An Internship Report

on

Human Resource Management Practices in Bangladesh:

A Case Study on Dulal Brothers Ltd. (DBL Group)

Submitted by:

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ID: BBA2001019012

Program: BBA

Major: HRM

Sonargaon University (SU)

Submitted to:

Department of Business Administration

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Sonargaon University (SU)

Dhaka, Bangladesh

147/1, Green road, Tejgaon, Dhaka-1215

Date of Submission: 08th January, 2024

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Lecturer

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Letter of Transmittal

08th January, 2024

To

Md. Rasel Hawlader

Lecturer

Department of Business Administration

Sonargaon University (SU)

Subject: Submission of Internship Report on Human Resource Management Practices in Bangladesh: A Case Study on Dulal Brothers Ltd. (DBL Group).

Dear Sir,

With great pleasure I hereby submit my internship report on **"Human Resource Management Practices in Bangladesh: A Case Study on Dulal Brothers Ltd. (DBL Group)."** The report has been completed by the information that I gathered from the major courses on Human Resource Management which I have completed during my BBA as well as from my internship period in DBL Group.

As a requirement of preparing an internship report based on the practical knowledge in an organization, I have tried my level best to complete this report meaningfully and correctly, as much as possible. I hope this report will reflect on the contemporary issues on the Human Resource Management that are being Practiced by this organization in our country.

Thank you again for your support and patience.

Sincerely yours,

_____

Most. Nelufa Yeasmin Neela

ID: BBA2001019012

Department of Business Administration

Sonargaon University (SU)

Student's Declaration

I'm Most. Nelufa Yeasmin Neela, a Sonargaon University Bachelor of Business Administration student majoring in Human Resource Management.

I do hereby declare that, the **"Human Resource Management Practices in Bangladesh: A Case Study on Dulal Brothers Ltd. (DBL Group)"** internship report is a presentation of my unique work. My internship report is a creative effort based on me on the job experience & a complete analysis of current practices in the "Human Resources department," which I honestly acknowledge. Sonargaon University Business Administration Department, Lecturer, Md. Rasel Hawlader was my supervisor during my internship period he helped me in preparing my internship report.

This report was developed only for academic purposes as part of the "Bachelor of Business Administration (BBA)" degree requirements.

_____

Most. Nelufa Yeasmin Neela

ID: BBA2001019012

Program: BBA

Major: HRM

Sonargaon University (SU)

Supervisor's Declaration

This is to certify that the internship report on **"Human Resource Management Practices in Bangladesh: A Case Study on Dulal Brothers Ltd. (DBL Group)"** is submitted for the award of degree of Bachelor of Business Administration (BBA) Major in HRM from Sonargaon University (SU) carried out by Most. Nelufa Yeasmin Neela under my supervision. No part of the report has been submitted for any degree, diploma, title or recognition before.

I wish him, every success in his life.

_____

Md. Rasel Hawlader

Lecturer

Department of Business Administration

Sonargaon University (SU)

Acknowledgement

With immense pleasure, I would like to express my gratitude to Almighty Allah who favored me to complete the work within prescribed time. This report might not be completed without practical practice, Supervisors' guidelines, Departmental professionals' informative cooperation. My Academic Supervisor Md. Rasel Hawlader, Lecturer at Business Administration Department in Sonargaon University, his cordial guideline is highly appreciated and I am thankful to him for his valuable time paid for my paper work. My Industrial Supervisor, Mr. Biplob Barua, the DGM, Group HR, DBL Group favored at his level best despite of his extreme tight schedule. Beside this my family and friends also favored me. My family sacrificed their valuable times for me. I am thankful to all the aforementioned individuals who altogether made me complete the report.

Executive Summary

To the fulfillment of my BBA program I got to plan a report and I choose the subject Human Resource management practices at DBL group Ltd. This can be the most reason for planning this report. Human Asset is the foremost imperative resource for any organization and it is the source of accomplishing competitive advantage. Overseeing legitimate human assets is exceptionally challenging as compared to overseeing innovation or capital. For its successful administration, organization requires viable HRM framework. For a consultancy firm like DBL, viable HRM framework is very much critical towards its victory. In this report it has been attempt to appear that how DBL performs the preparing, enlistment & determination prepare, what sorts of coordinate & indirect benefits and rewards they offer to their staff to hold them, how they have performed their performance examination of the educating staff and admin staff and generally HR capacities. During my internship period whereas I am planning this report I have confronted a few issues like- too lot of work pressure, multiple tasks etc. but though I have learned so many things that is described in the lessons learning chapter. The finding & Some recommendation has been added at the end of this report. I hope these will be helpful for them.

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Chapter: One

Introduction

1.1 Introduction

Global openings and competitive strain have made the centrality on skillful management of human resources than ever. Presently, in any government-non government, worthwhile on productive companies, human valuable asset is the greatest cherished resource for the enterprise and has been given additional significance than going before on managing with this asset. A corporation's accomplishment in expansive portion depends upon on human sources control since it ensures that an organization has adequate wide assortment of qualified, gifted fellow vitality who can accomplish its objectives in expansion to extend & creative and prescient. RMG showing companies like an Articles of clothing office isn't being avoided from this. In an Articles of clothing organization effective HRM hone is compulsory for their victory. Whether it's an expansive or little company workers ought to be chosen on, prepared and control effectively so that they can be an astounding valuable asset for the organization. At blessing most of the groups are actually seeking out for to higher such somebody, who's a trade graduate majoring from HRM for effective administration in their human asset. Numerous human asset divisions in many companies at the minute are drawn out their exercises from conventional parts as processors and custodian of faculty records to more state-of-the-art and more duplicated key roles. This exercises development the request for human valuable asset control and office. This record looks for to look at the human valuable asset control hone at DBL institution Ltd Specially their preparing, emolument bundle, enlistment prepare, handle evaluate.

1.2 Objectives of the Study

The objectives of the study can be broadly being classified into two branches as broad objectives and specific objective. Achievement of the specific objectives will automatically lead to the achievement of broad objectives.

- **Broad Objective:** The main objective of this report is to know and understand about the overall HR practices in DBL group ltd.
- **Specific Objectives:** Specific objective of this report are to know about the DBL's,

✓ To know the HRM practices at DBL group ltd.

✓ To identify the training & development practices in organization.

✓ To know about the HRM process of DBL group.

- ✓ To know the recruitment policy.
- ✓ Find out the existing problem of DBL group related to human resource management.
- ✓ To know the Compensation & Benefit management system &Performance evaluation system.

1.3 Scope of the Report

The report deals with the HRM practice including HRP, recruitment and selection process, training & development process, compensation management, employee relation & separation, etc. in terms of theoretical point of view and the practical use. The study will allow learning about the HRM issues, importance, modern techniques and models used to make it more efficient. The study will help to learn the practical procedures followed by the leading organizations. Moreover, the study will help to differentiate between the practice and the theories that direct to realize how the organization can improve their HRM practice & process.

1.4 Methodology of the Study

The methodology of this report is different from the conventional reports. I have emphasized on the practical observation, though I need some primary and secondary data. Nevertheless, eventually almost the entire report consists of my practical observation.

Sources of data: Most of the necessary information has been collected from the personal observation and one to one discussion with relevant officials. Throughout the tenure of my internship, I have to work in different areas of HR division and that gives me a great opportunity to collect information and learn more. Sources of actualities had been amassed through phase:

1. **Primary resources of data had been:**

- Face to face conversation with the employees and opportunities were given by the management to work in relevant fields in DBL.
- Through personal observation during internship period.

2. **Secondary resources of data had been:**

- Annual report of DBL group ltd.
- Related articles about DBL group.

- Publications obtained from the internet and from the website of DBL group.
- Relevant books, journals, and some printed materials.

1.5 Limitations of the Study

The report is written mainly on the basis of face to face conversation with the officials and little practical experience in the office. So, no perfect study is conducted to measure the viability of the report. Though I try my level best to make this report based on facts and complete information available, there are some limitations that are unavoidable.

The study has suffered from a number of barriers:

- Time was a major limitation or factor while preparing the report.
- Only three months isn't enough to recognize the complete parcel of a department & HR Office is exceptionally extensive that's why I couldn't practice all my theoretical information.
- The secondary source of information was not enough to complete the report.
- Most of the time the officials were busy and were not able to give much time.
- Human resource department was reluctant to provide information, because of difficulty to accessing sensitive data and information.
- Confidentiality of information was another important barrier that was faced during the conduct of this study. Every organization has their own secrecy that cannot be revealed in publics.

Chapter: Two

Profile of the Organization

2.1 Overview

DBL Group was established in 1991 as Dulal Brothers Limited. The company expanded in the 1994 from a single factory under M. A. Jabbar, managing director of DBL Group. The company was named after Dulal, brother of M. A. Jabbar, who was killed in 1971 by the Pakistan Army during Bangladesh Liberation War and is managed by the surviving four brothers and their children. M. A. Rahim Feroz is the vice chairman of DBL Group. In April 2012, DBL Group signed an agreement with IBCS-PRIMAX Software (Bangladesh) Ltd for automation of certain activities at the company. International Finance Corporation provided funding for DBL Group's dying factory, titled color city, of US$10.5 million in 2014.

DBL Group invested US$100 million in Ethiopia to establish a combined textile and garment factory in 2016. The group received funding from Swedfund and Development Bank of Ethiopia. DBL announced plans to invest US$1.2 billion to establish 19 factories inside DBL Industrial Park in the Srihatta Economic Zone in Sylhet Division.

In 2019, DBL Group became the official franchise of Puma in Bangladesh and established the first store in Dhaka. It manufactures products of Swedish company H&M. In 2020, it had the second largest market share of metho-carbamol generic drug in the United States. It evacuated workers from Ethiopia after the outbreak of the Tigray War.

DBL group announced plans to invest US$650 million to establish 10 factories (textiles, ceramics, toiletries, etc.) inside DBL Industrial Park in the Srihatta Economic Zone in Sylhet Division. In October 2021, International Finance Corporation provided US$22.7 million to build a dying and finishing factory called Hamza Textiles Limited. It launched DBL Pharmaceuticals in November.

DBL Group announced plans to invest in Vietnam in April 2022 to establish a sewing thread factory. In October 2022, DBL Group signed an agreement with HSBC for host-to-host integration. Shakib al Hasan is the brand ambassador of DBL Ceramics which makes ceramic tiles. It operates a subsidized grocery store for its employees, one of many textile companies in Bangladesh to do so.

In January 2023, British International Investment signed an agreement with DBL Group to provide US$52 million to finance the construction of Jinnat Textile Mills Limited at DBL

Industrial Park in the Srihatta Economic Zone in Sylhet Division. It established the first Puma outlet outside of Dhaka in Chittagong in January.



Figure 1: DBL Group, Factory (Source: DBL Group Website)

2.2 Vision

Every business has a vision to achieve which the company makes strategic plans and tries to execute by skilled workforce. DBL Group's vision statement is: "We envision to sustain and grow as a diversified global conglomerate".

2.3 Mission

DBL Group strives to achieve their vision by practicing corporate governance, empowering and inspiring their associates, being transparent in their work process, continuously developing expertise, meeting & exceeding customer needs, demands & expectations, maintaining quality & consistency of their products & services, engaging with community, caring for environment and maintaining networks with their global partners.

2.4 Value

- Integrity



- Passion



- Adaptability



- Care



- Excellence



2.5 Objective

The goal is to empower employees so they can make a lasting impact on the organization by fulfilling their potential. At DBL, it is believed that by transforming knowledge into skills, the value of intellectual capital can be raised and used to propel organizational success.

2.5.1 Our Focus

DBL is working with the UN Sustainable Development Goals (SDGs) with various international development organizations such as Business Call to Action (BCTA, UNDP), CARE, DEG, IFC, GIZ, and UNICEF. It is also a signatory of the UN Global Compact and has been publishing its sustainability reports since 2014 following the GRI (Global Reporting Initiative) guidelines. On the sidelines, DBL is the Trustee Board member of CSR Center, founding member of Global Compact Network Bangladesh, member of the International Chamber of Commerce (ICC) - Bangladesh, Premier Corporate Member of Textile Institute, Manchester and a member of the World Economic Forum.

2.5.2 Our Philosophy

At DBL Group we BELIEVE A Happy Workforce Means A PRODUCTIVE WORKFORCE. DBL group believes in creating and developing learning and development strategies to support organizational success.

The strategies outline sustainable ways to enhance the workforce's capabilities, skills, and competencies to remain competitive in the market. All employees of the DBL group go through both on-job and off-job training with interim interventions that have technical and human behavioral skills for present and future mobility.

To design strategies, DBL considers every aspect of an employee's career growth, development, and performance with the organization's effectiveness.

2.6 Board of Director

			
Abdul Wahed **Chairman**	M. A. Jabbar Managing director	M. A. Rahim Vice Chairman	M. A. Quader Deputy Managing Director & Group CEO

2.7 Awards

DBL Group won the following Awards:

- Social and Environmental Compliance Award, BGMEA, 2013.
- HSBC Export Excellence Award, 2014.
- JBCCI Business Excellence Award, 2014.
- National Export Trophy.
- Champion at the Bangladesh Business & Disability Network (BBDN)Award 2018.
- Super brands Award 2018.
- 5th HSBC Climate Awards, 2017.
- ICQCC Gold Awards, 2017 Without the above mentioned Awards, DBL Group won many more Awards which made this group a distinguished one (DBL Group,2019. Available at http://www.dbl-group.com/aboutus/).

2.8 Company Organogram

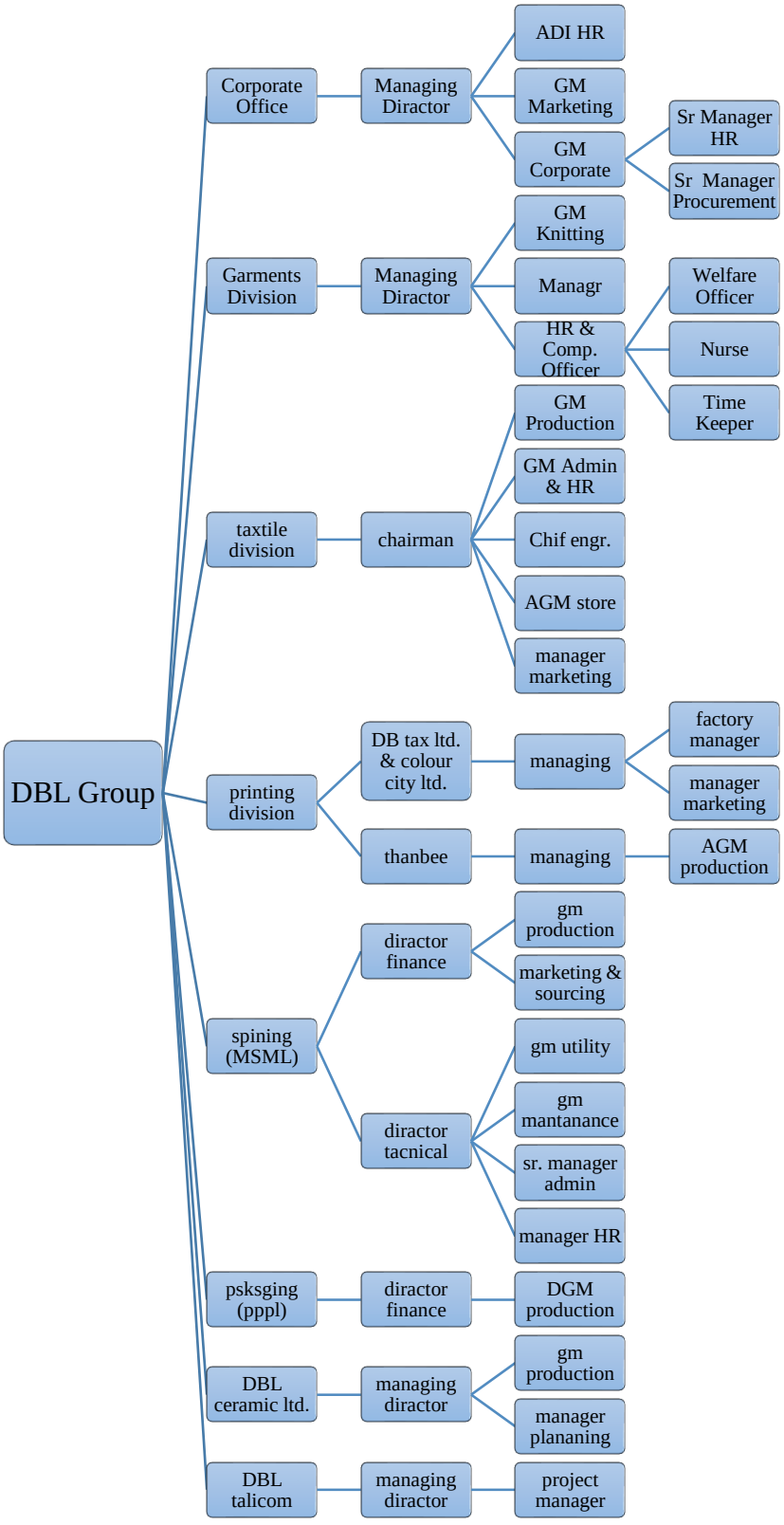


Figure 2: Company Organogram.

2.9 Sisters Concerns of DBL Group

DBL is amongst the largest manufacturers and exporters of knit garments in Bangladesh. The main markets are in Europe, the United States, and Canada. In addition to being H&M's platinum supplier for knit clothing, DBL's top clients include Walmart-George, Puma, Esprit, and G-Star.

Concerns are:

Apparals & Knitting	**Ciramics**	**Cotton & Spinning**
•Dulal Brother Ltd. •Jinnat Apparals Ltd. •Flamingo Fashion Ltd. •Jinnat Fashion Ltd. •Jinnat Knitwear Ltd •Mawna Fashion Ltd.	•Dbl Ciramics Ltd.	•Matin Spinning Mils Ltd.
ICT & Telecommiunication	**Fabric Dying & Finishing**	**Sports**
•DBL Telecom Ltd. •DBL Commiunication Pvt. Ltd. •DBTEL.	•Mymun Textile Ltd. •Hamza Textile Ltd. •Colour City Ltd.	•DBL Sports Ltd.
Deredging	**Fabric Printing**	**VLSI Design**
•Dbl Deredging Ltd.	• DB Tex Ltd.	• Neural Semicondactor

Garments Printing	**Sewing Thread**	**Packaging**	**Distribution**
•Thanbee Print Ltd.	•Colour City Ltd. (Eco-threads & Yern)	•Parkway Packaging & Printing Ltd.	•DBL Distribution

Table 1: Sisters Concerns of DBL Group (Source DBL Group website)

2.10 Production Capacity

In the apparels and textiles sector of Bangladesh, DBL Group is one of the largest and 100% export-oriented composite knit garments and textiles manufacturing organization. They are supplying quality apparels around the world to the best of the retailers and the biggest brands of the fashion industry. The company is headquartered in Dhaka, Bangladesh and operating its production processes at the factories situated in Gazipur, Dhaka, Bangladesh.

1. **Capacity:** 13 million pcs/month
    a. Women 40%
    b. Men 20%
    c. Kids 40%

2. **Machines:** 5,000

3. **Types:** Single Needle, Overlock, Interlock, Kansai, Feed off the Arm, B/H, B/S, Zigzag, etc.

Production Capacity of DBL Group	
Spinning	**51 Tons/Day**
Knitting	100/110 Tons/Day
Dyeing	130 Tons/Day
All Over Printing	35 Tons/Day
Screen Printing	20,000 Pcs/Day
Apparels	13 MN Pcs /Month
Washing	Normal Wash - 68,440 Acid Wash – 20,000 Pcs/Day
Packaging	40,000 Pcs/Day; 3 Ply & 5 Ply
Ceramic Tiles	50,000 Square Meter/Day

Table 2: Production Capacity of DBL Group.

2.11 Top Buyers List

DBL Group manufactures different types of apparel items which are too much loyal to their customers. G-STAR RAW, Guess, Target, C & A, M & S, H & M, George, Walmart, Puma, Esprit, MQ, Gerry Weber, Bonita, MQ, Hugo Boss, Hall Huber, etc. are its main customers.



Figure 3: Clients' Logo. (Source DBL Group website)

2.12 Process Flowchart

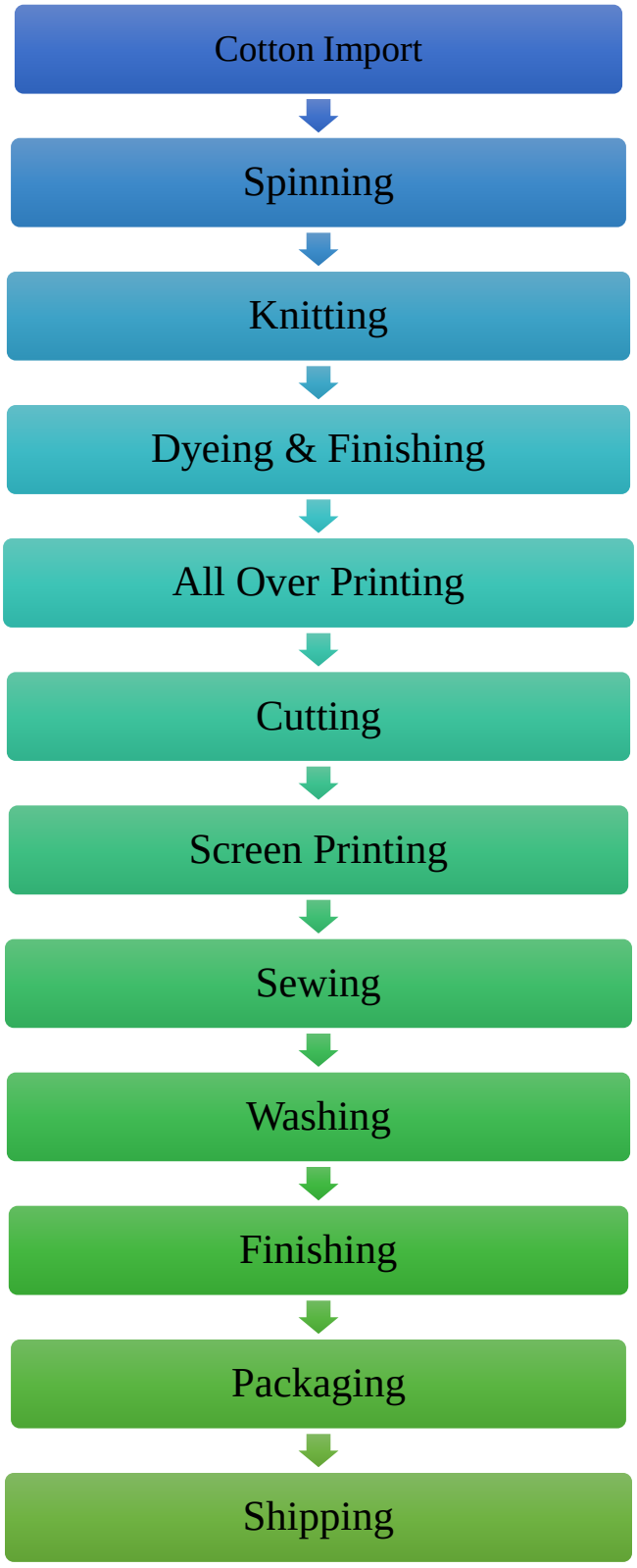


Figure 4: Organizations Process Flow Chart

2.13 Production Flowchart



Figure 5: Organizations Production Flow Chart

2.14 SWOT Analysis

2.14.1 Strengths

DBL Group's strengths are its human resources and their capabilities that can be used as a basis for developing competitive advantage. Such as –

- Solid & Brilliant Management
- Goodwill isn't handiest Bangladesh but moreover inside the worldwide since presently their manufacturing plant remains in some of nations.
- Gifted Labor & too talented management.
- Standard and incredible full product.
- Utilized modern & ultra-modern era.
- Day with the help of day organizational Development is increased.
- Never drift the untrustworthy activities.
- Continuously attempt to provide tall advantage to laborer & employs.
- All over The DBL's extraordinary power is their goodwill, their Ethical quality, & the gifted, educated, Active Representatives inside the organization due to the fact in the event that the right character has to be appropriate region business undertaking in no way fall.

2.14.2 Weakness

The absence of certain strengths may be viewed as a weakness. Such as –

- Sometimes internal recruitment based on employee references especially where a new blood needed for the improvement
- Lack of focused job description for the Executive's, Sr. Executives or Senior Managers. All are doing the same work.
- Lack of follow up program especially when a team member got promotion.
- Lack of guideline from the supervisor especially e-mail writing, salary satisfaction
- Internship Supervisor's behavior to Interns
- Lack of policy information for Internship among the team members of Group HR.

2.14.3 Opportunities

The environment analysis may reveal certain new opportunities for DBL Group. Such as –

- Company branding through advertisements.
- Group HR should be must involve in manpower planning.
- Performance appraisal should be done twice in a year.
- Increasing benefits on the basis of performance; such as – providing Gratuity.
- Providing lunch facility.

2.14.4 Threats

Changes in the external environment also may present threats to the company. Such threats include –

- Limitation of vacation leave for employee.
- Long working hours (9am – 6pm).
- Discouraged relationship between team members of HR Department.
- Restrictions on third party employees' social media activity.

Chapter: Three

Literature Review & Theoretical Discussion

3.1 Literature Review

Human Resource Management (HRM) is an anticipated approach to supervision people lucratively for performance. It aims to construct a more open, bendable and compassionate administration style so that employees will be provoked, industrial and managed in a way that they can furnish of their greatest to carry department's missions. Good HRM practices are implicated in selection reach departmental objectives and add to productivity. Human resource management is the process of planning, recruiting, selecting employees and providing proper training and developing employee skill.

Dessler et al (2011) Explored that review examines how Human resource management refers to the practices and policies you need to carry out the personnel aspects of your management job, specifically, acquiring, training, apprising, rewarding and providing in a safe, ethical and fair environment for your company's employees.

Armstrong, (2006) Explained that review, Human Resource Management is defined as a strategic and coherent approach to the management of an organization's most valued assets – the people working there who individually and collectively contribute to the achievement of its objectives.

Armstrong, (2009) Explained that his human resource management handbook that is, Human resource management (HRM) is a strategic, integrated and coherent approach to the employment, development and well-being of the people working in organizations.

Reilly, (1996) Reviews that, Human resource planning is a process in which an organization attempts to estimate the demand for labor and evaluate the size, nature and sources of the supply which will be required to meet that demand.

Deb, (2006) Reported that, Human resource planning helps to align human resource work contribution with that of the organization they support in order to schedule activities that would be more meaningful and productive and align with the mission of the organization it supports.

Bhattacharyya, (2006) Revealed that, Human resource planning is a planning process by which an organization can move from its current manpower position to its desired manpower position. Through manpower planning, an organization strives to have the right number and the right kinds of people at the right places at the right time.

Patnaik & Padhi, (2012) Reported that, Human Resource is the most vital resource for any organization. It is responsible for each and every decision taken, each and every work done and each and every result. Employees should be managed properly and motivated by providing best remuneration and compensation as per the industry standards. The lucrative compensation will also serve the need for attracting and retaining the best employees.

3.2 Theoretical Discussion

3.2.1 Human Resource Management (HRM)

Human resource management (HRM) is the practice of recruiting, hiring, deploying and managing an organization's employees. HRM is often referred to simply as human resources (HR). A company or organization's HR department is usually responsible for creating, putting into effect and overseeing policies governing workers and the relationship of the organization with its employees. The term human resources were first used in the early 1900s, and then more widely in the 1960s, to describe the people who work for the organization, in aggregate.

HRM is employee management with an emphasis on employees as assets of the business. In this context, employees are sometimes referred to as human capital. As with other business assets, the goal is to make effective use of employees, reducing risk and maximizing return on investment (ROI).

The modern term human capital management (HCM) is often used by large and midsize companies when discussing HR technology.

3.2.2 Functions of Human Resource Management

The functions of human resource management are:

1. Staffing

2. Training and Development

3. Motivation

4. Maintenance.

By doing all these functions Human resource management complete its job.

3.2.3 Staffing

Staffing can be defined as one of the most important functions of management. It involves the process of filling the vacant position of the right personnel at the right job, at right time. Hence, everything will occur in the right manner. It is a truth that human resource is one of the greatest for every organization because in any organization all other resources like- money, material, machine etc. can be utilized effectively and efficiently by the positive efforts of human resource. Therefore it is very important that each and every person should get right position in the organization so as to get the right job, according to their ability, talent, aptitude, and specializations so that it will help the organization to achieve the pre-set goals in the proper way by the 100% contribution of manpower. The sequential flow of the staffing process is depicted below with the help of a flow chart:

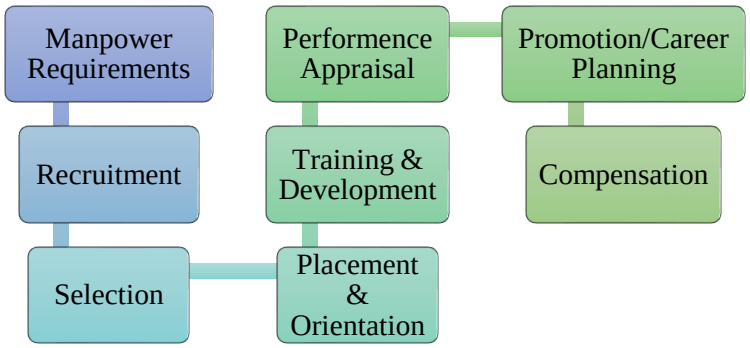


Figure 6: Staffing Process Flow Chart

3.2.4 Training & Development

Training and development refers to educational activities within a company created to enhance the knowledge and skills of employees while providing information and instruction on how to better perform specific tasks.

Training is a short-term reactive process meant for operatives and process while development is designed continuous pro-active process meant for executives. In training employees' aim is to develop additional skills and in development, it is to develop a total personality. In training, the initiative is taken by the management with the objective of meeting the present need of an employee. In development, initiative is taken by the individual with the objective to meet the future need of an employee.

Types of Training

There are two types of training, is given below_

- On-the-job training (Internal Training)

  When an employee learns the job in actual working site in real life situation, and not simulated environment, it is called On-the-job training and also called as Workplace training. Employee learns while working. Take the instance of roadside mechanics. Small boys working there as helpers learn while helping the head mechanic. They do not learn the defect analysis and engine repairing skills in any classroom on engine models.

  On the job training is one of the most popular development methods. Important techniques here include

  - Job rotation
  - Coaching/ under-study approach
  - Junior boards
  - Action learning

- Of-the-job training (External Training)

  Off-the-job training refers to an education method where employees learn more about their job or the latest advancements in their field at a location away from their workplace. This type of training essentially helps employees perform their job more efficiently. Unlike on-the-job training, off-the-job training can take place near the workplace or somewhere further away, such as at a resort or at a training center. When employers hold training away from the

workplace, it helps minimize distractions so employees can fully focus on the material they're learning.

3.2.5 Motivation

Motivation is one of the important factors affecting human behavior & performance in the organization. It is one of the essential functions of a manager in the workplace. Here, a manager needs to understand the requirement of employees so as to motivate them properly. The concept involves the needs wants, demands wishes, etc. of employees.

3.2.6 Maintenance

Maintenance function of human resource management is concerned with protecting and promoting the physical and mental health of employees. In order to achieve these objective several types of fringe-benefits such as housing, medical and, educational facilities, conveyance facilities etc. are provided to the employees.

Social security measures like provident fund, pension, gratuity, maternity benefits, group insurance etc. are also arranged. Health, safety and welfare measures are designed to preserve the human resources of the organization.

3.3 Recruitment & Selection

3.3.1 Recruitment

Recruitment is the process that organizations use to source, attract and identify candidates for their open positions. The goal of recruitment is to gather as many suitable candidates for the role as possible (through as many fitting recruitment methods as possible).

Broadly speaking, there are two types of recruitment

- **External recruitment: T**his is when recruiters search for candidates from outside of their organizations. They might do this by posting on job site, using social media or

posting job descriptions on their own career site. External recruitment can also involve contacting passive candidates — those who aren't actively looking for work.

- **Internal recruitment:** This involves looking for candidates who already work for the organization in a different role. Many companies choose to advertise the job internally before opening up the search to external candidates. This can allow them to save money since it typically costs less to promote someone than to hire a new candidate.

3.3.2 Selection

Selection is the process of assessing candidates' qualities, expertise and experience to narrow down the pool of applicants until you're left with the best person for the role. This process usually involves conducting interviews and using various tests and assessments to evaluate each candidate.

Steps in selection process

Step 1: Identifying Job Requirement

The journey begins by clearly defining the job's requirements and responsibilities. This step sets the foundation for the entire selection process. A well-crafted job description will attract candidates who possess the skills and qualities needed to excel in the role.

Step 2: Sourcing Candidates

With the job requirements in hand, it's time to reach out to potential candidates. This step involves using a variety of methods such as online job boards, social media, networking, and even employee referrals. The goal is to cast a wide net to ensure a diverse pool of applicants.

Step 3: Initial Screening

Once the applications start rolling in, it's time to sift through them and identify the most promising candidates. Initial screening may involve reviewing resumes, cover letters, and application forms to ensure they meet the minimum qualifications.

Step 4: Conducting Interviews

The heart of the selection process lies in the interviews. Depending on the role, interviews can take various forms such as one-on-one interviews, panel interviews, or behavioral interviews. This step allows employers to assess a candidate's skills, cultural fit, and compatibility with the team.

Step 5: Skill Assessment

For roles requiring specific technical or practical skills, skill assessment tests come into play. These tests could range from coding challenges to practical exercises, offering a tangible way to evaluate a candidate's capabilities.

Step 6: Background Checks

Before extending an offer, it's crucial to verify the information provided by the candidate. Background checks help confirm a candidate's educational qualifications, work history, and any potential criminal records. This step ensures that the organization is making informed decisions.

Step 7: Making the Offer

Once the selected candidate passes all the assessments and checks, it's time to extend a formal job offer. This offer should include details about compensation, benefits, job responsibilities, and any other pertinent information.

Step 8: Onboarding

The final step in the selection process bridges the gap between selection and integration. Onboarding introduces the new employee to the organization's culture, values, and workflows. It sets the tone for a successful start to their journey with the company.

3.4 Human Resource Planning (HRP)

Human resource planning (HRP) is the continuous process of systematic planning to achieve optimum use of an organization's most valuable asset—quality employees. Human resources planning ensures the best fit between employees and jobs while avoiding manpower shortages or surpluses.

There are four key steps to the HRP process. They include analyzing present labor supply, forecasting labor demand, balancing projected labor demand with supply, and supporting organizational goals. HRP is an important investment for any business as it allows companies to remain both productive and profitable.

The Four Steps to Human Resource Planning (HRP)

There are four general, broad steps involved in the human resource planning process. Each step needs to be taken in sequence in order to arrive at the end goal, which is to develop a strategy that enables the company to successfully find and retain enough qualified employees to meet the company's needs.

1. Analyzing labor supply

The first step of human resource planning is to identify the company's current human resources supply. In this step, the HR department studies the strength of the organization based on the number of employees, their skills, qualifications, positions, benefits, and performance levels.

2. Forecasting labor demand

The second step requires the company to outline the future of its workforce. Here, the HR department can consider certain issues like promotions, retirements, layoffs, and transfers—anything that factors into the future needs of a company. The HR department can also look at external conditions impacting labor demand, such as new technology that might increase or decrease the need for workers.

3. Balancing labor demand with supply

The third step in the HRP process is forecasting the employment demand. HR creates a gap analysis that lays out specific needs to narrow the supply of the company's labor versus future demand.

4. Developing and implementing a plan

The answers to questions from the gap analysis help HR determine how to proceed, which is the final phase of the HRP process. HR must now take practical steps to integrate its plan with the rest of the company. The department needs a budget, the ability to implement the plan, and a collaborative effort with all departments to execute that plan.

3.5 Performance Appraisal

A performance appraisal is a systematic and periodic process of measuring an individual's work performance against the established requirements of the job. It's a subjective evaluation of the employee's strengths and weaknesses, relative worth to the organization, and future development potential.

Performance appraisals are also called performance evaluations, performance reviews, development discussions, or employee appraisals.

If you conduct a successful performance appraisal, you can get a handle on what the employee does best and identify areas that require improvement. Appraisals also come in handy for deciding how to fill new positions in the company structure with existing employees.

Types of Performance Appraisals

Performance appraisals can be broken down into four distinct significant types:

1. 360-Degree Appraisal

The manager gathers information on the employee's performance, typically by questionnaire, from supervisors, co-workers, group members, and self-assessment.

2. Negotiated Appraisal

This type of appraisal uses a mediator to help evaluate the employee's performance, with a greater emphasis on the better parts of the employee's performance.

3. Peer Assessment

The team members, workgroup, and co-workers are responsible for rating the employee's performance.

4. Self-Assessment

The employees rate themselves in categories such as work behavior, attitude, and job performance.

3.6 Compensation Management

Compensation management is the process of managing, analyzing, and determining the salary, incentives, and benefits each employee receives. Compensation management is a crucial part of any talent management and retention strategy. Creative compensation includes monetary and non-monetary benefits companies can employ to boost engagement and productivity, reduce attrition, and attract top talent.

Compensation managers aim to attract, retain, and engage employees by offering broad and competitive compensation plans within the company budget.

Compensation management ensures that people get paid a fair salary based on:

- Work performance
- Position
- Responsibilities
- Experience
- Job market
- Company budget

Types of Compensation Management

Compensation includes far more than just a base salary. The full compensation package includes a variety of compensation types, both direct and indirect.

The four types of direct compensation are:

- Hourly pay
- Salary
- Commission
- Bonuses

Chapter: Four

Internship Responsibilities

4.1 Position, Duties and Responsibilities

I have got the opportunity to work in **Dulal Brothers Ltd (DBL Group)** as an intern for three months from September 20 to December 20, 2023; it's a part of my academic program. As my major is Human Resource Management, I worked in Human resource department as an intern where I had learnt several Human Resource practices of DBL Group.

Position

Assigned for intern position for three months in HR department of DBL Group.

Duties & responsibilities

- Assisting in day-to-day operations of the HR functions.
- Coordinating employee joining process, paperwork, initial checking of employee personal file and supporting works.
- Task include calling applicants, screening replies and scheduling interview by senior HR staff.
- Coordinating with recruitment and selection process.

4.2 Training

During this period get chance to attend two training session. Training program conduct for newly recruitment employee where provide the initial idea of the organization along with job responsibilities and company's Laws and policy. Another one is online training session.

Overall, all period considers as a training session because learning many things by following supervisor and other member of the team.

4.3 Evaluation

Overall DBL Group Is a very organized and friendly organization where anyone get motivated to work and learning any things properly.

4.4 Skilled Applied

During this intern period following skill are basically applied

- ✓ Communication skill.
- ✓ Microsoft word, excel specially.
- ✓ Knowledge of HRM practice.

4.5 New Skilled Develop

Basically, this session helps to relate practical knowledge with the theoretical knowledge.

- ✓ Learning how to deal with applicants or employee over the phone call.
- ✓ Learning over all recruitment and selection process.
- ✓ Moreover, get chance to improve in practical aspect.

4.6 Application of Academic knowledge

Academic Knowledge from major HRM courses was applicable in workings time. This academic knowledge will make a great contribution to understanding the task and supervisor instruction and perform good.

Chapter: Five

Analysis of the Study

5.1 HRM Practices of DBL Group

- Recruitment
- Preparing & Development
- Execution control
- Labor relation
- Representative relation
- Work evaluation
- Work layout
- Selection
- Development
- Incentives
- Benefits

5.2 Recruitment and Selection in DBL Group

In enterprise the device that accountable for placing diversifies capabilities at some point of is refers to as recruitment and selection tactics. The technique of recruitment and choice is an ethical technique by a firm to are seeking for and entice the maximum in a position and suitable applicant for a vacant function. Recruitment strategies may be divided in 3 full-size techniques: Suitability – the most qualified applicant for the location, Recruitment is the technique via which the employer are searching for applicant for the potential employment.

Available recruitment and selection method of DBL are:

Internal Recruitment

In DBL inside enlistment hone is most standard. The apex arrange administration alludes an individual and vicinity them in a certain department, in that case legitimate framework of enlistment are nearly ignored.

External Recruitment

External recruitment and choice manner is as follows:

- Created vacant.
- Provide advertisement.

- Receiving CVs.
- Make Short list.
- Arrange written exam.
- Arrange interview board.
- List the topers.
- Select the certified candidate for the process.

5.3 Training and Development

In DBL training is an ordinary interest. DBL set up diverse training based on its projects. For a venture, professional team of DBL has to decide through which methodology the task may be completed, in order that they designed their training based totally on that. Especially on survey the data creditors attained numerous education to recognize how the statistics might be accrued. These trainings are organized either in DBL or inside the host agency.

For any type of training DBL follows the four step training method.

Step:1 Need evaluation: Is to pick out the precise know-how and talent the process requires, and examine those with the prospective trainee's knowledge and capabilities.

Step:2 Instructional Design: Is to formulate precise, measurable information and performance education goal, assessment viable schooling application content (workbook, physical games and content) and estimate the price range for the schooling program.

Step:3 Implement: Is to conduct the training to the focused employee group the use of appropriate method.

Step:4 Evaluation: Is to evaluate the program's success (or failure).

In DBL training are conducted through various suitable strategies. Some of the frequently used techniques are:

1. Programmed Learning.

2. Job Instructional Training(JTI).

3. On the process Training.

5.4 Three Job Instructional Training (JTI)

The JTI is a system of listing each jobs basic challenge, along with key factors, on the way to provide step via step training to the trainee. DBL use this form of technique to educate their instructor who those will put in force training software in subject level.

5.5 On the Job Training

On the process schooling is the technique of education someone to study a task at the same time as operating on it. Like all maximum each enterprise MBDL also exercise this schooling approach to educate their newly orientated employees.

5.6 Feedback

After conduction of every training comments is measured. In DBL, peer checking and position playing is the commonplace method to get comments.

5.7 Performance Evaluation System

Performance assessment DBL Group do not forget the subsequent elements:

Quality of Work: DBL Group Consider accuracy, thoroughness, effectiveness.

Flexibility: DBL Group Consider performance beneath pressure and handling of a couple of assignments on the personnel.

Initiative: DBL Group Consider the extent to which the employee's sets own optimistic work exercise and recommends and creates personal processes.

Dependability: DBL Group Consider the quantity to which the employee completes assignments on time and carries out instructions.

Interpersonal Relations: DBL Group Consider the extent to which the employee is cooperative, thoughtful, and tactful in coping with supervisors, subordinates, friends and others.

Safety Compliance: The diploma to which the employee complies with or oversees the compliance with the organization safety regulations.

5.8 Compensation & Benefit

Compensation and benefit is the essential for all employer. Healthy compensation package is make the employee more interested to their work, so that DBL Group offer different types of compensation package as like:

Types of Compensation Provided via DBL Group: DBL Group gives both direct and indirect compensation to their employees. They try to fit with the surroundings of the contemporary state of affairs and the needs of the employees.

Direct repayment: Direct compensation that DBL Group normally provide to their personnel is:

• Basic Payment: DBL Group offer A constant amount of monetary benefits supplied to the worker on the cease of each month in go back for his or her offerings to the employer.

• Over Time Payment: A constant amount of monetary blessings supplied to the employee at the end of each extra one hour after finished the day by day time table hour (eight hour). To calculate Overtime is: (Basic wages/208) *2*Per hour extra time fee.

• Car allowance: Based on undertaking the employees of DBL Group get automobile both from pool or rent it.

• Housing allowance: If people need to relocate due to paintings, DBL Group gives housing allowance to all level of personnel to facilitate the method of relocation.

• Medical allowance: DBL Group offers their employees scientific reimbursements for scientific claims protecting no longer handiest employees themselves, but also their own family individuals. DBL Group has a Hospital into their manufacturing facility with some specialist doctor.

• Merit pay: DBL Group gives benefit pay to their employees in terms of brings out critical hurdled job. Generally, those varieties of condition appear in base line survey whilst the personnel visit distant places to execute it.

• Festival Bonus: DBL Group also offers every year festival bonus that is given times in a 12 months Eid-ul-Fitr and Eid-ul-Azha. This bonus is given on the premise of primary revenue. Usually the rate of bonus is 100% of the fundamental revenue.

• Special Allowance: DBL Group additionally gives mobile smartphone and phone invoice to their employees for personal and legitimate use.

Indirect Compensation: DBL Group no longer best offers the coordinate reimbursement but moreover compensate their faculty circuitously. Company gives so numerous offices for the representatives to rise as a wonderful connection with the management and the employees.

• Transport facility

• Restorative facility

• Bondhon fairs save

• Childcare middle

• Way better & loose environment inside the depictions location.

• Expansive, chirming & normal environment in add up to complex.

Retirement Benefit: At the time of retirement to encourage the representatives DBL Group comprises of provident support office in its repayment bundle. It may be a support into which the undertaking and the laborer each pay the same sum of cash frequently, so that after the worker resigns or clears out the company, he or she receives a sum of money.

5.9 Leave Policy

DBL offer paid depart to its personnel. The leave entitlement is_

- Casual Leave: DBL Group organization give Most extreme 10 days with pay as Casual Leave.
- Medical Leave: DBL Group bunch are offer Greatest 14 days with pay as clinical go away.
- Earned Leave: Every worker of DBL Group organization is get One day earned go absent for each fifteen working days.

- Maternity Take off (For Women): DBL Group organization give Maternity take off for all pregnant lady's staff as 16 weeks from to the statement of the employee.
- Hajj Leave: DBL Group institution offer the Hajj go absent for his or her Workers as Most extreme 45 days with pay.
- Study Leave: DBL Group awards look at take-off for its representative. This kind of go absent is especially significant for the transient work force. The period of look at go absent is most 15 days with price.
- Special Leave: Extraordinary withdraw may be chosen to the long-lasting or Contract workers without or with pay and stipends at the sole caution of the management. The worker is entitled to working out all sort of Take-off from the exceptionally another day of his/her affirmation of job. For approving any sort of leave the applicant has to fill a precise shape and with the priority of the pinnacle of the department the form is going to the dealing with director approval.

Chapter: Six

Findings of the Study

6.1 Findings

In spite of the fact that **“Dulal Brothers Ltd. (DBL Group)”** has partitioned office for human sources administration they have a solid HR department with ability officer, they are works of art exceptionally carefully & truly. But I consider anymore add for the more prominent progressed as like:

• Require a few of expert professional employee in all HR branch.

• Have to be start Retirement office all specialists for their retirement existence.

• Got to distinguished the HR division as a critical portion of fabricating as well as employer.

• Specialist do not have any centers for the go absent of their marriage with pay.

• DBL organization has no centers of circle of relatives weakling, I considers in the event that the faculty are get circle of relative’s quitter inner of work environment they're additional interested & propelled to their responsibility, since than they may be not to feel uneasiness for them possess family, so I considers this can be exceptionally vital.

• As well a terrible part work out the reference energy.

Chapter: Seven

Recommendations & Conclusion

7.1 Recommendations

From my canvases appreciate with DBL Group I expect I can make a number of proposal for this corporation. These suggestions are totally from my non-public point of see and I assume they have conceivable outcomes to improve within the recommended regions.

My tips to Dulal Brothers Ltd. (DBL Group) are:

1. As rapidly as DBL Group have to be need to Embroil HR master in their all HR stage. Who are ordinary thinks about & propose the fine hones of HR in DBL Group.

2. DBL Group spends awesome profitable time on recruitment, promotions and other group of worker's topics. To store beneficial assets, Human Assets have to be bear in intellect putting within the automatic and net based completely innovation for enlistment to overhaul the manual preparing for recruitment and enlisting and free group of specialist's time and space for more effective HR activities.

3. Due tirelessness got to take conveyance of two labor making plans and the extravagance of filling positions without response to execution and guidelines must be reconsidered.

4. DBL Group must set up a few yearly event for his or her staff, to engage them, motivate them, deliver them consolation from their repetitive work conjointly lead them to involvement that the organization also cares roughly each and each employee.

5. DBL Group thought to open them prepare evaluation gadget to the employee and have to be set some fashionable, in arrange that competitiveness can grow within the faculty intellect to attain the level of standard.

6. The organization ought to take steps to avoid an intemperate sum of working out the reference energy; it will influence the inverse employee's confidents and readiness to the work.

7. DBL Group offers justify pay handiest for the workers who those are go to range to execute any mission. They got to too offer this for them in house worker.

7.2 Conclusion

In this internship at **Dulal Brothers Ltd. (DBL Group),** I tried to make a link with the previously learnt courses in 1st & 2nd Semesters. This is a leading group in our country that contributes a remarkable portion to RMG Sector of our country. HR Division is well structured here and they always keep themselves updated with the gradually upgrading HR Policies. No biasness is activated here. This internship favored me a lot to gain the contemporary substantial HR policies. DBL Group is one of the most famous Groups in Bangladesh. It's already well-structured where the DGM, Group HR (Head of HR) is a real leader in my observation. Though the Company is self-sufficient in infrastructure, I have mentioned some suggestions on their policy, and would expect if they may think about those for once even, will find those effective for the employer and employees also. Sky is the limit and no doubt DBL Group has a special acceptance to RMG sector; so only one statement I can add here that DBL group should try to go beyond their own boundary to contribute more to the RMG sector that will enhance our national economy.

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