Internship Report
on
Human Resource Management Practices in Bangladesh
A Case Study on Dhaka Fareast Ltd.



Submitted by:
Md. Mamun Hossain
ID: BBA1901O16025

Program: Bachelor of Business Administration (BBA)
Major: Human Resource Management (HRM)
Semester: Fall-2022

Submitted to:
Department of Business Administration
Sonargaon University (SU)
Dhaka-1215

Date of Submission:

Internship Report
on
Human Resource Management Practices in Bangladesh
A Case Study on Dhaka Fareast Ltd.



Submitted by:
Md. Mamun Hossain
ID: BBA1901O16025

Program: Bachelor of Business Administration (BBA)
Major: Human Resource Management (HRM)
Semester: Fall-2022

Supervised by:
Md. Rasel Hawlader
Lecturer
Department of Business Administration
Sonargaon University (SU)
Dhaka-1215

Date of Submission:

Letter of Transmittal

October 17, 2022

To
Md. Rasel Hawlader
Lecturer
Department of Business Administration
Sonargaon University, Dhaka.

Subject: Submission of Internship Report on "Human Resource Management Practices in Bangladesh" A Case Study on Dhaka Fareast Ltd.

Dear Sir,

With due respect and honor, I would like to inform you that, I have successfully completed the requirements to entitle myself for the internship report, which is a mandatory requirement to completion of the BBA program. This is great pleasure for me to submit the internship report on, "**Human Resources Management Practices in Dhaka Fareast Ltd.".** Here I gathered what I believe the most completed information available. I believe that it will provide a clear scenario of the HRM polices of the prominent **Dhaka Fareast Ltd. in Bangladesh.**

This report is all about to synchronize my theatrical learning from BBA program with the real corporate world. I attempted my every move to go through all the necessary materials, documents, guidelines, and other subsequent reports which fulfill the requirements of this internship report. I have placed my most effort on preparing this report and tried to leave no stone unturned to make the report a vivid and comprehensive one despite a lot of limitations. I sincerely believe that it serve the required purposes. I will always be obliged to furnish any clarification regarding this report, if required.

I humble request you to accept this report for your kind evaluation.

Kind regards,

Very truly yours,

…….
Md. Mamun Hossain
ID: BBA1901016025
Department of Business Administration
Sonargaon University (SU)

Letter of Authorization

I, Mr. Md. Rasel Hawlader, Lecturer, Faculty of Business Administration, Sonargaon University (SU) hereby certify that the internship work entitled as "**Human Resources Management Practices in Dhaka Fareast Ltd.**" has been prepared by Md. Mamun Hossain, ID: BBA-1901016025, Department of Business Administration, Sonargaon University (SU) and submitted as a requirement for the partial fulfillment for the degree of the Bachelor of Business Administration (BBA) with major in HRM. To the best of my knowledge, the above-mentioned work has been conducted by the student himself. Any option and/or suggestion made in this study are entirely that of the author of this internship report. The report is an original work and prepared as a partial requirement of the degree the Bachelor of Business Administration (BBA)

……..
Md. Rasel Hawlader
Lecturer
Department of Business Administration
Sonargaon University

Student's Declaration

This is Md. Mamun Hossain, a student of Bachelor of Business Administration, ID: BBA-1901016025 from Sonargaon University (SU) would like to solemnly declaration here that this report on Human Resources Management Practices in Bangladesh: A Case Study on Dhaka Fareast Ltd. has been authentically prepared by me under supervisor of Md. Rasel Hawlader, Lecturer, Department of business Administration, Sonargaon University.

I didn't breach any copyright act internationally. I am further declaring that I did not submit this report anywhere for awarding any degree, diploma, or certificate.

Sincerely Yours,

…….

Md. Mamun Hossain
ID: BBA1901016025
Major: HRM
Semester: Fall-2022
Department of Business Administration
Sonargaon University (SU)

Acknowledgement

This report is basically a presentation of my knowledge that I have got during my internship about HRM practices. I was assisted by a number of employees with kind co-operation and valuable information in this regard. So I should thank them.

I pay gratefulness to the Supervisor of my report**, Md. Rasel Hawlader, Lecturer**, Department of Business Administration, Sonargaon University (SU).

I acknowledge with deep gratefulness to the Department of Business Administration of **Sonargoan University** and **Dhaka Fareast Group**, for giving me the opportunity to study in this topic.

I am grateful to **Nobin Chandra Roy, Managing Director** and **Utpol Roy, Director,** Dhaka Fareast ltd**.**

I am especially grateful to **Krishna Kanta Roy, Manager, HR Admin & Compliance** Dhaka Fareast Ltd. For all types of help during my report work.

I am especially grateful to **Md. Abdus Salam, Manager, Admin & Accounts.** Dhaka Fareast Ltd. given me chance for internship report work.

I am also grateful to high officials and all the officials and staffs and officers, for their friendly behavior, heartiest cooperation and other services during my studies.

…….

Md. Mamun Hossain
ID: BBA1901016025
Major: HRM
Semester: Fall-2022
Department of Business Administration
Sonargaon University (SU)

Executive Summary

As I have mentioned earlier that this is an internship report, which is a partial requirement of graduation program. Preparing report on "HRM practices" is very common and for some extent trouble-free, but this report is prepared on real practices on the field. Readymade Garments demand is second demand in five fundamental demand of the human being. For enrollment in civilizations garments is fundamental requirement to social members. So, garments demand and style are changing in nature. This demand is comparatively rising than other demands except food. Readymade garments have demand in global markets from the first stage of civilization. Global or International market demand of readymade garments has made challenges to the International vendors in different nature included micro, macro and foreign elements. This indicates the vendors to practices regarding recruitment and selection and the proper compliance management to capture international market.

Ready Made Garments Industries in Bangladesh contain the lion contribution of our national income. Ready Made Garments sectors prospect means the prospects of our economy also. In the year 2018 Ready Made Garments export was 30 billion this is 76% share of our total national exports. In Garments Industry near about 5 million workers are working in 4500 Garments. This employment helps our economy to boost. In total containers handling in sea, air and land ports with 85% of containers are relates to Garments industry.

After implementation of Uruguay Round Negotiations envisaged the phasing out of MFA by the end of 2004, this provides opportunity to the Bangladeshi vendors for covering the new and maximum export to the target market. But our RMG sector faces some internal and external problems.

Dhaka Fareast Limited is very much conscious about the buyer requirements as well as the employee rights so workers unrest is minimum in the **Dhaka Fareast limited** factories. HR department takes a great role to improve the productivity and employee satisfaction in the factory because this department looks after the employee rights.

Table of Contents

SL. No.	Name of Contents:	Page No.
	Letter of Transmittal	3
	Letter of Authorization	4
	Student's Declaration	5
	Acknowledgement	6
	Executive Summary	7
	Chapter One: Introduction	11-14
1.1	Introduction	11
1.2	Objectives of the study	11
1.3	Methodology of the Study	12
1.4	Data Source:	12-13
1.5	Data Analysis, Classification, & Presentation	13
1.6	Limitations of the Study	14
	Chapter-Two (2) Profile of the Organization	16-22
2.1	Overview	16
2.2	Company Profile	16-17
2.3	Historical background of Dhaka Fareast Ltd	18
2.4	Objectives of Dhaka Fareast Ltd	18
2.5	Major Buyers, Products of Dhaka Fareast Ltd	19
2.6	Products of Dhaka Fareast Ltd	19
2.7	General Information	20
2.8	8 Social Program & Responsibility of Dhaka Fareast Ltd	21
2.9	Job Security	22
	Chapter- Three (03) Literature Review	24-30
3.1	Introduction to Human resource Management	24
3.2	Selection of HRM	25
3.3	Importance of Selection	25
3.4	Selection Process and Steps	25-26
3.5	Recruitment Involve	26
3.6	Types of Recruiting	27
3.7	Training and Development of HRM	27-28
3.8	Training and Development Objectives	28
3.9	Strategic Importance of HRM	28-29
3.10	Roles & Functions of HRM	29
3.11	Improvement of Compensation Packages	29
3.12	Planning in the Organization	30
	Chapter four (04) Analysis of the Study	32-39
4.1	Recruitment & Selection Process in Dhaka Fareast Ltd.	32
4.2	Recruitment Policy and process.	32-33
4.3	Worker Recruitment Policy:	34

4.4	Recruitment Procedure	35-36
4.5	Wage and Salary Administration.	37-38
4.6	Training and Development Policy	38-39
	Chapter Five – (05) Findings	41
5.1	Findings	41
	Chapter Six- (6) Recommendation, Conclusion and Reference	43-44
6.1	Recommendation	43
6.2	Conclusion	44
6.3	Reference	45

Chapter- One (1)
Introduction

Chapter-One (1)
Introduction

1.1 Introduction:

Garments sector is one of the most important export sectors of our country. Today readymade garments sector not only earn maximum foreign currency but also engage many unemployed people in productive industry. Labor are the key of this industry. So we have to give them sufficient salary and other benefit for their well living. Backward linkage industry, bonded warehouse facility, garments village must be established for smooth export. 76% of Bangladesh's total export income earn through RMG. Bangladesh remains the second largest apparel exporter in the world, after China, according to the World Trade Organization (WTO) data. The data said that Bangladesh held on to its status in the world in FY 2017-18, accounting for 6.5 percent share of the market.

Dhaka Fareast Ltd. is an apparel manufacturer and exporter. It offers apparels and fashion accessories plain and fashion t-shirts, tank tops and singlet's, polo shirt, hoodies, sweat-shirt, brief, boxers, panties, undershirts, jacket, fleece vest, knitwear, jackets, boluses, work wear, uniforms, and other products for men, women, kids, and babies.

Dhaka Fareast Ltd is a 100% export oriented garments manufacturing industry. The main Garments manufacturing companies highly contribute to GDP (Gross Domestic product) in the Bangladesh. So, all concerned as well as the government of Bangladesh is highly conscious about this sector.

1.2 Objectives of the Study:

Every research work is conducted to achieve some objectives. The primary objective of this report is to fulfill the requirement of the internship report. The secondary objective of the report is to evaluate the "Human Resource Management Procedure" of Dhaka Fareast Ltd. This report has been prepared primarily for the fulfillment of the Human Resource Management course, which is an essential part of the BBA program of Sonargaon University (SU).

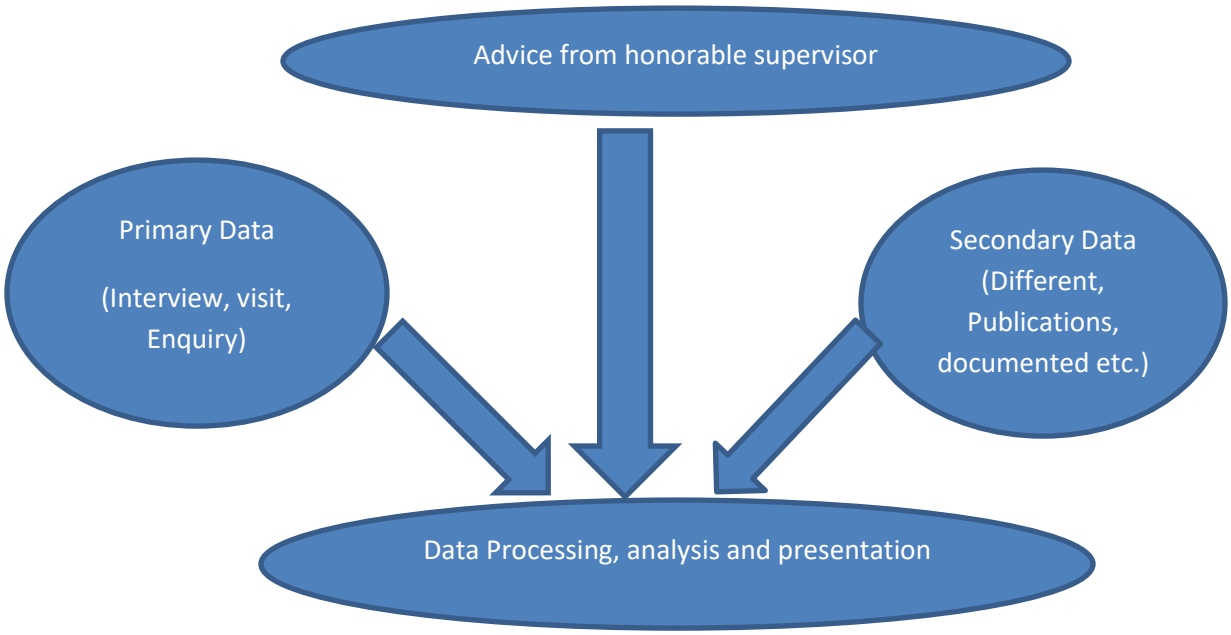
The objective of this report is:

- To understand the functions done HR department, **Dhaka Fareast LTD.**
- To determine how **Dhaka Fareast Ltd.** Maintain recruitment & selection process.
- To highlight the compensation & benefits provided by **Dhaka Fareast LTD.**
- To identify strengths & weakness of **Dhaka Fareast LTD.**
- To know code of conduct & policy & employee welfare.

And finally, whether the training provided by the organization has any impact developing the employee.

1.3 Methodology of the Study:

In order to complete this report personal visit and discussion with executives and top-level management of "**Dhaka Fareast ltd**." become conversant with the company's philosophy, working procedures, management system, and decision-making process of the company. The details of the work plan are furnished below:



Methodology Study Deign:

1.4 Data Source:

The information and data for this report have been collected from Primary Source as well as Secondary Sources but emphasis has been given more on Secondary Sources.

Primary Source

Primary Sources mean the sources of data which were never used in anywhere and which data arepresented first time. This information is collected from.

- Practical desk work
- Face to face conversation with the officer
- Direct observation
- Face to face conversation with the client

Secondary Source

Secondary Sources mean the sources of data which were already existed and used. Many journals, books and data from websites are used here as a source of secondary data. This report will be based on theoretical and practical information gathered from Secondary Sources e.g.

- Books, manuals,
- Journals,
- Publications,
- Web sites,
- Back-office management on the related field.

Apart from these I will try to induce my practical experience what I have gathered while working as athesis and my leanings what I have learnt from my university.

1.5 Data Analysis, Classification, & Presentation:

Relevant data for this report has been collected through practical orientation, personal interview, and observation in the organization etc. The interviews were administered by formal and informal discussion. No structured questionnaire has been used. Secondary sources of information include the annual report of the company. Data collected from secondary source have been, processed manually and qualitative approach has been used throughout the study. Qualitative approach has been adopted for data analysis and interpretation taking the processed data as the best. So, the report primarily on an analytical judgment and critical reasoning. After gathering all the prime and secondary data I collected, corrected, organized, analyzed, and integrated to draw some findings.

1.6 Limitations of the Study:

Pacific Jeans Limited is an export-oriented company. There business is related with export activities. Therefore, Pacific Jeans Limited employees are too much busy with their official activities. That is why all the time they could not help properly to me. However, they tried their best to help me to learn about something their activities.

The report is not free from its limitation. The main limitations of the report are given below-

- Period of this study was very limited.
- The website of this company does not provide a good deal of information.
- Major constraint of the study is inadequate access to information that hampered the scope of the analysis required for the study.
- Confidential information of high importance was not allowed to provide.
- As the organization work as a unit of the main company some information remained unknown to Manager and executives. As a result this information was kept out of the study.
- Though all the employees were cooperative to me, but sometime due to excessive workload they were unable to provide sufficient time. So sufficient analysis could not be made.
- Inexperience of mine was one of the main constraints of the study.

Chapter-Two (2)
Profile of the Organization

Chapter-Two (2)
Profile of the Organization

2.1 Overview:

Dhaka Fareast Ltd. Ensures 100% quality at every stage in the clothing manufacturing process. We maintain good communication with our clients, factory, and vendors to maintain maximum client satisfaction. Inline quality inspection at each step the sewing process ensures the final product shipped exceeds client expectations. We do have very good source of cotton and stretch items of twill, cotton/ polyester/ spandex twill, satin corduroy, yam dyed, canvas poplin, woven denim, knit denim, chiffon, ponti roma, bengaline, linen cotton & and linen viscose, tencel denim, tinsel twill, rib-stop, taffeta, micro fiver twill & plain weave, lace, coral Fleece, Sherpa as well as polyester items special knit items & organic cotton items.

We are fast growing apparel manufacturer and exporter company ion Bangladesh, sourcing apparels and fashion accessories for our buyers. The entire collections of mid to high quality fashion items are made foremen, women kids, and babies. We have the flexibility to meet the trend in all aspects of design, quality and other developments, which are most desired, by today's fashion market.

Company Profile

2.2 Company Profile

Company Name:	**Dhaka Fareast LTD.**
Head Office	Flat: 3rd floor, House: 206, Road: 02 Baridhara DOHS Dhaka, Bangladesh Dhaka-1206. Email: info@dhakafareast.com Email: nobin@dhakafareast.com Telephone: +88028416120 Phone: 01682064071, 01955600200
Factory	Chowkpara, Mawna, Sreepur Gajipur, Bangladesh. Email: info@dhakafareast.com Email: nobin@dhakafareast.com Telephone: +88028416120 Phone: 01682064071, 01707034847

Website Address:	https://www.dhakafareast.com
Date of Establishment:	2011
Date of Commercial Production:	2012 February
Chairman	Supti Biswas Email: supti@fareastgarment.com
Name of the Owner/ Managing Director	Nobin Chandra Roy Email: nobin@fareastgarment.com
Director of the Company	Utpol Roy Email: utpal@fareastgarmentbd.com
Vision of the Company	2024
Total Factory Area	117176.4 , S.Q-Feet
Fabric Warehouse Area	22602, S.Q-Feet
Number of Machines	450
Export Destinations	China, Sweden , America, Iceland, Hungary
Total Number of Workers	1100
Production Capacity	4 LAC Piece
Total Production	350,000 Piece
Bank Name	Agrani Bank Ltd. Dutch Bangla Bank Ltd.
Buyers	Swedol, Epic
Working Hours	8 Hours
Department of the Company	HR Compliance, Admin, Productions department, Accounts department.
Expenditure on Training (as a percentage of total expenditure)	1000,000 Taka (Monthly)

Expenditure on Human Resource Development (as a percentage of total expenditure)	150000 Taka (Monthly)

2.3 Historical background of Dhaka Fareast Ltd:

Dhaka Fareast Ltd. Encore's 100% quality at every stage in the clothing manufacturing process. We maintain good communication with our clients, factory, and vendors to maintain maximum client satisfaction. Inline quality inspection at each step of the sewing process ensures the final product shipped exceeds client expectations. We do have very good source of cotton and Stretch items of Twill, Cotton cotton/ polyester/ spandex twill, satin corduroy, yam dyed, canvas poplin, woven denim, knit denim, chiffon, ponti roma, bengaline, linen cotton & and linen viscose, tencel denim, tinsel twill, rib-stop, taffeta, micro fiver twill & plain weave, lace, coral Fleece, Sherpa as well as polyester items special knit items & organic cotton items.

To maintain world-class quality **Dhaka Fareast Ltd.** concentrates on the following factors:

- Quality of the input.
- Quality of sewing.
- Quality of sewing thread.
- Quality of washing.
- Quality of packing.
- Quality of Finishing

2.4 Objectives of Dhaka Fareast Ltd.

- Ensure 100% security.
- Ensure 100% on-time delivery.
- Ensure 100% quality right from the commencement to the finish of production.
- Ensure 100% efficiency of resources.
- Ensure 100% transparency in all activities.
- Ensure 100% honesty, discipline and punctuality.
- Best use of potentiality of garments industries of Bangladesh.
- Use of most modern technology in Business Field to the best possible extends, which matches with the socio-economic condition of Bangladesh.
- Give opening to the new jobs.
- Developing a set of human resources with the most modern business philosophy, practice and technology.
- Maintaining at least 80% efficiency.

2.5 Major Buyers, Products of Dhaka Fareast Ltd:

The major buyers of Dhaka Fareast Limited are listed in the given below:

Country	Percentage
America	70%
Sweden	15%
China	15%

2.6 Products of Dhaka Fareast Ltd.

Dhaka Fareast Ltd. is a 100% export-oriented manufacturer of branded Fashion jeans and casual wear. It has various products for various genders and age groups. Some of the products for men and women are show below:

- Craft Plain and fashion t-shirts
- Tank tops/ singles
- Polo shirt
- Hoodies
- Sweat-shirt
- Brief
- Oxers
- Panties
- Undershirt
- Jacket
- Fleece vest
- Knitwear
- Boluses
- Casual shirt
- Jeans
- Shorts
- Athletic wear
- Team uniforms
- Work wear, , and many other

2.7 General Information

General information on factory time-table, leaves, holidays, wages and others	
Daily general working hour	8 hours
Weekly general working hour	48 hours
Leisure	Along with lunch time
Daily over time	2 -4hours (if needed)
Weekly holiday	1 day (Friday)
Festival holiday in a year	14 days with full wages
Sick leave in a year	14 days with half of the wages
Maternity Leave	16 Weeks
Minimum wages	8000/- monthly
Maximum wages	350,000+/- monthly
Average wages	12000/- monthly
General pay-day	Within 7th of the following month.

2.8 Social Program & Responsibility of Dhaka Fareast Ltd.

SGL's Ethical Conduct Recognition and Respect:

- Local and International Labor Laws
- Environment, Health and Safety
- Proper Wages and Benefit
- Maximum 60 hours' work once a week
- Cultural Values
- Anti to Child and Forced Labor
- Anti to Harassment and Abuse
- Anti to Discriminations &
- Anti to Corporal Punishment
- Finishing restriction area.

Social responsibility & performance

- Educational program for uneducated child labor through BGMEA.
- Keeping restriction in recruitment policy of HRD as regards child labor employment.
- Donation to Prime Minister's Relief Fund and donation to the associations engaged for helping distress people, as well sending team form the company.
- Employment of the foreign expert to train up the workforce.

Social Program & Responsibility

- Social program of Dhaka Fareast Limited
- The Company is established to fulfill the following achievements through its business operation, which are directly or indirectly related with the social supplement of the nation.
- Employment Opportunity.
- Working Environment for women.
- Educational Program for the Child Labor (through BGMEA & UNDP) as BGMEA member factory.
- Not to employ the child labor.
- Donation and rehabilitation program for the distressed people affected by natural catastrophe like flood, storm, tornado etc.
- Creating business opportunity for the linkage of support industry.
- Training of the local people working in the factory through foreign experts.

2.9 Job Security

- In **Dhaka Fareast Ltd**. there is job security. Every permanent employee gets the facility of providentfund; earn leave facility, medical allowances and so on.
- Friendly environment: In **Dhaka Fareast ltd.** environment is so much friendly. Every person tries to helpothers.
- Great opportunity to learn: Every senior tries to teach the juniors how to work soundly,sharply & smoothly. These types of opportunity are very much limited in other organizations.

Chapter- Three (03)
Literature Review

Chapter- Three (03)
Literature Review

3.1 Introduction to Human resource Management

Human resources is used to describe both the people who work for a company or organization and the department responsible for managing resources related to employees. The term human resources was first coined in the 1960s when the value of labor relations began to garner attention and when notions such as motivation, organizational behavior, and selection assessments began to take shape.

Human resource management is a contemporary, umbrella term used to describe the management and development of employees in an organization. Also called personnel or talent management (although these terms are a bit antiquated), human resource management involves overseeing all things related to managing an organization's human capital.

Human resource management is therefore focused on a number of major areas, including:

- Recruiting and staffing
- Compensation and benefits
- Training and learning
- Labor and employee relations
- Organization development

Due to the many areas of human resource management, it is typical for professionals in this field to possess specific expertise in one or more areas. Just a few of the related career titles for HR professionals include:

- Training development specialist
- HR manager
- Benefits specialist
- Human resource generalist
- Employment services manager
- Compensation and job analysis specialist
- Training and development manager
- Recruiter
- Benefits counselor
- Personnel analyst

3.2 Selection of HRM

Selection is the process of picking or choosing the right candidate, who is most suitable for a vacant job position in an organization. In other words, selection can also be explained as the process of interviewing the candidates and evaluating their qualities, which are required for a specific job and then choosing the suitable candidate for the position. The selection of a right applicant for a vacant position will be an asset to the organization, which will be helping the organization in reaching its objectives.

Different authors define Selection in different ways. Here is a list of some of the definitions: Employee selection is a process of putting a right applicant on a right job. Selection of an employee is a process of choosing the applicants, who have the qualifications to fill the vacant job in an organization. Selection is a process of identifying and hiring the applicants for filling the vacancies in an organization. Employee selection is a process of matching organization's requirements with the skills and the qualifications of individuals. A good selection process will ensure that the organization gets the right set of employees with the right attitude.

3.3 Importance of Selection

Selection is an important process because hiring good resources can help increase the overall performance of the organization. In contrast, if there is bad hire with a bad selection process, then the work will be affected, and the cost incurred for replacing that bad resource will be high. The purpose of selection is to choose the most suitable candidate, who can meet the requirements of the jobs in an organization, who will be a successful applicant. For meeting the goals of the organization, it is important to evaluate various attributes of each candidate such as their qualifications, skills, experiences, overall attitude, etc. In this process, the most suitable candidate is picked after the elimination of the candidates, who are not suitable for the vacant job.

3.4 Selection Process and Steps

As we have discussed that selection is very important for any organization for minimizing the lossesand maximizing the profits. Hence the selection procedure should be perfect.

A good selection process should comprise the following steps:

Employment Interview − Employment interview is a process in which one-on-one session conducted with the applicant to know a candidate better. It helps the interviewer to discover the inner qualities of the applicant and helps in taking a right decision.

Checking References − Reference checking is a process of verifying the applicant's qualifications and experiences with the references provided by him. This reference

Checks help the interviewer understand the conduct, the attitude, and the behavior of the candidate as an individual and also as a professional.

Medical Examination − Medical examination is a process, in which the physical and the mental fitness of the applicants are checked to ensure that the candidates are capable of performing a job or not. This examination helps the organization in choosing the right candidates who are physically and mentally fit.

Final Selection − The final selection is the final process which proves that the applicant has qualified
In all the rounds of the selection process and will be issued an appointment letter.

A selection process with the above steps will help any organization in choosing and selecting theright candidates for the right job.

3.4 Recruitment of HRM

Recruitment refers to the process of identifying, attracting, interviewing, selecting, hiring, and onboarding employees. In other words, it involves everything from the identification of a staffing need to filling it. Depending on the size of an organization; recruitment is the responsibility of a rangeof workers. Larger organizations may have entire teams of recruiters, while others only a single recruiter. In small outfits, the hiring manager may be responsible for recruiting. In addition, many organizations outsource recruiting to outside firms. Companies almost always recruit candidates for new positions via advertisements, job boards, social media sites, and others. Many companies utilize recruiting software to more effectively and efficiently source top candidates. Regardless, recruitment typically works in conjunction with, or as a part of Human Resources.

3.5 Recruitment Involve

While the recruitment process is unique to each organization, there are 15 essential steps of the hiringprocess. They have listed them here, but for a detailed exploration of these steps, check out the page on Hiring Process Steps:

- Identify the hiring need
- Devise a recruitment plan
- Write a job description
- Advertise the position
- Recruit the position
- Review applications
- Phone Interview/Initial Screening
- Interviews

- Applicant Assessment
- Background Check
- Decision
- Reference Check
- Job offers
- Hiring
- On boarding

3.6 Types of Recruiting

There are several types of recruiting. Here's an overview:

Internal Recruiting: Internal recruiting involves filling vacancies with existing employees from within an organization.

Retained Recruiting: When organization hires a recruiting firm, there are several ways to do so; retained recruiting is a common one. When an organization retains a recruiting firm to fill a vacancy, they pay an upfront fee to fill the position. The firm is responsible for finding candidates until the position is filled. The organization also agrees to work exclusively with the firm. Companies cannot, in other words, hire multiple recruiting firms to fill the same position.

Contingency Recruiting: Like retained recruiting, contingency recruiting requires an outside firm. Unlike retained recruiting, there is no upfront fee with contingency. Instead, the recruitment company receives payment only when the clients they represent are hired by an organization.

Staffing Recruiting: Staffing recruiters work for staffing agencies. Staffing recruiting matches qualified applicants with qualified job openings. Moreover, staffing agencies typically focus on short-term or temporary employment positions.

Outplacement Recruiting: Outplacement is typically an employer-sponsored benefit which helps former employees transition into new jobs. Outplacement recruiting is designed to provide displaced employees with the resources to find new positions or careers.

3.7 Training and Development of HRM

Training and Development is a structured program with different methods designed by professionals in particular job. It has become most common and continuous task in any organization for updating skills and knowledge of employees in accordance with changing environment. Optimization of cost with available resources has become pressing need for every organization which will be possible only by way of improving efficiency and productivity of employees, possible only by way of providing proper employee training and development conditioned to that it should be provided by professionals.

Training & Development

- Training and development
- Employee Training Introduction
- Need and benefit of Training
- Advantages Of Training Programmer
- Training Process
- On-the-job Methods
- Off-the-job Methods
- Sensitivity Training
- Management Development
- On the Job Methods [MD]
- Off the Job Methods [MD]
- Executive Development

3.8 Training and Development Objectives

The principal objective of training and development division is to make sure the availability of a skilled and willing workforce to an organization. In addition to that, there are four other objectives: Individual, Organizational, Functional, and Societal.

Individual Objectives: Help employees in achieving their personal goals, which in turn, enhancesthe individual contribution to an organization.

Organizational Objectives: Assist the organization with its primary objective by bringing individualeffectiveness.

Functional Objectives: Maintain at the departments of the contribution at a level suitable to the organization's needs.

3.9 Strategic Importance of HRM

In today's businesses, the right approach and management of the company's employees can greatly affect the company's overall performance. A strategic approach in Human Resource Management is vital especially in growing companies. Starting from right staffing to maintaining performing employees, HR management is key in developing not only the employees, but the whole organizationitself.

Human Resources encompass a broad scope in management. An expanding company dependent on its current success can maintain and further develop its business starting with the right staffing. As demands for the product or services increase, additional manpower is needed to comply with them. The current manpower should be checked but

not simply if they can comply with the demands, but it has to ensure that it can still keep its quality and standards. Mass production or bulk orders should not be an excuse in decreasing quality, hence, increased customer dissatisfaction and decreased sales. For a company that is already recognized in the industry and is eyeing on expansion, their status and reliability should be maintained.

3.10 Roles & Functions of HRM

The Human Resource Department deals with management of people within the organization. There are a number of responsibilities that come with this title. First of all, the Department is responsiblefor hiring members of staff; this will involve attracting employees, keeping them in their positionsand ensuring that they perform to expectation. Besides, the Human Resource Department also clarifies and sets day to day goals for the organization. It is responsible for organization of people in the entire company and plans for future ventures and objectives involving people in the Company.

3.11 Improvement of Compensation Packages

One of the major functions of the HR department is to motivate employees. This can be done throughrewards especially for those who have done well. The HR department needs to evaluate performance of employees and those who have exceeded expectations should be compensated for their actions. Research has shown that rewarding employees for good performance is the number one incentive for keeping up this trend. These compensation packages can come in the following ways.

- Holiday Offers
- End of Year Bonuses
- Equities
- Awards
- Salary Increments
- Provision of Flexible Working Hours
- Straight forward Promotion Schemes and Career Developments

If the HR department includes these incentives, then it will ensure that employees are satisfied with the company. It will also contribute towards good staff retention rates. This is especially crucial in increasing stability within the organization. It also makes employees identify with the firm and instills a sense of loyalty. (Handy, 1999).

3.12 Planning in the Organization

The Human Resource Department is placed with the responsibility of ensuring that it plans adequately for all the organizations future engagements that will involve people. One important aspect of this is planning for employees in the organization. It is important that the organization ensures that all the employees under its wing are just enough to increase value to the organization. The Department must ensure that staff members are not too many because if they exceed this amount, then the organization stands to lose. It must plan adequately to ensure that staff members are not too few either, otherwise they will be overworking those who are already in place. Consequently, there will be poor motivation resulting from fatigue.

The HR department is also bestowed with the responsibility of planning future organizational goal in relation to people or clarifying these same goals to staff members. This function of the department ensures that people in the organization have a general direction which they are working towards. Organizations that have a clear direction are always more effective; those members of staff will be more result oriented rather than just working for the sake of it. The department is also responsible for setting day to day objectives necessary for streamlining activities within the organization and thus ensuring that work is not just done haphazardly. (Hyde, 2004).

Chapter four (04)
Analysis of the Study

Chapter four (04)
Analysis of the Study

4.1 Recruitment & Selection Process in Dhaka Fareast Ltd.

Recruitment is the process through which the organization seeks applicants for potential employment. Selection refers to the process, by which it attempts to identify applicants with the necessary knowledge, skills, abilities, and other characteristics that will help the company achieve its goals; companies engaging in different strategies need different types and numbers of employees. The strategy a company is pursuing will have a direct impact on the types of employees that it seeks to recruit and selection.

4.2 Recruitment Policy and process.

Employee Recruitment Policy:

Motto

- Equal opportunity of employment.
- No discrimination in gender, sex, religion & color.
- Right man for right job.
- Fair judgment for all employees.
- Respect for individuals.

Recruitment Policies:

- First of all we determine the Man Power requirement as per process & machines.
- After preparing manpower requirement they go for advertisement in daily newspaper, and through Leaflet, Posters, Banners, Personal Contact.

Example: General Manager- Production:

Age: 28-35 years; Graduate with specialization in garment MFG technology from NIFT or equivalent. Minimum 10 years' experience in similar position of a unit with a minimum of 1000 machines. Must have detailed hands-on knowledge of industrial engineering. They offer competitive salary which is commensurate with experience and qualification. If you aspire to an exciting and rewarding career, send your detailed resume, quoting your present

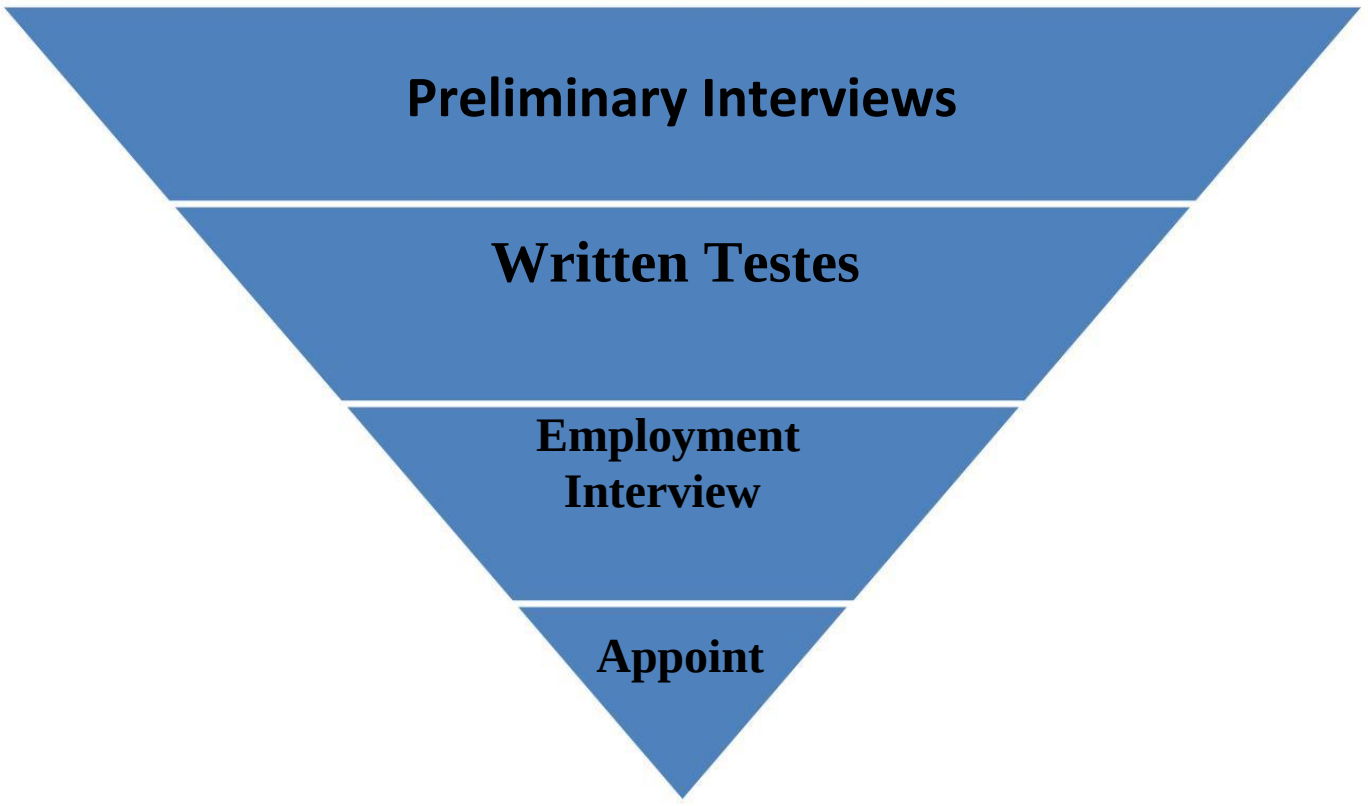
and expected salaries to jobs.

Recruitment Process:

- Do not recruit any employee who is less than 18 years old.
- Do not employee any force labor & prison labor.
- Procure applications from the suitable candidates.
- Segregate the application's as per Criteria.
- Finalize the suitability of the candidates.

Interview Process:

- Candidate have to face an oral interview to the responsible department head
- Sit for written test where candidate have to face question about relevant back ground.
- Those who pass in the written test are asked for employment interview where candidate negotiate about compensation/salary.
- After final selection we issue appointment letter to select candidates mentioning all terms & condition of his/her employment.



4.3 Worker Recruitment Policy:
Motto:

- Assuring security.
- In-time delivery.
- First time quality assurance.
- Fulfilling the promises.
- Utilizing the assets properly.
- Transparent activities.
- Honesty, discipline and regularity assurance.

Recruitment Policies:

Factory maintains a policy regarding recruiting the workers. Factory mainly follows the regulations that BEPZA provided but sometimes buyer sets few regulation and company follows those and those rules are not against to any local regulations of BEPZA and govt. law. The workers recruitment policy provided in below:

- Every worker is recruited through following recruitment policy.
- Nation, religion, color or gender are not concern during recruitment.
- Recruitment committee recruits the workers.
- For recruiting the workers advertisement is given to the newspaper, posters, banners or any other means.
- Applicants must provide passport size photo with C.V. and other necessary documents.
- Under 18 years is not allowed as a worker.
- Birth certificate must be provided before joining to the company.
- Before joining workers must have to provide National ID card, doctor certificate, blood group certificate, commissioner certificate.
- Work should be done by workers consent.
- Appointment letter provided by the company to the newly joined workers.
- If any worker is not retrenched within the 4 months of joining then he/she will considered as a permanent worker.

4.4 Recruitment Procedure:

For all positions management

1. The Plant Human Resources Development Manager should monitor the daily manpower (approved vs present) and discuss with the General Manager (Production) regarding trends developing with regard to absenteeism and turnover. Identify the root cause and take appropriate action.

2 The Plant Human Resources Development Manager should meet the General Manager (Production) on the first working day of every week along with a summarized report for the previous week and the approved manpower. This is to ascertain short term needs and take appropriate action to enusre the manpower is maintained always to help smooth production operation. The Plant Human Resource Manager shall e mail the minutes of this meeting to the Group Human Resources Development Manager and the Director on the same day.

3 Once the potential candidates are identified they will be subject to a screening, testing and interview procedure. All potential candidates will be interviewed based on the knowledge, skill and the relative attitude needed by the respective position.

Staff level positions: (Junior management, supervisory, clerical and allied staff)

i. Prospective candidates will duly complete the bio-data form

ii. The Senior Human Resources Excecutive will review the bio-data along with the original documents and other testimonials. If everything is all right he/she will submit douments to the Plant Human Resources Manager for evaluation and short listing candiates for an interview with the assistance of the relevant head of the department.

iii. The Senior Human Resources Excutive will schedule inerviews in liaison with the members of the interview panel and provide sufficent time for the candidates to be present at the interviews.

iv. All short listed candidates will have to sit for a written test before they appear at the interview. The written tests will consist of general knowldege, simple arithmatic, Basic English language and trade related questions.

Technical positions: (Junior management, supervisory, electrical, mechanical, pattern making, quality and cutting dept employees who are technically competent)

v. Prospective candidates will duly complete the bio-data form.

vi. The Senior Human Resources Excecutive will review the bio-data along with the original documents and other testimonials. If everything is all right he/she will submit douments to the Plant Human Resources Development Manager for evaluation and short listing candidates for an interview with the assistance of the relevant head of the department.

vii. The Senior Human Resource Excutive will schedule inerviews in liaison with the members of the interview panel and provide sufficent time for the candidates to be present at the interviews.

viii. All short listed candidates will have to sit for a written test before they appear at the interview, where approriate. The written tests will consist of general knowldege, simple arithmatic, Basic English language and trade related questions. They will also go through an on the job test by the relevant head of the department.

{Refer attachment reference III for a specimen question paper}

4 **Interview panel , interview sequence and tests to be carried out:**

The interview panel comprises of a representative from HR dept, head of the dept or the second in command, the GM Production and the corporate management.

When the respective head of the dept is unable to take part at the interviews he/she could nominate a represenative to act on his/her be half. However, this must be communicated to the Plant Human Resources Development manager prior to the scheduled interview times.

It is mandatory that either the Plant Human Resources Development manager or the Senior Human Resources Executive must be present at the interviews as per the matrix.

Mandatory check by the Company Doctor:

It is mandatory that all potential candidates obtain an "Age estimation form/fitness certificate" as per the Bangladesh labor Law 2006 Sector 37. The Plant Human Resources Development Manager should ensure that this task is accomplished on specimen of form as per policy.

5 Awareness training on recruitment policy, procedure etc

A trining programme will be conducted every 4 months or as and when the need arises to ensure all concerned are fully understand the system and work accordingly to achieve the

organziational objectives. The Plant Human Resources Manager will maintain a record with the list of partipants and other training details.

6 Changes and amendments to this policy document

Management reserves the right to change or amend this policy document time to time based on business requirements and changes in the National laws/buyers' code of conduct.

4.5 Wage and Salary Administration.

Personnel department has its own police for salary and wage administration. There are some bases for setting pay. These are as follows:

a) Seniority
b) Experience
c) Performance
d) Academic qualification
e) Personal relation

- The current monthly minimum wages is equivalent of BDT 8,200 and ensure minimum wages for other grade workers as per BEPZA regulations.
- Any work after 8 hour will be treated as overtime. Mentionable here that maximum total working hours a day are 10 hour and per week 60 hours.
- A worker will get double payment the basic for working overtime more than 8 hours.
- No employee is allowed to work more than 10 hours a day & 60 hours a week.
- In every seven days of week one day is off as weekly holiday.

Incentives

- Company pay attendance bonus 1000tk. for full attendance in the month.
- Paying food allowance minimum taka 10.
- Transportation facility.

Facilities

- Two festival bonuses paid to every employee in a year. Equivalent to two basic of wages/salary during two Eid festive.
- Leave encashment: after completion of year if any employee who does not enjoy portion of earned leave or leave not granted as per rules, the amount of that leave paid in cash.

Leaves & Holidays

There are 5 types of leaves are provided to the employee in a year.

- Festival holiday- 12 days with full pay.
- Casual leave- 10 days with full pay.
- Earned leave- 17 days with full pay.
- Sick leave- 14 days with full pay.
- Maternity leave- 112 days (8weeks + 8weeks) with pay.

4.6 Training and Development Policy

Policy:

As part of our organizational development strategies all our employees shall undergo continuous training in order to fulfill our core values and achieve the organizational goals whilst developing our human capital.

Objective:

The scope of this policy would be to update and develop our employees with the required knowledge, skills and attitude in order to face the business challenges.

Training Process:

Training need analysis	⇨	Training objectives	⇨	Training delivery	⇨	Training evaluation
What are the training needs for this person and or job?		Objectives should be measurable and observable		This includes on the job, off site as well as action learning		Measure reaction, learning, behavior and results

Training needs will be obtained from the following:

1. Task analysis
2. Competency analysis
3. From the business forecast
4. Needs arising due to changes in Labor law, Government regulations, buyers' code of conduct and business environment/policies

The Plant Human Resource manager will prepare a detailed training calendar under the supervisor of the Group Human Resource manager and obtain the approval from the Board of Directors. Also he/she will ensure that necessary provisions are made in the annual financial budget.

Even though, there is an approved training calendar, it will be reviewed along with the Company's business performance and adjustments will be made accordingly. Further, there may be an occasion where employees concerned are not in a position to allocate time for training due to business requirements. In order to avoid such problems, the Plant Human Resources manager will obtain approval from the respective head of the department of the employees concerned prior to organizaing the training activities.

Focus:

Whilst focusing on management and leadership skills for the supervisory/management staff, skill based training programmers will be organized for operators and floor level workers.

Methodology:

There will be a twofold analysis:

1. Task Analysis
2. Competency Analysis

Task Analysis:

A detailed analysis will be carried by a team of members comprising below staff members on all job positions to identify the skills required, so that an appropriate training program can be planned.

Recordkeeping:

The Plant Human Resources manager will maintain a detailed record of all training activites with relevant information for future reference.

Chapter Five – (05) Findings

5.1 Findings:

From my observation and practical experience I found that**, Dhaka Fareast Ltd**. Provides a good benefits and compensation to the workers. They follow the regulations strongly regarding the workers. The regulation that Pacific Jeans ltd. Follows are the combination of-

- BEPZA
- Government law

Every clause at the guideline provides opportunity is coping to the workers to be more benefits. The clauses established to see the workers facilities. Also the guideline assures the security of workers benefits and HR.

I have found few reasons that may be the reasons problematic for **Dhaka Fareast Ltd**. They are given bellow:-

1. First of all, HRD is not organized properly.
2. Professional employees are not hired in proper way.
3. Loyalty scarcity among the workers.
4. Workers don't understand or give values to the company provided benefits and facilities.
5. Misbehave of Floor Manager.
6. Extensive Work Pressure.

Chapter Six – (06)

Recommendation, Conclusion and Reference

6.1 Recommendations

Dhaka Fareast Ltd. is an International business organization which successfully operating their business in the International Ready Made Garments market. In spite of their successful business operations **Dhaka Fareast Ltd**. having face sort of problems.

So, for solving the prevailing problems and to be a market leader following steps to be taken:-

1. **Dhaka Fareast Ltd**. should try to improve their management-style for overcoming the global challenges in different situation. Although present management is not bad but it should be dynamic in future for the betterment of all the aspects.
2. To provide lunch facility. If it not possible. Therefore, company delivers special lunch one times in a month (at the middle of a month) for motivation.
3. Special training and seminars can be arranged for the employee as well as for the floor manager to practice the corporate culture in the office.
4. **Dhaka Fareast Ltd.** should increase the expertise in human resource department for the proper performance appraisal analysis, which provide the power to Pacific Jeans Ltd for retain the expert qualified, skillful personnel's also increase the overall performance of the employee, increase the service quality of the employee's, also raise the market share of the International Market.
5. Provisions of the related Act to provide for participation of workers in the companies should be included. It must work to retain competent workers and create belongingness loyalty to the company.

Finally it can be said that **Dhaka Fareast Ltd**. should properly take the above mentioned steps for overcoming the prevailing problems.

6.2 Conclusion

In a nutshell, it is said that we have tried to provide all our best efforts to prepare this research report in such a manner that the report contains least level of technical knowledge to understand the main contents of this report. I collected relevant information through questionnaire and interview. Then I presented reasons and solutions point by point.

Dhaka Fareast Ltd. is a well-established, modernly facilitated and one of the largest manufacturing private organizations in Bangladesh. It has maintained a strong market position by providing quality service to its buyers. By earning a huge foreign currency it also enriched and accelerated the economy of the country. Without making proper use of human resource the development of an organization is considered as impossible. So it considers its employees as the core resource and put great emphasis on the process of manpower selection and recruitment. The development of the employee ensures the development of the organization and to make the development happen in reality it also provide sufficient facilities. It combines business along with morality and responsibility to achieve its ultimate goal.

Recruitment and selection are two important words which are linked to each other. One generate poll of Potential candidates and other choose the best one. Effective and efficient process of recruitment and selection help an organization to become more competitive.

The pictures of HR management are satisfactory. Month to month they focused how to grow more. This is the time of change. Pacific Jeans Limited should take more important steps which will helpful for them.

I wish best of luck for the Dhaka Fareast Ltd.

6.3 References:

Publication

- Various files and documents of Dhaka fareast ltd. of Industries.
- Term papers of Square Group Training manuals.
- Corporate Profile.
- Dhaka Fareast ltd.human resources policies.

Websites:

- https://www.dhakafareast.com
- https://www.zoominfo.com/c/dhaka-fareast
- https://www.google.com/url
- **https://www.bangladeshyp.com/Dhaka_Fareast_LTD**