



Internship Report
on
An Evaluation of Human Resource Management Practices of
Merchantex International

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Major in HRM

Program: MBA

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Date of Submission: 5 October, 2019

Letter of Transmittal

Date: 5 October, 2019

To: Mr. Mohammad Shibli Shahriar

Associate Professor and Head

Department of Innovation and Entrepreneurship

Faculty of Business & Entrepreneurship

Daffodil International University

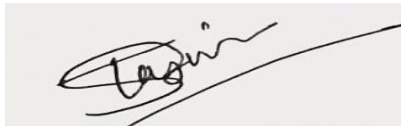
Subject: Submission of Internship Report.

Dear Sir,

With immense pleasure, I am submitting my internship report on “**An Evaluation of Human Resource Management Practices of Merchantex International**” which was assigned to me as a part of my MBA program. I have truly enjoyed my three months internship program with Merchantex International and highly appreciate their co-operation in this regard. Despite of some limitation, I tried my level best to make the report a complete one.

In this circumstance I therefore pray and hope that you would be kind enough to accept my internship report and oblige thereby.

Faithfully yours,



.....
Sadia Tasnim Oishee

ID No.153-14-635

Program: MBA

Batch: 42

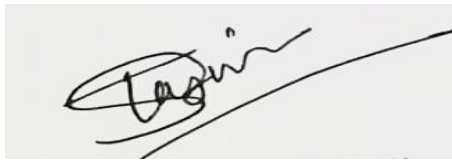
Major in Human Resource Management

Daffodil International University

Declaration

I declare that the “Internship Report” entitled “**An Evaluation of Human Resource Management Practices of Merchantex International**” embodies the results of my own research work, perused under the supervision of, Mr. Mohammad Shibli Shahriar, Associate Professor and Head, Department of Innovation and Entrepreneurship, Internship Supervisor, Daffodil International University Bangladesh.

I further affirm that the work reported in this internship is original and is not part of any other students for the completion of BBA or other degree have submitted whole of the report.



.....

Sadia Tasnim Oishee

ID No.153-14-635

Program: MBA

Batch: 42

Major in Human Resource Management

Daffodil International University

Letter of Acceptance

This is to certify that the Internship Report on “**An Evaluation of Human Resource Management Practices of Merchantex International**” has been submitted for the award of the degree of Master of Business Administration (MBA) major in Human Resource Management from Daffodil International University carried out by **Sadia Tasnim Oishee** of **42nd** Batch bearing **ID: 153-14-635**, under my supervision. To the best of my knowledge and as per her declaration, any part of this report has not been submitted for any degree, diploma or certificate elsewhere. She is permitted to submit the internship report for presentation in the internship defense.

I will her all success in life.



.....
(Mohammad Shibli Shahriar)

Associate Professor and Head

Department of Innovation and Entrepreneurship

Faculty of Business & Entrepreneurship

Daffodil International University

Acknowledgement

At the very beginning, I would like to express my gratitude to Almighty Allah for making me able to complete my internship and my graduation. Then I must express my deep gratitude to my University supervisor **Mr. Mohammad Shibli Shahriar**, Associate Professor and Head, Department of Innovation and Entrepreneurship, DIU for his guidance and suggestions in finishing the internship program successfully. I would like to place my gratitude to the HR of Assertion Designers Limited for giving me the chance to finish my internship position in their regarded association.

I would also like to thank my host organization supervisor Mr. Atiqul Islam Apu Deputy Manager, HR who has helped me to learn many new things during my internship program. I would also like to thank Mr. A.B.M Shajahan, Mr. Mainul Hosen, Ms .Fahmida, Ms. Hazera Khatun, Mr. Arif, Mr. Kazi Tushar Alam, Ms. Dalia, Ms. Maksuda Eti, Ms Shutopa Islam for all their support and instructions. I would also thank, Head of HR for letting me work with him at times.

During the preparation of the project work I got huge support from my co-workers, friends, my supervisor, who gave their ideas and time in the process of completing the report to be true to myself I must say that without their help it would be very hard for me to go through the entire process. I am thankful to all of them.

Preface

Knowledge and learning becomes perfect when it's associated with theory and practice. Theoretical knowledge gets its perfection with practical application. Internship program is one of the most significant parts of our MBA program after completing 39 credit hours. This type of program helps the student to acquire practical knowledge about the contemporary business organization. It will also help the student to be an effective executive in future.

After the completion of the MBA academic courses I was placed in HR of Merchantex International for three months internship program for getting practical knowledge. This is an orientation to the entire Educational sector and finally study on a particular area of Human Resource Practices followed by HR of Merchantex International.

In different way this study had a personal journey to the root of my educational discipline which has a great role in the present struggling world and I am able to highlight my experiences approximately that I learned from my organization.

This internship program brings me closer to the practices in education sector and helps to develop a little understanding about the detailed Human Resource practices. It gives me to realize the mode of HR environment and manage the situation. Doing so, I faced several problems. However, I believe this will speak about my effort which I had in preparing this report. In this state I have worked to reflect my entire efforts at analyzing the experience of practical orientation related to human resource department activities of companies.

Executive Summary

As I have mentioned earlier that this is an Internship report, which is a partial requirement of graduation program. Preparing report on Human Resource Management Practices employee/worker is very common and for some extent trouble-free. Merchantex International began excursion in 1986 by its five boards of directors. It is one of the significant pieces of clothing producing association in Bangladesh. This association increasingly reducing its rejection and rework rate in-process and final garments in order to ensure product quality and delivery time as per buyer requirement and increase profitability. Merchantex International will guarantee sufficient training and suitable work to increase productivity and skills of the employee. In this study, I have tried to investigate the challenging career opportunities for young professionals over the last 35 years that Merchantex International provided. How their goal is to attract, retain and motivate the most competent people. This study emphasis on how Merchantex International maintains high recruitment standards and its providing local and overseas training to its employees. Human Resource department are the core part of each and every company to get a competitive man power and advantage from the competitors. There are many functions are followed globally to manage their employees. This report is about a little brief about Human Resource management functions are followed by Merchantex International and how their functional process is improve their efficiency in the market and what are the procedure follow to recruit the right talent. This complete analysis is based on my journey as an intern of Human Resource Department in Merchantex International.

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Chapter-1: Introduction

1.1 Background of the Study

Internship is an integral part of the MBA degree to have a practical working experience. It is an effective component to apply the academic knowledge and soft knowledge in a real working environment. It also gives the fresh graduates a little experience so that they do not run errands when they work in an office permanently. I, as an about to be graduate, was fortunate to work at Merchantex International in the HR department which is my area of concentration. This internship gave me an immense opening to get an in-depth idea about the garments industry. My organizational supervisor was Mr. Atiqul Islam Apu Deputy Manager of HR. I was mainly integrated to HR Division of the company where I got to know how to arrange an interview session. I would be keeping the records of the interview, co-ordinate interview programs and analyze the feedback reports.

I also got a chance to work with the salary and payroll and training divisions as well. This type of cross functional works has only developed my skills and made me more efficient. This internship has also taught me how to manage multiple works and influenced my career goals.

1.2 Origin of the Study

The first objective of the report is to fulfill the partial requirement of the MBA program. Secondly, to give an overview of Merchantex International in general based on my work experience. The origins of the report are:

- To analyze Human resource planning of Merchantex International.
- To understand the various Human resource planning process, Recruitment, Training and Development of Merchantex International.
- To make recommendation to eliminate the problems faced by Merchantex International on its over all activities.

1.3 Scope of the Study

The report entirely discusses the current predicament of Merchantex International and how they perform different HR practices at Merchantex International. The report discusses the current HR

policies of the Merchantex International at its top, mid and entry management level employees. Also in this research I have solely focused on the HR Department and its policies.

1.4 Objectives of the Study

1. To explore the human resource management practices of Merchantex International
2. To evaluate the human resource management practices of Merchantex International
3. To identify the problems of existing human resource management practices of Merchantex International
4. To provide some suggestions to overcome the existing problems of human resource management practices of Merchantex International

1.5 Methodology of the Study

To make this report meaningful and presentable, I used primary and secondary research base. Most of the data came from my critical observation. Primary data came from my experience, observation, unstructured interview. On the other hand secondary data has been collected through internet, different journals, and regular reporting.

Data collection Method

Data was collected through previous documents, archival records and highly dependent on observation. Main source of data is open ended interview and observation. To find out the system loop hole and inefficiency I had to stay long hours with the factory and its employees.

Primary Data:

I have collected primary data from the workers, different managers, analyze damage physically and visit the factory. The research itself is mainly of Qualitative research. In the qualitative part it is actually an unstructured, exploratory research methodology based on small samples indented to provide insight and understanding of the selection and recruitment department's activity. But as I have chosen to take up qualitative research I have mainly used my observation and used standard sample size from the population of the whole recruitment and selection department.

Secondary data:

I gathered information from the journals and yearbook. They don't have that much information given in the internet.

1.6 Limitations of the Study

- ∇ The main constraint of the study was inadequate access to information.
- ∇ The authority did not disclose much information for the safety and organizational confidentiality.
- ∇ Employee did not give full information about their job safety and benefits.
- ∇ Time constraint was another obstacle to prepare the report.

Chapter-2 Company Profile

2.1 Organizational Overview:

MERCHANTEX is one of the fastest growing 100% Export oriented sourcing agents of Bangladesh is engaged in manufacturing of all sorts of readymade garments & has been focusing on international garments merchandising. We are specialized in both woven & knitted tops and bottoms, and acting as factory owner's representatives. In nutshell, MERCHANTEX is one center, where all garment related requirements of a buyer are 100% satisfied because our motto is "ALWAYS THE BEST QUALITY"

If you're looking for wholesale Men's ,Ladies and children's long pant, 5 pkt Denim & Twill Trouser, Cargo Long &short pant, Bermuda, Nylon Jacket, Padded Jacket, Denim Jacket, Polar Fleece Jacket, Skirt, Dress, Shirt, Sleep wear , Kids wear ,Rainwear/Windbreaker, Ladies Blouse, T-shirt , polo shirt Tank top ,Sweat Shirt , Dress, sleep wear , Pajama set.& Cotton bag also. We've the best offer for you. Inquiries from global wholesalers, distributors, buyer, and agents are welcomed.

2.2 Background of the Organization:

Merchantex International saw her development in the skyline of Readymade Garments Manufacturers in Bangladesh in the year 1986 through formation of a little sewing unit called Assertion Designers Limited.

Through hard work and tirelessness Merchantex International figured out how to survive the troublesome circumstances in the early years. In the midst of the steady fight for presence Merchantex International in any case stayed with her initially received standards of genuineness, honesty, moral qualms and business morals. What's more, that most likely had helped Merchantex International ease delicately through the hazardous way toward progress and dependability in the resulting years.

Never absent to understand the future difficulties that lay ahead, Merchantex International dependably had put every one of her endeavors and intend to ace the prescribed procedures in all her assembling units with a specific end goal to accomplish proficient fitness and dependability.

It has been the arrangement since beginning that Merchantex International would constantly offer more to her clients than could be anticipated from her. To satisfy this dedication Merchantex International has been acting not just as a trusted provider of readymade pieces of clothing yet in addition as a generous accomplice toward every one of her purchasers and clients.

Thus meeting the exceptional necessities of her clients has turned into a custom around here house and a matter of pride for the Group.

Speedy reception of a portion of the other essential strategies like getting accreditation of ISO Quality Standard works on, guaranteeing all out consistence of different Code of Conduct prerequisites of esteemed purchasers over the world, organizing the requirement for making of perfect work conditions for the laborers and guaranteeing appropriate human services and security for them and so forth has granted Merchantex International a respectable position in the best echelons of the RMG makers in Bangladesh.

2.3 Board of Directors:

Consists of the following members –

01. Mr. Neesar Ahmed – In charge of Imports and Information
02. Mr. Emdadul Islam – In charge of Marketing & Quality Control
03. Mr. Moinul Ahsan – In charge of Finance
04. Mr. Abidur Rahman - In charge of Export & Embroidery Division
05. Mr. Abdus Salam – In charge of Merchantex International

2.4 Merchantex International is WRAP Ensured Manufacturing Plant

Every real unit has isolated preparing places for laborers and staff. All specialists and staff experience instructional course in a normal premise. Preparing program is planned by the need evaluated for the objective gathering.

Group has a focal innovative work (R&D) cell where a five part group of architects and different authorities add to:

- Designing the most fitting machine format for the specific style.
- Suggesting enhanced work-strategy.
- Recommending utilization of unique work-helps.
- Reducing revamp and re-process.
- Raising profitability, enhancing effectiveness and at last adding to generation cost decrease.

2.5 Quality Policy of Merchantex International

Merchantex International gather devoted to meet and satisfy client necessity in articles of clothing making and furthermore Endeavour to fulfill their workers. This gathering progressively decreasing its dismissal and modify rate in-process and last pieces of clothing to guarantee item quality and conveyance time according to purchaser necessity and increment gainfulness.

Merchantex International will guarantee adequate preparing and reasonable work to expand profitability and aptitudes of the worker. This gathering dependably measures its execution in all territories now and again and takes measure to persistently enhance quality, workplace and worker fulfillment. Corporate office controls every one of the units of the gathering which is situated in the Dhaka city.

To perform well every unit has its industrial facility administration setup from inspecting to completing of the item. Both condition and word related wellbeing and security were considered amid planning the structures. Restorative offices are accessible in the generation offices. The two units of Merchantex International amass are credited on ISO 9001-2000. These are Merchantex International articles of clothing and Aboni materials. Merchantex International pieces of clothing are likewise WRAP affirmed. Aboni materials constrained of Merchantex International amass is ascribed on ecological administration framework ISO 14001-1990.

Merchantex International applies moral standards to all offices that deliver readymade pieces of clothing for sending out to outside nations. Its factory operates in a legal and cultural environment. These ethical principals express the basic requirement of Assertion Designers Limited factories in order to do business with its foreign customers.

Merchantex International makes constant efforts to promote best practices and continuous improvement of ethical issues in all its manufacturing units. For easy understanding of the issues the Merchantex International management has posted its contents on both Bangla and English to their notice board.

2.6 Ethical Trading Practice

Merchantex International offices work in full consistence with the laws and controls of the locales in which they produce.

The issues are:

Standard 1 – Laws and Regulation:

Merchantex International offices work in full consistence with the laws and controls of the locales in which they produce.

Standard 2 – Employment Age:

Laborers may not be more youthful than 18 years old.

Standard 3 – Forced Labor:

Merchantex International offices don't utilize automatic or constrained work – contracted, reinforced or something else.

Guideline 4 – Wage and Benefits:

Merchantex International offices remunerate their representatives decently by giving pay bundles involving wages and advantages that, in any event, agree to lawfully command least benchmarks.

Every representative is given an unmistakable, composed representing each payroll interval. Representatives are made up for extra minutes as indicated by neighborhood law.

Standard 5 – Hours of Work:

Merchantex International offices guarantee representatives' hours worked should not, on a consistently booked premise, surpass the legitimate constraints on customary and extra minutes hours in the locale in which they make or 60 hours for every week including additional time. But in uncommon business conditions, all workers are qualified for one three day weekend in each seven-day time frame.

Standard 6 – Health and Safety:

Merchantex International offices furnish their representatives with a spotless, protected and sound workplace, intended to avert mischance's and damage to wellbeing emerging out of or happening over the span of work. All Merchantex International offices conform to all appropriate, lawfully commanded measures for work environment wellbeing and security. Every one of the specialists and staff appreciate free restorative treatment. Organization specialists are accessible full time.

Standard 7 – Discrimination:

Merchantex International regards social contrasts, business – including employing, compensation, benefits, headway, end and retirement in light of capacity and not on conviction or some other individual attributes. Merchantex International offices don't separate based on race, age, shading, national beginning, sex, religion, sexual introduction, incapacity or comparative elements.

Guideline 8 – Harassment: Merchantex International offices approach all workers with deference and poise. Merchantex International offices don't subject workers to whipping, physical, sexual, mental or verbal provocation or manhandle.

Standard 9 – Woman's Rights:

Merchantex International offices guarantee ladies laborers get equivalent treatment in all parts of their business. Pregnancy test isn't a state of business, and pregnancy testing – to the degree gave by Merchantex International offices – will be at the choice of the specialist. Workers are not presented to dangers that may jeopardize their regenerative wellbeing, and representatives are not compelled to utilize contraception. Completely prepared CRECHES are accessible for the female specialists having babies.

Rule 10 – Monitoring and Compliance:

Merchantex International offices keep up nearby all documentation important to exhibit consistence with Global Compliance Principles. Merchantex International and its backups attempt confirmed measures, for example, declared and unannounced on location investigations of creation offices, to screen consistence with Global Compliance Principles. Assertion Designers Limited offices permit client's delegates full access to creation offices, worker records and representatives for private meetings regarding checking visits.

2.7 Mission

Merchantex International, we strive to provide world class service and the best value to our customers. We thrive for excellence and work for ensuring a pleasant, clean and professional working condition for our employees and the people we do business with.

2.8 Vision:

- ❖ Gain market leadership in high value added apparel in USA and Europe.
- ❖ Use 'Innovation' and 'Speed' as prime drivers rather than cotton and cheap labor.
- ❖ Dominate this market in high quality:

2.9 Products

- Men's shirt (formal and casual)
- Women's shirt
- Children wear
- Woven, Composite Knit, Garments Accessories.

2.10 Human Resource Goal of Merchantex International:

Merchantex International recognizes the interdependence between the employer and the employees and believes both parties need to be treated in a fair manner. To this end, Merchantex International specifically aims to do the following:

- To establish and administer the policies that enable Merchantex International to develop and implement opportunities, related to recruitment, employment, promotion, remuneration benefits, transfers and training opportunities without any regard to age, sex, race, nationality, ethnicity, political belief and religion.
- To create an environment of trust and support within the organization that will encourage employees to work well together as a team and at the same time, to encourage them to be dynamic, innovative and creative.
- To ensure there will be enough people with the right skills and talents to meet the company's current and future needs.
- To ensure there are high quality processes in place for selection, appraisal and performance management.
- To ensure that government and company rules on safety, health, and hygiene at workplace are strictly observed.

2.11 Strengths of Merchantex International

Merchantex International is focused on recruiting the best resources and implementing programs to develop and retain high quality human resources. Merchantex International continues to implement human resource management policies and practices that are aimed at growing and developing employees and ensuring their active contribution towards the achievement of corporate goals. Effective resources have also been linked to superior Company performance. Merchantex International believes that its human resources are critical in building and running the Company. Each and every employee is considered, developed and motivated to contribute optimally towards the achievement of corporate goals.

2.12 Organ gram of Merchantex International



Chapter-3: Theoretical Framework

3.1 Human Resource Management

(HRM) is the term used to describe formal systems devised for the management of people within an organization. The responsibilities of a human resource manager fall into three major areas: staffing, employee compensation and benefits, and defining/designing work. Essentially, the purpose of HRM is to maximize the productivity of an organization by optimizing the effectiveness of its employees. (Armstrong, Michael. A Handbook of Human Resource Management Practice. Kogan Page Limited, 1999.)

3.2 Objectives of Human Resource Management

According to Scott, clothier and Spiegel, —the objectives of human resource management, in an organization, is to obtain maximum individual development, desirable working relationships between employers and employees and employers and employees, and to affect the molding of human resources as contrasted with physical resources. The basic objective of human resource management is to contribute to the realization of the organizational goals. However, the specific objectives of human resource management are as follows:

To ensure effective utilization of human resources, all other organizational resources will be efficiently utilized by the human resources.

- To establish and maintain an adequate organizational structure of relationship among all the members of an organization by dividing of organization tasks into functions, positions and jobs, and by defining clearly the responsibility, accountability, authority for each job and its relation with other jobs in the organization.
- To generate maximum development of human resources within the organization by offering opportunities for advancement to employees through training and education.
- To ensure reconciliation of individual/group goals with those of the organization in such a manner that the personnel feel a sense of commitment and loyalty towards it.
- To identify and satisfy the needs of individuals by offering various monetary and non-monetary rewards. In order to achieve the above objectives, human resource management undertakes the following activities: (i) human resource planning, i.e., determining the number and kinds of personnel required to fill various positions in the organization. (ii) Recruitment,

selection and placement of personnel, i.e., employment function. (iii) Training and development of employees for their efficient performance and growth. (iv) Appraisal of performance of employees and taking corrective steps such as transfer from one job to another. (v) Motivation of workforce by providing financial incentives and avenues of promotion. (vi) Remuneration of employees. The employees must be given sufficient wages and fringe benefits to achieve higher standard of living and to motivate them to show higher productivity. (vii) Social security and welfare of employees.

3.3 Human Resource Management Key Responsibilities

Human asset administration is worried about the improvement of the two people and the association in which they work. HRM, at that point, is locked in not just in securing and building up the abilities of people laborer, yet in addition in actualizing programs that improve correspondence and collaboration between those individual specialists with a specific end goal to support hierarchical advancement.

The essential obligations related with human asset administration include: work investigation and staffing, association and use of work power, estimation and examination of work compel execution, usage of reward frameworks for representatives, proficient advancement of laborers, and upkeep of work drive. (Gubman, Edward L. "The Gauntlet is Down." Journal of Business Strategy. November-December 1996)

3.4 Human Resource Planning

Human resource planning is the process of an organization ensures that it has the right number & kind of people, at the right places, at the time, capable of effectively & efficiently completing those tasks that will help the organization achieve its overall objectives.

Human resource management is concerned with people activities, getting & keeping people which are the crucial part of HRM.

The garments industry should be encouraged to install available machinery, where it can be shown to be economic, in order to strengthen industry confidence in it to maintain the interest of potential manufactures in this area.

Co-operative investigating by garment production & management for manufacturing should be encouraged into the optimum mode of employment of the machinery type under development, with a view to defining production systems based on these machines rather than their potential for substituting existing operations.

3.5 Recruitment and Selection

Recruitment is a central capacity of human asset administration. It is the initial step of arrangement. Enlistment alludes to the general procedure of drawing in, short posting, choosing and selecting reasonable possibility for occupations (either perpetual or brief) inside an association. Enlistment can likewise allude to forms associated with picking people for unpaid positions, for example, willful parts or unpaid student parts. Chiefs, human asset generalists and enrollment masters might be entrusted with completing enlistment, however now and again open segment work offices, business enrollment offices, or authority seek consultancies are utilized to attempt parts of the procedure. Web based innovations to help all parts of enlistment have progressed toward becoming widespread. According to (Syamala Devi Bhoganadam, Dr. Dasaraju Srinivasa Rao, October 2014) among all other HR capacities enrollment is the prime capacity where representatives are passage into the associations. It's a difficult task to find the right people for right task. Many other researchers say recruitment should be ethical to the organization in order to sustain in the competitive market. There are many other sources for traditional recruitment is by employee referrals, transfers and promotions, walk-in and by the advertisements.

3.6 Training and Development

Training and developments another indispensable obligation of HR. HR is in charge of looking into an association's preparation needs and for starting and assessing worker advancement programs intended to address those necessities. These preparation projects can run from introduction programs, which are intended to adjust new contracts to the organization, to goal-oriented training programs expected to acquaint laborers with another product framework.

"After getting the right talent into the organization," wrote Gubman, "the second traditional challenge to human resources is to align the workforce with the business-; to constantly build the

capacity of the workforce to execute the business plan." This is done through execution evaluations, preparing, and different exercises. In the domain of execution examination, HRM experts must devise uniform evaluation norms, create survey strategies, and prepare directors to regulate the examinations, and after that assess and follow up on the adequacy of execution audits. They should likewise tie the evaluation procedure into remuneration and motivator systems, and work to guarantee that government controls are watched.

Duties related with preparing and advancement exercises, in the mean time, incorporate the assurance, outline, execution, and investigation of instructive projects. The HRM expert ought to know about the essentials of learning and inspiration, and should painstakingly outline and screen preparing and improvement programs that advantage the general association and the person.

3.7 Performance Appraisal

Is the practice of assessing employee job performance and providing feedback to those employees about both positive and negative aspects of their performance? Performance measurements are very important both for the organization and the individual, for they are the primary data used in determining salary increases, promotions, and, in the case of workers who perform unsatisfactorily, dismissal. A performance appraisal (PA), also referred to as a performance review, performance evaluation, (career) development discussion, or employee appraisal is a method by which the job performance of an employee is documented and evaluated. (Aguinis, 2011) said "Performance management is a continuous process of identifying, measuring and developing performance in organizations by linking each individual's performance and objectives to the organization's overall mission and goals". Managers ensure that employee's activities and outputs are compatible with the organization's goals and consequently, help the organization improvement a competitive business advantage. Performance management therefore creates a direct link between employee performance and organizational goals and makes the employees' involvement to the organization explicit. (https://en.wikipedia.org/wiki/Performance_appraisal).

3.8 Reward Systems

Reward framework is ordinarily overseen by HR territories also. This part of human asset administration is critical, for it is the system by which associations furnish their laborers with rewards for past accomplishments and motivators for elite later on. It is likewise the instrument by which associations address issues inside their work compel, through foundation of disciplinary measures. Aligning the work force with company goals, stated Gubman, "requires offering workers an employment relationship that motivates them to take ownership of the business plan." (Ulrich, Dave. *Delivering Results: A New Mandate for HR Professionals*. Harvard Business School Press, 1998.)

3.9 Compensation Management

Compensation Management is the demonstration of disseminating some sort of financial incentive to a representative for their work by methods for the organization's strategy or strategies. In essential terms, it is paying a representative in view of the chose pay and arrangement for assistance for the position. The objective of remuneration administration is to discover quality individuals who perform quality work and after that repay them so as to hold them and diminish turnover rates. Some extraordinary sorts of pay incorporate compensation, additional time pay, commission, rewards, and support agreement that may incorporate wellbeing and dental protection, get-away time, and retirement savings. Human Resource Management has assumes noteworthy part in every single association. Today employees are considered companies assets so that they need to more efficient and effectively managed. To motivate employee's salary and benefits is considered as one of the important factor. According to (Nazir, 2010) employees are not willing to work only for cash, they expect extra. This extra is known as employee benefits. It's also a part of a salary, people are easily get become monotonous to their work so they need to motivate and it an important task to HR officials to take care of them. So, salary will not only thing they want for their motivation so anything which is equal to cash is more workable for the employees as their motivation.

Chapter-4: Analysis

4.1 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.

Recruitment Process:

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

Interview Process:

- ❖ Candidate have to face an interview to the responsible department head
- ❖ Sit for written test where they have to face question about relevant background.
- ❖ 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.

4.2 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 Process:

The workers recruitment process as provided at 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.

4.3 Training and Development

On the job training of Merchantex International: On-the-job techniques include orientations, job instruction training, apprenticeships, Assistant to position, committee assignment job rotation and coaching. In the perspective, Merchantex International has adopted diversified training programs home and abroad including ICT (Information and Communication Technology) to produce quality service providers. Assertion Designers Limited also conducts the committee assignment. They apply the cross functional training.

Training period of Merchantex International: In the annual training program of Merchantex International for 2018 the training period duration maximum 15 days minimum 7days to trained up their employee on the job training basis. They trained up their employee lower level to senior manager.

How to conduct the training: To enhance knowledge and develop technical skill. To improve efficiency and effectiveness of officers of managerial capabilities. To disseminate knowledge to the trainees about modern Administration. Providing necessary knowledge, tools & techniques to implement a Project efficiently. To provide knowledge about Service Rule, Accounts management, labor law policy, health & safety etc.

Number of employees of Merchantex International: Training of about 12500 skilled employees. We hope that this training program will help the trainees to learn how to do quality works efficiently.

Coaching:

Coaching is a one-to-one training process. Merchantex International must conduct the coaching for one to one training. Merchantex International helps in quickly identifying the weak areas and tries to focus on them. They also offer the benefit of transferring theory learning to practice. The biggest problem is that it perpetrates the existing practices and styles.

Committee assignment:

Merchantex International must be conduct project based training program. They trained up their employee to cross functional training system. Interdependent way they have to work together.

Mentoring:

Merchantex International focuses on their training is on the development of attitude. They used for managerial employees. Mentoring is always done by a senior inside person, so Merchantex International must be applying the mentoring training. It is also one-to- one interaction, like coaching.

4.4 Compliance Management

Compliance is a package of events related to conformity & assurance of Human Rights, Legal Rights, Health & Hygiene, Safety and Welfare & Freedom of association of an employee within the organization or the business.

People are working in the association. They are having numerous requests throughout their life. They ought to have their rights and benefits in their working spot inside the specific era, Occasion and in the different interims of their work.

Consistence affirms every one of these issues to get great creation for the undertaking, keeping up great and solid bury individual relations inside administration and representatives and superb workplace. Consistence is such an occasions extravagantly recommended in our nation work Law. Like as Factories Act-1965, where all conceivable wellbeing issues, Health, Welfare are recommended. Work of Labor (S.O.) act 1965, where recommended all managerial working like - Disciplinary activity, Stoppage of work, Termination, Discharge, Lay off and so on.

Maternity Benefit Act - 1939

Installment of wages - 1936

Laborers' remuneration Act - 1923

IRO-69, where arrangements of opportunity of affiliation has characterized and recommended the legitimate arrangements.

A consistence division has performed to adjusting the occupations of Human Resource offices and human privileges of national and International angles. A consistence office work for to limit debate amongst laborers and proprietors

There are three types of compliance

- Social Compliance
- CTPAT Compliance
- Information Technology(IT) Compliance

4.5 Wage and Benefit

Wages & salary break down is 60% Basic and 40% allowances.

- Any work after 8 hour will be treated as overtime. Mentionable here that maximum total working hours adayare10 hour and per week 60 hours
- A worker will get double payment the basic for working overtime more than 8 hours
- Overtime calculation: $\text{Basic} \div 208 \times 2 \times \text{actual O.T. hours}$. 208 means total working hours in a month = $(26 \times 8 = 208)$
- No employee is allowed to work more than 10 hours a day & 60 hours a week.

Incentives:

- ❖ Company pay attendance bonus 100tk .for full attendance in the month & deduct
- ❖ Paying food allowance Tk. 10.
- ❖ Provident subsidized
- ❖ Transportation facility.

Facilities:

- ❖ Two festival bonuses paid to every employee in a year. Equivalent to two basic of wages/salary during two Eid festive.
- ❖ Provided free Medical facilities. To face any emergency company provides free ambulance services, treatment provided at no cost in certain circumstances from Babylon Medical centre.
- ❖ 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.
- ❖ Earnedleave-14 days with full pay.

- ❖ Sickleave-14 days with full pay.
- ❖ Maternityleave-112 days (8weeks+8weeks) with pay for twice in whole life.

4.6 Grievance Handling

Legal rights of the employee &workers:

- ❖ Minimum wages/salary.
- ❖ Maximum 10 hour work a day & 60 hours in a week.
- ❖ No female worker/employee is allowed to work after 10 pm.
- ❖ Law full over time allowances.
- ❖ No employment of child labor.
- ❖ Lunch & rest time as per law during working time.

4.7 SWOT Analysis:

Strengths:

- Very experienced administration authorities
- Usage of present day gear
- Sufficient creation limit
- No outsourcing for printing, weaving and washing plant

Weakness:

- Delayed delivery of sample
- Lack of mechanized and present day gear
- They are not getting ready example plans

Opportunities:

- Now some remote nations are extremely intrigued about Babylon Garments
- Competitors are not that much solid like Babylon pieces of clothing
- As this a consistence production line and quality administration framework so there is colossal potential for business development.

Threats:

- Emerging business sector of china and India
- Increased rivalry with nearby pieces of clothing
- Lack of power can make issue for the business

Chapter-5: Findings, Recommendations and Conclusion

5.1 Findings of the Study

The findings of the study are as follows:

- **Lack of Standard Job Analysis Policy:** Merchantex International is unconscious to prepare a standard job analysis before the recruitment & selection process. Their HR management does not have proper training regarding the job analysis. Or they are not serious about the job analysis. They need to prepare standard job analysis policies.
- **Lack of Proper HR Planning Policy:** The Human Resource department is pretty small with only 2 female employees, considering the total number of employees which is comparatively less; they should expand the human resource division to manage things more smoothly. They can recruit more workers to ensure diversity in the organization.
- **Lack of Idea about Recruitment & Selection Policy:** Merchantex International is followed by old general system for recruitment policy. They should be modernizing for recruitment and selection system and policy. Like Web publishes, online job agency etc. should be in their policy. They need to develop this recruitment & selection policy with proper HR management.
- **Lack of Effective Training and Development Policy:** Merchantex International does not have proper training and development policy. They depend upon on the new employees past experience. They need to train up and develop new recruit employee, which is important for an employee as well as Merchantex International. So they need to develop an effective training and development policy.
- **Lack of Effective Benefits & Services Policy:** Merchantex International does not have standard policy for benefits & services. Their policy need to change for proper benefit & service to the employees. Employees of long term job lose interest if they do not have effective benefits & services. HR management should look after this benefit & services.

5.2 Recommendations

In light of the bindings, the recommendations are as follows:

- **To Prepare Standard Job Analysis Policy:** Merchantex International needs to prepare standard job analysis policies. The higher management of Merchantex International should recruit experienced senior HR Manager to prepare standard job analysis policies. Higher management should send the present HR management for advance training for incorporates the standard job analysis policies in their organization. It is highly recommended for them to give attention on e-business.
- **To Formulate Proper HR Planning Policy:** Merchantex International should expand the human resource division to manage things more smoothly. They can recruit more workers to ensure diversity in the organization. As the Human Resource department is pretty small with only 2 female employees, considering the total number of employees which is comparatively less, And need experienced HR Manager. They should do more market analysis. They should change their marketing Planning. They should make a unique Marketing plan. They should do more marketing to let people know about them. To reach the nice market they should invest more in marketing sector.
- **To Formulate Idea for Recruitment & Selection Policy:** Merchantex International should upgrade the recruitment & selection policy. As they followed by old general system for recruitment policy--for job recruitment they only published in Major Daily News Paper. They should be modernizing for recruitment and selection system and policy. Like Web publishes, online job agency etc. should be in their policy. They need to develop this recruitment & selection policy with proper HR management. They should upgrade themselves with new trend. They should hair more qualified person. They should train more works. They can hair an expert on marble and & granite Ind. from other countries. They can develop a good IT deviation, which will support them in fields.
- **To Formulate Effective Training and Development Policy:** Merchantex International needs to develop proper training and development policy. HR Management should reform their training and development policy .They depends upon on the new employee's

previous experience. Merchantex International need to train up and develop new recruit employee , which is important for an employee as well as Merchantex International HR department need to expand with more people . To creating customer awareness ---they can open an online store. They should know what international companies are doing to upgrade in business. More product variation should do.

- **To Prepare Effective Benefits & Services Policy:** Merchantex International needs to change for proper benefit & service to the employees. Employees of long term job lose interest if they do not have effective benefits & services. HR management should look after this benefit & services. Merchantex International. Senior employees need more benefits beside salary. They will encourage when get more benefits & services from the organization –like overseas tour, picnic, sports, dinner program etc.

Merchantex International needs to reform the HR Department with experienced, senior management employee.

5.3 Conclusion

All in all, it was a great learning experience for me and an absolute privilege to work at Merchantex International. This experience made me aware of my strengths and weaknesses and what I need to do to make myself ready for the job market. Most importantly, it gave me my first lesson on how to carry myself in a corporate environment. It gave me my first corporate experience and gave me hands-on lessons on what goes on in the real working environment. I hope to use these knowledge and experiences as I further grow professionally. As of late, Human Resources issues have turned out to be vital to business thoughts in this consistently changing business condition. The present best association perceives all that really matters effect of the rising HR rehearses. Powerful Human Resources Departments are overhauling themselves from time to time to pull in, create and hold gifts. It is clear that viable HR hones convey investor return considerably higher than those of organizations without such practices. It is imperative for HR experts to familiarize with HR best practices to manufacture authoritative abilities in conveying manageable outcomes. Assertion Designers Limited officially settled a brand name in Garments industry. Presently they have bunches of remote clients and interest for their Garments is expanding step by step. Merchantex International bunch is giving washing, printing, weaving offices and once in a while adornments for Merchantex International articles of clothing which make creation considerably simpler. So on the off chance that it can keep up its quality and standard it can have an immense business potential. The administrative, management, chain of command all are the well organized. They are well equipped with all of the modern machineries and the working environment is excellent. The relation between top management to bottom level is so nice & devoted to satisfy the customer demand by their activities. The factory runs by a number of efficient textile engineers, skilled technical & Non-technical person.

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