Internship Report

On

HR Policy & Recruitment Process

Of

DAFFODIL TECHNICAL INSTITUTES

INTERNSHIP REPORT

ON

"HR Policy & Recruitment Process of Daffodil Technical Institute (DTI)"

Submitted to

Khadiza Rahman Tanchi,PhD

Associate Professor
Department of Business Administration
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Daffodil International University

Submitted by

Linza Merilin Chambugong

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Date of Submission: June, 2023

Part 1
[Prefatory]

Letter of Transmittal

Khadiza Rahman Tanchi, PhD

Associate Professor

Department of Business Administration

Faculty of Business & Entrepreneurship

Daffodil International University

Subject: Submission of Internship Report on "HR Policy & Recruitment Process of Daffodil Technical Institute (DTI)".

Dear Sir,

This is to inform you to let you know that I have completed my Internship report titled **'HR Policy & Recruitment Process of Daffodil Technical Institute (DTI),** which has been prepared as a prerequisite for finishing the MBA Program of Daffodil International University.

It was a great experience for me to work in Daffodil Technical Institute (DTI). I have been working at DTI for three years at Panthapath Dhaka. Most of the time, I spent in different departments especially HR & coordination of the organization. In order to make the report informative, I did my absolute best to bring all the relevant data. I wish your heartily consideration, if there is any deviation in the report, also I wish to thank for your kind co-ordination to make the report.

I, therefore, pray and hope that you would be kind enough to accept my internship report.

Sincerely Yours,

....

Linza Merilin Chambugong
ID: 191-12-696
Program: Executive MBA in HRM
Batch:
Faculty of Business & Entrepreneurship
Daffodil International University

Declaration

I do hereby declare that the submitted internship report titled "HR Policy & Recruitment Processes of Daffodil Technical Institute (DTI)" is prepared by me have been doing three years' work life in Daffodil Technical Institute (DTI).

I also confirm that, the report is only prepared for my academic requirement and not for any other purposes. It might not to be used with the opposite party of the organization.

…………………………………..

Linza Merilin Chambugong

ID: 191-12-696

Executive MBA in HRM

Department of Business Administration

Faculty of Business and Entrepreneurship

Daffodil International University

Letter of Acceptance

This is to certify that Linza Merilin Chambugong, Department of MBA in HRM Daffodil International University worked under my supervision. Her Internship Report on "HR Policy & Recruitment Process of Daffodil Technical Institute (DTI)". I am pleased to state that Linza Merilin Chambugong put a lot of effort into preparing this report and she has been able to present a good picture of the concerned organization. The presented data and findings in the report are seem to be authentic.

Linza Merilin Chambugong possesses a good moral character and pleasing personality. I wish her all the success in life.

Supervisor:

…………………

Khadiza Rahman Tanchi, PhD

Associate Professor

Department of Business Administration

Faculty of Business & Entrepreneurship

Daffodil International University

Acknowledgement

At first, I would like to pay my gratitude to the Almighty, who helped me every time and is with me and has given me moral support and strength in every moment. This intern report is the result of numerous people's efforts. I owe a debt of gratitude to a number of people who assisted me to prepare this and for their kind advice, suggestions, collaboration, and cooperation and appropriate instructions.

I would like to express my gratitude to everyone who helped me a lot to finish the report before, during, and after the working period. I am especially grateful to my honorable teacher Khadiza Rahman Tanchi, PhD Department of Business Administration, Daffodil International University, for giving me valuable suggestions and support in preparing this report. Without her assistance and support, it was totally impossible on my part to complete this report.

This study required voluminous primary information which I was collected the help of Mr. Rathindra Nath Das (Executive Director of DTI), Mr. Aoulad Hossain (Sr. Asst. Director of DTI), Mr. Moshiur Rahman (Admin Manager), Mr. Rafiqul Islam (Coordination Officer of DTI) and all the staff deserves my sincere gratitude goes out for their cooperation in helping me comprehend, participate, and perhaps preparing my report.

Lastly, I would like to pay my gratitude to the all the individuals who have supported me whether directly or indirectly.

Preface

As a student of Executive MBA in HRM, I have completed my internship report in DTI on HR Policy & Recruitment Process. During my internship program, I did my best to gather the information related to the topic & prepared the report within a short time. I regret for my mistake in this report.

The report is a requirement of the internship program for my M.B.A Degree. So, I completed almost three years of work life in Daffodil Technical Institute (DTI). In this report, I would like to express my heartfelt thanks to my internship supervisor Khadiza Rahman Tanchi, PhD Associate Professor, Department of Business Administration, Faculty of Business and Entrepreneurship, Daffodil International University, who gave me necessary information and excellent guidance to prepare this report. I am immensely thankful to her for the support he has provided during my M.B.A. program as well as the internship period. I tried to follow his guideline. Lastly, I give my opinion about my learning report & recommendation there by.

Executive Summary

Technical education has to reform right now. Numerous technological entrepreneurs, organizations, and legislators are already working to influence how students and institutions will learn in the future.

Technical education's main focus is on training students for a particular trade or craft. One type of this education is providing someone with the technical training required to work as an electrician or carpenter. In essence, it extends beyond the conventional classroom environment to promote a robust employment culture, which powers a nation's economic engine. This type of education, also referred to as vocational education, is essential for the development of human resources in every economy, developed or developing.

 The report takes a descriptive broad approach because it delves deeply about the HR Policy & Recruitment Process of Daffodil Technical Institute (DTI) Here both primary and secondary information were used. Information was collected through interviews. The Daffodil Technical Institute's (DTI) annual reports are one of the secondary sources used to compile information on the company's performance over the previous five years.

The report contains six chapters. In the beginning chapters I will discuss the introduction. In chapters two I will discuss the organization's profile. In chapter three I discuss service background of DTI Then; I will discuss HR policy & recruitment process of DTI in chapter four and five. Lastly, in chapter six, I give some findings, recommendations, and conclusions.

Acronyms & Elaboration

Code	Description
DTI	Daffodil Technical Institute
BTEB	Bangladesh Technical Education Board
KPI	Key Performance Indicator
HR	Human Resource
CEO	Chief Executive Officer
COO	Chief Operating Officer
ROI	Return on Investment
PPT	PowerPoint Presentation
ACOS	Advertising Cost of Sales
DTIDC	DTI Debate Club
ERP	Enterprise Resource Planning

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Report body

Chapter: 1
[Introduction]

1.1. Introduction:

A component of Daffodil International University's MBA Program is HR Policy & Company Recruitment Process. This report is the practical orientation's prerequisite. The Technical Institute is a business that focuses on education and services. Therefore, the Practical orientation has been made a mandatory component of the MBA degree.

Daffodil Technical Institute (DTI) practices decentralized management policies and gives to the employee the freedom of adequate work. The Employees are under less strain and it serves as motivating factor for them.

1.2. Origin of the Report:

Any academic program is extremely valuable when it has real-world applications. Only extensive theoretical knowledge will be of little use unless it can be put to use in real-world situations. Therefore, in order to get some use out of our theoretical knowledge and make it more fruitful, we need to apply it properly. This is why preparing a report based on real-world experience is a requirement for earning an MBA at Daffodil International University. For those pursuing an MBA, this study preparation is required and is heavily weighted in the evaluation process.

1.3. Scope of the Report:

This report covers DTI's organizational overview, management and organizational structure and Functions performed by DTI. It also covers over views of HR activities, identification of problems regarding management, of DTI.

1.4. Objectives of the Study:

Broad Objective:

Primary goals of the study are to identify the HR policy and recruitment processes of Daffodil Technical Institute (DTI).

Specific Objectives

1. To identify which (DTI) professional specialists are responsible for the establishment and creation of the recruitment policies.
2. To understand the implementation of recruitment policies of DTI.
3. To evaluate the efficiency of evaluation criteria used to evaluate recruitment outcomes and review processes.
4. To gather comprehensive knowledge on the HR policy and function of DTI.
5. To find out the problems and propose possible solution to solve the problem.

1.5. Methodology of the Study:

The date which are being used in the report that are from both Primary and Secondary Sources. Both Sources are contributed equally to illuminating it in constructive ways. The Source's key points are listed down according to their associated components.

I.   **Primary Sources of Data:**
- Personal Experiences
- A Face to Face Discussion
- Individual Interviews
- Written and Verbal information from the DTI Officers.

II.   **Secondary Sources of data:**
- Annual Reports.
- Organizational KPI.
- Web Sites.
- Files of different documents.
- Service Rules.
- Service System.

1.6. Limitation of the Study:

I had several issues at the time of my internship program. An all-out effort was made to run the internship program and provide a successful outcome. Regardless of my efforts some limitations which acted as a difficulty to conduct the program.

- Lack of adequate information
- Improper communication
- Unwillingness to cooperate
- Secrecy of the information
- Limited time

Chapter 2
[Organizational profile of DTI]

2.1. Organization overview:

2016 marks the establishment of. The age of science and technology is being experienced in Bangladesh. The way that life is changing in our day is significantly different from how it was even fifty years ago in our culture. In many instances, professional technical education has taken the place of general education. Technical education offers a strong chance for employment and a fulfilling career because it imparts knowledge of a particular trade, craft, or profession.

2.2. Historical Background of DTI:

DTI is a part of Bangladesh's largest educational family. When it comes to ensuring everyone's social, economic, and personal welfare, technical education is the most crucial. For this reason, the DTI has introduced a new progression for SSC graduates. Bangladesh Technical Education Board, among other higher education organizations, are affiliated with DTI. We want to provide students with the chance to pursue higher education as well as a balanced environment for intellectual growth. The current period is changing quickly due to increased worldwide demand; both individuals and the educational system are changing. Humanity serves as the basis, and the growth of skill may include Geist. Education must therefore promote human values that A quality, disciplined education system that is rich in educational institutions must be developed with a view towards encouraging talent and the attitude of the conventional school system. It is located in Panthapath in Dhaka with the aim of creating a noise-free environment and the commitment to make education career-oriented. Dr. Md. Sabur Khan, the chairman of the Daffodil family and a well-known philanthropist and educator, founded the DTI. Since 1990, the Daffodil family has made significant contributions to high-quality education and information technology.

2.3. Vision of DTI:

DTI will be the number one polytechnic institute in Bangladesh.

2.4. Mission of DTI:

- ➢ 100% pass in polytechnic diploma with a good number of GPA out of 4.
- ➢ Hold the students' satisfaction and make them ambassador.
- ➢ Co-opt classroom tools gradually with technological support.
- ➢ Faculty will participate in the national and international workshop and training to be skilled.
- ➢ The revenue will increase gradually by justifying the fees of the students.
- ➢ DTI will work together with the other concerns of Daffodil Family according to mutual benefits.
- ➢ DTI will reach all stakeholders closely and earn their reliance.
- ➢ DTI will do everything with a team frame.
- ➢ DTI will make sure the professionalism of all employees.
- ➢ DTI will improve its managerial capacity to run big institute along with several institutions.

2.5. Objective of DTI:

The objective of the DTI is given below:

- ➢ To deliver a high-quality education and appropriately oversee pupils' academic progress under the oversight and management of the teachers.

- ➢ To provide board-based liberal education that promotes moral development while assuring physical, mental, and intellectual growth.

- ➢ To foster the kids' creative abilities and positive perspective

- ➢ To plan different extracurricular events and hone leadership skills.

- ➢ To preserve order, regularity, and timeliness in the classroom and to inform students of their obligations, duties, and responsibilities.

- ➢ To encourage students to pursue higher education both domestically and overseas.

2.6. Organization Structure of DTI:

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│   Chairman   │──▶│     CEO      │──▶│     COO      │
└──────────────┘   └──────────────┘   └──────────────┘
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              ┌───────────────────────┐
              │   Executive Director  │
              └───────────────────────┘
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              │ Deputy Academic Director │
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              │    Senior Director    │
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              │       Director        │
              └───────────────────────┘
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              │   Assistant Director  │
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              ┌───────────────────────┐
              │    Senior Manager     │
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              │       Manager         │
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              │    Deputy Manager     │
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              ┌───────────────────────┐
              │ Senior Executive Officer │
              └───────────────────────┘
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              │   Executive Officer   │
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              │ Assistant Executive Officer │
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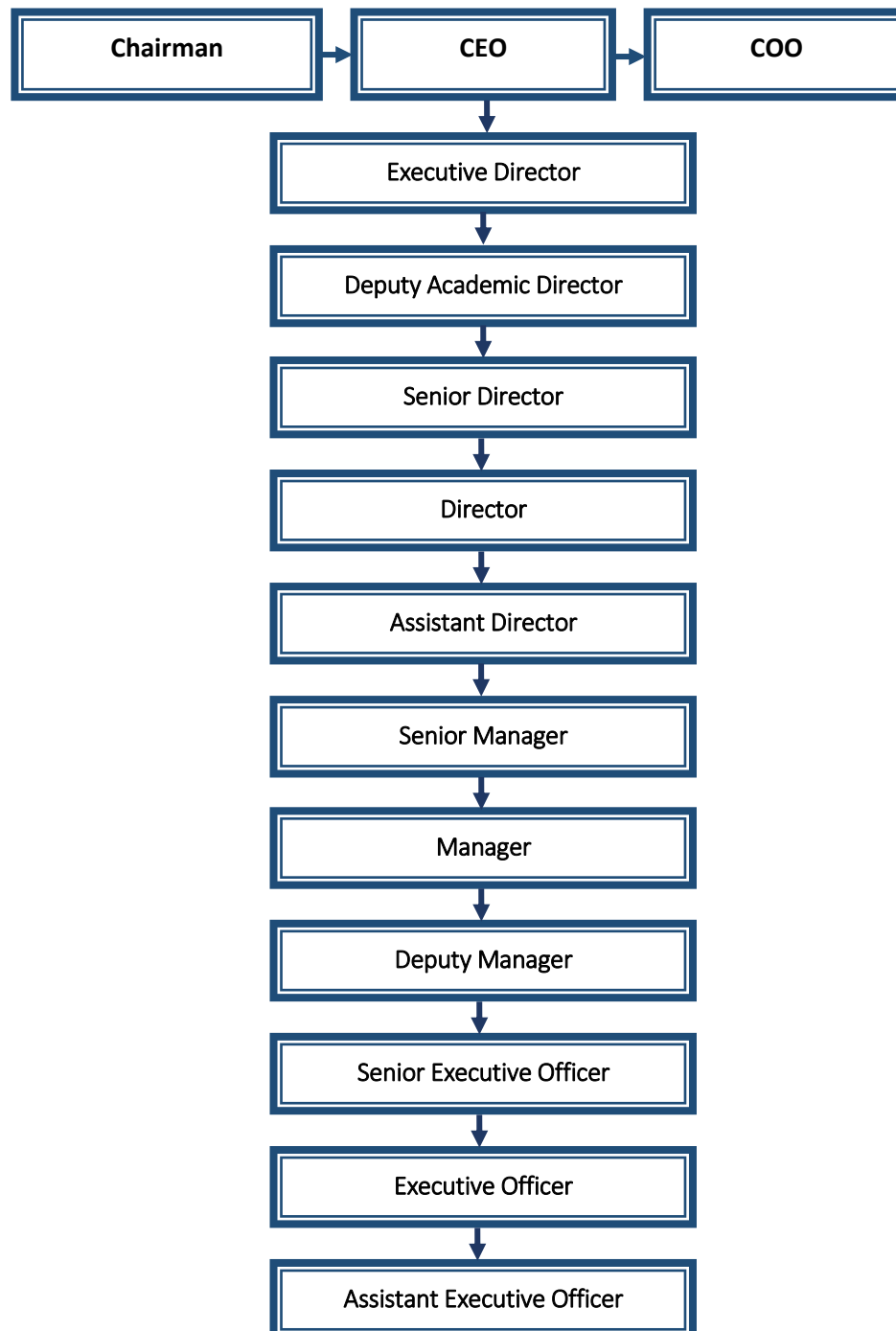
Chapter: 3
[Service Background of DTI]

3.1. Preamble:

Daffodil Technical Institute (DTI) has opened up its door for the students who aspire to quality in Bangladesh Technical Education. To meet the challenges of the 21st century, we are bent on educating the new generation by making them skilled manpower and worthy citizens of the country. With this aim in mind, The Chairman of Daffodil Family, Dr. Md. Sabur Khan has established this Institute. Having located in the 43/R-5/B, Indira Road, Panthapath, Sher-E- Bangla Nagar (Tejgaon Area), Dhaka in a large and lovely (Own) Campus, Daffodil Technical Institute (DTI) provides the most comfortable and appropriate environment for academic study. This institute is approved by the Govt. and Bangladesh Technical Education Board (BTEB) and managed by a special executive committee.

Moreover, Daffodil Family has already established a significant landmark in the field of education by establishing more than twenty-two educational institutes.

3.2 Values:

➢ Proper Career Counseling
➢ Faculty Excellence Staff Excellence
➢ Innovation
➢ Quality Assurance
➢ Students' Satisfaction
➢ Job Placement

3.3. Programs:

Though DTI has started their operation 2016-2017 session but during this short time they have already run 11 (Eleven) diploma programs. During this short time, it proves better efficiency in the Daffodil Family as well as in the country. Already last 4 sessions they have admitted thousand plus students. Day by day they have been doing great for its better management with quality teaching and better support and service.

01) Diploma in Computer (Seats-150)

02) Diploma in Civil (Seats-100)

03) Diploma in Architecture (Seats-50)

04) Diploma in Textile (Seats-150)

05) Diploma in Electrical (Seats-100)

06) Diploma in Telecommunication (Seats-50)

07) Diploma in Garment Design and Pattern Making (Seats-50)

08) Diploma in Graphics Design (Seats-50)

09) Diploma in Electronics (Seats-50)

10) Diploma in Mechanical (Seats-50)

11) Diploma in Computer Science (Seats-50)

Total Seats =850

3.4. Affiliations:

DTI are affiliated institute under Bangladesh Technical Education Board (BTEB). DTI always will try to get affiliation from others related bodies.

3.5. Links and Partnership:

DTI has Link and Partnership with different bodies like DIU, DEN & DML. We will keep trying to get affiliation from different polytechnic institute and industries for industrial attachment and students' placement

3.6. Special Features:

➢ Set up for different kind of tests (weekly, monthly) and other basis for review.

➢ Quality education is conducted by the expert teachers.

➢ More Opportunities for extracurricular activity.

➢ Special financial aid for most deserving and underprivileged students.

➢ Smoking and Politics are prohibited here.

3.7. Facilities:

➢ Permanent Campus and Air-conditioned Classroom.

➢ Opportunity for improving grade/result.

➢ Monitoring of internal activities of college through CC Camera.

➢ Well-equipped labs enriched Library and Internet facilities.

➢ Easy communication from different parts of Dhaka.

➢ Hostel facilities for Students.

➢ Guardians will be informed about the arrival and departure of their offspring,

➢ Institute notice, exam result, etc. Awareness to the guardians through SMS.

Chapter: 4
[HR Policy of DTI]

4.1. Preamble and objectives:

An organization can demonstrate, both internally and internationally, that it complies with diversity, ethical, and training standards as well as its commitments in respect to legislation and corporate governance of its personnel, by establishing policies. HR practices are essentially a course of action adopted by a corporate goal that is addressed by practices like

- ❖ They are one of the ways employers and employee can communicate.
- ❖ Explain the numerous rules that has to be followed in the company.
- ❖ Establish standards for treating each employee equally and fairly.
- ❖ Assist Senior Management in making better decisions.

4.2. Job description:

From the beginning of the job must have to confirm his/her job description properly. We must have to confirm employees separate working station/areas so that they could awareness properly from first day of their job and can perform properly with motivation. We have to must confirm employee's office timing, leave enjoying policy, salary structure and others benefit of the employees properly.

Job Title:	Lecturer
Reports to:	Director through Asst. Academic Director
Responsibilities:	1) Taking classes & full responsibilities of the result of the concerned subject. 2) Making the "Lesson Plan" and taking class accordingly 3) Completing the syllabus in time 4) For the missing class, taking extra classes 5) Following "Teachers Manual" 6) Taking at least 1 exam per month 7) Returning the exam scripts on time 8) Making a question bank i.e selecting all the possible questions chapter wise and delivering it to the students 9) Class in-time & out-time must be maintained 10) Motivate students to pay their tuition fees in time 11) Collect dues list from Accounts and remind the students to pay tuition fees 12) Informing about the week & irregular students of the concerned batch to the student Counselor weekly 13) Being strict if the students come late/ absent in the exam. 14) For any missing class as scheduled, both the Management & the concerned students must be pre-informed 15) Encouraging the students to attend the exams & classes 16) Developing the communication skills to make the class interesting 17) Taking proxy classes when needed 18) Assisting Senior teachers when needed 19) Doing counseling ***Any task given by the management ***
Reporting:	A list of irregular students to the Student Counselor for immediate contact Monthly performance report of all concerned batches on the 1st week of the next month Submitting result of the exams to the Course Coordinator
External Contact:	With the Guardians (occasionally)
Educational Qualifications:	B.Sc(Hon's) in CSE/CIS/MSc or MBA
Skills Required:	• Communication skills • Class management skill • Organizing skill • Interpersonal skill • Computer skill • Spoken & Written English language skill • Motivational skill
Experience:	• Depends on the requirements of the institute

Sample of Employee Job Description

4.3. Reporting:

Employee must have to maintain reporting system called SmartEDU so that management/ superior can find out employees' real performance and employee also can show of their real performances to the superior / management end of the period. So, every HR committee must have to confirm their prescribe format of reporting to their employees so that could maintain this properly. Every employee must have to make final report on their performance monthly, quarterly, half yearly and yearly. After confirming their actual report with better performance top management can process every employee's yearly evaluation sheet for propose for yearly increment or promotion.

4.4. Accountability & Target:

Every employee has to perform with own accountability with annual target and goal in their respective working arena to confirm organizational benefit as well as employees' benefits. Without proper accountability and target of all employees never possible to run any organization or constrain their academic goals. So, organizations must have to follow and confirm employees' proper accountability.

4.5. Key Performance Indicators (KPI):

Every institute should follow their strong key performance indicators KPI systems so that they could evaluate their employee's real performance. Different organization may follow different indicators or criteria of their employee's evaluation process. Considering our prospect, we have to maintain following criteria to make a final complete report for any single employee so that management understand the real performance of any employee.

Employee office/class attendance report.	10 marks
Employees academic development activities	10 marks
Faculty member class feedback report	10 marks
Employee self-assessment report	10 marks
Employees web-based activities	10 marks
Employee yearly training (minimum 40hrs)	10 marks
Employee academic qualifications	10 marks

4.6. Employment policy:

DTI Employment Policies are based on the subsequent concepts:

➢ The institution believes that every employee, regardless of gender or socioeconomic status, has the right to be treated with respect and dignity.

➢ Each employee has the right to fair compensation and job opportunities in exchange for good job skills and competencies, commitment, loyalty, personal interest, and best efforts. Based on the employee's performance review, the institute's need, and the institute's financial status, advancement, promotion, and training are given.

➢ The DTI intends to take affirmative action, particularly in recruitment, training, and subsequent career building that can contribute to a more enabling environment for women so that they can take up more equal and more challenging roles in the institute, while giving equal opportunity to all and specifically to promote gender equality and development.

➢ DTI is committed to addressing the tactical as well as strategic demands for women's wellness, advancement, and empowerment in acknowledgment of the unique and varied roles that women play in society and of their situations.

➢ Employees are encouraged to support one another in having a positive outlook on their jobs and the organization.

➢ To boost and raise employee morale, the institute will show that it is committed to defending the rights of its employees.

➢ The institute is committed to developing its human resources in order to fulfil its mission and set goals, and it will work to investigate and employ all potential HRD techniques.

➢ According to DTI, gender and development can help promote more equitable and fair involvement in all areas of the institute, especially from the bottom up to the decision-making level.

➢ The DTI has a policy of educating both men and women to ensure that women fully participate in efforts to bring about gender equality.

> Except for temporary workers, consultants, and casual employees, DTI personnel, both permanent and temporary, are not permitted to work as employees of other businesses or institutions unless specifically authorized (in writing) by management.

> The personnel are required to follow all current DTI service rules, regulations, policies, and guidelines as well as any new ones that may be implemented in the future.

4.7. Classification of Recruitment:

DTI Employees will be categorized as listed below:

A. **Permanent:** An employee who has successfully completed their probationary period and was then confirmed as a regular employee of DTI.

B. **Probationer:** An employee hired to fill a permanent position who has not yet finished his or her probationary period.

C. **Temporary (Contract):** Part-time instructors, visiting professors, temporary faculty, research associates, and all other temporary appointees fall under the category of temporary (contract). Additionally, it includes all appointees who are employed at DTI for a limited time only to complete specific tasks as well as those whose primary employment is not at DTI.

D. **Casual:** An employee without fixed employment, (casual basis) with daily wage.

E. **Apprentice/Intern:** An apprentice or intern is a student who receives compensation while undergoing training.

4.8. Employee Groups:

DTI has Categorized Employees for their work which are defined below:

❖ **Faculty:** This category consists of individuals who have official academic roles as well as other relevant positions that will be decided upon by the highest authority. Its members typically work on an academic year basis, and their primary responsibilities include instructing, counselling, and advising students, conducting research and scholarly activities, and taking part in the regular activities and functions of the academic community

- ❖ **Administrative and Supervisory Staff:** Principals, academic and administrative heads, and department heads are included in the category of administrative and supervisory staff. They are primarily responsible for organizing, overseeing, and supervising the performance of DTI's many objective functions and activities.

- ❖ **General Staff:** General staff members are those who implement and carry out a department's or section's operational duties as designated and delegated by the administrative staff. These workers include administrative assistants, receptionists, security guards, drivers, staff members, and cleaners.

4.9. Training & Motivation:

The following guideline must be followed:
- ➤ The faculty members of DTI have to participate in a gross of 40 hours of training in every year based on curriculum & profession.
- ➤ The administrative employees of DTI have to participate in a gross of 30 hours of training in every year based on his/her field of profession.
- ➤ The violation of above two points may be subject to penalty and it may stop his or her increment/promotion.

4.10. Leave Policy:

As per the rules of DTI each employee can enjoy the leave after the probationary period. But before being permanent at DTI, he/she will not be considered under the leave policy of DTI. If he/she wants to take leave during probationary period, he/she must submit a written application which must be approved by the authority. The duration of spending the leave is January to December in every year.

- ❖ **Casual leave:** 12 days in a year one (01) day in each month. It is a privilege given by the authority. But if an employee doesn't take any leave in 1st & 2nd month, he/she can enjoy 03 days in the 3rd month approved by the authority.

- ❖ **Medical leave:** 06 days in a year. An employee has to submit proper documents, test reports prescribed by a registered doctor. In case of the treatment in abroad, he/she must submit the photocopy of visa and relevant prescriptions.

- ❖ **Maternity leave:** 03 (three) months maternity leave with 100% pay.

- As per the rule of our institute, an employee can enjoy 3 months maternity leave (with 100% pay) with the approval of the authority.
- If she needs leave more than 3 months, it will be without pay which must be approved by the authority.

4.11. Annual Increment:

- ❖ Increments are awarded once each year in a specific date and time, based on last year work performance. Salary increment, therefore, are based on adequate work performance and are not automatic.

- ❖ An employee who performs his/her assigned tasks will normally receive one step increment, annually but employees need to provide proof of their performance by filling up the prescribed appraisal form. No unconfirmed employee shall be eligible for annual increment.

- ❖ Yearly increment will be stopped or defer for a certain period of time as decided by the authority. If any show-cause letter is found in the personal file during his/her last year service. If satisfactory explanation is available, authority may reconsider his/her yearly increment.

- ❖ In exceptional cases two or three steps may be recommended depending on outstanding performance. Changes in responsibility are reflected in promotions. Extraordinary performance is rewarded through a (fiscal) year- end award.

- ❖ The higher management holds the right to reward any employee for special performance. In such case employee may get special increment or allowance that must be approved by the Chairman, CEO, COO daffodil family.

- ❖ Management may also sanction advance increments to any employee according to his/ her outstanding performance.

- ❖ Management may take decision to assign multiple raters to evaluate an individual employee to judge his/her performance.

4.12. Promotion:

Based on employee good performance and considering company policy employee can be selected for promotion in upper positions. Firstly, their performance will evaluate as per evaluation procedure than will be forwarded though organization head to coo & CEO and chairman, daffodil family.

4.13. Termination & Retirement:

Retirement is a normal procedure for any organization where any employee completes their service period and formally office/ employee declared the retirement period. But termination is different issues its can be occur by any types of major deserter and those are really proven by the assign committee formal report which can be occurred by the individual employee or any group of employees for financial or it can be intellectual/goodwill problems. Termination can several types like:

1. Permanent termination
2. Periodical termination

4.14. Show Cause:

Show cause is a normal running procedure of any organization for one types of punishment for any employee or any groups. When any employee failed to doing his/her assign job and organization facing major problems by these types of failures or organization reputation following down for any digester or employee doing any types of dangerous work without any prior approval by the authority than management must have to give the respective employee show cause letter for explain themselves for the familiarities. Management many times need to give show cause for any staffs for careful them for the future.

4.15. Provident Fund & Gratuity:

As per common rules of daffodil family completing staff's provision period successfully, they may eligible for permanent status. When an employee gets permanent status, he/she will mandatorily contribute to a portion in their staff provident fund (it can be 5%-10%) and organization also will contribute same % against staff's contribution and finally staffs will get the double amount after their retirement but if any employee resigns before completing their two years in permanent status those will get only their single part as staff pf amount.

As for example x employee served the organization 23 months after permanent status and his total contribution in pf accounts 15,000/- and then he resigns from his post. After resign in this case x will get only contribution part BDT. 15,000/- but at the same time x employee resign after 24 months of his permanent and his contribution total 30,000/- then he will get double amount 30,000x2=60,000/-

At the same time any employee completes their ten years' service period in the organization after permanent status those will get the ten years gratuity benefits which will be calculate the end of ten years basic amount will be multiply x ten. But the condition of this amount will eligible for the employee after successfully completes their service period. After employee retirement/ resign they will get their gratuity amount.

4.16. Incentive & Penalty:

There is a well-known proverb that "as you sow so you reap"- meaning things will happen to you, good or bad, according to how you behave. This paradigm is also applicable for business institute. Almost every institute is practicing a policy to reward its employee for any good job and impose penalty for any wrong. Daffodil technical institute (DTI) also follows the rules and regulations for any kind of reward & penalty.

Chapter: 5
[Recruitment Process of DTI]

5.1. Recruitment and Selection Process:

I had to find people who met the qualifications I needed for the organization during recruitment. Finding the right individuals with the correct qualifications is crucial for the business' success.

5.2. Recruitment and Selection Process:

A. When advertising the post, be clear and emphasize the qualifications needed for the position.

B. Resume screening: In this step, you'll genuinely aim to weed out any candidates who aren't qualified or effective for the job, as specified by the HR department.

C. Phone interview: In this step, the interview is actually conducted through the candidate's cell phone.

D. Face-to-face interview: in this stage, the interviewee is spoken to directly in a conference room while the interviewer is asking specific questions.

E. . In-person interview: In this stage, the interviewer speaks with the subject directly in a conference room while asking specific questions.

F. Assessment: It is a predictive evaluation or measurement tool through which it is simple to determine whether or not the candidate is qualified for the specific role.

G. Second face-to-face interview: The interviewer meets with the subject a second time and asks questions and seeks a general explanation

H. Job shadowing: During this phase, assess whether or not the candidates can assimilate the company's culture and interact with coworkers.

I. Verify the citation: Checking references is essential since references can either accurately or falsely represent a candidate's background.

J. Job offer: Lastly, after examining each phase of the recruitment and selection process, give the position to the qualified candidate.

5.3. Recruitment:

Finding the most qualified and promising candidates for a post is called recruitment. The HR department makes every effort to entice the most qualified individual to the company. Because it will be more difficult to choose a candidate for a particular position without first recognizing the potential candidates for that post.

1. Need Assessment
2. Defining the position description
3. Checking the recruiting options
4. Advertisement
5. Applications screening and short listing
6. Written and computer test
7. A 3-tiered selection interview
8. Employment decision (Bank of Application)
9. Medical Check up
10. Offer letter
11. Orientation
12. Placement

5.4. Sources of Recruitment:

There are two sources of recruitment

A. Internal
B. External

A) Internal Sources of Recruitment:

Making and implementing an internal recruitment policy is the first step in developing a successful hiring procedure. This policy should impose restrictions on managers to prevent them from stealing workers from other managers or unnecessarily delaying an employee's career advancement if he meets the requirements for an open position. The policy outlines what internal candidates can anticipate from the hiring process and whether applying for a position internally will have an impact on their present ones. A business should specify if an employee must hold a position for a set period of time before applying for one elsewhere in the organization and should provide advice on how to move to new positions.

B) External Sources of Recruitment:

Numerous reputable companies always conduct internal hiring. This indicates that the company does not contract with any other organizations to handle its hiring and selecting procedures. An organization's HR department effectively manages the procedure. The procedure is centralized throughout.

I.   **Advertisement:**

Newspapers, websites, online job boards, LinkedIn, Senice.com, and other online-based social networks are used by the organization to market the hiring process. So, using this system, job seekers can submit their resumes for any open positions. Additionally, there are some employment agencies that assist job seekers in finding employment.

II.   **Employee Referrals:**

Any organization has a large number of employees. Employees occasionally provide recommendations for gathering resumes or CVs.

III.   **Internship:**

Basis on intern's performance, organization calls intern to the selection process. Organization consider them as internal source.

IV.   **Consulting the CV Bank:**

Before selection for the interview, check the applicant's capability for the role.

V.   **Posted CV's:**

A candidate submitted his/her resume for a position to demonstrate their skills and abilities.

5.5. Selection:

The method of choosing the most qualified candidates for the organization is called selection.

A.   **Short-Listing:**

Sorting and screening are done on the answers to the adverts. Both the cover letters and the resumes are evaluated. Aspects of the covering letter that are examined include the writing style and language used, the emphasis placed on the areas requested in the adverts, and the quality of the letter (whether it is specifically customized to the advertisement or merely a conventional response). The candidates who made the shortlist are invited to take the written exam and the computer skills test (based on the department where they were hired).

B. Interviewing:

Getting hired isn't always quick and simple. The hiring procedure can take a while. Getting a job offer after one interview is usually a thing of the past. Currently, a lot of businesses have a lengthy interview process that begins with screening interviews, which frequently occur over the phone, is followed by in-person interviews.

C. Screening Interview:

A screening interview is a particular kind of job interview that is used to ascertain whether the applicant possesses the skills required to perform the position for which the organization is hiring. If the organization does not begin with open interviews when numerous candidates are vetted at an open ring event, a screening interview is often the first interview in the employment process.

D. Background Check:

An employment offer might be subject to a credit and/or background check. Or, a company might run a background check before extending an offer of employment. You might not receive a job offer or the job offer might be withdrawn depending on what the employer discovers during the background investigation.

E. Offer:

The candidate is given an application blank if they agree with the job's specified terms and conditions and the company that were mentioned and discussed in the final interview. The application blank is a typical format for employee data that contains all the details an organization requires about its staff. This form must be filled out by the applicant and submitted to the business with a CV.

F. Offering the role:

The candidate receives an offer letter outlining the compensation package, job responsibilities, and utilities that will be provided by the company after all the paperwork and a health check-up are completed. The chosen candidate still has the option to decline the employment offer at this point. He or she is always free to talk about any issues that may come up with the wage structure, other facilities, etc. HR's door is always open for any pertinent conversation.

G. Verbal Offer:

We tell the candidate that HR dept. is like to offer him / her role. After successful completion of the reference and medical checks, the candidate is verbally offered the post. The following topics ought to be discussed:

- We inform the applicant that the HR department hopes to give him or her a position.

- Congratulate the person.

- Describe the compensation plan that is being provided to them.

- Inquire about their satisfaction.

- Check to see if they express vocal acceptance of the role.

H. Written letter of Offer:

A letter of offer that is sent in writing to the candidate. The proper letter of offer is prepared once the applicant has orally accepted the employment. Within two or three days of making the verbal offer, this letter is delivered to the candidate. In addition to the letter of offer, an introduction package was also given to the chosen applicant. An appointment notice will be posted online or on notice boards at least one week before the employee starts in their new role.

Chapter: 6
[Findings, Recommendations and Conclusion]

6.1. Findings:

1. Overall, the work environment is good for fresher and safe organizations for females.

2. HR policy seems a little more complicated to me than other DF concerns.

3. DTI Recruitment process is a little lengthy for both admin and faculty.

4. They rely on in-house recruitment.

5. Recruitment processes are not written in detail in the advertisement.

6. The steps of the recruitment process are a little unorganized.

7. Most of the time, DTI evaluate employee basis on SmartEdu Activities.

8. They do not facilitate adequate employee training and development programs.

9. Employee Facilities (like-Overtime, salary, leaves) are poor.

10. Employee turnover is more than 40%, which indicates negative impressions of the organization

6.2. Recommendations:

1. DTI must make sure that only qualified and deserving applicants are hired during the hiring process.

2. Recruitment process should be smoother and shorter.

3. In the advertisement, a description of the job responsibility should be written/published in detail.

4. The steps of recruitment should be more organized.

5. DTI can facilitate yearly training programs for different departments to increase employee efficiency.

6. DTI should evaluate employees more basis on their actual responsibilities.

7. For the additional working hours, management should provide double advantages.

8. Employee facilities should increase for both administration and faculty.

9. In the Recruitment process, both external and internal candidates should get equal priority.

10. They should offer an attractive salary package and give more employee benefits to reduce employee turnover.

6.3. Conclusion:

I can genuinely state that Daffodil Technical Institute provided me with the chance to learn and gain experience throughout my intern period. One of the top polytechnic institutions in Dhaka is this institution. I continue to learn new things every day and am expanding my knowledge of how businesses operate. I can now confidently say that I have a much better understanding of the HR practice and recruitment process. But I do believe that there were some areas of the job that I could have improved upon and that I still need to improve. I need to become more assured when implementing HR policies. Additionally, when I interact with others, my communication skills improve. When I made mistakes while serving as an intern, my seniors offered me feedback and suggestions. However, those suggestions are helpful direction for me to change and keep from repeating the same mistakes. The two most important lessons I took away from my time working at this organization were the value of time management and having a strong sense of motivation. My DTI internship has been successful overall. I was able to develop useful abilities, work in a wonderful setting, and form relationships that will last a lifetime. I'm really appreciative.

Chapter: 9
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