Thesis Paper

on

HUMAN RESOURCE MANAGEMENT PRACTICES OF AMAN GRAPHICS & DESIGNS LIMITED

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LETTER OF SUBMISSION

Date: 15th January, 2022

To,

Md.Rasel

Hawlader Lectuer

Department of Business Administration

Sonargaon University

Subject: Submission of Thesis Paper.

Honorable Sir,

At first I would like to thank you for giving me such an opportunity to prepare a project paper on Human Resource Management practices of **Aman Graphics & Designs Limited**. I have the pleasure to inform you that, I have accomplished my internship on Human Resource Management practices of Peerless Technical Services Ltd. I tried to know about the **"Aman Graphics & Designs Limited"** as per your instruction. I have tried to give my best efforts and concentration during preparing the report.

I would like to thank you for your prolonged support and guidance during my Internship and preparing the report. I have completed this report solely by myself, any part or any documents are not copied directly from anywhere without proper permission and references. And I hope that you would be kind enough to see inconveniences or mistakes that may have appeared beyond my knowledge.

Sincerely Yours,

Sharmin Nahar

ID: MBA2101022018

CERTIFICATE OF APPROVAL

This is to certify that, Sharmin Nahar, ID: MBA2101022018 is a student of Master of Business Administration program, Sonargaon University. She has completed the project report entitled Human Resource Management practices on "Aman Graphics & Designs Limited" which is done as a requirement of Master of Business Administration degree of the Sonargaon University.

I am pleased to certify that the data and the findings presented in the report in is an authentic work of, I strongly recommend the report presented by Sharmin Nahar, for further academic session.

I also certify that Sharmin Nahar bears strong moral character and a very pleasing personality. It has indeed been a great pleasure of me working with her.

I wish her every success in life.

Supervisor

Md.Rasel Hawlader
Lecturer
Department of Business Administration
Sonargaon University

LETTER OF SUBMISSION

I hereby declare that the Study report on Human Resource Management practices study on Aman Graphics & Designs Limited. Includes the results of my own works, pursued under the supervision of Md.Rasel Hawlader Lecturer, Faculty of Business Administration, Sonargaon University.

Further affirm that the work presented in this report is original and no part or whole this report has been submitted to, in any form, any other university or institution for any degree or any other purpose.

Sharmin Nahar
ID: MBA2101022018

ACKNOWLEDGEMENT

I would like to acknowledge the guidance and effort of Internship and placement committee for arranging such a nice program for co-relating theoretical learning with real life situation.

It‟s a pleasure to convey my heartiest gratitude and greeting to my honorable supervisor **Md.Rasel Hawlader Lecturer** Faculty of Business Administration. Sonargaon University. Without his co-operation it wouldn‟t have been possible to prepare the report into a nice ending.

I‟m gratitude especially to **Mrs. Rokhsana Bilkis Lucky, AGM (HRD), Unifill Group Aman Knittings Division, Kulasur, Hemayetpur, Savar, Dhaka,** for giving me such an opportunity to complete my internship here.

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I am also gratitude to all other Personnel of **HR Department, Aman Graphics & Designs Ltd, Nazimnagar, Hemayetpur, Savar, Dhaka**, for their earnest co-operation.

Finally, I would like to convey my heartiest thanks and gratitude to all of my teachers, friends, and many others who extend their support to prepare the report.

EXECUTIVE SUMMARY

Human organization activity is simply the act of getting people together to accomplish desired goals. Human Resource Management is the most important part of the organization. As a requirement of MBA program I have done two month internship program at Aman Graphics & Designs Ltd which is a sister concern of Aman Knittings Ltd. I have made this report on the basis of my two month practical experience at Aman Graphics & Designs Ltd.

This report has been made focusing on the overall HRM practices of the company. Apart from this I have tried to give a glimpse of recruitment & selection process in the Aman Graphics & Designs Ltd through this report.

The garments division of Unifill Group is one of the major garments manufacturing organization in Bangladesh. This organization increasingly reducing its rejection and rework rate in-process and final garments in order to ensure product quality and delivery time as per buyer requirement and increase profitability.

In the beginning of the report, there is a description about the company profile which includes the establishment, mission, vision, area, values and the main departments have been summarized that will give an overall idea of Aman Graphics & Designs Ltd. At the mid- level, the report will show the core functions of human resource department. The functions have been stated based on my observation. Apart from my observation the humble cooperation of all the staffs and workers through their interviews help me to enrich this part of the report. As my report focus on recruitment and selection process, in the very ending of my report I have done a survey on the basis of a questionnaire with a small sample size. Analysis has been done on the basis of the survey. In the last part of the report some recommendations have been provided for possible improvements.

I have tried my best to fulfill the objectives of the report and hope that this report reflects my dedication and enthusiasm of my internship program.

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CHAPTER 1

INTRODUCTION

INTRODUCTION:

"RMG (Ready Made Garment) is very important and helpful for our Bangladesh. Bangladesh has emerged as a key player in RMG (Ready Made Garment) sector since 1978. Textiles and clothing account for about 85% of total export earnings of Bangladesh. Out of which, 75% comes from the apparel sector which covers the major products of knit and woven shirts, blouses, trousers, skirts, shorts, jackets, sweaters, sports wears and many more casual and fashion items. The sector currently employs approximately 1.5+ million workers, mostly females from underprivileged social classes." *(Garments-merchandising, 2020)*

Among all the RMG Companies of Bangladesh the garments division of Unifill Group is one of the renowned one.

I have done my one month internship program in Aman Graphics & Designs Ltd, which is a sister concern of Aman Knittings Ltd From Unifill Group.

I have completed this report on the basis of Human Resource Management Practices of Aman Graphics & Designs Ltd. I preferred this attachment in Aman Graphics & Designs Ltd, which is a 100% export oriented composite garment industry. For continuing the study of internship in the Aman Graphics & Designs Ltd. I almost worked all the sections of this company and tried to find out the activities, planning regarding HRM and many other things as well. In context, we have discussed about these things deliberately to let you know about.

1.1 SCOPE OF THE STUDY:

Scope of my report is not so wide. Most of the company don"t want to provide all the confidential information of the company to a one month intern. Aman Graphics & Designs Ltd. is very conscious about the confidentialities of their employees and projects but they are very much helpful. As it is restricted to discuss the confidential parts to the outsiders the information that I gathered was mostly from my personal experience and annual reports that are being published. I would not say that it"s completely difficult to get information but the in job experience is more than enough to understand the nature of Human Resources procedures and policies.

1.2 RESEARCH METHODOLOGY:

The study is mainly an exploratory one and survey method used to collect information from primary sources. I have used random sampling method to collect data. In Aman Graphics Designs Ltd staffs & 10 management level employees. I have made a sample survey on 21 employees. In addition, related secondary information collected for research purpose. The primary data has been collected from face to face interview, and the secondary data has been collected from their annual reports and from web sites. Some diagrams and tables were used in this report for analyzing the collected data and to explain certain concepts and findings more clearly. Moreover, collected data were analyzed more precisely and has been shown in the findings & analysis chapter.

1.2.1 Primary Sources:

- Personal observation
- Informal interview with the employee

1.2.2 Secondary sources:

Secondary data are collected from Internet, different published articles, books, prospectus, journals, other publications and written information provided by the company. For collecting data from secondary sources, go through various web sites.

1.3 OBJECTIVES OF THE REPORT:

Internship Program of Sonargaon University is a Post-Graduation requirement for the BBA students. This study is a partial requirement of the Internship program of BBA curriculum at the Sonargaon University. The main purpose of internship is to get the student exposed to the job world. Being an intern the main challenge was to translate the theoretical concepts into real life experience.

The main objective of the report is to analyze the human resource management practice procedure of Aman Graphics & Designs Ltd.

Apart from this there are some other supportive objective of the report. “Overall HR Practices of Aman Graphics & Designs Ltd.” are as follow:

♣ To identify what type of Human Resource Management practices are done by Aman Graphics & Designs Ltd.

♣ To identify the strengths and weakness of HRM practice of Aman Graphics & Designs Ltd.

♣ To know the performance appraisal system of Aman Graphics & Designs Ltd.

♣ To analyze compensation practice of Aman Graphics & Designs Ltd.

♣ To know the theoretical framework of training and development policy of Aman Graphics & Designs Ltd.

♣ To know the training policy of Aman Graphics & Designs Ltd.

♣ To recommend necessary steps for overcoming problems.

♣ To familiarize with Aman Graphics & Designs Ltd, its operation and activities, management style and endeavor to match up the theoretical knowledge with the real business world.

1.4 LIMITATIONS:

The report has been furnished with some limitations in terms of access to data, time and the scope of study:

• **Confidentiality of information:** Due to confidentiality regarding information, certain information could not be gathered or revealed that could be very much useful for the report.

• **Time constraint:** Time frame to perform the internship and conducting the study was very short which didn‟t let me to get the overall knowledge of Human Resource Management practices of Aman Graphics & Designs Ltd properly. I had to perform my responsibilities as well as prepare the report which was a very challenging task.

• **Lack of experience:** Such a report was carried out for the first time by me. So, inexperience is one of the main factors that have limited the scope of the study.



CHAPTER 2

THEORETICAL FRAMEWORK

THEORETICAL FRAMEWORK

HUMAN RESOURCE MANAGEMENT

2.1 HRM CONCEPT:

"Human resource management (HRM) is concerned with all aspects of how people are employed and managed in organizations. It covers the activities of strategic HRM, human capital management, know-ledge management, corporate social responsibility, organization development, resourcing (work force planning, recruitment and selection and talent management), learning and development, performance and reward management, employee relations, employee well-being and the provision of employee services. It also has an international dimension." *(TAYLOR, HUMAN RESOURCE MANAGEMENT PRACTICE, 2014)*

2.2 THE GOALS OF HRM

The goals of HRM are:

"● support the organization in achieving its objectives by developing and implementing human resource (HR) strategies that are integrated with the business strategy (strategic HRM).

● Contribute to the development of a high-performance culture.

● Ensure that the organization has the talented, skilled and engaged people it needs.

● Create a positive employment relationship between management and employees and a climate of mutual trust." *(TAYLOR, ARMSTRONG'SHANDBOOK OF HUMAN RESOURCEMANAGEMENTPRACTICE, 2014)*

2.3 SPECIFIC HR STRATEGIES

"Specific HR strategies set out what the organization intends to do in areas such as:

● Human capital management – obtaining, analyzing and reporting on data that informs the direction of value-adding, people management, strategic, investment and Operational decisions.

● Knowledge management – creating, acquiring, capturing, sharing and using knowledge to enhance learning and performance.

● Corporate social responsibility – a commitment to managing the business

ethically in order to make a positive impact on society and the environment.

● Engagement – the development and implementation of policies designed to increase the level of employees‟ engagement with their work and the organization.

● Organization development – the planning and implementation of programmes designed to enhance the effectiveness with which an organization functions and responds to change.

● Resourcing – attracting and retaining high-quality people.

● Talent management – how the organization ensures that it has the talented people it needs to achieve success.

● Learning and development – providing an environment in which employees are encouraged to learn and develop.

● Reward – defining what the organization wants to do in the longer term to develop and implement reward policies, practices and processes that will further the achievement of its business goals and meet the needs of its stakeholders.” *(TAYLOR, HUMAN RESOURCE MANAGEMENT PRACTICE, 2014)*

2.4 DEVELOPING AND IMPLEMENTING A CSR STRATEGY

“To develop and implement a CSR strategy based on these principles it is necessary to:

● understand the business and social environment in which the firm operates;

● understand the business and HR strategies and how the CSR strategy should be aligned to them;

● know who the stakeholders are (including top management) and find out their views on and expectations of CSR;

● produce and deliver persuasive arguments in favour of CSR: if all else fails suggest that there is room for enlightened self-interest that involves doing well by doing good;

● identify the areas in which CSR activities might take place by reference to their relevance in the business context of the organization and an evaluation of their significance to stakeholders;

● prioritize as necessary on the basis of an assessment of the relevance and significance of CSR to the organization and its stakeholders and the practicalities of introducing the activity or practice;

● draw up the strategy and make the business case for it to top management and the stakeholders;

● obtain approval for the CSR strategy from top management and key stakeholders;

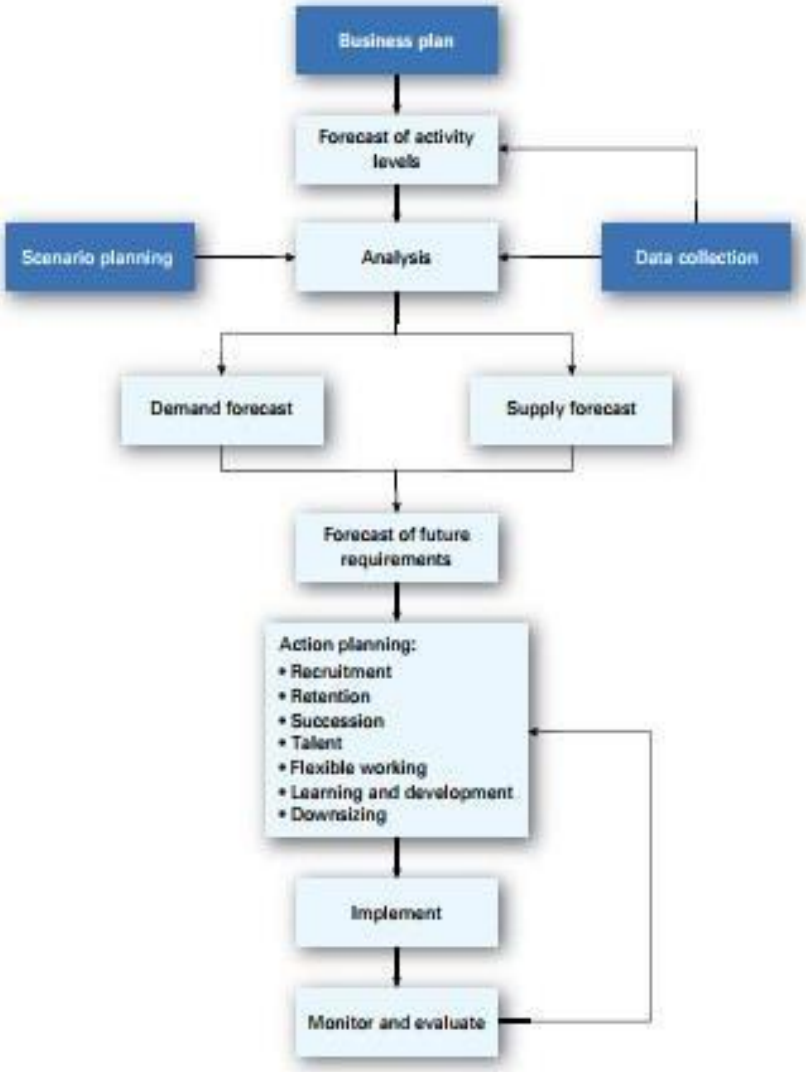
● communicate information on the whys and wherefores of the strategy, comprehensively and regularly;

● provide training to employees on the skills they need in implementing the CSR strategy;

● measure and evaluate the effectiveness of CSR.” *(TAYLOR, HUMAN RESOURCE MANAGEMENT PRACTICE, 2014)*

2.5 WORKFORCE PLANNING

FIGURE 17.1 Workforce planning flowchart



Sources: (TAYLOR, ARMSTRONG'SHANDBOOK OF HUMAN RESOURCEMANAGEMENTPRACTICE, 2014)

2.6 RECRUITMENT

"Recruitment is the process of finding and engaging the people the organization needs. Selection is that part of the recruitment process concerned with deciding which applicants or candidates should be appointed to jobs. Recruitment can be costly. The 2013 CIPD survey of resourcing and talent planning found that the average recruitment cost of filling a vacancy for a director or senior manager was £8,000 while for other employees it was £3,000." *(TAYLOR, HUMAN RESOURCE MANAGEMENT PRACTICE, 2014)*

2.6.1 "The recruitment and selection process The stages of recruitment and selection are:

1 Defining requirements.

2 Attracting candidates.

3 Sifting applications.

4 Interviewing.

5 Testing.

6 Assessing candidates.

7 Obtaining references.

8 Checking applications.

9 Offering employment.

10 Following up" *(TAYLOR, ARMSTRONG'SHANDBOOK OF HUMAN RESOURCEMANAGEMENTPRACTICE, 2014)*

2.7 TALENT MANAGEMENT STRATEGY

Cappelli (2008) suggested that the signs of a successful talent management strategy are that it is inclusive and that it can address and resolve any incongruity between the supply and demand of talent. He stated that too many firms have more employees than they need for available positions, or a talent shortfall, and always at the wrong times. He argued that talent management should not just be about employee development or succession planning, as many of the commonplace definitions suggest, but should focus on helping the firm attain its strategic objectives. His four principles for „talent on demand" were:

1 Make and buy talent to manage the demand-side risk.

2 Reduce the uncertainty in talent demand.

3 Earn a return on investment in developing employees.

4 Employee interests should be balanced by creating an internal labour market that offers all the advantages of the external labour market to reduce staff turnover and to avoid the associated loss of talent and costs.

A talent management strategy consists of a view on how the processes involved in creating a talent pool should mesh together with an overall objective – to acquire and nurture talent wherever it is and wherever it is needed by using a number of interdependent policies and practices. Talent management is the notion of „bundling" in action. The strategy should be based on definitions of what is meant by talent in terms of competencies and potential, who the talent management programme should cover, and the future talent requirements of the organization. The aims should be tSo:

- develop the organization as an „employer of choice";
- plan and implement recruitment and selection programmes that ensure goodquality people are recruited who are likely to thrive in the organization and stay with it for a reasonable length of time (but not necessarily for life);
- plan and implement talent retention programmes;
- introduce reward policies that help to attract and retain high-quality staff;
- design jobs and develop roles that give people opportunities to apply and grow their skills and provide them with autonomy, interest and challenge;

- implement talent development programmes;
- provide talented staff with opportunities for career development and growth;
- recognize those with talent by rewarding excellence, enterprise and achievement;
- Generate and maintain a talent pool so that „talent on demand" is available to provide for management succession.

2.8 SELECTION

"Selection is a long and tedious process. Every candidate has to pass through several hurdles before he/she can get selected for job. The whole exercise might be called a rejection exercise but it has a positive outcome in terms of the appropriate personnel selected.

Step # 1. Preliminary Interview:

It is the first step in selection. Initial screening is done in this step and all the undesirable applicants are weeded out. This interview is generally conducted by lower level executives. It is a very important step as it shifts out all the unqualified, not desirable applicants and the HR manager can then concentrate on the other applicants without wasting time. The candidates are generally told about job specifications and the skills required for it. This process screens the most obvious misfits.

Step # 2. Screening of Applicants:

These days application forms of almost all organizations can be down•loaded from the website or may even be provided on request. The form asks for basic things like educational qualifications, experience, age etc. Once the filled application is brought to the screening committee, it checks the details and calls the candidate for selection test. The pur•pose of this screening test is also to read out the hot suitable candidates as spending time on them means waste of money.

Step # 3. Employment Tests:

Employment tests are device to check the areal knowledge of candidates for the respective jobs. These tests are very specific as they enable the management to bring out right type of people for the jobs. The following tests are given to candidate in most cases: (a) Intelligence Tests: They test the mental ability of candidates. These tests measure the learning ability of candidates in understanding questions and their power to take quick decision on crucial points. People who are able to quickly answer to these questions are found to be skilful and can be

offered training to improve skills for the job in organization. (b) Aptitude Tests: ADVERTISEMENTS: They test an individual's capacity to learn a particular skill. There are mainly two types of aptitude tests. Cognitive tests which measure intellectual, mental aptitudes. The second one is called motor tests which

Check the hand – eye coordination of employees. (c) Proficiency Tests: These tests are also called performance or occupational tests. They determine the skills and knowledge acquired by an individual through experience and on the job training. They are of 4 types: ADVERTISEMENTS: (i) Job knowledge tests – These tests are used to judge proficiency in operating mechanical equipment, dictating, typing, computer applications etc. These tests can be written and practical both. These tests are good in selecting typists, stenographers with supervisor etc. (ii) Work sample tests – In this test the applicant is given a piece of work to perform in a stipulated time. His performance will judge whether he can be picked up for the job. (iii) Personality tests – These tests judge the psychological make-up of any person. These tests check a person‟s motivational level, emotions, integrity, sympathy, sensitivity etc. These traits in an individual provide the manager with an overall picture of his personality. (iv) Simulation tests – In this test many situations which an employer will have to face in the job will be duplicate and the candidate will be asked to face the problem. These tests are generally used for recruiting managers in the organization.

Step # 4. Selection Interview:

ADVERTISEMENTS: Interview is an examination of the candidate where he sits face to face with the selection body and answers to their information given by the candidate about his abilities and the requirements of the jobs. Interview gives the recruiter an opportunity to: (a) Assess subjective aspects of the candidate. (b) Know about his enthusiasm and intelligence. ADVERTISEMENTS: (c) Ask questions which were not a part of his application. (d) Obtain as much information from him as possible about his economic, social and cultural background. (e) Give facts about the policies, procedures, culture of the company so that he feels good about joining it. Designing and Conducting Effective Interviews: Utmost care has to be taken while designing and conducting the interviews, otherwise, they become in-effective. In creating structured situational interviews, these steps need to be followed: Step 1 – Make thorough job analysis – There should be a thoroughly prepared job description with a list of job duties, required knowledge, skills, abilities and other worker qualification. Step 2 – Rate the job's main duties – Identify job's main duties. Rate each job duty based on its importance to job success and on the time required to perform it compared to other tasks. Step 3 – Create interview question – Some questions should be situational, while some should be behavioral they all should be based on actual job duties with more questions on important duties. Step 4 – Create benchmark answers and a rating scale for each – An ideal answer may be given the rating of 5 on a 5 point scale whereas, an average answer 3 marks and a poor one just 0 mark. Step 5 – Appoint the interview panel and conduct interviews – Employers conduct interview

generally with a

Panel consisting of talented and skilful interviewers from the company. They review the answers and rank the candidate accordingly. They indicate where the answers of the candidate fall marginally short of bench mark and where they are ideal or good. They may follow-up the panel discussion with interview for some good candidates.

Step # 5. Checking of References:

Once the candidate's interview is over, the reference he had mentioned are checked by the personnel department. His old employers may be asked some quick questions on phone about the candidate's behavior with co-workers, management etc. Further his/her regularity at work and his character can also be inquired about from other references.

Step # 6. Medical Examination:

After a candidate has been approved for the job, his physical fitness is examined through medical specialists of the company. If the report says that he or she is medically fit for the job they are then finally selected. In case there is a problem with the fitness, the candidates are given reasons for rejection.

Step # 7. Final Selection/Hiring:

The line managers are then asked to give final decision after all technical and medical tests are cleared by the candidate. A true understanding between the line manager and the HR manager facilitates good selection. Therefore, the two together take final decision and intimate it to the candidate. The HR department may immediately send appointment letter to the selected person or after some time as the time schedule says."

2.9 COMPENSATION & BENEFITS

“Compensation includes topics in regard to wage and/or salary programs and structures, for example, salary ranges for job descriptions, merit-based programs, and bonus-based programs, commission-based programs, etc. (Also see the Related Info (including Benefits)

Compensation is payment to an employee in return for their contribution to the organization, that is, for doing their job. The most common forms of compensation are wages, salaries and tips.

Compensation is usually provided as base pay and/or variable pay. Base pay is based on the role in the organization and the market for the expertise required to conduct that role. Variable pay is based on the performance of the person in that role, for example, for how well that person achieved his or her goals for the year. Incentive plans, for example, bonus plans, are a form of variable pay. (Some people might consider bonuses as a benefit, rather than a form of compensation.) Some programs include a base pay and a variable pay.

Organizations usually associate compensation/pay ranges with job descriptions in the organization. The ranges include the minimum and the maximum amount of money that can be earned per year in that role.

Employees have certain monies withheld from their payroll checks, usually including federal income tax, state income tax, FICA (social security) contributions, and employee contributions to the costs of certain benefits (often medical insurance and retirement).” *(Management help, 2020)*



CHAPTER 3

COMPANY PROFILE

COMPANY PROFILE: "Unifill Group started its journey in fashions industry from 1987 by setting up its parent company Unifill Textile Mills Ltd. And continued the journey through shine and showers, pain and pleasure, Crossing barrier after barrier and facing challenge after challenge. Today they have diversified business with a composite sweater unit Aman Knittings Ltd. And a modern State-of-the-art Unifill Dyeing Composite Mills Ltd. Today Unifill Group has an annual turnover of US$ 20 Million and employs over 4000 people. The journey of Umifill Group began in 1987 with a handful of sewing machines to produce woven products in small workshop. Sincere efforts, constant strive towards efficiency and commitment towards highest level of quality fueled the growth of Babylon to become one of the iconic ready-made garment, textile and hospitality industries of the country employing over 10000 skilled workers in 6 concerns and has an annual revenue earning surpassing $110 million US Dollars (2019). All RMG units of Well thrive for excellence in knit, woven and casual wear manufacturing; washing, dyeing, garment accessory manufacturing, printing & packaging, embroidery & screen print, transporting, clearing & forwarding and fashion wear retailing." (Textile today, 2020)

3.1 HISTORICAL BACKGROUND OF UNIFILL GROUP:

"Unifill group entered in textile & fashion industry in the year of 1987. By realizing the need of shorten lead time, reduced cost & quality services Unifill set-out to become a fully integrated Textile & Garments Manufacturer group in Bangladesh. It has gained impressive business growth within short span of time because of its, highly qualified Top & mid-level management team, sound technological base, ability to meet deadlines, skilled workers & high franchise value etc. our business concept is "Fashion & Quality at best price"

Today Unifill Group employs over 10,000 people in its integrated production units, operating in an indoor facility spanning over 12,00,000 sqft. Unifill Group is dedicated in its efforts in the textile sector but has also spread its wings. Today, Unifill Group has six wings production facilities that include woven grieve fabric manufacturer for Apparel Fashion Industries among others, with a combined annual turnover of US$ 210 million*." (Lucky, 2020)*

3.2 ABOUT AMAN GRAPHICS & DESIGNS LTD: "Aman Knittings Ltd.

started its business in the year of 2002 at savar. The promoters and management of Aman Knittings have been in the apparel business since last fifteen years. Aman Knittings have got its expertise to do plating with Lycra to give a proper shape to the fitted garments. Styles with embroidery and printing are some added value addition to their range. Aman knittings is capable in doing acid wash, Enzyme wash, and distress look sweater which is the most recent trend in fashion. The present production capacity of Aman knittings is about pcs per month.

Aman Knittings has worldwide clientele base, exporting to some major client in Europe & USA. To fulfill the extra needs (woven, Apparel product) Aman Graphics & Designs Ltd was established in 2011." *(Textile today, 2020)*

3.3 ENVIRONMENT COMMITMENTS: Unifill Company is very much committed to preserve a healthy and pollution free environment. It has a very efficient waste collection and disposal system. In order to reduce air pollution by exhaust of gas from engine generators. It maintains a costly plant that uses the exhaust gas to generate steam for chilling unit. Above measures not only help keep the water and air free from pollution but also help save cost of water treatment and air conditioning. Unifill uses only AZO-free dyes and is dedicated to ensure a healthy and eco friendly environment.

3.4 COMPANY DETAILS IN TABLE:

Company Name	**Aman Graphics & Designs Ltd.**
Corporate Headquarters	House 40 (2nd Level), Road: 20, New D.O.H.S, Mohakhali, Dhaka-1206, Bangladesh. Phone: +88-02-58816390, 9857134, 9850387.
Factory	Nazimnagar, Hemayetpur, Saver, Dhaka.
Number of Wings	Unifill Group has six wings One of them is Aman Graphics & Designs Ltd.
Date of incorporation	2011
Commercial Production	2011
Total Sq. Feet	2,32,000 sf
Main Market	United Kingdom, Australia, United State Of America Etc
Factory Equipment	Different types of Sample, Cutting, Sewing, Finishing and Generator machines supplied by mostly Sweden, USA, Italy, Switzerland, Germany, Spain, Japan, China, Taiwan, and Turkey.
Listing Status	Private listed company.
Product/Service:	Textile, Woven, Apparal Products.
Departments	5
Web site	www.unifillgroupbd.com

3.5 FOUNDER AND DIRECTORS:

Abul Hossain

Founder & Chairman

Unifill Composite and Dyeing Mills Ltd

Board of directors:

a) Mr. Mahabub Hossain – Managing Director
b) Mr. Saiful Haque Vuia - Director

Executive committee Of Aman Graphics & Design Ltd:

a) Mr. Rokunujjaman - CEO
b) SM. Sakatullah - CFO
c) Mr. Nazmul Kader - COO
d) Mr. Sobahan Talukdar – GM Admin
e) Mr. Borhan Uddin – GM Finance
f) Mr. Belal Uddin Ahmed – GM Sourcing
g) Mr. Jillur Rahaman – DGM Production
h) Mr. Mojibur Raham – DGM Production
i) Mr. Himel Mahammud – DGM Marketing
j) Mr. Mehedi Hasan Jisan- AGM Merchandising

3.6 STRATEGY: The basic strategy of Aman Graphics & Designs Ltd. Are; i. Improving Safe Working Place & Condition. ii. By Continuous Improvement in its Implementation. Iii. Mandatory Training For All Regarding amfori BSCI.

3.6.1 Company Mission: "The main goal of Aman Graphics & Designs Ltd. Is to practice all the rules, values and requirements of MFORI BSCI in all the affiliate of the business chain on a daily basis. To improve the work environment by ensuring all the training related MFORI BSCI for all therefore in order to conduct business in accordance with the above mentioned goals and to implement it, all the partners in the business chain are also firmly commuted to

take all kinds of steps. Also to produce high quality products at competitive prices, and to provide customer service that is unmatched in the industry." *(Islam, 2020)*

3.6.2 **Company Vision:** "Aman Graphics & Desings Ltd. Authority is committed to create a conducive working environment through the day to dauy practice of all the affiliates of the business chain in a sustainable manner in complying with all the rules, requirements and objectives o MFORI BSCI. Contribute broadly to the society and to grow as a leading industrial group." *(Islam, 2020)*

3.6.3 **Company Values:** "Aman Graphics & Designs Ltd. Authority respects the MFORI BSCI Code of conduct, values and all the requirements of MFORI BSCI at the same time, Aman Graphics & Designs Ltd. And all its business associates are strongly committed to take all necessary steps to conduct the business with the following values and to implement it." *(Islam, 2020)*

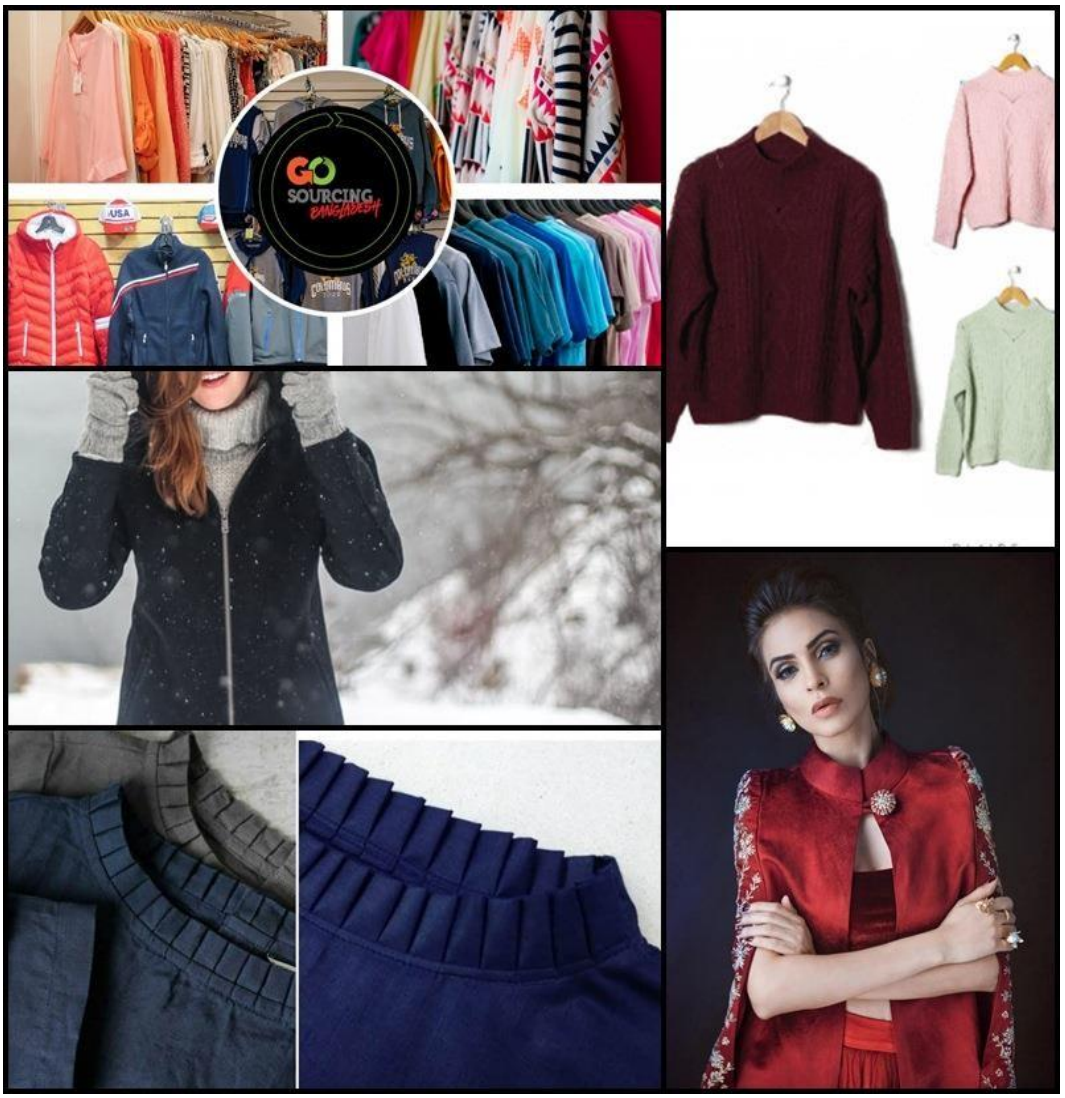
3.6.4 **Empowerment:** "One of the main goals of Aman Graphics & Designs Ltd. Is to empower their business partners, and in particular to respect labor rights and to find the right way to solve and rectify problems with the necessary guidance to supply chain business centers to improve the working environment in the long run." *(Islam, 2020)*

3.6.5 **Continuous Improvement:** "The authority of Aman Graphics & Designs Ltd. Believes in a gradual development approach and is committed to ensuring the uninterrupted development of the following organizations, including all its business associates, by enforcing the code of conduct of the mfori BSCI." *(Islam, 2020)*

3.6.6 **Co-Operation:** "Aman Graphics & Designs Ltd. Is also committed to play an equal role in the development of the work environment by creating good relations, unity and collaborative attitudes with all partners in the business chain." *(Islam, 2020)*

3.7 WINGS OF UNIFILL GROUP:

Establishment of "Unifill group" is sincere and bold step to meet the challenges for the well-being of the nation and the country. From the 1st day of establishment they are going ahead with steady and sure steps to progress. It is of course uphill task. Despite all constraints they never look back. The wings of Unifill Group is given below: 1. Aman Knittings Ltd. 2. Aman Sweaters Ltd. 3. Aman Winter Wears Ltd. 4. Aman Fashion & Designs Ltd. 5. Aman Graphics & Design Ltd. 6. Unifill Composite Dyeing Mills Ltd.



3.8 CONCERNS OF UNIFILL GROUP:

Over the years with hard work “Unifill Group” are now consists of the following concerns, employing about 10000 skilled worker. These are given below:

Aman Knittings Ltd.
Aman Sweaters Ltd.
Aman Winter Wears Ltd.
Aman Fashion & Designs Ltd.
Aman Graphics & Design Ltd.
Unifill Composite Dyeing Mills Ltd.

3.9 GENERAL INFORMATION ABOUT THE GARMENTS SECTORS:

“The Ready Made Garments Unit of Unifill Group is one of the largest exporters in Bangladesh's RMG sector. Under 6 separate production units, Unifill Group produces 10 million pcs of RMG per year. The RMG sector of Unifill group have at least 10000 skilled workers. In all the different production with the workers have to go through a process of continuous and rigorous training to maintain a high standard of production set by the management. The group also caters this driving force by ensuring facilities that exceed the minimum set by international regulators. It maintains medical and day care services, scholarship programs and other benevolent initiatives for the employees and their family members.” *(Lucky, 2020)*

There are six company under garments division of Unifill Group. They are:

- Aman Knittings Ltd.
- Aman Sweaters Ltd.
- Aman Winter Wears Ltd.
- Aman Fashion & Designs ltd.
- Aman Graphics & Design Ltd.
- Aman Composite Dyeing Mills Ltd.

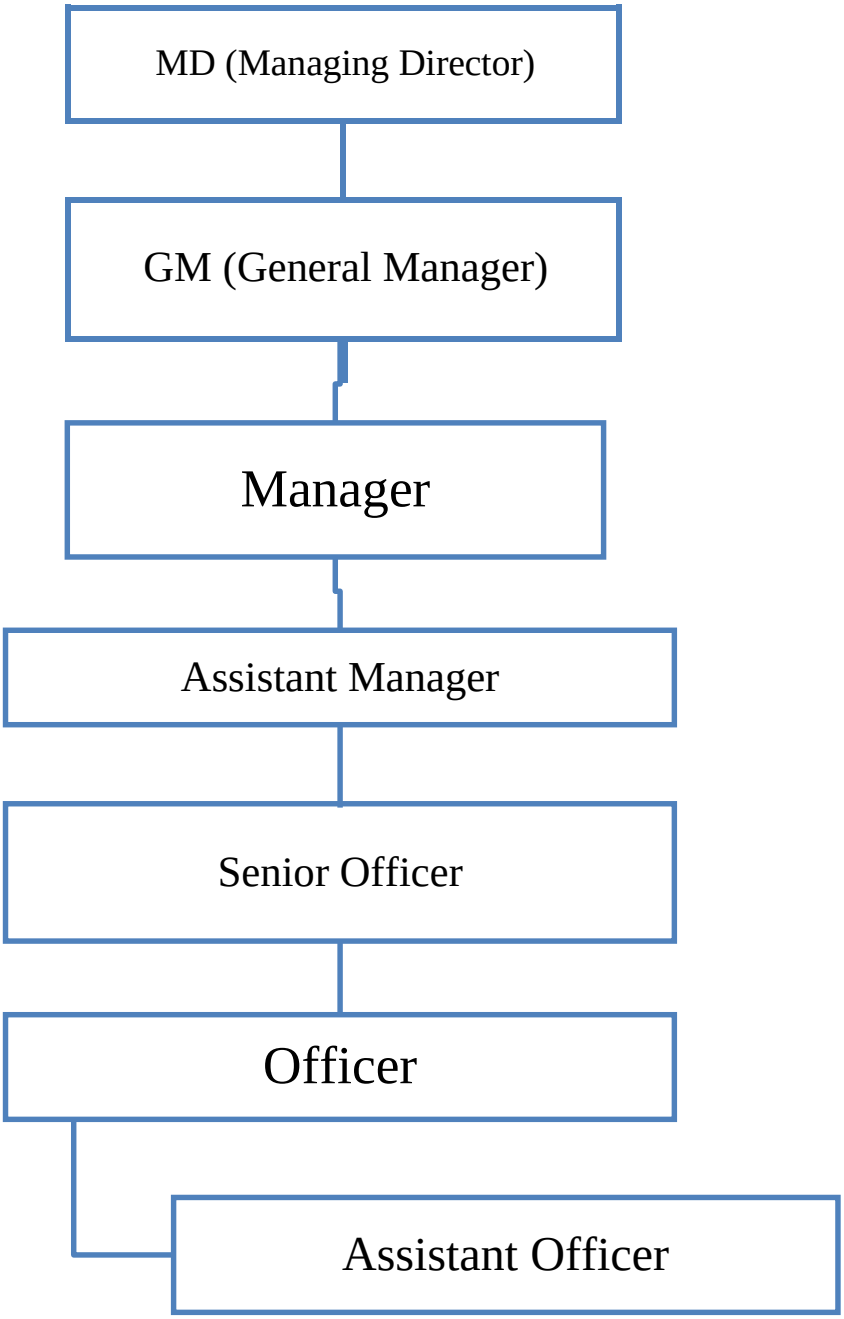
Name	Number of Machines	Production	Capacity/Month
Aman Knittings Ltd.	400 Sets 400 Sets	Shirts Bottom	150000 Pcs 125000 Cargo
Aman Sweaters Ltd.	500 Sets 400 Sets	Athletics Wear Bottom	120000 Pcs 150000 Pcs Basic 125000 Pcs Cargo
Aman Winter Wears Ltd.	600 Sets	Knits Polo/ T-Shirt Fleece Top/Bottom	150000 Pcs
Aman Fashion & Designs Ltd.	500 Sets	Denim Trouser	250000 Pcs
Aman Graphics & Design Ltd	1850 Sets	Bottom	1500000 Pcs Basic 1250000 Pcs Cargo
Aman Composite Dyeing Mills Ltd	850 Sets	Bottom	350000 Pcs Basic 425000 Pcs Cargo

Sources: Taken from IT division of Aman Graphics & Designs Ltd.

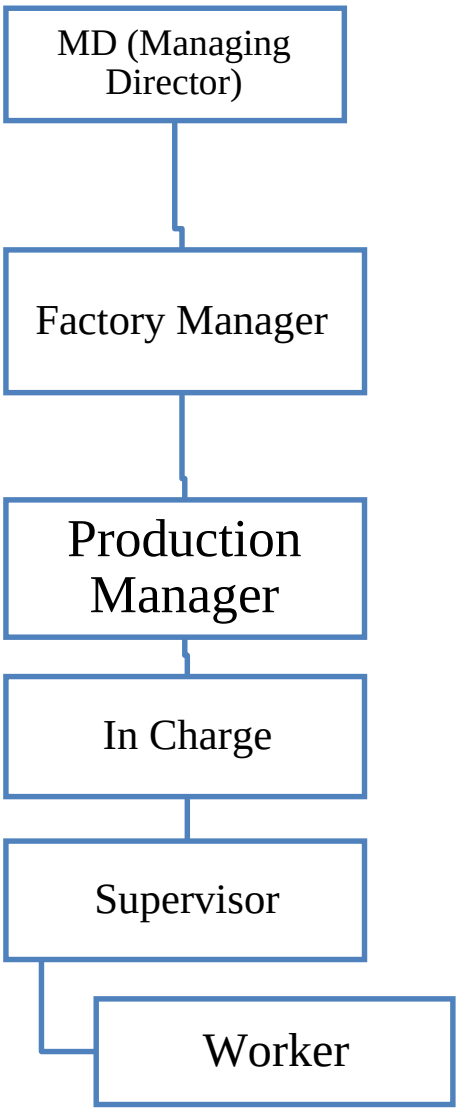
3.10 ORGANOGRAM OF UNIFILL GROUP:

There are two types of management system in Unifill Group. The organogram has been made on the basis of this two types. One is for office management and another is for production management. These are the two organogram that has been maintained in the company.

Office Management:



Production Management



3.11 DEPARTMENTS OF UNIFILL GROUP:

The Unifill RMG sector is a truly integrated undertaking. The RMG sector has the capability to offer a comp+lete product range for the export and domestic RMG markets. The goal of the RMG sector is to become the preferred partner for sourcing high quality clothing from Bangladesh. With highly advanced technology and an emphasis on developing local human resources, the RMG division has the potential to make an important contribution to the nation‟s growing readymade garments export sector.

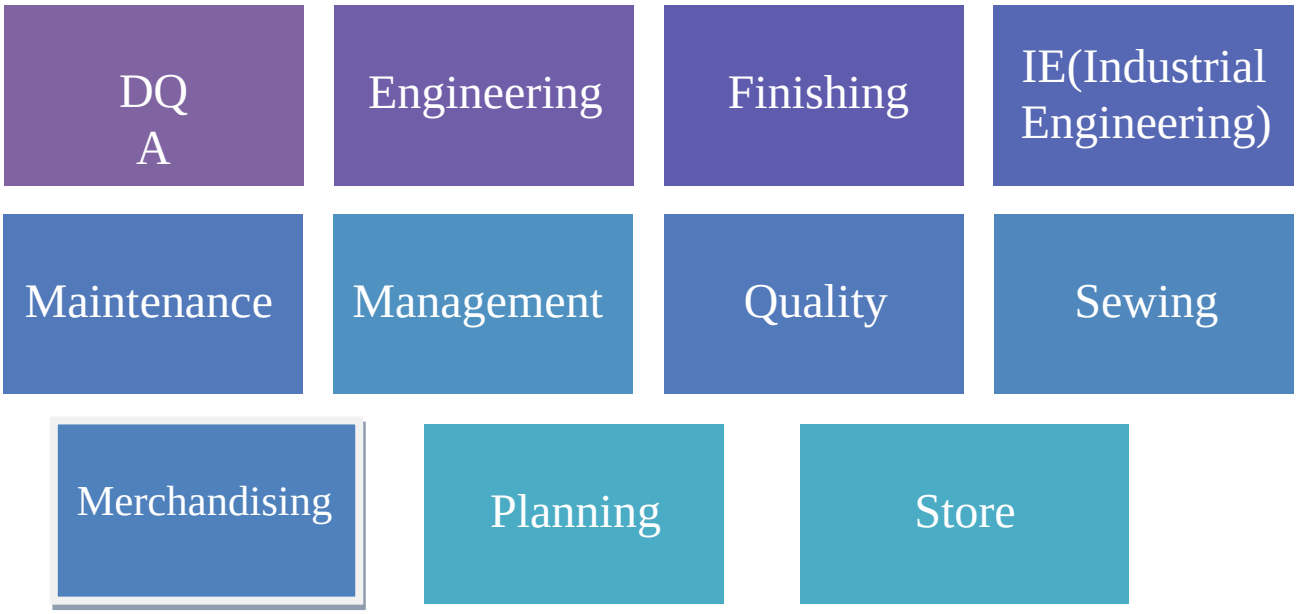
For achieving this milestone Unifill group is maintaining a strong departmental formation. On the basis of this Unifill group is operating all its activity very effectively and efficiently.

It has been mentioned earlier that there are different organogram for production management and office management. So the department has been divided on the basis of this.

Office Management



Production Management



3.12 PRODUCT LIST & CLIENTS:

Unifill group is one of the renowned group of company of Bangladesh. The most concern of the company is to produce high quality product and meet customers' requests. To serve their valuable customers, they always ensure to complete the industry production quality with the process of modern world class equipment. The RMG sector of Unifill group has a variety of products. The RMG products that have been manufactured by Unifill group products are:

- Jacket – Vest
- Sweater
- Kids Bottom
- Swimming Short/ Trunk
- Cargo short
- Flamel Jacket
- Woven items
- Apparel

Clients:

As the RMG sector of Unifill group is very renowned in the international market. Some key clients of Aman Graphics & Design Ltd are;

- **TESCO**
- **K MART**
- **TARGET**
- **O KAIDI**
- **VERTBAUDET**
- **MYER**
- **M&S**





vertbaudet

c'est magique





3.13 CERTIFICATION & ACHIEVEMENTS:

"Outstanding customer service, exceptional quality and unsurpassed flexibility form are the foundation of the entire manufacturing process. Unifill group always try to listen the needs of the customer, develop cost-effective solutions and handle production expediently so that customers can get the package as and when they want. Each department in their company and every aspect of production are structured to facilitate prompt response.

Their professional sales and design team utilizes extensive industry experience to provide successful solutions, quickly and efficiently. They closely monitor quality during each step of the manufacturing process, from receipt of raw materials to final delivery. The long term relationships they maintain with key suppliers ensure swift and attentive support. They continually upgrade their facilities with latest equipment

and state-of-the-art production techniques in order to improve quality and reduce turnaround time. No order is too large or too small. They can handle orders of any quantity with minimum lead time. The company owned truck fleet will deliver whenever customer"s schedule requires. By maintaining all the above concerns Unifill group has achieved certificate of green factory **"ECO-Factory Standard" From U.K Marks & Spencer.** Also it has achieved "**Worker Satisfaction Rate 97%**" which was survey by US based company ELEVATE through Laborlink and it is the highest score among 180 factory in BANGLADESH." *(LTD, 2019)*

Apart from this Unifill group successfully achieved the following certificates:

- ISO 9001 : 2015
- WRAP
- OEKO-TEX
- SEDEX
- BSCI
- GOTS
- OCS
- WCA
- ILO



CHAPTER 4

OVERVIEW OF HR DEPARTMENT OF AMAN GRAPHICS & DESIGNS LTD

4.1 HUMAN RESOURCE PLANNING:

Have collected Human resource planning is concerned with the flow of people into, though, and out of an organization. HR planning involves anticipating the need for labor and the supply of labor and then planning the programs necessary to ensure that the organization will have the right mix of employees and skills when and where they are needed. HRP makes a comprehension of the affiliations targets into terms of the specialists expected that would meet the destinations. In a matter of seconds Aman Graphics & Designs Ltd follow the several stages in case of HRP. They are:

- Mission Figuring
- Establishing objectives and Destinations
- Assessment of the present Human Resource
- Human Resource data structure
- Replacement Diagrams
- Assessment of future Human Resource needs
- Proper Job Analysis
- Development of Future exercises

4.2 RECRUITMENT & SELECTION PROCEDURE:

Recruitment synonymous with "hiring", refers to the overall process of attracting, selecting and appointing suitable candidates for jobs within an organization, either permanent or temporary, unpaid positions, such as voluntary roles or training programs. Unifill Group is looking for high-caliber people who want the flexibility and resources to grow in their career. If someone is that kind of person who has always stood out, they offer a place where one can continue to excel. Unifill Group has thousands of diverse people from different cultures and backgrounds working in a variety of different jobs in different fields. Part of Unifill Group, Aman Graphics & Design Ltd consider the following issues at the time of recruitment:

- Merit is the sole criteria for selection.
- Attitude is given as much weight age as functional competencies.
- Panel interviews comprising of Functional Head & HR Head.
- Sources for recruitment are through campus, consultants, employee referrals, internal job postings and the internet.
- All positions involve written tests.

- Antecedent verification is an integral part of our recruitment process.
- Medical fitness is pre-requisite for all positions.
- They are an equal opportunity employer and do not discriminate on the basis of race, community, religion or sex.

There are mainly three types of employee in the Aman Graphics & Desing Ltd:

A. Worker
B. Staff
C. Management Level

The recruitment & selection process is given below:

I. Recruitment Process (For Worker):

a) Step 1: Identify the number of the worker whether workers are needed or not

An organization needs personnel with appropriate competencies, skills, and knowledge and work experience in order to operate its various functions smoothly and efficiently. In the first step of the recruitment process the HR & admin department determines whether there needs any workers or not. After determining the needs they identify the number of workers. In this step they identify how many worker they will be needed. On the basis of this they design the next step of recruitment process.

b) Step 2: Issuing Requisition Letter

After determining the number of workers Admin & HR department of Aman Graphics & Designs Ltd issue the requisition letter to the top management. This is a formal letter which indicates official permission for recruiting workers. If the top management thinks that the recruitment should be needed then they approve the requisition.

c) Step 3: Advertising

After getting approval from the top management the admin department create pool of candidates using many advertising tools. They use tools such as: From gate, banner, newspaper, online sites, inside advertising etc.

d) Step 4: Legal document verification

In the fourth step they verify the documents of the candidates. Applicants submit various types of documents such as National ID, Birth certificate, Commissioner certificate, Passport size photos etc. The admin department verify all the documents in this stage.

e) Step 5: Interview CV

In the recruitment process of Aman Graphics & Designs Ltd there is a term called interview CV. This is a formal form in which all the information related to the candidates has been included. After verifying the candidate"s all the documents, this interview CV has been fulfilled. This is basically an information form for the candidates where all the information has been included.

f) Step 6: Fitness form Approval

In this step the selected candidates have been sent to the doctor for the fitness approval. If the candidates physically fit for the work. This is very essential part in the recruitment process. If the candidate is not physically fit or his/her age is under 18 then he/she has been rejected. This is a very crucial part of the whole recruitment procedure.

g) Step 7: Evaluation Form

In this step the selected candidates have been evaluated on the basis of their skill and technical knowledge. Many of the candidates may have previous work experience. Experience worker have been highly preferable. There has been arranged an exam for the evaluation test about their previous knowledge and skills. In the exam there is grading system (A, B, C, D grade). A & B grade workers are highly preferred for selection.

h) Step 8: Salary Negotiation

In the 7^{th} step salary has been negotiated with all the selected candidates in the previous steps. There is a discussion about their salary for their post. If the candidates has been agreed with the offered salary then they have been appointed for the job, If not then they have been rejected.

i) Step 9: Final Appointment

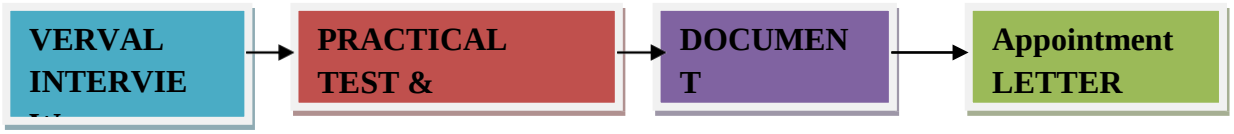
It is the last step of the recruitment process. In this step the final selected candidates has been appointed to the job. All the information has been sent to the IT department. Within few days they have been provided the ID card.

II. Selection Process (Staff Level Employees):

The staff selection process is slightly different from the worker selection process. The process is given below:

- Primary selection by verbal interview and forwarded to different sections for practical test.
- After receiving documents and photographs, HR team forwarded the same for approval to HR head.
- Finally selected employee will report to HR department for collecting the appointment letter. If the documents and approval are properly collected, the selected candidate/s may join on the joining date.

The whole selection process can be shown in the following diagram.



Sources of Recruitment:

The various sources of recruitment may be broadly classified in to two broad categories: Internal and External sources. Some organizations draw their human resources internally i.e. from within the organization while others draw eternally i.e. from outside the organization. Both the sources have their advantages and limitations.

a) Internal sources of recruitment:

The internal sources of recruitment focus on finding qualified applicant within the organization itself is the best source of positions above the entry level. The internal sources of recruitment that has been used by Aman Graphics & Designs Ltd. are following type:

- Promotion
- Transfer
- Job posting (internal advertising)

- Re-call of retired and ex-employees
- Skill inventories
- Employee referrals

b) External Sources of recruitment:

Organizations turn to the external sources of recruitment when the internal sources fall short. New organizations rely largely on eternal sources to meet their recruitment needs. However even well-established organization turn to external sources when candidates with the desired skills, knowledge and qualifications are not available in the organization or in order to introduce new blood in the organization. Aman Graphics & Designs Ltd, also follow some external sources of recruitment. They are:

- Advertisement
- Taken Candidate From The Gate
- Advertisement On National Dailies
- Employment Agencies
- Employee Recommendations
- Professional Bodies
- Deputation
- Casual Application
- On Line Recruitment

4.3 TRAINING & DEVELOPMENT:

Training refers to the methods used to give new or present employees the skills they need to perform their jobs. Training might thus mean showing a machinist how to operate his or her new machine, a new salesperson how to sell his or her firm‟s product, or a new supervisor how to interview and appraise employees. Training basically provide to the entry-level employees. There are basically two types of training. These are:

a) **On the job training:** It means learning by doing. It means employees training completed while he works. It is basically a practical oriented training program.

b) **Off the job training:** It means training provided to the employees out of the office in a training institute for a particular period of time i.e. for 15 to 20 days. During this time the employee does not have to go to office.

Development basically provide to the management level. Management development is any attempt to improve managerial performance by imparting knowledge, changing attitudes, or increasing skills. The ultimate aim of such development programs is, of course, to enhance the future performance of the organization itself. For this reason, the general management development process consists:

- Assessing the company‟s needs (for instance, to fill future executive openings, or to boost competitiveness),
- Appraising the managers‟ performance, and then
- Developing the managers (and future managers) themselves.

In Aman Graphics & Designs Ltd there are mainly two types of training has been given to the worker:

a) Awareness Training
b) Skill Development Training

These are describing below:

a) <u>Awareness Training:</u>

Awareness training is the basic training that has been given to the employees in the primary level of their joining. These are the basic information about the company, a slight understanding about the rules and regulation etc.

These types of training includes:

- Rules & regulation of the company. (Policy, Organizational Behavior, Health & Safety, Security related issues, Use of eye guard, needle guard etc.)
- Environmental Safety
- Drinking water
- Use of scissors
- Uniform & Scrub (for dust)
- LED light (for eye protection)
- Neat & Cleanliness
- Not to spit here & there

b) <u>Skill Development Training:</u>

Skill development training defines the process of enriching the skills of the workers. Skill mainly means the physical & productivity skills of the worker. This types of training is needed to improve the productivity in the workplace and to ensure the competitiveness of the business. Beside this, it improves the quality of life of workers, their prospects of work and their mobility.

One of the types of training program that has been conducted by Unifill group is skill development training. There is a particular training center in the Unifill group. All the technical training of the worker have been provided in that training center. Apart from the technical training there are also two types of training have been provided to the worker.

They are

I. **Fire Safety Training:** These training includes:
   - There are a particular team for every floor in the factory.
   - These team consist of some specific worker of the factory.
   - Every 2/1 month this training program has been conducted.
   - They are called fire fighter team.
   - There are expert for conducting this training program.

II. **First Aid Training:** These training includes:
   - In every unit there are particular first aid team.
   - These team also consist of some selected worker from the factory.
   - They are called first aid team.

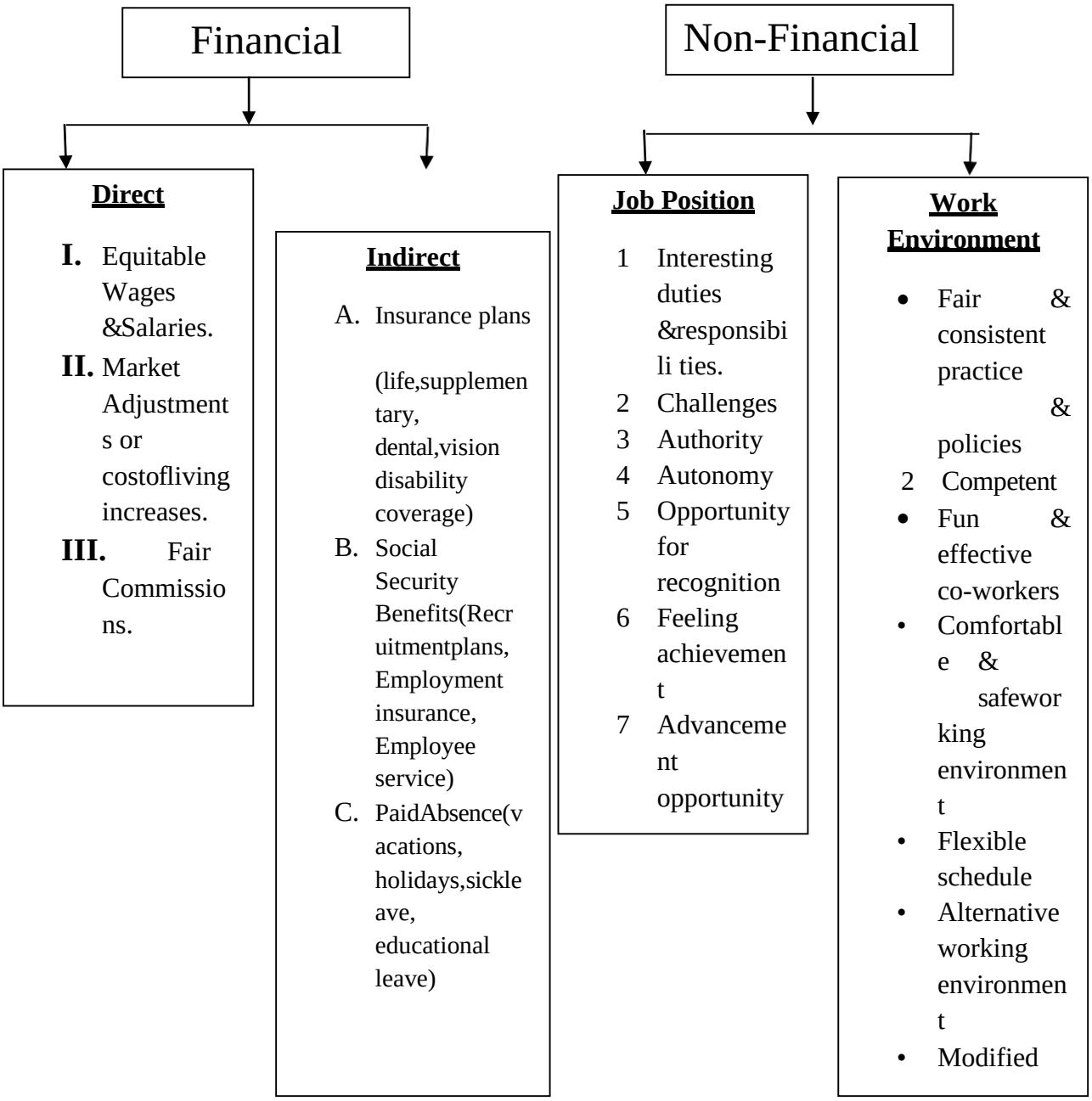
Besides all the above training program there are particular training for the management level employee. This is called **Management Training & Development.** Every 3 or 4 months this training program arranged for the management level employee. This training program has been conducted by the top level management of the company. In the training program the employee have been inspired, motivated and upgraded. Employees have been trained on the basis of their duties & responsibilities.

4.4 COMPENSATION & BENEFITS:

Compensation can be defined as all of the rewards earned by employees in return for their labor. “This includes:

- Direct financial compensation consisting of pay received in the form of wages, salaries, bonuses and commissions provided at regular and consistent intervals
- Indirect financial compensation including all financial rewards that are not included in direct compensation and understood to form part of the social contract between the employer and employee such as benefits, leaves, retirement plans, education, and employee services
- Non-financial compensation referring to topics such as career development and advancement opportunities, opportunities for recognition, as well as work environment and conditions.

While employees tend to focus on direct financial compensation when contemplating their rewards, according to the McKinsey Journal, for individuals who are relatively satisfied with their salary, it is the non-financial rewards that tend to be more effective in contributing to long-term employee engagement.” *(Islam, 2020)*



Source: Information is taken from Md. Jahidul Islam Asst. Manager HR & Payrolell Aman Graphics & Designs Ltd.

I. Wages:

In 2017 the government has published a gazette fixing the minimum monthly wage of readymade garment factory workers at 8000tk. The new rate for around 4 million workers is a 51 percent increase over taka 5300, the last minimum wage set on December 1, 2013. All the RMG the factory of Bangladesh follow the Base salary structure by Bangladesh Gazette. Aman Graphics & Designs Ltd has their own structure that is given below:

SL no:	Classification	Designation	Basic Salary	House Allowance	Medical Allowance	Transportation	Food	Total
1	Grade : 1	1. Pattern Master, 2. Chief QC, 3.Chief Cutting Master, 4. Chief Mechanic	18257	5469	600	350	900	18257
2	Grade : 2	1. Mechanic, 2. Cutting Master (Staff level)	15416	4522	600	350	900	15416
3	Grade : 3	1. Sr. Op, 2. Sr. Cutter 3. Sr. QI 4. Sr. Number Man, 5. Sr. Iron, 6.Jr. Mechanic, 9. Jr. Electrician, 10. Sr. line leader	9845	2665	600	350	900	9845
4	Grade : 4	1. Op, 2.Cutter/Needle/Jr Scissor	9347	2499	600	350	900	9347

		Man, 3.QI, 4. Input Man, 5. Bundling Man/Number Man 6.Poly Man/Packing Man/Folding Man/, 7.Iron Man, 8.Gr. Mechanic, 9. Gr. Electrician, 10.Market Man						
5	Grade : 5	1. Jr. Op, 2.Jr. Cutter/Jr. Needle/Jr. Scissor, 3. Jr. QI, 4. Jr. Market Man, 5. Jr. Input Man, 6.Jr. Bundling/Number Man 7.Jr. Ploy/ Packing/ Jr. folder, 8. Jr. Ironman, 9.Asst. Mechanic 10. Asst. Electrician.	8875	2341	600	350	900	8875
6	Grade: 6	1. Gr.Op, 2.Gr. Cutter/Gr. Needle/Gr. Scissor Man, 3 Gr. QI, 4.	8420	2190	600	350	900	8420

		Gr. Market man, 5. Gr. Input man, 6. Gr. Bundling/Number Man, 7.Gr Poly Man/Gr. /Gr. Folder, 8. Asst. Electrician						
7	Grade: 7	1. Asst.Op, 2.Asst. Cutter/Gr. Needle/Gr. Scissor Man, 3.Asst. QI, 4. Asst. Market man, 5. Asst. Input man, 6. Asst. Bundling/Number Man, 7.Asst. Poly Man/Packing / Folder, 8. Asst. Finishing.	8000	2050	600	350	900	8000

II. Overtime:

- **Only For Workers:** Overtime calculates after working 8 hours.

For weekly Holiday and Govt. holiday total working hours count as OT hours.

Overtime allowance is calculated on twice the basic pay.

i.e. (Basic / 208 x 2 x OT hours)

III. Leave Procedure:

Leave is earned by duty. Leave cannot be claimed as a matter of right, and leave admissible under the service rule of Aman Graphics & Designs Ltd may be granted by the Head of HR or his authorized person, who may refuse leave, grant leave for a shorter period than applied for, revoke leave of any description and recall an employee before the expiry of the leave.

One Officer is looking after the leave matter of employees and keeping leave records. Employees of Unifill Group are enjoying following kinds of leaves-

EARN LEAVE	IN EVERY 18 DAYS, 1 DAY HAS BEEN COUNTED AS EARN LEAVE.
CASUAL LEAVE	• 10 days in a year. • Have to inform the day before the leave.
SICK LEAVE	• 14 days in a year. • Medical certificate should be included. • For 2 day of leave no need to show medical certificate.
MATERNITY LEAVE	• For getting maternity leave any worker has to work at least 6 month in the company. • Worker has to communicate with the welfare officer.

	I. 112 days leave will get or 16 weeks. (8 weeks before delivery & 8 weeks afterdelivery)

IV. Other Benefits:

- **Yearly festival holidays:** Aman Graphics & Designs Ltd. of industries provide two yearly festival bonuses to its employees and workers.
- **Festival Bonus:** All employees are entitled to get 2 festival bonuses in a year. One isin Eid-Ul-Fitre and another is Eid-Ul-Azha. After completion of the probationary period before the respective festival day.
- **Medical pass:** if any employee feels sick during work, he or she will be judiciously allowed to go to hospital for treatment.
- **Absent**: if working hours is less than 4 hours, they will be treated as absent which will be adjusted with his/her leave balance.
- **Attendance collected through punch card:** This is very important for the workers to compute the working hours. All the employees and workers have punch card which is used as their signature in the attendance sheet.

4.5 PERFORMANCE APPRAISAL:

"It is a systematic evaluation of an employee's performance and commitment to an organization. Companies utilize performance appraisal to provide employees with feedback on their work and to justify pay increments and rewards, as well as termination decisions. They can be executed at any given time but tend to be yearly, semi-annual or quarterly." (TAYLOR, 2014)

Unifill Group conducts performance appraisal in organized ways which includes:

- The managers of Unifill Group Ltd measure the compensation of employees based on performance and contrast it with their organization's objectives and goals.
- The managers evaluate what components should be established to improve the performance of the employees. The supervisors are liable to lead the employees for a superior performance.

Performance appraisal has been done on the basis of the employee. Which types of employee he or she is. As I have mentioned earlier there are mainly two types of employees in the

Unifill Group Ltd, the appraisal system has been conducted on the basis of these two types. The appraisal systems are given below:

I. **For Worker:**

- Promotion has been given once in a year. (Must have to work for the last 6-12 months)
- Technical skills have been verified.
- Promotion has been given on the basis of their production target, behavior, working mentality & skills.
- Promotion has been given from helper to operator. (least promotion for a new joining worker) After a certain period of time operator to senior operator.

II. **For Staff & Management level employee:**

- One year of probationer period for each of the staff & management level employee.
- There is no particular performance appraisal system for the employees.
- Senior management will do the promotion of the employees.
- Performance appraisal system is very much poor.



CHAPTER 5

DISCUSSIONS (ANALYSIS & FINDINGS)

5.1 SWOT ANALYSIS:

Strength:

- Its working environment is fully Nature Friendly 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.
- For clear communication to the employees of the HR Practice in Aman Graphics & Designs Ltd From Unifill Group, 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.
- They Provide a 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.
- Unifill Group has its own power station and large washing plant.
- It has a good popularity in international market and local market as well.
- Modern technology based automated machine.

Weakness:

- Salary has been given by Bank Account Payment System only, this creates very much complexity for the HR department also for workers.
- Subject to natural calamities.
- Highly depended on raw materials which is provided by others.
- Worker‟s internal clash sometimes hinder the production process.
- Sometime turnover rate suddenly become high. Specially after the festival vacation ends

Opportunities:

- Popularity of Unifill Group increases the demand day by day.
- Employee relation is very satisfactory which is increasing the production & maintain a good working environment.
- The demand of woven is increasing day by day in the world market.

Threats:

- Uncertain political & environmental crisis all over the world.
- The changes of government policy connected to the operation of finance companies might create an unfavorable impact on the investment industry. The decision to withdraw the accounting practices accelerated depreciation and extra shift depreciation has decreased the profitability of the Mutual Funds.
- Sometimes the lack of motivation in employees can create a threat to the organization. Employees may be overburdened with tasks that are not their core-competencies. As a result, the quality and accuracy of deliverables duties may fall. Employee turnover may have a negative effect on the overall performance of organization.

5.2 FINDINGS & ANALYSIS:

The main purpose of the report is to apply my academic knowledge in the area of Human Resources so that I can particularly gain significant practical understanding of the nature and importance of recruitment and selection process. After that I can easily identify the various strategy which Aman Graphics & Designs Ltd From Unifill Group is used for their employees while recruiting and selecting them. To justify the purpose I made a survey on existing employees of the organizations, so that I can get a keen knowledge on my study. After the factors of Recruitment and Selection process have been identified those were put in a questionnaire. Respondents were asked to rank the options according to their choice. The survey was done among a sample size of 21 people.

Survey

Sample Size 21

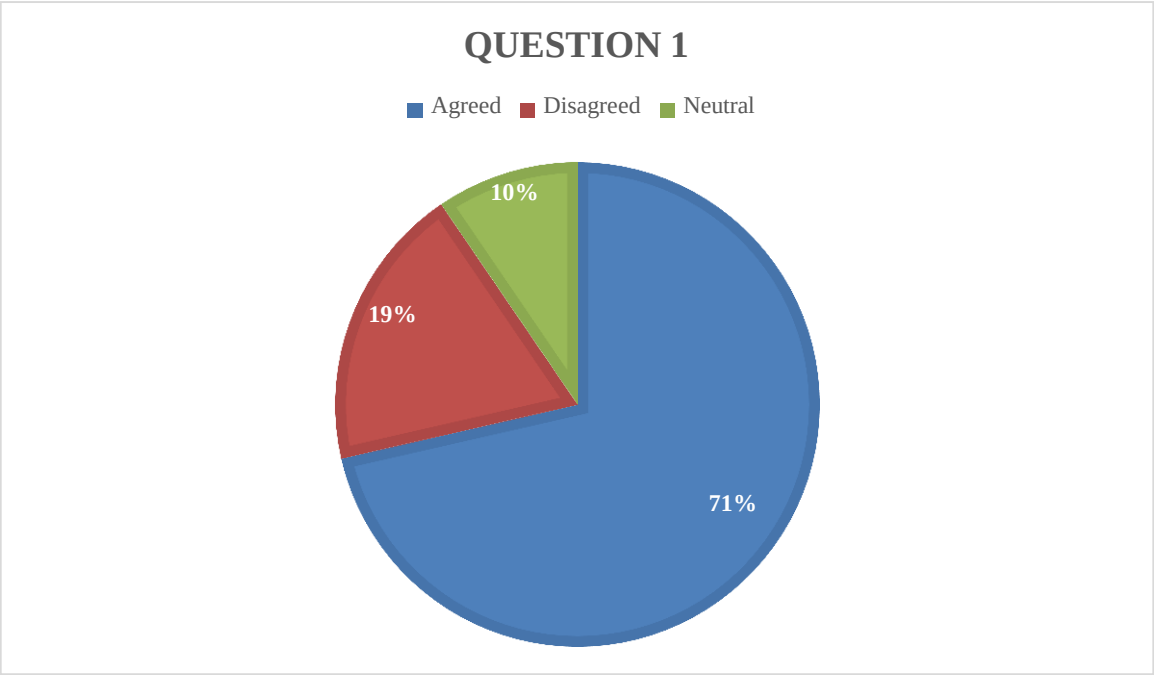
Age Limit	**25-50 years**
Job Level	**Executive**

Data Collection:

Survey data has been collected through the following questionnaires:

Questions (1-12)	Agreed	Disagreed	Neutral
The organization clearly define the position objectives, requirements and candidate specifications in the recruitment process.	15	4	2
The organization is doing timeliness recruitment and selection process.	10	8	3
Do proper Job Analysis before Selection Process begins.	17	2	2
Job Responsibilities and Job Description are clearly defined to the candidates.	14	5	2
Provide an adequate pool of quality applicants.	11	9	1
The Resume screening and Short listing method used by the organization is satisfactory.	15	3	3
Criteria for short listing of candidates used by the organization is satisfactory.	14	4	3
The Selection Policy of the organization is a good one.	16	4	1

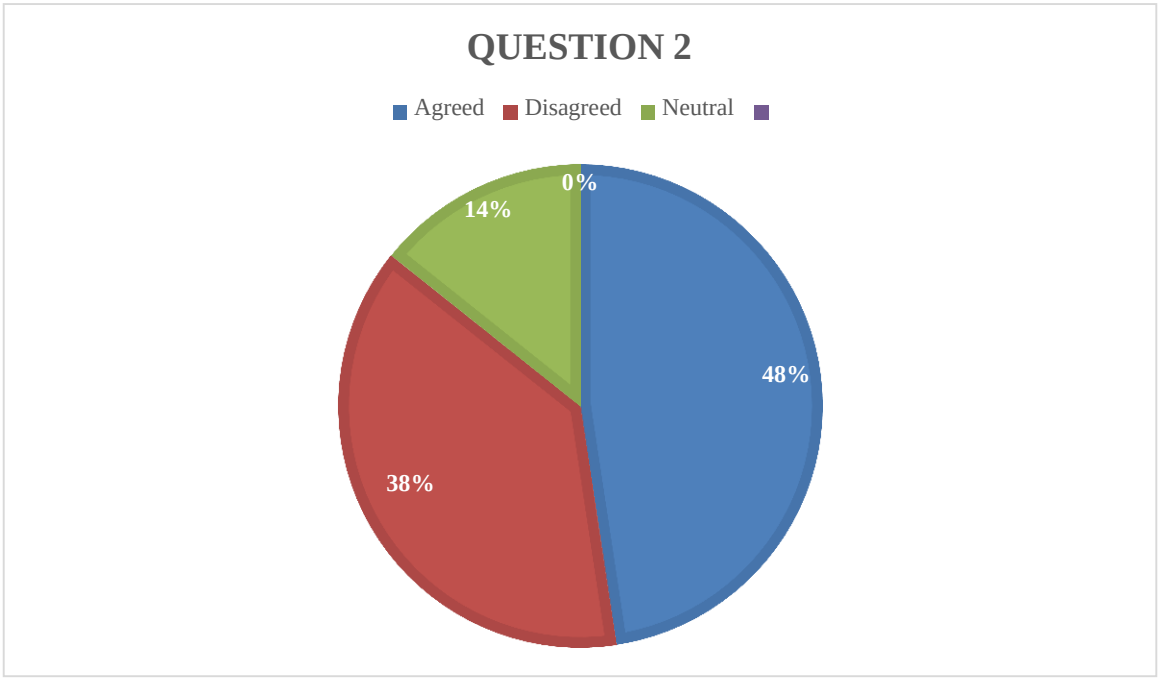
HR finds good candidates from non-traditional sources when necessary.	10	6	5
The organization is using satisfactory methods of interview.	9	8	4
Organization looks for experienced employees in selection Process.	16	4	1
Organization prefers referred candidates.	15	5	1
Total	**162**	**62**	**28**
Average	**13**	**5**	**3**



Question 1: Aman Graphics & Designs Ltd clearly define the position objectives, requirements and candidate specifications in the recruitment process:

Before any job posting it is highly needed to clarify the position objectives, candidates‟ requirements and specifications for any organization. So that candidates can get a guideline to apply for that particular position.

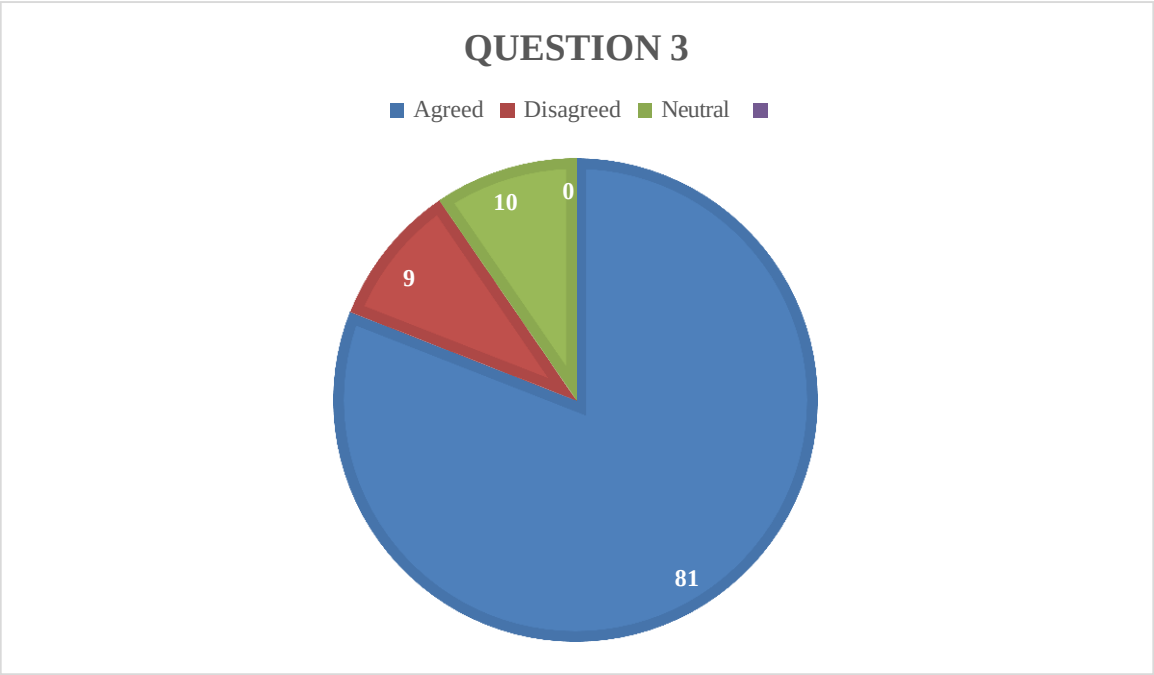
From the survey result it is very clear that, Aman Graphics & Designs Ltd clearly define the position objectives, requirements and candidate specifications in the recruitment process as 15 of 21 respondent agreed with the statement.4 of 21 person doesn‟t agree with the statement and 2 people remain neutral about this matter.



Question 2: The organization is doing timeliness recruitment and selection process:

Employers must consider all applicants in a timely manner. Timeliness is an important ingredient. Employers who delay reviewing applicants' resumes or who are slow to respond to applicants risk having their applications denied.

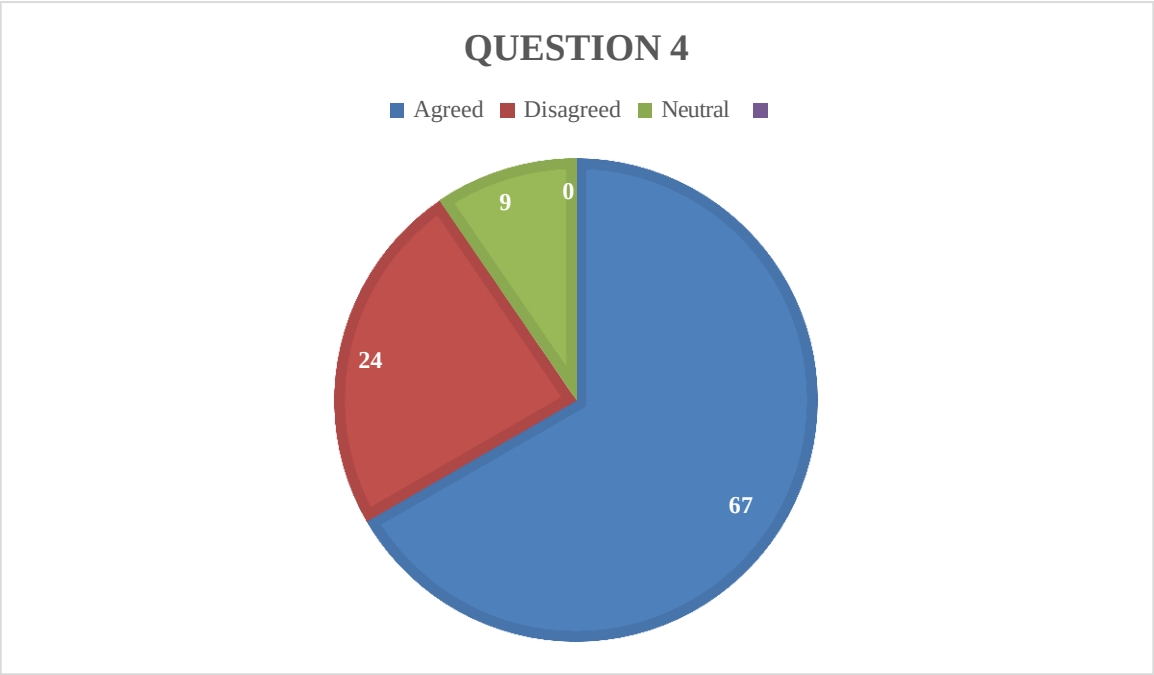
Survey result shows that, Aman Graphics & Designs Ltd does timeliness recruitment and selection process as 10 of 21 people agreed with the statement. On the other hand sometimes they failed to maintain the timeline as 8 of 21 people which means 38% total population does not agree with the statement.



Question 3: Do proper Job Analysis before Selection Process begins:

Every organization has jobs that need to be staffed. Job analysis is a procedure through which organization determine the duties of any positions and the characteristics of the people to hire for them. A job analysis will lead to information that will be used to write job descriptions and job specifications.

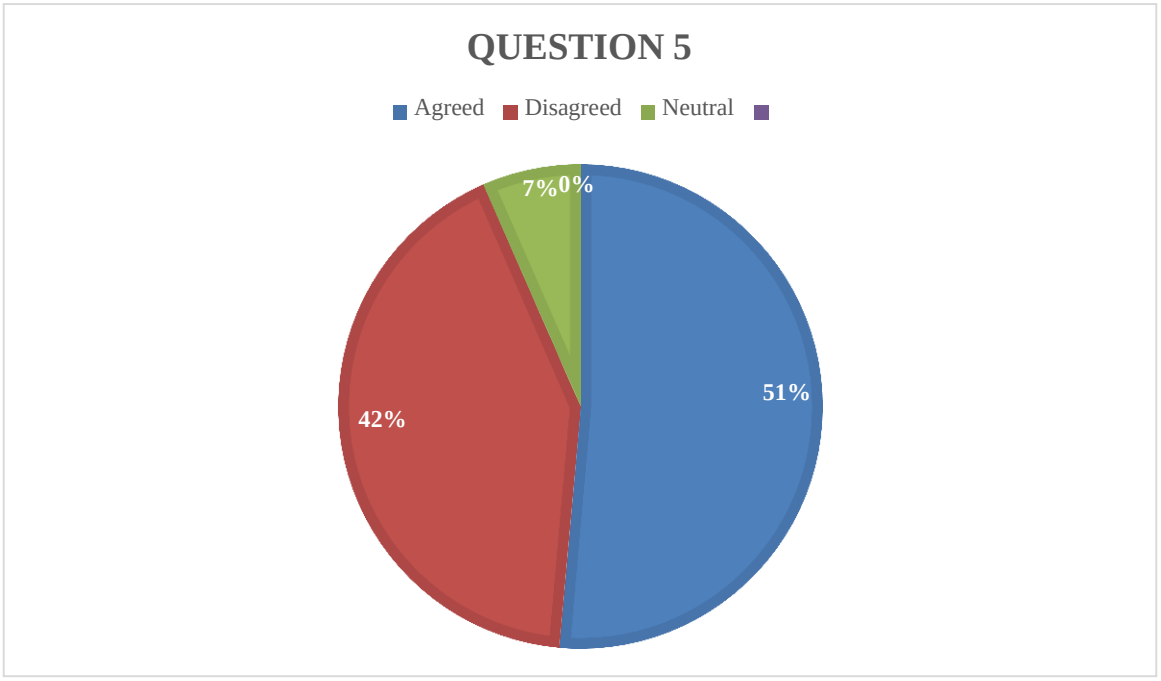
Keeping the above idea in mind survey shows that Aman Graphics & Designs Ltd does proper job analysis for each position before any selection process begins. From the data we can understand that 17 of 21 people agreed with the statement, where a few disagree with the statement.



Question 4: Job Responsibilities and Job Description are clearly defined to the candidates:

A job description typically outlines the necessary skills, training and education needed by a potential employee. It will spell out duties and responsibilities of the job. All employees like to know what is expected of them and how they will be evaluated. Job descriptions can also be a great value to employers.

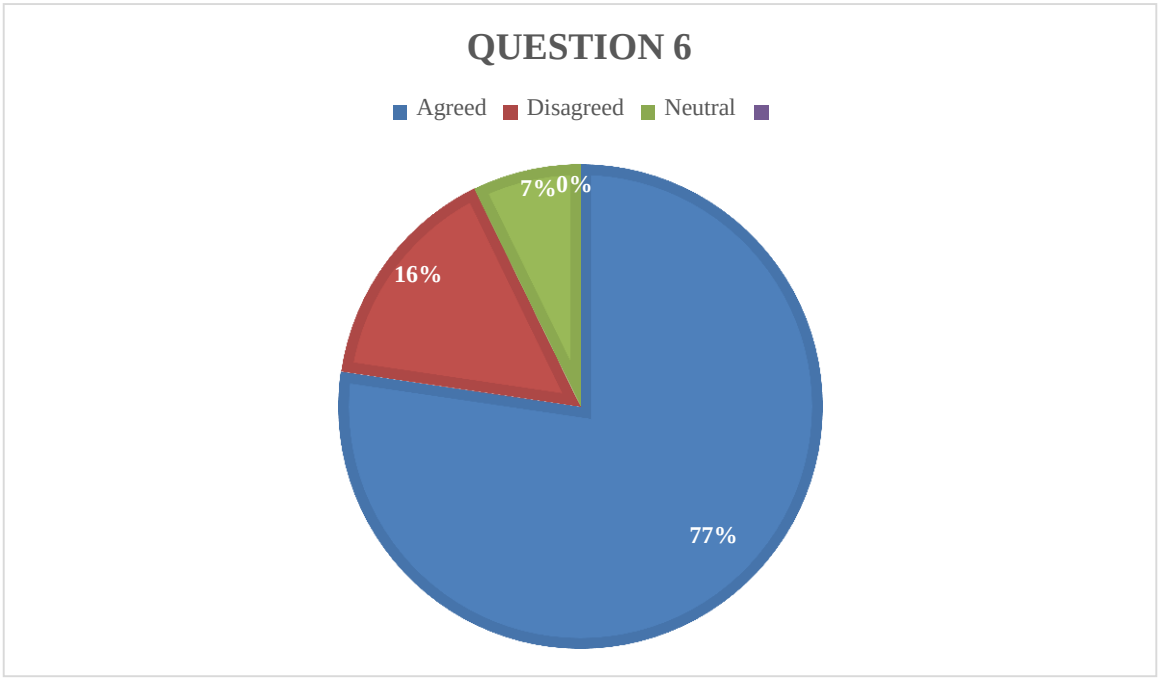
From the survey it is very clearly stated there, job responsibilities and job description are clearly stated to the candidates. 66.67% respondent (14 of 21 people) agreed with the statement.



Question 5: Provide an adequate pool of quality applicants:

For any HR department it is very important to create an adequate pool of quality applicants. Unifill Group Recruitment department always try to provide an adequate pool of quality department. As Unifill Group is a large and growing organization so they are facing understaffed problem .So for some department of the organization believe that HR are providing adequate pool of quality applicants. On the other side some of the department facing inadequate candidates.

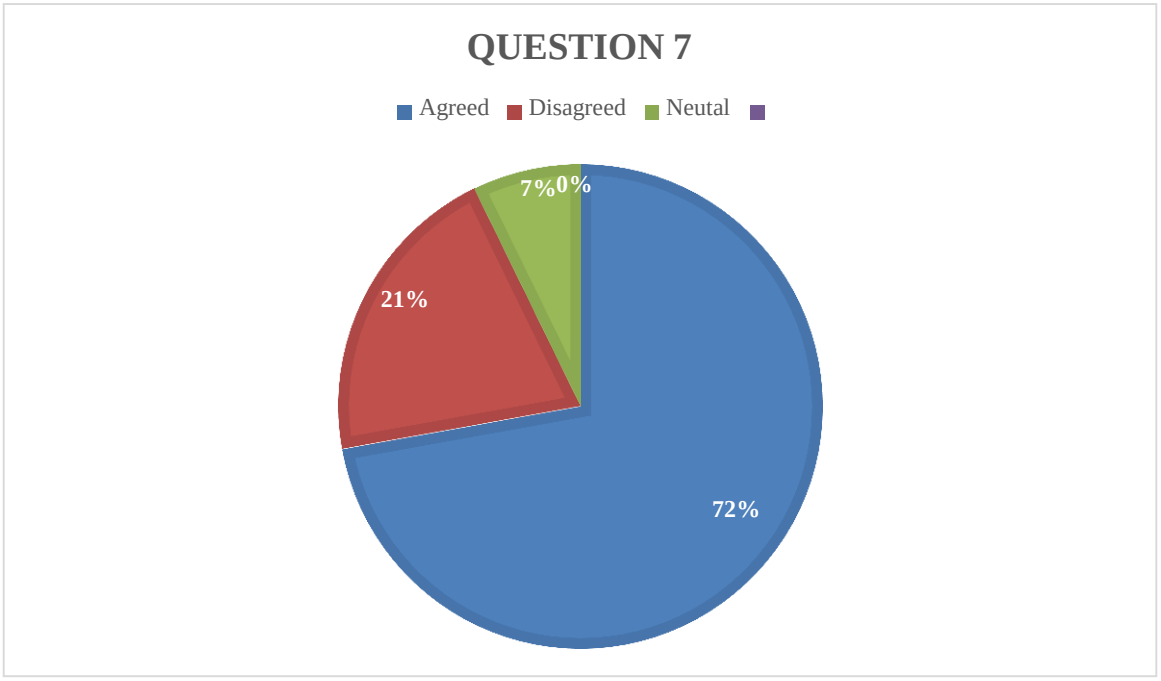
Survey says that 11 of 21 people agreed with the statement and 9 of 21 disagreed with the statement.



Question 6: The Resume screening and short listing method used by the organization is satisfactory:

For resume screening and short listing method Aman Graphics & Designs Ltd uses latest technology and procedure.

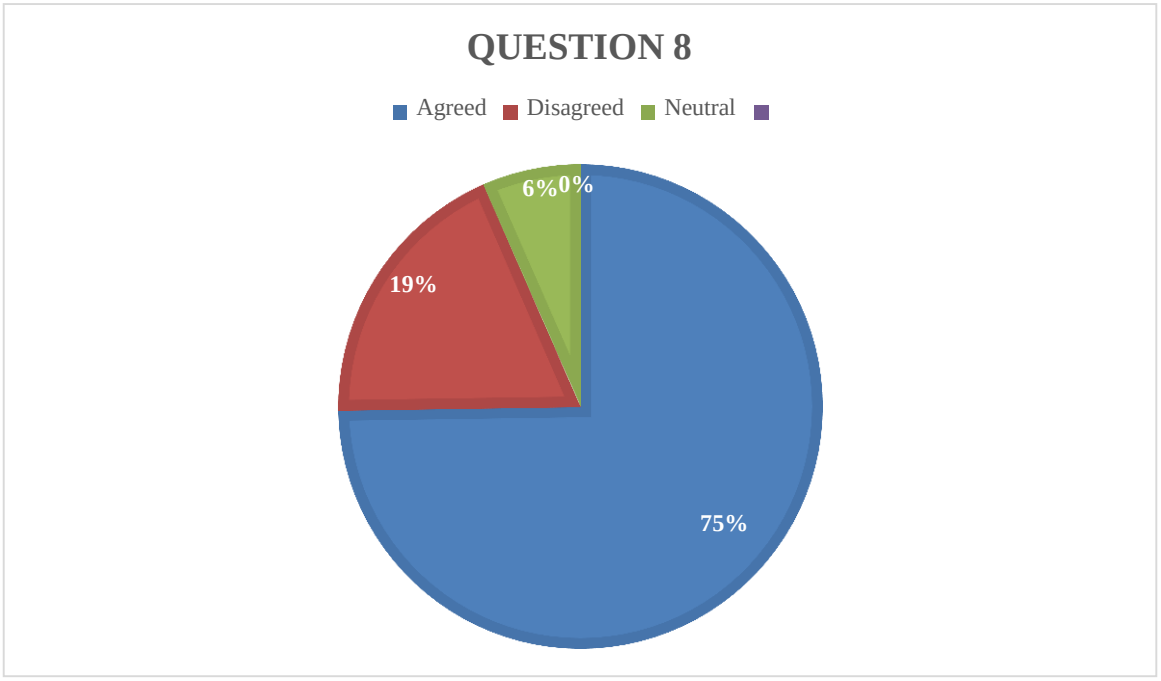
From the survey I got 15 of 21 people who are satisfied with resume screening and short listing method used by the organization. That means 71.4 % of the sample population agreed with the statement. Three people remain neutral and three disagreed with the statement.



Question 7: Criteria for short listing of candidates used by the organization is satisfactory:

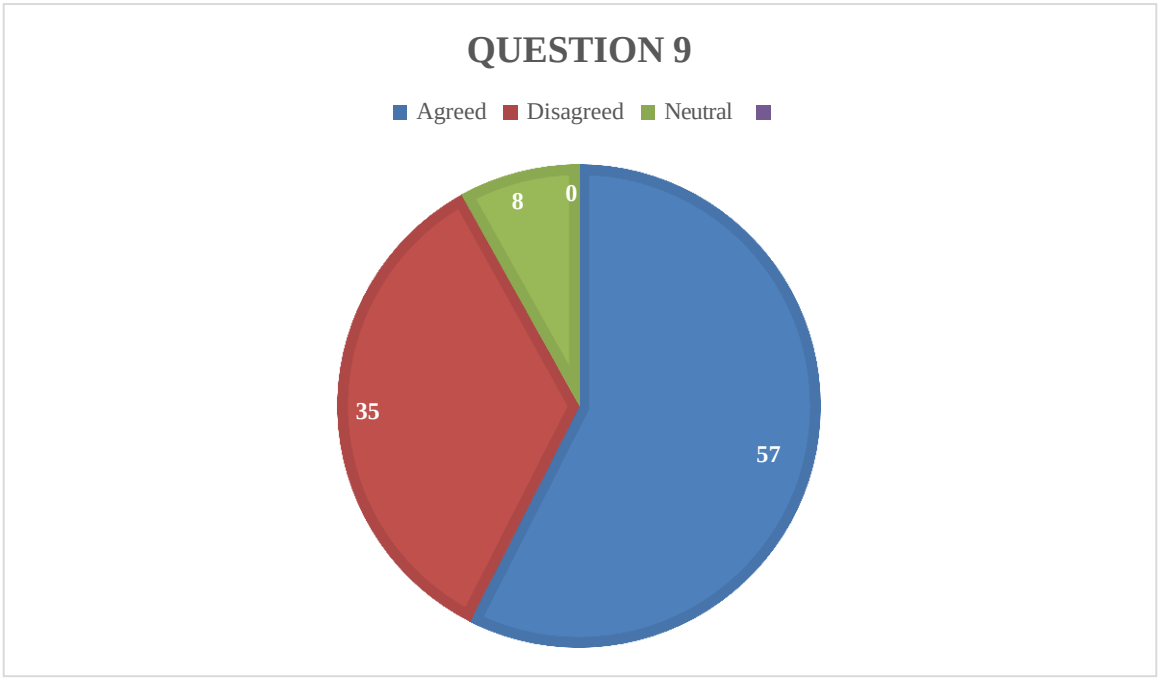
Short listing is a very important part of the recruitment process. Although it can be time-consuming it is worth conducting it with care and consideration. Aman Graphics & Designs Ltd recruitment section do not want to miss an excellent candidate or waste their time with someone who doesn‟t meet their requirements.

In that case to create an adequate pool of deserving candidates the organization follow some criteria to short listing. Survey data shows that 14 of 21 people satisfied with the criteria for short listing of candidates.



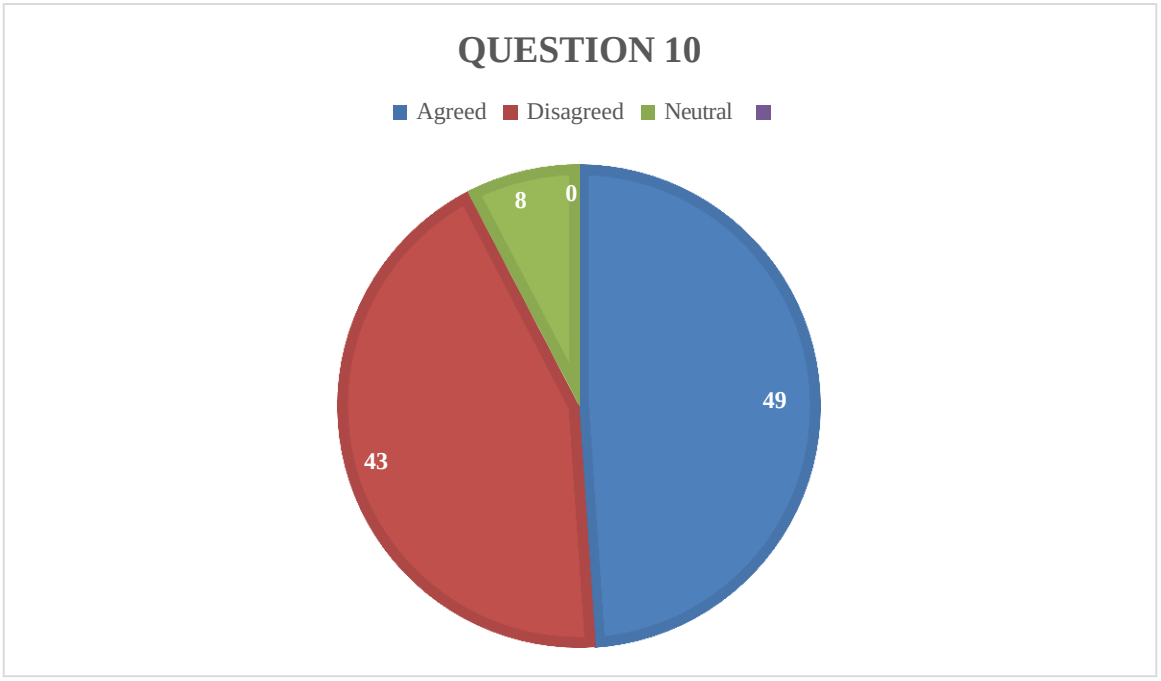
Question 8: The Selection Policy of the organization is a good one:

Like other large organization Aman Graphics & Designs Ltd also have a selection policy which they follow in their selection process. From the survey it is clear that 16 of 21 people satisfied with the selection policy, four people disagreed and one remain neutral about selection policy of the organization.



Question 9: HR finds good candidates from non-traditional sources when necessary:

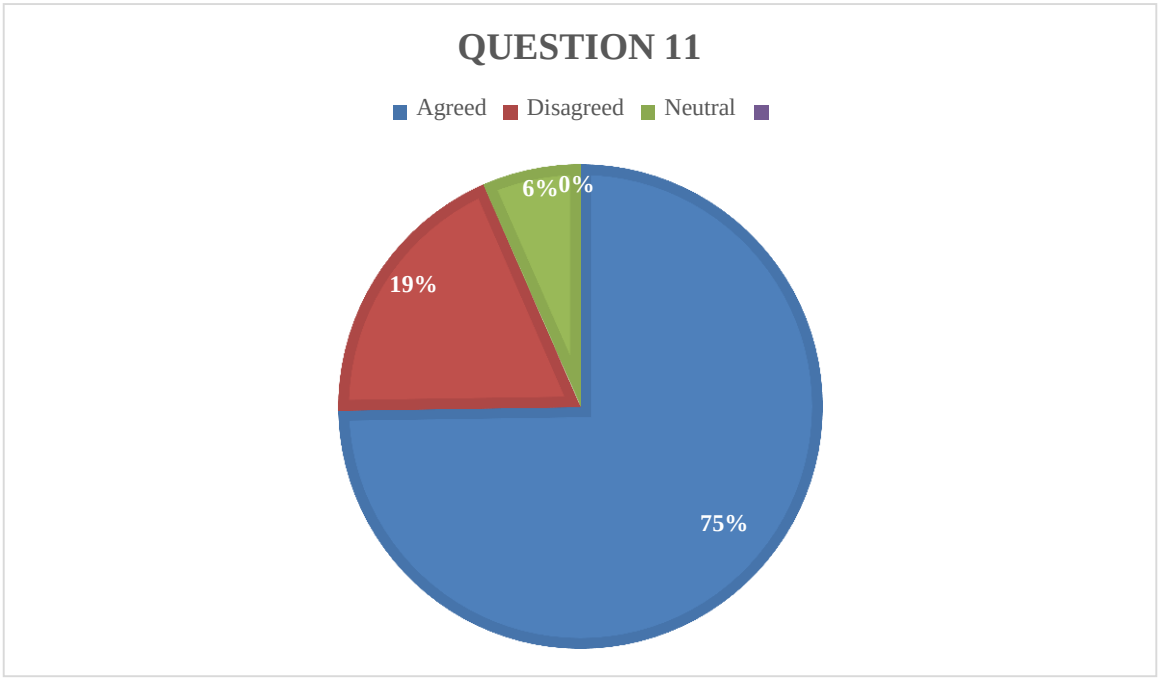
Aman Graphics & Designs Ltd does not prefer to choose candidates from nontraditional sources. If needed then they go for this type of sources. Survey shows that HR finds good candidates from non- traditional sources when necessary as 10 of 21 people agreed with the statement.



Question 10: The organization is using satisfactory methods of interview.

Aman Graphics & Designs Ltd maintain a three tire process for selecting candidates. Survey says that some people satisfied with the interview methods and process but some are disagree with the statement.

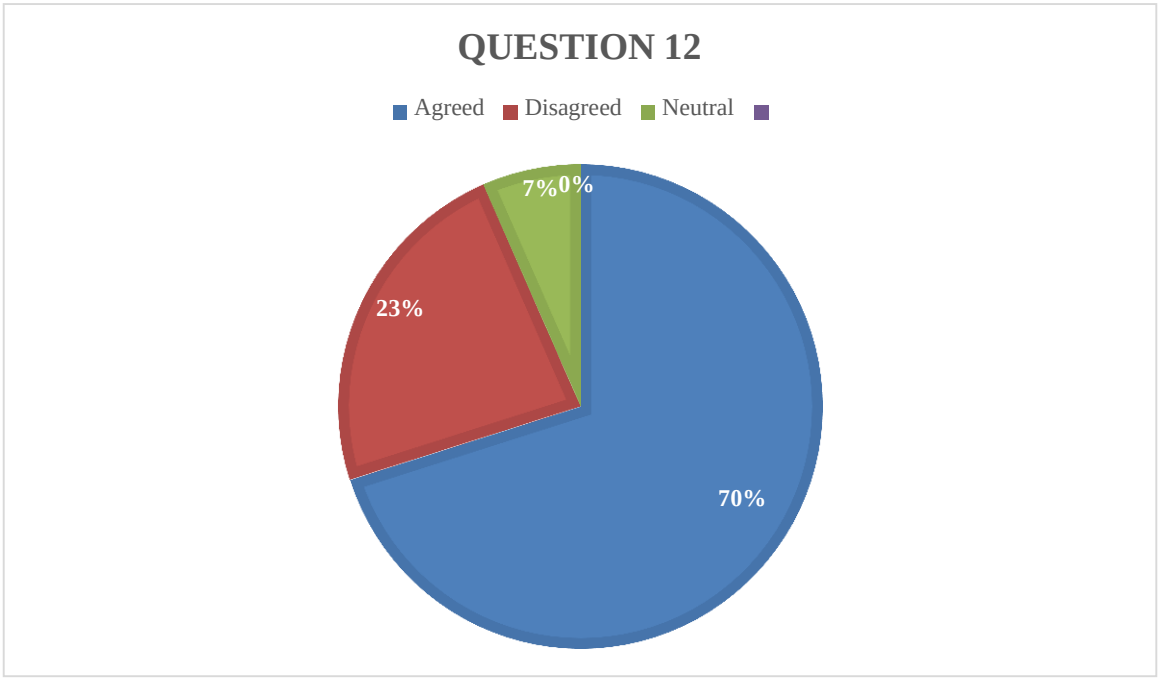
9 of 21 are agreed with the statement and 8 of 21 are disagreed with the statement.



Question 11: Organization looks for experienced employees in selection Process.

In selection process the organization prefer experienced people for their own. Sometimes experience add an extra value to getting selected. No organization does not want to take risk inexperienced candidate.

Aman Graphics & Designs Ltd also prefers to recruit experienced candidates. From the survey it is very clear that, 16 people of 21 agree with the statement.



Question 12: Organization prefers referred candidates:

Employee referral is an internal recruitment method employed by organizations to identify potential candidates from their existing employees' social network. Aman Graphics & Designs Ltd also encourages employees to refer candidates when necessary. From Question 12, 15 people out of 21 which is 71.4 % agreed with the fact. On the other hand only 5 people opposed the opinion. As the percentage is low, so it is assumed most of the employees are agreed with the statement.



CHAPTER 6

LESSONS FROM THE INTERNSHIP

6.1 INTERNSHIP PROCEDURE:

As per the requirement of my BBA program, I had to complete my internship program by learning the practical job of an organization. Fortunately, I got the opportunity to join as an Intern in the Human Resource Department under the Corporate Services Division of Aman Graphics & Designs Ltd. I applied here as a applicant for field experience which is the internship program here. First of all, creating a new user name and password I had to fill a long registration form through Student Services Department. I put all the necessary information along with the recommendation letter from my university. The recruitment process took more than one weeks and I got the confirmation of my internship program. The student services department gave me my new ID card and on board me to my preferable HR Department to start my new journey of real corporate world.

6.2 LEARNING FROM INTERNSHIP:

So many things I have learned from my internship at Aman Graphics & Designs Ltd. as like:

- Job analysis and job design.
- Recruitment and selection of retail employees.
- Training and Development.
- Performance Management.
- Compensation and Benefits.
- Labor Relations.
- Managerial Relations.
- Economical Contribution to the Country.

6.3 INTERNSHIP EXPERIENCE:

As an intern I was appointed to work in the HR Department Unit under direct supervision of Mrs Rokhsana Bilkis Lucky, the AGM of HRD, Admin. At the very first day, he gave me a brief orientation about the organization, showed me the whole HR department and introduced me with the other personnel of the department. There I found the five main units of HR department- Talent Acquisition, Talent Development, Gender & Diversity, Talent Reward & Recognition and International Staff Management. Each unit has a Senior Managerial Staff

and some HR Managers along with an office manager and some HR personnel. All of them report to the Head HR and the Head HR is accountable to the Director HR. There was another intern working there for more than one month who was very cooperative. So, at the end of that day my supervisor told me to observe the whole scenario for some days to get a clear idea about the organizational culture and the tasks. After having general ideas about the tasks and the organization my supervisor assigned me with a Asst. Manager HR & Payroll named MR Md. Jahidul Islam so that I can actually learn and do what goes around the whole process of Human Resource Management. During my whole internship period I also assisted other HR Managers of the unit conducting their daily works and leaned those activities. He is such a wonderful & helpful person I have ever meet big thanks to him.

6.4 SPECIFIC RESPONSIBILITIES OF THE JOB

The job requires an individual who is a quick learner and able to multitask, has excellent Microsoft excel skills and computer knowledge along with a set of English language fluency both written and oral. The individual also needs to be proactive and have good communication skills. Followings are some of the responsibilities that I had to undertake while working as an Intern:

• Indexing the employee files

• Communicating with the candidates

• Conducting the preliminary test

• Evaluating the CVs

• Preparing the Minutes

6.4.1 Indexing The Employee Files

There were three kinds of file indexing I had learned and done there:

I. File in which all the documents of each selected candidate are kept
II. File in which the documents of each candidate who is under the panel review are kept
III. File of all other general documents of the whole talent acquisition process of that particular post The files include the following documents:

• HR Reacquisition Form

• Role clarification form

• Vacancy advertisement

• Candidate Applications

• Candidates Certificates

• CV Evaluation

• Selection Test Notice

• Memorandum for Answer Scripts

• Notice Interview

• Panel Member and Candidate declaration

• Interview sheets

• Matrix

• Minutes

• Offer Letter

• Contract Letter

• Financial, Nominee, Medical etc. declaration form

• On boarding Letter

• Joining Letter

6.4.2 Communicating With The Candidates:

I had to communicate with the candidates three times during worker recruitment process. Firstly I had to call the shortlisted candidates for the preliminary test informing them about the date, time and venue of the test and the necessary documents needed to bring while coming for the test. Secondly, after evaluating their answer script, I called the candidates to inform them about the date, time and venue of the face to face interview. Lastly, I had to communicate with the selected candidates for the post to inform them about their selection.

6.4.3 Conducting The Preliminary Test:

I got the opportunity to conduct a viva test for the post of cutting, swing, helper etc where more than 30 candidates took part. I had to supervise the candidates during their recruitment process. I made their sitting arrangement, gave them instruction, provided them with the required form and other papers, provided them with extra pages if needed.

6.4.4 Evaluating the CVs:

Different posts have different kinds of educational, skill and experience requirements. I had to evaluate the CVs by matching the candidate‟s qualification with the required educational background, skills and experience. Those who could fulfill the requirements were selected for the next evaluation by the hiring manager.

6.4.5 Preparing The Selection Minutes:

From the information of the Matrix I prepared the Minutes of the selection committee. Again, there was another format for the Minutes authorized by Aman Graphics & Desings Ltd. in which I put the information about the position, program, division, status, budget code, duty station, panel members name, selected and panel candidates etc. to have an overall idea about the whole Talent Acquisition process of that particular post.

6.5 PERSONAL DEVELOPMENT:

I got inspiration to work hard in Aman Graphics & Designs Ltd. because of the supportive and friendly attitude of the management in every aspect of my job. I was given proper safety and each and every facility for my assigned tasks which always encouraged me to come up

with more positive outcomes. The experience in such a world class organization has allowed me to sharpen my business, communication and interpersonal skills for which I am really grateful.

6.6 PROBLEMS & RECOMMENDATIONS:

PROBLEMS:

- Worker‟s salary payment procedure is well organized but they follow only bank payment system that may create dissatisfaction from uneducated workers. At the time of payment this may create mismanagement in the floor.
- The advertising & promotional activities is not so good enough. Eventually they have no Name plate board on their main gate.
- Sometimes the floor management give pressure to the worker which may de-motivate them.
- There is no particular performance appraisal system for the management level employees. All the promotional activities of the management level employees have been done by the senior management.
- There is no particular talent management planning.
- Most of the staff level recruitment & selection process have been done by internal recruitment. For this reason potential candidates have been deprived.
- The arrangement for food facilities for the worker is not so good enough.
- The annual report is not available.

RECOMMENDATIONS:

- Timeliness is an important ingredient in terms of recruitment process. The recruitment department of Aman Graphics & Designs Ltd should look into the matter of consuming less time in the process of calling the applicants after their responses very seriously.

- Company should promote the vacant position in different media so that it could reach maximum number of candidates.

- The salary payment procedure for worker should be changed. This should be given by the accounts department.
- There should be arranged annual recreation program for the worker as like: Picnic, Tour, Motivational speech program. These may motivate them a lot.
- The HR counseling cell could be utilized properly for the company.
- In some cases, the organization gives priority to the referral candidates rather than the potential candidates. This could hamper the company in the long run.
- A self-assessment can be done by each of the employee followed by peer-reviews. The employees will assess themselves on the basis of few grade and provide examples of their action against their rating.

6.7 CONCLUSION:

HR of Aman Graphics & Designs Ltd. is working all the time to sustain and satisfy its employees. According to my own experience the working environment of the organization is comparatively very inspiring. The organization is always keen to implement new rules and actions for improvement.

For starters, the process of Employee Involvement Programs may improve individual motivation and morale. Involvement programs help capture the creativity, energy, and ideas many people have. They also allow departments and individuals to work cross-functionally, and create an environment of learning and constant renewal. This may improve work methods and processes continually, reduce the costs of doing business, improve safety, and reduce accidents. Exchanging ideas always improves communication and the knowledge that top management is open and willing to act on the ideas improves trust.


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APPENDIX

APPENDICES

QUESTIONNAIRE

1. Does the organization clearly define the position objectives, requirements and candidate specifications in the recruitment process?

   a. Agreed b. Disagreed c. Neutral

2. Is the organization doing timeliness recruitment and selection process?

   a. Agreed b. Disagreed c. Neutral

3. Does the organization do proper Job Analysis before Selection Process begins?

   a. Agreed b. Disagreed c. Neutral

4. Does the Job Responsibilities and Job Description are clearly defined to the candidates appearing for selection process?

   a. Agreed b. Disagreed c. Neutral

5. Does HR provide an adequate pool of quality applicants?

   a. Agreed b. Disagreed c. Neutral

6. Is the Resume screening and Short listing method used by the organization is satisfactory?

   a. Agreed b. Disagreed c. Neutral

7. Do you think criteria for short listing of candidates used by the organization is satisfactory?

   a. Agreed b. Disagreed c. Neutral

8. Is the selection policy of the organization is a good one?

   a. Agreed b. Disagreed c. Neutral

9. Does HR find good candidates from non-traditional sources when necessary?

   a. Agreed b. Disagreed c. Neutral

10. Is the organization using satisfactory methods of interview?

    a. Agreed b. Disagreed c. Neutral

11. Organization looks for experienced employees in selection Process.

    a. Agreed b. Disagreed c. Neutral

12. Does organization prefer refereed candidates?

a. Agreed b. Disagreed c. Neutral

Thanks for your cooperation.