat door etc).



*Figure 5: PVC Door*

- PVC Sheet (Plane sheet, ceiling sheet).



*Figure 6: PVC Sheet*

- Tube well.



*Figure 7: Tube well*

- Furniture (Plastic wardrobe, Plastic Chair, Plastic Chair).



*Figure 8: Furniture*

- Household (Food box- Lunch box, Jug, Bucket, Stool, Glass, Dustpan, etc.).



*Figure 9: Household*

- Footwear (Men, Women wear)



*Figure 10: Footwear*

## **2.7. National Polymer Group consists of a total of six companies**

- a. National Polymer Industries PLC (Mother Company) - NPI-PLC was incorporated as a Public Limited Company in 1987 and started its commercial operations during the same year. Produces: uPVC Pipe and fittings, uPVC Door, UPVC Sheet, Water Tap, Water Tank, etc.
- b. National Fittings & Accessories Limited. (Sister Concern of NPI-PLC) - NPOLY products are made of 100% imported food-grade raw materials which are processed in an automatic machine. The diverse use of color and fascinating, elegant, and modern design. NPOLY food containers and tiffin boxes are oven-proof that keep food fresher and hygienic. All the household items are export quality which is the best in the market. Produces: Household products, Plastic furniture.
- c. Shoiverse Footwear Limited. (Sister Concern of NPI-PLC) - SFL started its journey in the year 2017 as an export-oriented GREEN production facility. SFL is the first and till now the only LEED Certified (GOLD) factory in the footwear industry of Bangladesh. Produces: Shoes for Men and Women.
- d. NPolymer Construction Limited. (Sister Concern of NPI-PLC) - Mainly NPI-PLC has participated in many significant government projects like different road and drainage systems. Along with that one of the significant contributions to the nation is the IDCOL solar irrigation project to help the farmers in their irrigation process.
- e. Diamond Stream Holdings Limited. (Sister Concern of NPI-PLC) – DSHL is the sale agent of Chevron Phillips Chemical Asia Pte. It started off as a major importer (buy and sell) of polyolefin products. Leading HDPE and PP products agent in the country. Currently, it holds agency contracts with Chevron Phillips.
- f. Gasko Industrial Services Company. (Sister Concern of NPI-PLC) – Gasko Industrial provides professional logistic support to gas fields.

## **2.8. Different functions of HR**

- Recruitment & Selection
- Training & Development
- Appraisal & Benefits
- Payroll & Compensation
- Separation
- Legal & Documentation

## **2.9. SWOT Analysis of National Polymer Group**

### **2.9.1. Strengths**

National Polymer Group has a strong recruitment and selection policy. That eliminates any kind of unfair and bias decision making. Along with which it follows a transparent method of its activities. Excellent work environment is one of the key points for which career starters put National Polymer at a demanding position.

### **2.9.2. Weakness**

National Polymer Group has inadequate human resources and for that their calculation is not showing enough efforts. Lack of job analysis is also a point that I have realized and marked as their weakness.

### **2.9.3. Opportunity**

National Polymer Group's management is very flexible to adapt new ideas and tools to make operations more efficient and effective. So, it has a huge potential and scope to use new technologies and tools to hunt effective resources. Here the market reputation of NPOLY gives them a comparative advantage while grabbing the attention of more effective work force.

### **2.9.4. Threats**

Even though NPOLY is a very popular and demanding name of career starters but still it lacks motivated workforce. Because the market is very competitive. Competitors are always searching or scopes to grab the best peoples for their venture. Again, the market lacks enough potential candidates who can give the best output from their position.

<b><u>Strength</u></b>	<b><u>Weakness</u></b>	<b><u>Opportunity</u></b>	<b><u>Threats</u></b>
Strong recruitment & selection policy	Inadequate human resource	Use of new head-hunting tools	Lack of motivated employees
Transparency of the activities	No specific actions for strategic		
Excellent work environment	Lack of job analysis	Market Reputation of NPOLY	Lack of potential candidates

*Source: Authors own construction*

## 2.10. Organizational Organogram

I am attaching our HR diagram in the along with the report.

## **Chapter 3**

### **Recruitment & Selection process of NPOLY and its impact on the sustainable growth of the organization**

HR plays a very important role in delivering the strategic roadmap of any organization. Human Resource Department creates a structural base and maintains it for the betterment of the organization. Previously many used to deny the importance of the HR Department but things have changed a lot now. The main reason for this change is that, no matter how much the organization goes for automation, only machines can't run the whole organization. In order to get the most efficient outcome and long-term success human resources must be nourished and developed. National Polymer Group in this sense is not so different. They emphasize their Recruitment and Selection Process and create scopes from continuous development. In this report of mine, my target is to identify the impacts of the Recruitment and Selection Process and Its Impact on Our Organization's Sustainable Growth and to identify those areas of HR practices and activities.

It leaves no doubt that the corporate world is changing very rapidly and adapting to new environments. In order to adapt to those new changes HR must be ready to deal with those changes. HR must understand the implications of globalization, technological shifts, and workforce diversity. It has always been a challenge for HR to support the organization by providing the best suitable person in the shortest possible time. The literature on the role of HR in sustainable organizations is extensive. Hiring a suitable candidate who can perform in the organization, bring profit, and contribute their whole for the betterment of the organization. As HR of NPOLY, we always think about future goals. We try to hire someone who will be a perfect fit in our organization and helps the organization for sustainable growth. But this is not



that easy to find someone perfect. Before hiring, it always remains the first responsibility to check the background of that candidate then we hire. Sometimes wrong hiring brings the organization a stake of loss. This is not only happening because of the employees only but sometimes when employees are not happy with the organization they do not think twice about the organization and they do harm.

### **3.1. Human Resource role in Sustainability**

An extension to the resource-based view of the firm that resources including HR are a major contributor to a firm's competitive advantage. HR sustainability has been described as a symbol of an integrated, long-term people management approach, resulting in sustained business performance and employee benefit. Organizations must always recognize the value of and promote their people for true corporate sustainability. Sustainable HR Recruitment, Selection, and practices are viewed as a response from stakeholders and civil society organizations to more responsible corporate business practices. The contribution that HR can make to organizations as an innovative culture is seen as underpinning organizational sustainability. Recruiting people in the organization who are committed to the environment is recommended, but no further specifics about to find, selecting, evaluating, or recruiting these environmentally committed individuals are given. But yes, something that can convince us to hire the candidate that is:

- a. Meeting all the criteria with our job post.
- b. Hidden and intangible skills,
- c. Employment duration in the previous organization,
- d. Positive attributes about the previous organization,
- e. Relationship with previous organization employees and managers,
- f. Basic knowledge about our organization,
- g. Interest and sincerity about joining our organization.

These might help us to find a suitable candidate for our organization.

### **3.2. Recruitment and Selection Role in Sustainability**

The most visible function of HR is Recruitment and Selection. With this role that works as external boundary scanner to potential new employees and the gateway for all new employees. The scant attention to sustainability issues in the recruitment and selection literature that makes it appropriate. Now focusing on Recruitment and Selection as a key component of a sustainability culture, being better for the environment, the business and existing employees, this focuses on sustainability from a recruitment and selection perspective that provides organizations with the opportunity to attract new employees those are ready and are willing to support and participate in the organizational sustainability endeavors. My aim is to bridge the gap between the strategic organizational and HR sustainability literatures and provide clear guidelines for recruitment and selection sustainability tools, processes and operations.

### **3.3. Objectives**

The Company believes that “Quality” is defined by its consumers, and it can be ensured if this concept is installed within every employee within its companies. The Group will continue to enter new products and markets keeping its “Quality” promise by ensuring the satisfaction and happiness of its employees- Riad Mahmud, Managing Director.

- To be the pre-eminent producer and supplier of premium quality products to its existing and potential customers through product leadership, excellent value, and best services and solutions.
- To promote quality products with the objective of setting a benchmark for industry practice.
- To promote and develop standards, specifications, and practices that help to ensure the proper use of plastic products.
- To enhance knowledge and awareness of contemporary plastic pipeline technologies amongst specifics, installers, and users.

- To achieve excellence in people through creativity, research & development.
- To make a study on the most preferably used recruitment source in the organization's internal and external whether is it in case of junior, middle or senior level.
- To understand the recruitment strategies followed by the organization.
- To identify the types of interviews conducted by the organization.
- To take into consideration the different types of competency-based practices conducted by the organization.

### **3.4. Methodology**

All the information in this report is collected based on knowledge and experience and also from face-to-face conversations with my colleagues, supervisor, and the annual report of the organization. On that note, sources can be separated as Primary and Secondary data.

### **3.5. Primary sources**

- Practical ongoing work.
- Interview with the General Manager and Head of HR & Admin.
- Discussions with other employees of the department and other departments.

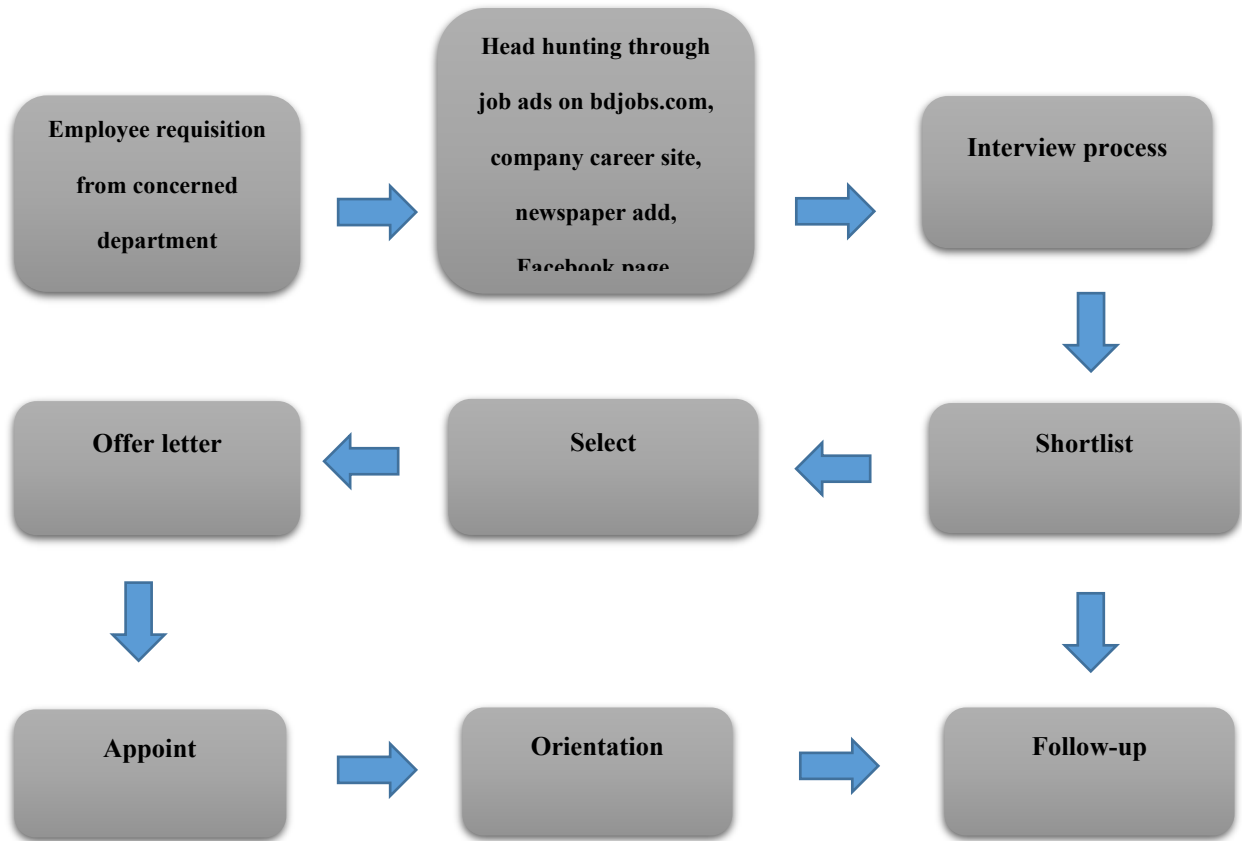
### **3.6. Secondary sources**

- Standard Recruitment Procedure, HR practices, and manuals.
- Job descriptions of all candidates are to be recruited.

### **3.7. Recruitment & Selection of NPOLY:**

Human Resource Management implies to a strategic approach of the people within the organization through which the organization gains a competitive advantage. In our organization the HRM function is concerned by effectively utilize the assets of human resources towards the attainment of organizational goal and the continued viability and success of the organization. In the business field, since last twenty years HRM has gone through some massive changes, and which is playing as an important role in today's organizations. NPOLY

follows a very structured process for Recruitment & Selection process. The process involves in forecasting needs for positions. Other than that, the whole process goes through like below mentioned flow-



**Figure 11: Recruitment and Selection Steps**

*Source: Author own's construction*

### 3.8. Recruitment Process

- Identify the vacancies.
- Collect ER (Employee requisition) -Two types of ER, which are- Replacement ER and New ER- (I have attached a picture).
- Get approval from the competent authority.
- Review the job description and job satisfaction.
- Advertisement (bdjobs, LinkedIn, Newspaper, Facebook Page).
- Collecting potential resumes as much as possible.

When we identify in our internal department (HR) that we are in need of manpower we start finding the position which we are going to create or in which position we need an extra employee. When it comes to other departments, while they are in need of employees they inform us and we provide them a New ER (Employee requisition) form to the supervisor who raised for vacancy and new employee, we make sure that, the concerned HOD, CFO give the approval and do sign in the form after they fill it up then we collect the form. And take sign from HRHOD. Here we also do collect an ER form as Replacement ER means if they want someone else in the replacement of the old employee. The further process is, we do a review with our supervisor/ HOD the job description and job satisfaction. Then we distribute it to the IT department so that they can make an advertisement and based on the urgency and position as job is posted in bdjobs, LinkedIn, Newspaper and Facebook page of our organization. Then we collect those potential resumes which matches our Job description and Job satisfaction as much as possible.

### **Employee requisition from HR and other departments.**

I am attaching our ER (Employee Requisition) Form in the along with the report.

### **3.9. Selection Process**

- Specifying the criteria for CV shortlisting.
- CV assessment and shortlisting.
- Selection committee.

- Calling candidates with sending them an email and text including position and address.
- Selection test (Written test, technical test, Interview, Evaluation, Result sheet).
- Interview session held.
- Making compile and send it to the supervisor (I have attached a picture).
- Calling candidates for final interview which will be held with MD Sir for Senior to Top positions.
- Confirming the selected candidates over the phone or face to face and negotiable and final decisions.
- Providing them offer letter with permission of the supervisor.
- Providing a DIF form, joining paper, and other joining documents to fill-up by them.
- An orientation is held.
- Sending regret letter to not selected candidates and reject them.

### **Assessment form of candidate's evaluation.**

I am attaching our Assessment form in the along with the report.

After recruitment is done, we further go ahead for selection process. We start our selection process by CV shortlisting. We keep aside the CV's which are 90% matching to our JD and JS and then we do a CV assessment of the chosen candidates. After that, we make a selection committee, if it is about our internal department, we make a committee that if we are ready to call and if it is about other departments' requirement, we give them the CVs through email and they asked us to make interview call. We start calling the selected candidates, tell them the interview timing and which position they applied for and then give them a text message or email (when they prefer email) about the time, date, position, organization address. If we select candidates for junior positions, we take a written test and then interview based on their written marks. It means we have a policy that if any candidate gets below 40% in written exam, we do not take their interview. Based on performance and requirements the final selection takes place. Then we call the final selecting candidates to negotiate about the salary. Offer letter is placed on which the potential candidate is appointed. We give a joining letter along with a list to the candidates which things we do need for making their file. Such as-

- DIF (Detail Information of Employees) where their all-personal details are asked to fill.
- Job application letter.
- Code of conduct- Rules and regulations and policies are written there that candidates can never do violet.
- Updated CV.
- All educational certificate- we asked to bring this just for security check.
- Any level registration card with picture.
- National ID card/ Smart Card of the selected candidate.
- Passport of the selected candidate (If any).
- E-Tin certificate of the selected candidate (If any).
- National ID card/ Smart card of nominee.
- Blood group report.
- Clearance from previous organization (For experienced candidates only).
- Nationality certificate from Chairman/ Commissioner of selected candidates.
- Character certificate.

- Passport size photograph of selected candidate.
- Passport size photograph of nominee.
- Conditions for joining- During joining.

After all the procedures are done, an orientation is given to the new joining employees, taken feedback from them and followed up frequently.

### **3.10. Joining Process**

- We give a short brief of the organization.
- We do induct the employees with all the departments.
- Sending email to IT for computer or laptop with other accessories.
- Sending email to administration for logistic support.

When all the procedures are done, someone from our HR department along with the new joiner make a visit our whole organization and do interaction with all the departments meanwhile give short brief about the organization and our factories. After that we send email to the IT department to provide the new candidate such as-

- Computer or laptop, internet connection, email access, any software they will be needed.

Then we send another email to Admin department for logistic support to the candidate's like-

- PABX.
- Sim-card.
- Pen, pencil, scale, eraser, sharpener, marker, scissor, fluid pen, glue, stapler with pin, bobby pin etc.

After all the procedures are done and make them seated to their department, we provide lunch on that day to the new joiners. Lastly, we send regret letter to not selected candidates and reject them. This is where our Recruitment and Selection Process done.

### **3.11. Impact of Recruitment & Selection in the Organization**

Organizational human resources functions have an important role to play in sustainability, researchers tend to focus on strategic issues and sustainability. This higher order focus has



often meant that practical, operational-level advice have been overlooked. This article addresses that gap by presenting a framework of suggested sustainable recruitment and selection practices. Almost 90 specific environmental, economic and social sustainability practices in recruitment and selection were revealed in the data collection process. (Grob, 2015). When we hire some candidate, we keep on our mind that whoever we are selecting they may fill the gap we are facing and contribute the whole in the organization and cope up with our policy and go ahead. Highly gifted candidates can now be found outside traditional talents clusters. Candidates are increasingly selective about whom they work for, so firms need a compelling, employment value proposition which might involve anything from competitive compensation and benefits to career- development opportunities and a reputation for stellar management. Talented candidates particularly at high levels are weighing opportunities differently. Factors such as meaningful work and proximity to family have taken on added importance during the pandemic. The freedom to work remotely and to manage one's own schedule has increased employees' expectations that they can exert considerable control over the design of their jobs. Especially in a period of high unemployment. To adjust the trends and build the workforces they need, organizations should focus on some key course of actions.

According to some researchers, the first step in adjusting to the new landscape is to stop thinking about hiring as a matter of replacing specific employees. When looking to fill vacancies, too often what we do is simply put together a profile mirroring that of the person who has left, perhaps tacking on a few new requirements. We know for which position we are going to hire a candidate. Based on the position we decide whether we need an experienced candidate or fresher. Of course, whatever we chose we look for potentiality of the candidate. When we make interview calls, I myself has experienced so many times that candidates do not show up on the interview day without informing through a text message or phone call, by which it can be slightly understandable that the candidate is not potential about working in a

organization. Sometimes I also experienced that some candidates reach after their interview schedule is over. When we recruit from bdjobs directly and we shortlist some candidates, after making phone call they say they are not sure about the position but they just spoiled one vacancy for another candidate, some of them do not bring their updated cv as well. These are not a sense of potentiality. We also have experienced that some candidates fulfil our requirements and they are experienced too, but after 3/4 months organization can't get enough resource from them as they do not show up their potentiality and proactivity within these couple of months. So, we have to terminate them which is not good for our organizational sustainable growth.

It is sometimes very critical that organizations understand how candidates view them, the researchers say if it is necessary find ways to boost those perceptions. Prospective hires are scrutinizing organizations 'responses to the pandemic and looking to see how companies have helped their employees to find a comfortable work/ life balance. According to research 65% reported halting the application process because they found some aspects of the job or the organization unattractive. Most of the employees are satisfied but changes are required according to the changing scenario as recruitment process has a great impact on the working of the company as a fresh blood, new ideas enter in the organization. Recruitment and Selection process is good but it should also be modified according to the requirements and should job profile so the main objective of the selecting potential candidate could achieve a sustainable growth in the organization.

The recruitment & Selection Process plays a vital role in the sustainable growth in our organization. Impacts of sustainable growth can be anything but there are some steps that helps to grow organizations sustainability. By effectively attracting, identifying and hiring the right talent, the company can build a skilled and diverse workforce that contributes to its long-term success.

➤ **Attracting and retaining top talent candidates:**

A well-designed recruitment & selection process helps to attract and hire the best candidates for the organization. By hiring skilled and qualified candidates, our organization can ensure that we have the right people in the right positions, which is essential for sustainable growth.

➤ **Job analysis & planning:**

NPOLY begins by conducting a thorough job analysis to identify the specific requirements and responsibilities of each position. This helps us formulating accurate job descriptions and job specifications by ensuring that NPOLY is recruiting individuals who passes the necessary skills and qualification.

➤ **Building a diverse workforce:**

A robust recruitment and selection process helps us to build a diverse workforce. Diversity brings different perspectives, ideas and experiences to the organization which can lead to innovation and improved decision making. This diversity can contribute to the sustainable growth of the company by fostering creativity and adaptability.

➤ **Sourcing & attracting candidates:**

As a HR, we utilize various channels to source potential candidates, including job portals, social media platforms, employee referrals and professional networks. By employing targeted recruitment strategies, National Polymer Group can attract a diverse pool of applicants who align with the organization's values and objectives.

➤ **Enhancing employee engagement & productivity:**

Through a recruitment & selection process we ensure that employees are well-suited for their roles and have the necessary skills and qualifications. When employees are engaged and motivated, they are most likely to be productive and contribute to the company's growth. By selecting the right candidates, the company can create a positive work environment that fosters employee satisfaction and productivity.

➤ **Screening & selection:**

The recruiting team of our organization evaluates applications and resumes to shortlist candidates who meet the initial criteria. The selection process may involve multiple stages, such as interviews, assessments and reference checks. Through rigorous screening, NPOLY can identify individuals with the right competencies, experience and cultural fit.

➤ **Reducing turnover and associate costs:**

A well-executed recruitment and selection process can help reduce turnover. Hiring the right candidates who will fit well with the company's culture and values can lead to higher employee's satisfaction and lower turnover rates. This in turn reduces recruitment and training costs associated with replacing employees, contributing to the sustainable growth of the company.

➤ **Training & Development:**

Once the potential candidates are selected and hired, new employees undergo comprehensive training and orientation programs to acquaint them with the company's values, policies, practices and procedures. This helps in forecasting a positive work environment and ensures that employees are equipped with the necessary skills to contribute effectively to the organization's growth.

➤ **Developing a strong employer brand:**

A successful recruitment and selection process can help build a strong employer brand for NPOLY Group. When the organization is known for its effective recruitment practices and hiring top talent candidates, it becomes an attractive employer for potential candidates. This can lead to a larger pool of qualified applicants and increase of hiring the best candidates, further supporting its sustainable growth.

The recruitment and selection process has a significant impact on the sustainable growth of National Polymer Group. By attracting and retaining top talent, building a diverse workforce,

enhancing employee engagement and productivity, reducing turnover and developing a strong employer brand. NPOLY can ensure it has the right people in place to drive its growth and success. A well-executed recruitment and selection process enables NPOLY to build in a capable way.

## **3.12. Some HR Practices**

### **3.12.1. Development of a staffing plan**

This part discusses about how many employees they should recruit based on revenue or income expectations.

### **3.12.2. Recruitment**

This part deals with hiring people to fill up the open positions.

### **3.12.3. Selection**

In this stage many people from a variety of backgrounds come for recruitment and then get through an interview and eligible candidates get selected and they have been offered a proper compensation package which will be negotiated. This stage responsibility is taken care of by training, retention and motivation.

### **3.12.4. Development of Workplace Policies**

Every organization has some policies and practices to assure fairness and regularity within workplace. One of the major stages is HRM that is to be developed by the inclusive policies. In the development of workplace policies HR, HRM, Management and executives are also included in the process. As example, HRM qualified representatives will likely identify the need for a policy or what to change in a policy sometimes rewrite and then deliver and share that policy with the employees. This is a key point seemed here that HR department needs to

work collaboratively, they can't work alone. So, the need to involve all the other departments in the organization while making a decision. Some examples of workplace policies are:

### **3.12.5. Compensation and Benefits Administration**

Another major task of HRM qualifies representatives of an organization is to determine that compensation and must be fair, compatible with the organization's standards, and is fair enough to encourage people to work for the organization. A Compensation involves anything that an employee receives behalf of his or her work what he done for the organization. In short, HRM professionals have to check out the compensation they are providing by comparing it in the business field market that what other people are getting by doing the same job in their organization. This strategy of setting up pay systems takes number of years with the organization, years of experience, acknowledgement, study and similar aspects. NPOLY promotes KPI (Key Performance Indicator) in terms of appraisal of any organization. Salary and position reviews takes place every year. Based on performance salary and position is reviewed.

### **3.12.6. Retention**

Retention comprehends keeping and motivating employees to stay faithful towards the organization. Among all the factors compensation is a major factor in employee retention. According to a study about 90% of employees leave an organization for the following reasons-

#### **➤ Training and Development:**

While training we do not give random trainer rather, we assure that this training will not only help them to do their jobs accurately but also helps them to grow and develop new skills in their jobs. Later this result works as an asset for the organization. Training is a major key component that works to motivate employees. Employees those who succeeded in developing new skills are later become beneficial in their future job life and also achieves present rewards

in a form of promotion or retention. Examples of training programs might include the following-

➤ **Dealing with Laws which affect employment:**

Human Resource people need to be aware of all the laws which are related to the workplace.

An HRM representative of a company might work with some of these laws:

- a. Discrimination Laws.
- b. Labor Laws.
- c. Worker Safety Laws.
- d. Health-care requirements.
- e. Compensation requirements such as the minimum wage.

The legitimate environment of HRM is changeable, so HR must have to be aware with the idea that changes can be taken place anytime and they have to deal with it in any situation and also need to share changes with the entire management organization. These laws and policies are very essential for each and every step for HRM.

➤ **Operations:**

The organization is sincerely devoted in manufacturing its products for building, construction, irrigation, sanitation and household usages and solutions. And then the organization delivered their products to their customers. The manufacturing system of the company is furnished with latest digital technology, skills of manpower, most advanced machineries from Asia and Europe, Raw materials comes from Japan, Malaysia, Singapore, Thailand, Taiwan and last but not the least from China. Day by day manufacturing system of the organization has been increasing and now it stands for 58,000 MT from its initial 500 MT.

➤ **Business:**

At present time, National Polymer has introduced itself as a remarkable brand in business market. Day by day the company is making growth by providing high quality products with efficient services to its valued customers. Beside that the company has already put its first step

in global markets- India and Middle East with a grand success with its premium quality products. In spite of so many challenges and strong competition in business market, still the company has maintained its profitable status and renowned name in the market. It is already declared that the company has achieved its revenue growth by 30.71% in this year compared to the previous years.

## **Chapter 4**

### **Conclusion**

Internship in National Polymer Group was a great opportunity for me as it equipped me with a lot of practical experience through a company that is well known not only because of its volume just because of its ethics and confidence in their quality service as well. The HR department of NPOLY here plays a very vital role. HR acts as a building block for any organization. The whole platform is controlled through HR. National Polymers' HR is operating quite well as it is fulfilling the requirements. But it is not aligned with the business strategy. So, it is always a risky move. In order to contribute in overall organizational growth, HR must be aligned to organizations business strategy. HR only goes for recruitment as soon as they get employee requisition from different departments. But it should not be like that. It might sometimes be very dangerous for the overall organization if the vacancy is for any senior positions. So proper planning is needed for staffing. For that they can forecast future human resource need for the organization based not only on the possibility of vacant position but also due to further expansion of the organization. For an organization that holds a reputation like National Polymer it should go for more automation of its processes. It still collects demand orders through manual pen and paper DO books. It can be easily done through software. Which would be very cost effective and faster as well. NPOLY as an organization is still very left behind in



case of using the newer ideas and implementing those to regular processes. In order to understand the future human resource needs the organization must clarify their job responsibilities. Otherwise, the organization and the employees both might have to suffer. So, on that case they can introduce a specific job description for every single position and that has to be declared properly to the followers. A big threat for NPOLY is demotivated work force. So, they need to work on that. Although recently they have realized that and started working on that as well. They are introducing many ways to enlighten the employees through many kinds of remunerations, trainings, delegations and many more.

As my objective of the study was to find out Recruitment and Selection Process and how it does create impact whether positive or negative in the sustainable growth of the organization also, I highlighted some HR practices of NPOLY, I went through the most amount of their processes as I could learn practically. Through this internship period I have identified that national Polymer HR enables the organization to run in an efficient and effective manner, which should be the core responsibility of any HR team. Though there are some rooms for improvement and there always will be due to the market competition. I would like to thank National Polymer for enlightening me with all the experiences I could gather on this short report.

## Chapter 5

### 5.1. Findings

- Interview process is time consuming.
- Turnover rate is high.
- Recruitment & selection paperwork is lengthy and costly.
- Motivational Activities for Employees.

### 5.6. Recommendation

- NPOLY takes so much time in taking interview. They ask to come over the candidates on a particular time, but they start taking interview after 45 minutes. In terms of written for the junior posts, they cannot start on time as they are given 10 am but starts written exam at 10.30 am. Then they take huge time for checking the paper and ask for interview one by one after making them sit for long hours. So, they should reduce time in making decision whom to take interview as I have said earlier that NPOLY doesn't take interview who gets below 40%. They should be more particular about the time and finish interview as soon as possible.
- In NPOLY turnover rate is very high. For the reason, there is frequently recruitment and selection are happening. To reduce turnover rate, they should offer the candidates a compensation package offer. For example, what their monthly salary will be, PF, Gratuity (For factory people only), benefits they will be getting, how many leaves they can take in a month and yearly etc.
- The assessment sheets, CVs that NPOLY is printing while interview, all the paperwork's are done by them is very lengthy and costly. CVs and assessment sheets

are being printed for each candidate and in expensive printers which are not good for green life. For me these are waste of time and papers as well as inks. So, they can use soft copies of assessment sheets and CVs and input information there, by doing these NPOLY can reduce cost of papers and inks.

- A big threat for National Polymer Group is demotivated work force. So, the organization needs to work on that. Although recently the organization have realized that and started working on that as well. They are introducing many ways to enlighten the employees through many kinds of remunerations, trainings, delegations and many more.

## Chapter 6

### References

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## Appendix A.

The below mentioned persons are my secondary resource for data collection.

- The Head of HR and GM, HR & Admin
- Deputy General Manager, HR & Admin
- Senior Assistant Manager, HR & Admin
- Senior Executive, HR & Admin
- Executive, HR & Admin &
- Company Secretary of National Polymer Group.

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Apart from that, I have collected data from few other sources, such as-

- HR Process Manual.
- HR Policy Book.
- HR SOP (Standard Operational Procedure).
- Company Annual Report.

Mostly the data's I have mentioned in here are from practical experience I have gathered from my internship period.