Sonargaon University

Internship Report

On

Human Resource Management Policies and Practices of Best Electronics Ltd.

Submitted by

Kazi Sayedul Morsalin

BBA2001019030

Semester: Fall 2023

Program: BBA (Major: HRM)

Submitted to

Department of Business Administration

Sonargaon University (SU)

Dhaka-1215

(Submitted for the partial fulfilment requirement of the degree of Bachelor of Business Administration)

Date of Submission: 08th January, 2024

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Supervised by

Md. Masud Rana

Associate Professor

Department of Business Administration

Sonargaon University (SU)

(Submitted for the partial fulfilment requirement of the degree of Bachelor of Business Administration)

Date of Submission: 08th January, 2024

Letter of Transmittal

Date: 08/01/2024

To

Mr. Md. Masud Rana

Associate Professor

Department of Business Administration

Sonargaon University (SU).

Subject: Submission of Internship Report on "Human Resource Management Policies and Practices of Best Electronics Ltd."

Dear Sir,

With humble honour and respect, I am writing to formally submit my internship report titled **"Human Resource Management Policies and Practices of Best Electronics Ltd."** as a partial fulfilment of the requirements for my BBA degree. It has been an honour and a privilege to undertake this internship under your esteemed guidance.

Throughout the duration of this internship, I have had the opportunity to explore into the intricacies of accounting practices within Best Electronics Ltd. This report, an essential component of my academic journey, sheds light on the fundamental aspects of the topic and serves as a testament to my dedication to the BBA program.

In crafting this report, my aim has been to provide a comprehensive overview of the contemporary financial practices adopted by organizations in our country. I believe this document serves not only as a record of my internship but also as a contribution to the broader understanding of finance-related matters in our business landscape.

Once again, I express my sincere gratitude for your invaluable guidance and support throughout this internship. Your mentorship has greatly enriched my understanding and experience in the field.

Thank you for your time and consideration.

Sincerely Yours,

_____

Kazi Sayedul Morsalin
BBA2001019030

Program: BBA (Major: HRM)

Department of Business Administration

Sonargaon University (SU).

Certificate of Supervisor

This is to certify that Kazi Sayedul Morsalin BBA2001019030 Program: BBA, Major in HRM is a regular student of Department of Business Administration, Faculty of Business; Sonargaon University. He has successfully completed his Internship Program at Best Electronics Ltd. He has prepared this report under my supervision. His assigned internship topic is an "**Human Resource Management Policies and Practices of Best Electronics Ltd.**"

He is very active, sincere, hardworking, and meticulous and possesses a good moral character. I wish his all success at every step of his life.

_____

Mr. Md. Masud Rana
Associate Professor
Department of Business Administration
Faculty of Business
Sonargaon University (SU).

Student's Declaration

I, the undersigned, a student of Business Administration, Department of BBA program, Major in HRM of Sonargaon University do hereby declare that the internship report on **"Human Resource Management Policies and Practices of Best Electronics Ltd."** is the original one and has been prepared by myself and has not been submitted anywhere for any degree, diploma, title, or recognition.

The report was prepared under the supervision of **Md. Masud Rana**, Associate Professor, Bachelor of business administration of Sonargaon University.

Yours Sincerely

_____

Kazi Sayedul Morsalin
BBA2001019030
Program: BBA (Major: HRM)
Department of Business Administration
Sonargaon University

Acknowledgement

At first, I want to sincerely thank the Almighty, the most compassionate, for granting me the capability to successfully complete this report. My heartfelt appreciation extends to my supervisor, **Md. Masud Rana**, an Associate Professor in the Department of Business Administration at Sonargaon University. His constant encouragement, diverse guidance, valuable suggestions, and advice during my internship were pivotal in shaping this report. His support was invaluable, and without his direction, completing this work on time would have been challenging. He provided unwavering assistance and the necessary insights to analyses the industry and achieve my objectives.

In conclusion, I wish to express my gratitude to all the esteemed teachers of the Department of Business Administration. Their consistent inspiration and assistance have been a guiding light throughout my academic journey.

Executive Summary

This report explores into the Human Resource Management (HRM) policies and practices observed within Best Electronics Ltd. The aim of this exploration is to provide a comprehensive understanding of how the company manages its workforce, ensuring efficient utilization of human capital and fostering a conducive work environment.

The study commences with an overview of Best Electronics Ltd., highlighting its industry presence, size, and organizational structure. It then transitions into an in-depth analysis of the HRM policies implemented by the company. These policies encompass recruitment and selection strategies, employee training and development initiatives, performance appraisal systems, and compensation and benefits frameworks.

Throughout the report, the emphasis is on the evaluation of HRM practices against industry standards and best practices. A critical analysis is conducted to assess the effectiveness, strengths, and potential areas for improvement within these policies. Moreover, the report examines the alignment of HRM strategies with the overarching organizational goals of Best Electronics Ltd.

The findings reveal several strengths in the HRM practices of the company, notably in its comprehensive recruitment processes, commitment to employee development, and competitive compensation structures. However, areas for enhancement are identified, such as the need for more robust diversity and inclusion initiatives and refining performance appraisal systems for increased objectivity and employee engagement.

This report concludes by offering actionable recommendations to enhance the existing HRM policies and practices. These recommendations are geared towards fostering a more inclusive work culture, refining talent management strategies, and aligning HRM approaches with the dynamic demands of the industry.

In conclusion, this report provides valuable insights into the HRM policies and practices of Best Electronics Ltd., offering a roadmap for continuous improvement and development in managing its human resources effectively.

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Chapter: One

Introduction

1.1 Introduction

BBA program is the integrated, theoretical, and practical method of teaching major disciplines in the preceding years of their courses. As a student of Human Resource Management, as a potential human resource manager, it is very much necessary for me to know about recruitment and selection process of an organization. To undergo project program each participant has to prepare an Internee report on the particular topic related with the organization. Based on my practical experience as well as theoretical knowledge, I have accomplished the project report regarding the Human Recourse Management Policies and Practices of Best Electronics Ltd" Proper recruitment and selection is very much essential for every business because every business depends on good quality employee.

1.2 Statement of the problem

Now a day's business is very competitive so every organization area looking for talent and extravert employee who belong to higher degree of adaptability quality. Business quality students are the main part of the organization. So, to operate the business successfully we have to focus on the organization's recruitment and selection. It is the process where an organization can choose the right people for the right job. It is critical process because in this process there are many factors included.

1.3 Rational of the study

It is noted that the internship program has been becoming an integral part of the Bachelors of Business Administration (BBA) course with the passage of time. Internship program has provided greater opportunity not only for the fulfillment of the requirement of BBA course but also provide practical knowledge about respective industry and business side. It is totally making linkage between theoretical and practical knowledge. Moreover, for the sake of better understanding and for convenience of the different stakeholders the rationale behind the internship program is stated here under. In addition, impact brief about the respective group and

the company in particularly as below:

- To understand a company operation in order to theoretical vs. practical knowledge.
- To familiar with related industry and business operational procedures for the fabricated the practical knowledge in order to theoretical business expertise.
- Appraise about the basis of management in general sense of related industry.
- Make aware about the operational philosophy and system of the company.

1.4 Scope of the Study

The key focus of the study is to observe "Human Recourse Management Policies and Practices of Best Electronics Ltd" In this report it has been tried to cover overview of BEL Company's recruitment and selection procedure. Also, there are some possible references have been given to.

1.5 Objectives of the Study

Broad objectives

The key objective of this report is to explore the HRM & Recruitment and Selection Practices in Best Electronics Ltd.

Specific Objectives

- To know the overall human resource management practices by Best Electronics Ltd.
- To assess the recruitment and selection process of Best Electronics Ltd
- To identify the methods or techniques of recruitment and selection process used by Best Electronics Ltd.
- To analyze the problems regarding Human Recourse Management Policies and Practices of Best Electronics Ltd"
- To offer some useful recommendations that may use by the authority of Best Electronics Ltd

1.6 Methodology of the Study

The study needs a systematically process from selection of the topic for the final report preparation. To accomplish the study of the data sources, have to be collected and identified. They have to be classified, interpreted, consider, and offered in a systematic way. The overall methodology process is given into the following paper in a form of flowchart that is followed in the study.

- Selection of the topic: This topic of the study has assigned by my supervisor. To prepare a well-organized internship report, it was discussed with me before it was assigned.
- Identify the data sources: To complete the study both necessary primary and secondary data were needed to identified which was essential.

1.7 Limitations of the Study

- Sometimes the authorities aren't caring to provide necessary information.
- Information was not up to dated.
- To get appropriate information the instrumental facilities were not enough.
- Some limitations like lack of information, necessary books, and missing records are the barrier of making accurate study. The worker of the organization were not available all the time as they were busy with their jobs, so it lead me a little time to consult with them.
- Short time span.
- Lack of experience.

Chapter: Two

Overview of the Organization

2.1 Company Profile

Best Electronics, a concern of Zaman Group, is the fastest growing electronics retail company in Bangladesh. Our company was officially launched in 2013 with a clear vision of delivering world-class home appliances from all major global brands to the high-end consumer group of Bangladesh. In 2013, we started with just 12 showrooms in the country and by the grace of Almighty Allah, we have managed to open over 155 own showrooms in just 4.5 years. Over the years, we have managed to take authorized distributorship of almost all major home appliances brands around the world including Hitachi, Sharp, Panasonic, Whirlpool, Conion, Philips, V- Guard, Toshiba, Midea and many more. We also provide our own finance scheme for our customers to buy these world-class high-end products, which we call the Super Kisti system. At Best Electronics, as of February 2020, we are generating employment for over 2,500 staffs.

We strongly believe that, in Bangladesh, only Best Electronics can provide you such massive collection of global brands and such massive collection of home appliances products. Starting from a simple LED Bulb to Japan's Made Side-By-Side refrigerator, we have covered it all. In all our own showrooms nationwide, you can expect the same superior customer service. We feel proud to introduce our own service wing, Drooto, which is currently the No.1 company for Installation or Repair Services in Bangladesh. Through Drooto, we ensure that our honorable customers get the best after sales service. Drooto currently operates in over 10 major cities in Bangladesh including Dhaka, Tongi, Sirajganj, Bogra, Rangpur, Pabna, Jhenaidah, Khulna, Barisal and Feni. With over 13 service centers, Drooto directly employs over 100 dedicated technicians trained to provide on-demand services to a consumer within 3 days.

Best Electronics products are supervised by extremely trained and dedicated employees which is operate by skilled engineers. Technical expertise is the Best Electronics products key factor of success. The sound technical knowledge results bring out quality products with competitive price in efficiency in production process.

2.2 Mission & Vision

The mission of BEL is to provide a high-quality product for a solid foundation in Bangladesh. A homely atmosphere for the employee of the company for its employment. To produce a quality products BEL, provide their employee liberty to give their best and conveying high quality services to their customers for highest satisfaction. They work here with passion and accountabilities in co-operative union.

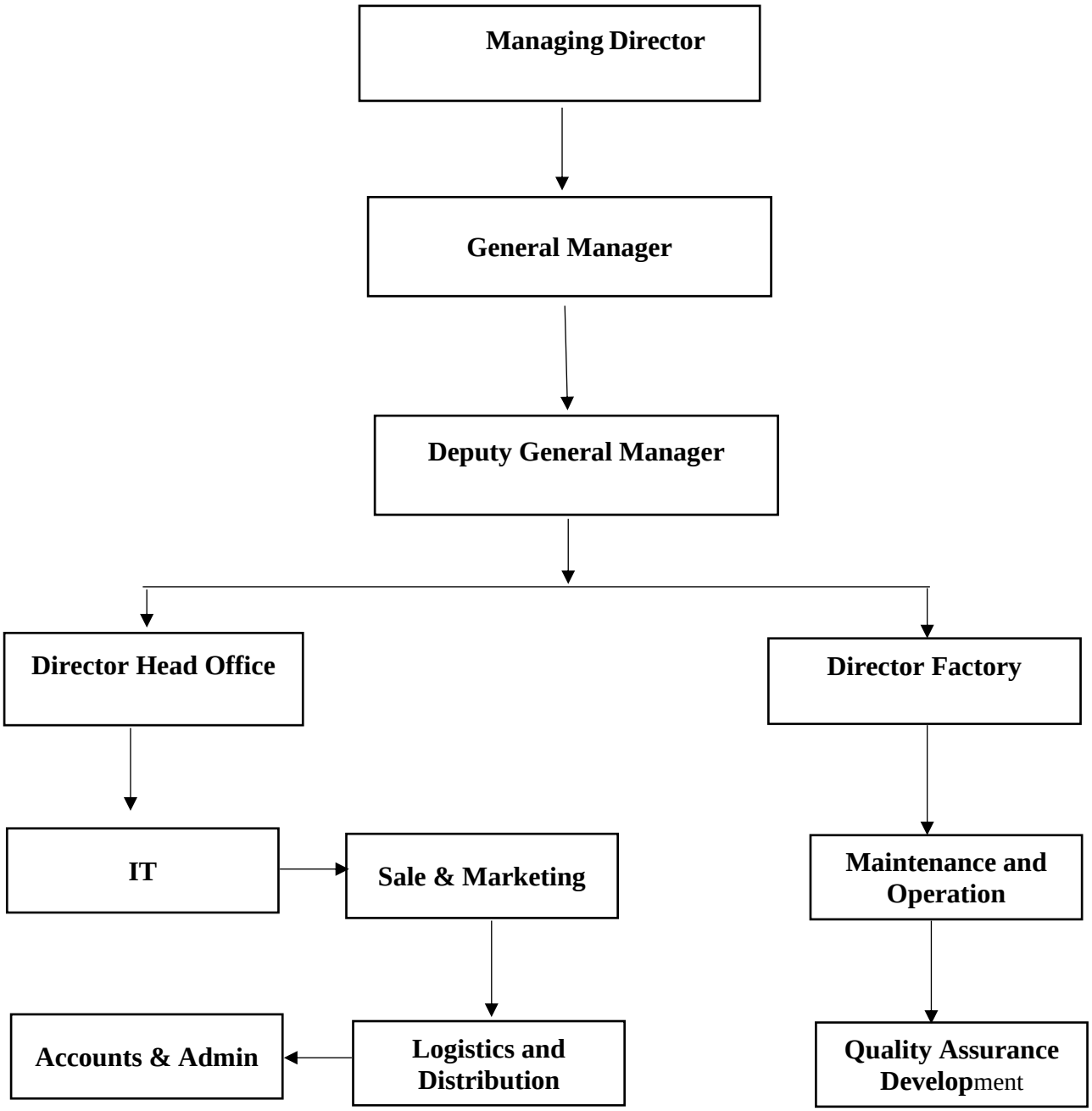
2.3 The objectives of the company are given below

- Best Electronics secure highest customer satisfaction and provide standard products.
- Best Electronics provide strongest competitive service
- The entrepreneur skill of Best Electronics is high.
- They create employee with highest professional skills.
- Extension of facilities to customers has taken steps to supply to customers products in bulk through its bulk carries and in form of ready mixed concrete direct to construction site corporate nature in management.

2.4 Strategy

- Stiff price competition from the competitors
- Emergence of new players in the industry
- Emergence of large conglomerates with substantial capital investment capabilities.
- Rising levels of duties on imported components and raw materials.
- Increasing level of price of energy
- Increasing levels of marketing communications requirements in order toreach potential target audiences.

2.5 Management Structure



2.6 Best Electronics Products

BEL managed to take authorized distributorship of almost all major home appliances brands around the world including Hitachi, Sharp, Panasonic, Whirlpool, Conion, Philips, V-Guard, Toshiba, Midea and many more.

1. Television

3D TV

- LG
- Samsung
- Sony



LED TV/LCD TV

- Toshiba
- Conion
- Sony
- Samsung
- LG
- Sharp

Mobile

- Smartphones
- Mobile Accessories



Home Appliances

- Refrigerator
- Air Conditioner
- Microwave Oven
- Washing Machine
- Deep Freezer
- Air Purifier
- Dish Washer

Chapter: Three

Internship Duties & Responsibilities

3.1 Duties and Responsibilities

During my internship at Best Electronics Ltd., I was positioned within the Human Resource Management (HRM) department, offering me a comprehensive understanding of recruitment, selection procedures, and employee compensation methods.

My main role revolved around assisting in the creation and dissemination of circular notices for new job openings within the organization. Crafting these circular notices involved careful consideration of the specific job details, prerequisites, and responsibilities. I collaborated with the HR team to ensure that these notices accurately portrayed the available positions, essential requirements, and deadlines.

Observing this process allowed me to understand the meticulous planning and attention to detail required in communicating job vacancies effectively. I learned how these circulars were distributed both within the bank's internal network and externally to reach potential candidates. This firsthand exposure helped me grasp the importance of clear communication and strategic dissemination in attracting suitable candidates.

One of my primary responsibilities involved actively participating in the process of announcing job openings for new positions within the organization. This included being involved in drafting, reviewing, and issuing circular notices regarding job vacancies. I contributed by assisting in the creation of these notices, ensuring that they accurately reflected the positions available, their requirements, and other essential details.

The creation and distribution of these notices marked the initial phase of Best Electronics Ltd. recruitment process. It was fascinating to witness how this process served as a catalyst for engaging with potential candidates, igniting their interest in joining the company. This involvement provided me with insights into the bank's initial outreach strategies and how it paved the way for the subsequent stages of recruitment.

In addition to the circular notices, I actively participated in various aspects of the recruitment and selection process. This included tasks such as reviewing incoming applications, sorting, and organizing candidate profiles, and sometimes assisting in preliminary screenings.

I had the privilege of being part of the initial stages of candidate evaluation, observing how the HR team meticulously scrutinized each application to shortlist potential candidates. Witnessing this process shed light on the meticulous evaluation criteria employed by Best Electronics Ltd. to identify candidates who align with the organization's values and requirements.

Moreover, I had the opportunity to be present during certain stages of the interview process. While I mainly observed, this exposure allowed me to understand the manner in which Best Electronics Ltd.

assesses candidates' suitability for various positions. It was intriguing to witness the diverse approaches used by interviewers to delve into the candidates' skills, experiences, and alignment with Best Electronics Ltd. organizational culture.

My involvement in these stages provided a holistic view of how Best Electronics Ltd. navigates through the recruitment process, starting from the initial job announcements to the eventual selection of candidates. This hands-on experience enhanced my understanding of the various components involved in selecting the right individuals to contribute effectively to the company.

Furthermore, during my internship, I delved into understanding the bank's employee compensation structure. This involved learning about the factors influencing salary scales, benefits, and incentives offered to employees. I gained insight into how Best Electronics Ltd. designs its compensation packages to motivate and retain its workforce.

Understanding the intricacies of employee compensation allowed me to comprehend the significance of fair and competitive remuneration in fostering employee satisfaction and loyalty. It was enlightening to see how Best Electronics Ltd. compensation strategies align with their efforts to attract and retain talented individuals.

In conclusion, my internship at Best Electronics Ltd. HR department was a profound learning experience that provided me with practical insights into the initial stages of recruitment, candidate evaluation, and employee compensation strategies within a reputable institution. The opportunity to actively engage in these processes enriched my understanding of HR practices and their pivotal role in organizational success.

Chapter: Four

Literature Overview

4.1 Human Resource Management History

Human resource management's history is the compatible and strategic which approach most valued assets to the management of an organization. The people working there contribute to the achievement of the goals by collectively and individually.

The terms of "human resource management" and "human resources" have largely replaced the term "personnel management" as a description of the process involved in managing people in organizations. HR management is rapidly growing. HR management is both business practice and academic theory that addresses the theoretical and practical methods of managing workforce.

At the early 1990's Human Resource management has found. When there is more working machinery then the labor became less. The movement of scientific management has begun. Fredrick Taylor started the movement by writing a book about it. The titles are "The Principles of Scientific Management". The book stated "The Principal Objective of Management."

4.2 Functions of HRM

- Human resource planning
- Recruiting (internal and external)
- Employee socialization
- Safety and health
- Employee relations
- Job design
- Performance evaluation
- Rewards
- Job evaluation
- Compensation
- Discipline
- Counseling
- Orientation
- Employee training
- Management development
- Career development

4.3 HR Department's responsibility in Large Organizations

- HR planning and policy
- Organization planning and development
- Recruitment and selection, placement, and termination.
- Job analysis
- Job evaluation
- Performance appraisal
- Compensation, employee benefits, bonus and profit-sharing.
- Management development, orientation, and training.
- Career planning
- Employee counseling

4.4 Recruitments

Recruitment is the process of attracting, screening, and selecting qualified candidates for a job at any organization or business. It is undertaken by the recruiters.

4.5 Job Analysis

The right start for recruitment effort is to act a job analysis, to document the actual or proposed requirement of the job to be performed. Job analysis is composed of job description, job evaluation and job specification.

Job analysis is a systematic process of collecting all information about the job for preparing of job description and job specification meant to selection of employee, satisfaction in job, and motivation etc.

Job analysis is a procedure through which you determine the duties and responsibilities, nature of the jobs and finally to decide qualifications, skills, and knowledge to be required for an employee to perform job. Job analysis helps to understand what tasks are important and how they are carried on. Job analysis forms basis for later HR activities such as developing effective training program, selection of employees, setting up of performance standards and assessment of employees (performance appraisal) and employee remuneration system or compensation plan.

Its objectives include

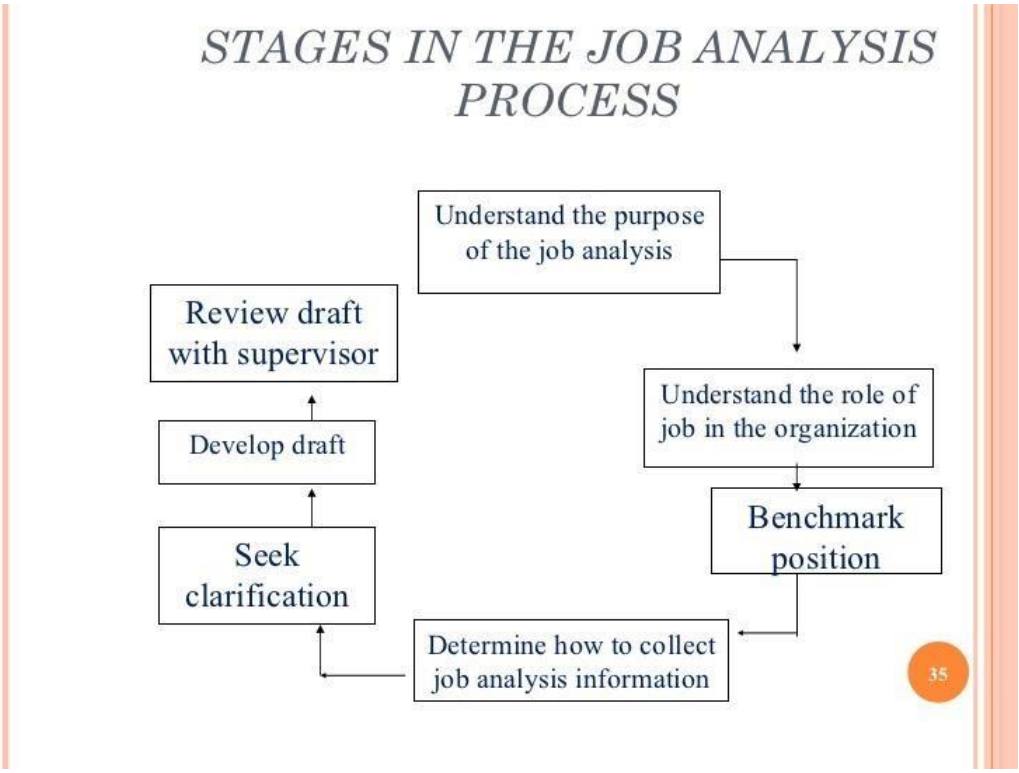
(a) to determine most effective methods for performing a job.

(b) to increase employee job satisfaction.

(c) to identify core areas for giving training to employees and to find out best methods of training.

(d) development of performance measurement systems

(e) to match job-specifications with employee specifications while selection of an employee



4.6 Procedure of Job Analysis

Job analysis is done by using two approaches one is work oriented is approach and second one employee-oriented approach

Work oriented approach

This approach focuses on the actual task involved in a job. This approach mainly concentrates on duties, functions, and responsibilities involved in a job

Employee oriented approach

this approach focuses on examining of human attributes needed to perform the job perfectly. human attributes have been classified into knowledge, skills attitude, and other characteristics. Knowledge

is the information people need to perform the job.

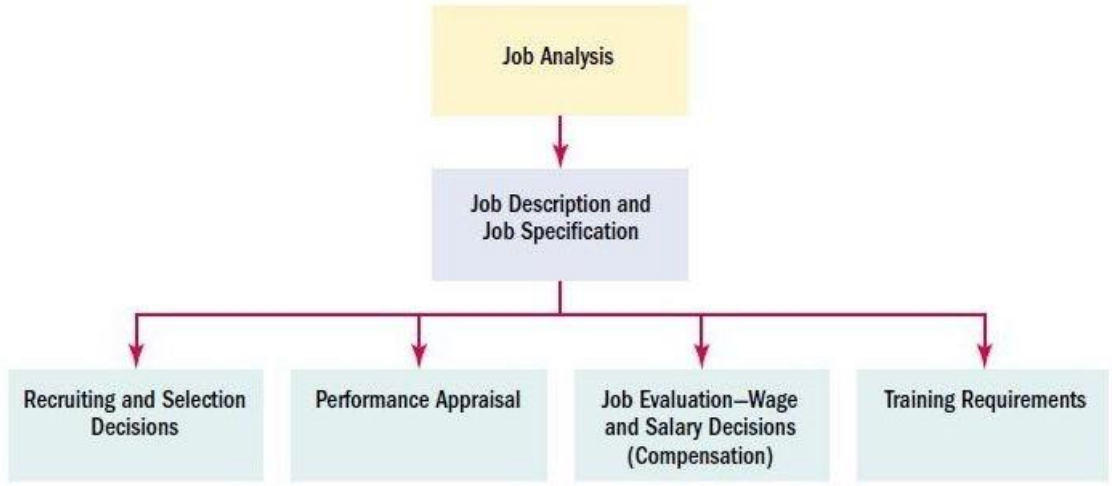


Figure: Job Analysis Methods

Observation

When the observation method is used, a manager, job analyst, or industrial engineer observes the individual performing the job and takes notes to describe the tasks and duties performed. Observation may be continuous or based on intermittent sampling.

Work sampling

As a type of observation, work sampling does not require attention to each detailed action throughout an entire work cycle. Instead, a manager can determine the content and pace of a typical workday through statistical sampling of certain actions rather than through continuous observation and timing of all actions.

Employee diary/log

Another method requires that employees "observe" their own performances by keeping a diary/log of their job duties, noting how frequently they are performed and the time required for each duty.

Interviewing

The interview method of gathering information requires that a manager or HR specialist visit each job site and talk with the employees performing each job.

Questionnaires

The questionnaire is a widely used method of gathering data on jobs. A survey instrument is developed and given to employees and managers to complete. The typical job questionnaire often covers the areas shown below

Critical incident technique

The critical incident technique involves observation and recording of examples of particularly effective or ineffective behaviors. Behaviors are judged to be "effective" or "ineffective" in terms of results produced by the behavior.

4.7 Internal Sources

Internal sources are containing with the following steps, these are:

Personal recommendations: When there is a vacancy in an organization the existing employees will possibly know some of their relatives or friends who might effectively fulfill the job vacancy. It could be highly effective for recruitment but it may offend another candidate who was wishing to consider for the job.

Notice board: It is very simple and appropriate way to pass an important message to the current employee. A job circular could be pinned to a notice board which should be placed in a suitable place so that several employees will see it and read it. The notice should be well designed for attention so that it will catch the employee eye so that they can read it and they can apply it they want. It will create the equal opportunity for all.

Newsletter: Newsletter could be a source of recruitment as there are many companies produce their own newsletter, magazines, and journals for the employee. So, when the employee read it and find if there any news about the job vacancy and aware of job opportunity.

Memorandum: This is probably the finest method of circulating update for the job opening is to send memorandum to department managers to check out to the teams. Or to write all staffs perhaps enclosing memoranda in wage packets if appropriates. However, it can be a time-consuming process to contact with employee individually. Especially if there is any large work force. It also should be kept in mind which way the memoranda are phrased out, so that the job appeals is likely to applicants.

4.8 External sources

External sources are discussed below:

Advertisements: When there is a vacancy in an organization, advertisements could be the best methods to use. Advertisements could be differed by the type of job. Some variety of advertisements is

- Internet ads
- Newspaper ads
- Televisions and radio ads

Employment agencies:

- Public agencies: Most public agencies attract unskilled individuals or who have the minimum teaching.
- Private employment agencies: Private agencies are believed to propose positions to candidates of a higher level.
- Headhunters: Headhunters are actually specialized in mid-level and top level managerial employments.

Campus recruitment:

In campus recruitment the recruiter visits reputed institutions to pick up job candidates having required professional or technical skills.

Professional organizations:

Organizations like management associations, engineer's institutions, chamber of commerce and industries, which is external sources of recruitment.

4.9 Recruiting internally and externally

Internal Recruiting: When there is vacancy arises, existing employees provide the internal sources and someone from the organization is transferred, upgraded, or promoted or even demoted.

Advantages:

- The right candidates having requisite skills can be pick up by the management.
- Management has knowledge about the suitability of the candidate.
- The cost of recruiting is minimal.

Disadvantages:

- For incompetent candidates it may prove to be a blessing.
- It discourages entry for talented people.

- It may lead to backbiting among employees.
- Management is enforced to select candidates from a limited pool.

External Recruiting:

External source is when recruiter hire candidates from outside of the organization.

Advantages:

- Candidates having special skill and good knowledge will get hired.
- The organizations have the freedom to select candidates with requisite qualifications.
- It helps the internal employees to do hard work and compete with new external candidates.

Disadvantages:

- It takes lot of times to advertise, screen and select suitable employees.
- Hiring costs could go up significantly in tapping different sources of recruitments.
- There is no guarantee that the organization will be able to hire suitable candidates.

Selection:

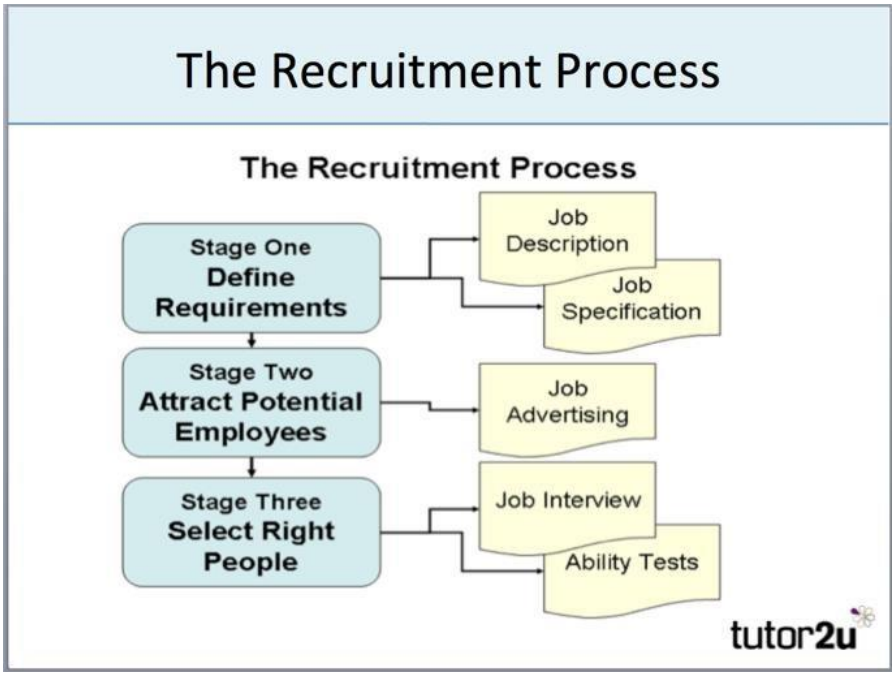
Selection is a process of selecting new candidates who got the relevant skill and knowledge to fulfill the jobs in an organization. The basic reason is to hire the qualified candidates who have the ability to perform the job successfully. After the recruitment process is over selection process is start.

4.10 Seven Steps to Effective Recruitment

- Step 1 – Before you start looking.
- Step 2 – Preparing a job description and person profile.
- Step 3 – Finding candidates.
- Step 4 – Managing the application process.
- Step 5 – Selecting candidates.
- Step 6 – Making the appointment.
- Step 7 – Induction.

Recruitment and selection are the process of identifying the need for a job, defining the requirements of the position and the job holder, advertising the position and choosing the most appropriate person for the job.

Selection process: Selection includes a series of steps. Each candidates need to successfully cleared before the candidates proceeds to the next. Some organizations give the priority to emphasize interviews and reference checks while other give the priority to testing. Also, a single interview might be sufficient for the position of lower-level applicants, while for managerial job applicants' interview may take by several employees.



4.11 The various process involved

Process # 1. Application Form:

The application form is designed to contain detailed information about the candidates. It also helps in comparing the merits of the applicants.

The information required in the application form will include some or all of the following:

(i) Post applied for.

(ii) Personal data – name, address, telephone number, age, sex, marital status, children, nationality, next of kin.

(iii) Education – school, college and university attended, degree/ diploma passed, year of passing, subjects offered, grade or division obtained.

(iv) Professional qualification(s).

(v) Languages known- ability to read, write and speak.

(vi) Employment history of all jobs since leaving college/ university, dates from and to, employer's name, address and nature of business, position and duties held, reasons for leaving.

(vii) Personal circumstances; when required, prepared to serve anywhere or not, etc.

(viii) Medical history; brief details of any serious illness, disability, major operation, etc.

Process # 2. Interview:

An interview is the first face to face interaction between the candidate and the company representatives. It is a sine qua non for applicants who qualify in the first screening as probable ones having all the basic requirements. The objectives of selection interviews are to elicit information about the candidate's motives and behavior, to assess personality, to check the factual information already given by him and to inform him about the job and the company.

Process # 3. Employment Tests:

As a method of selection, the employment tests are an exception rather than the rule. They may be used to supplement the information already collected through the application forms and interviews. The future performance of the candidate in a particular field may be predicted to some extent by the tests specially designed for the purpose. The disappointment which arises from failures and dropouts in training and later the job can be avoided by the use of the tests of ability and potential of applicants.

Process # 4. References:

References should be sought, after the selection is finalized. These may be either in a written form or checked over the telephone. If references are sought before the interview, they may bias the thinking of the members of the selection board. The opinions of the previous employers and other persons referred to by the candidate are only as reliable as the judgment of the person giving them. References may help in checking certain facts given by the candidate in the application form.

Process # 5. Medical Test:

The selected candidates are medically examined by the company's doctor or approved medical practitioners. Medical tests may vary from the comprehensive to the nominal, depending upon the nature of the job. The manual jobs may require comprehensive medical tests to prevent infection, detect ailments and complicated diseases.

Process # 6. Appointment Order:

The selected candidates are issued letters of appointment after the recommendations of the selection board are approved by competent authority in the company. Appointments at senior positions such as the chief executives, general managers, financial advisors, etc. need the approval of the board of directors. The chief executive may be the approving authority in the case of other posts.

4.12 Selection Process can be success

1. Someone should have the authority to select. This authority comes from the employment requisition as developed by an analysis of the work-load and workforce.
2. There employee may be compared i.e.; a comprehensive job description and job specification should be available beforehand.
3. There must be enough of several employees may be selected.



Chapter: Five

HRM Practices of Best Electronics Ltd.

5.1 Overall HRM Practices of Best Electronics Ltd.

HRM is a process of planning, organizing, directing, and controlling the functions of obtaining, maintaining, developing, and encouraging a labor force.
Human resource management process is described below:

1. HR Planning
2. Requisition
3. Selection
4. Orientation training
5. Appraisal
6. Evaluation
7. Benefits
8. Compensation

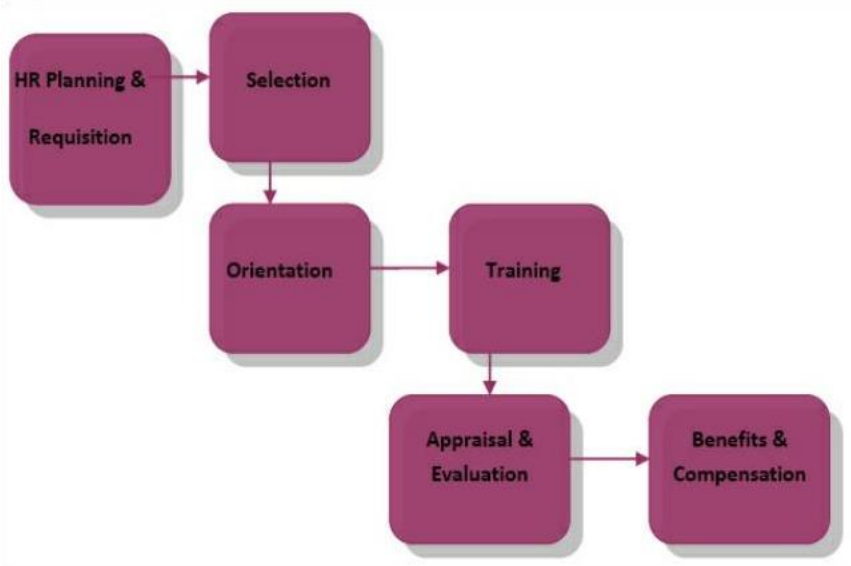


Figure 5.1: HR Management Process

5.2 Human Resource Planning in BEL

Every organization has employment Planning. BEL has additionally its employment Planning. They conventionally forecast their personnel needs predicated on their mission, strategic goals &objectives & technological and other changes resulting in incremented productivity. Best Electronics is always probing for top-caliber people who want the flexibility and resources to grow in their vocation. If anyone is the kind of person who has always stood out, BEL offers a place where you can perpetuate to excel. In BEL there are thousands of diverse people from different culture and background working in a variety of different jobs in different fields. Here there is some requisites in the recruitment and Selection process of BEL-

- Merit is the sole criteria for selection.
- Attitude is given as much weight age as functional competencies.
- Panel interview comprising of functional head of HR.

- Sources for recruitment are through campus, constants, employee referrals, internal job posting.
- Positions in Officer Cadre, GET and MT involve written tests.
- Antecedent verification is an integral part of our recruitment process.
- Medical fitness is pre-requisite for all positions.
- There is an equal opportunity employer and do not discriminate on the basis of race, sex, religion, or community.

5.3 Current recruitment system of BEL

A responsibility for recruitment customarily belongs to the HR department. This department works to find and attract the capable applicants. Job description and designation provide the needed information upon which the recruitment process commences. The functions of the recruitment of Best Electronics Ltd. are given below:

- Need Assessment
- Defining the position description
- Checking the recruiting options
- Advertisement
- Screening and short-listing applicants
- Written test
- Selection interview
- Employment decision
- Pre-employment medical check up
- Offer letter
- Orientation or Induction
- Placement
- Follow up

5.4 Source of Recruitment utilized by BEL

BEL make in three ways recruitment depending on the job category of the vacant position.

Consequently, the recruitment process of this organization is relegated into three types, which are done predicated on the job grade/ group. These are as follows:

1. Entry level Management
2. Mid-level Management
3. Top level Management

5.5 Internal Source

Internal sources of recruitment of Best Electronics are given below:

Job posting programs:

The purport of the job posting is to inspirit employees to seek promotion and transfers the avail the HR department fills internal opening and meet employee's personal objectives. Not all job apertures are posted. Besides ingression level positions, senior management and top staff positions may be filled by merit or with external recruiting. Job posting is most mundane for lower caliber clerical, technical and supervisory positions.

5.6 External Sources

All the above options being considered, organizations go for external recruiting when needed. Those who meet the best qualifications, skills, experiences and competencies required for the position should fill vacancies.

Advertisement:

Bdjobs.com is one of the main sources of Best Electronics Ltd to collect CV of potential candidates. BEL kept the identity open in their recent job advertisement when the quality of the candidate was a very consequential factor to consider. By revealing the BEL identify, the company endeavors to magnetize the best potentials among all the others.

Employee Referrals:

Employee referral encouraged existing employee to recommend their friends who is working in other organizations for a possible vacancy in future.

Employment agency:

Best Electronics often recruit via renowned employment agency for non-management level to ensure the best talent for the organization.

Consulting of the CV bank:

Best Electronics often check their stored CV bank when they have a vacancy. If the job description matches with any candidate's quality, then the candidates will get an invitation for interview.

Selection process:

Selection process is gathering information for the use of deciding and evaluating who should be employed jobs.

Screening and short-listing applicants:

The response to the advertisements is screened and sorted. The CVs and the Covering letters are judged.

Written test:

Best Electronics believes that to select the desirable candidates it is proved that written test is effective and useful tool before the interview process.

Selection interview:

A preliminary interview is conducted which follows the elimination method. After that, the second interview takes place with a very few numbers of candidates. Then they determinately selected person is called for the final interview.

Reference Check:

Reference checks the person's character, quality of the work and suitability for the position by obtaining information and opinions. It is an opportunity to authorize the information received from the candidate via their curriculum vitae and the interview.

Employment decision:

When the candidate has no quandary with the verbally expressed terms and conditions of the job and the organization discussed and mentioned in the final interview, the candidates are offered an application blank. The candidate has to fill this blank and submit it to the company along with a resume.

Pre-employment medical check-up:

The selected person has to go through full medical checkup that assures her/his physical fitness to perform the job prosperously after submission of the application and the CV.

Joining of the Candidate:

The selected candidates are requested to submit their academic and working experience certificates and other related documents after successfully completing all selection process.

Offering the role:

Once the health check-up is done, the candidate is given an offer letter designating the job responsibilities, salary packages, utilities that will be provided by the organization.

Verbal offer:

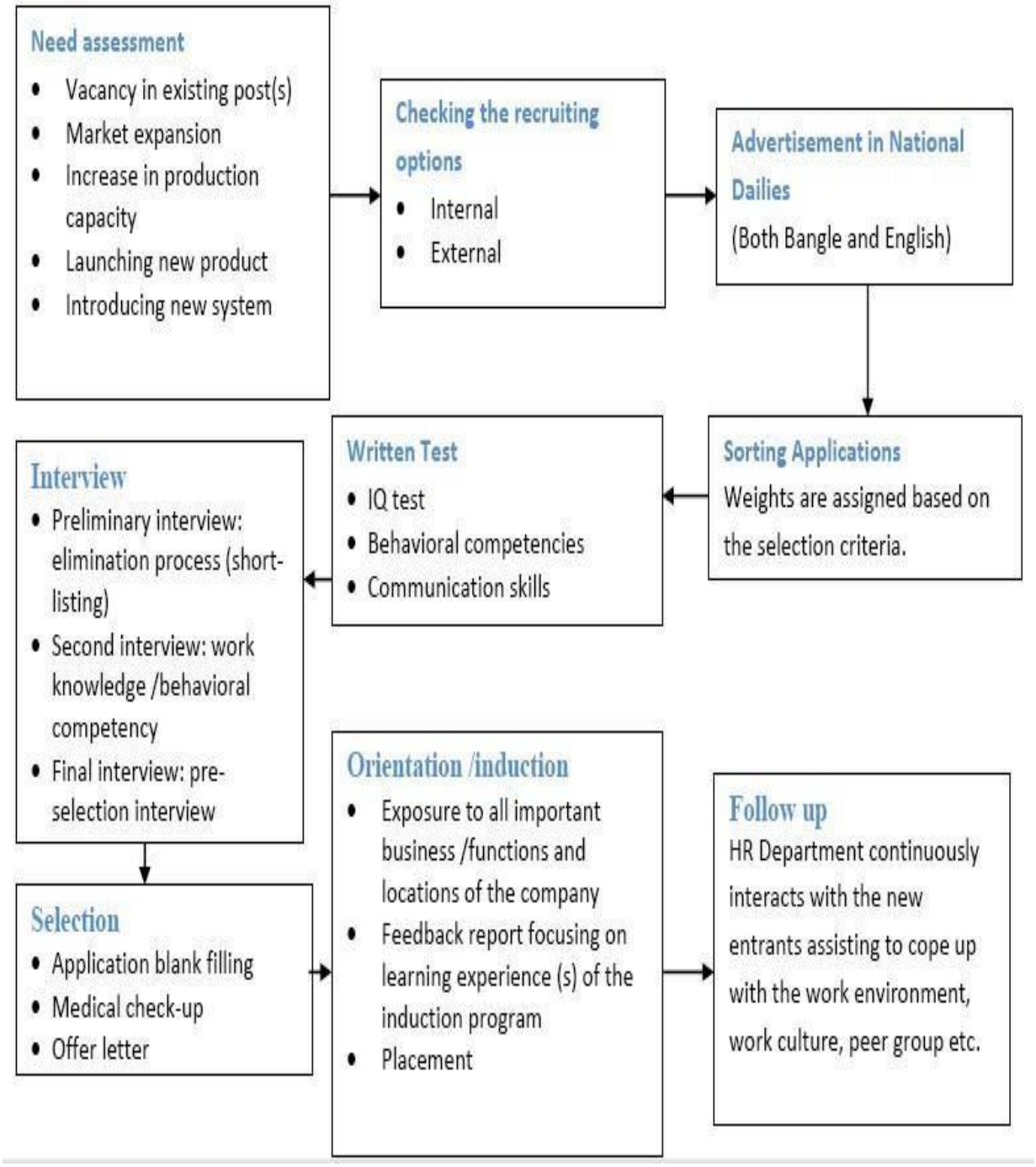
The verbal offer is the role to the candidate has given once the medical and reference checks that have been effectively completed. The discussion should cover the following:

- Tell the candidate that you would like to offer them in the role.
- Congratulate them.
- Tell them the remuneration package that is being offered, including superannuating.
- Ask them if they are happy with it.
- Ask them if they accept the position verbally
- Tell them that we will send them an offer letter and initial package.

Written offer letter:

A written offer letter must be forwarded to the candidate. If the candidate has verbally accepted the position, the proper letter of offer is organized. This letter supposed to be sent to the candidate within two days of making the verbal offer.

Summary of the Recruitment and Selection Process of Best Electronics



Chapter: Six

Findings & Recommendations and Conclusion

6.1 Findings

- The recruitment and selection process are pretty rational. Everyone in the HR divisions is truthful and unbiased which promotes the surroundings of responsibility.
- BEL has created a unique organizational environment and the overall HR division has ensures a friendly and caring working culture.
- BEL's HR planning is operative because it is considered more often according to the change in this fast-moving industry.
- No study is conducted to rationalize the efficiency of the recruitment tests.
- Regret letters are not sent to the applicants who are not certain after joining of the determinately selected candidates.
- BEL always does not tested references appropriately, which may cause an earnest problem for the organization.
- HR division of BEL does not keep CV well.
- In their Recruitment and aptitude management, there are only three employees. Only three employees have done all the recruitment and selection process. This number of employees is not sufficient when work pressure is authentically high.

6.2 Recommendations

In BEL I collect the realistic knowledge of human resource management. Though it is my first experience, I collect some errors by discussing the HR personnel. So, I would like to recommend about those errors as follows.

- Recruit well-organized human resource in HRD to lessen the work pressure.
- HR should response to the unsuccessful candidates after the interview.
- Online recruitment and selection process is not progressed. It must be improved.
- More focus to support existing employees than recruit new employee.
- HR recruitment and selection process must be considered to attract more competent workers for the organization's development.
- HR Division needs adequate space and resources to preserve CV and other papers

6.3 Conclusion

Home appliance Industry has developed in Bangladesh at a significant rate. This industry consistently engenders job opportunities for highly skilled people. Companies are either directly or indirectly contributing largely towards raising the standard production. As one of the leading air conditioner manufacturer Best Electronics Ltd plays a very important role in the industry as well as in the national financial system. To be prosperous, persistent involvement and dedication of the organizations human resource managements is very much needed. To compete in the international as well as in local markets in undesirable situation the HR managers work has become much more complex in today's ever changing business environment. Developing plans in a dynamic situation demands significant analysis of the situation and strictly adhering to the core principle of the organization. Best Electronics Ltd are decentralized organization and core values are esteemed by everyone within the organization, operating in dynamic situation is more facile than it seems. In this report, I have given my best to recognize Recruitment & selection procedures utilized by Best Electronics Ltd. What and how they recruit & select their employees. In this report, simply my acquired knowledge from HR course and endeavor to fulfill with the techniques formula and systems followed by the company. The company in this industry should focus on quality product and quality accommodation to take this industry towards further prosperity. The Bangladesh Govt. should additionally be considerable and cooperative to avail the businesses grow.

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