

Internship Report On
Evaluation of Human Resource Management Practice of
Rumman Trade International



Submitted to

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Letter of Transmittal

Date:

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Subject: Submission of Internship report on Evaluation of Human Resource Management Practice of “Rumman Trade International”

Sir,

Its my pleasure to represent my internship report on **Rumman Trade International’s** evaluation of Human Resource Management Practice. I tried my best to complete these report in compliance with proper guideline those provided by organization. I sure that the report program has significantly upper practical experience as well as theoretical knowledge. I will expected to respond to any question that may arise during this report evaluation.

I therefore ask and hope that you will be kind enough to accept my report and make it compulsory.

Sincerely Yours,

md nahidul islam

MD Nahidul Islam

ID: 213-14-338

MBA (Major in HRM)

Daffodil International University

Certificate of Supervisor

This is to certify that an internship report on “**Evaluation of Human Resource Management Practice of “Rumman Trade International”**” for partial fulfillment of the degree of Master of Business Administration, Major in Human Resource Management from the Daffodil International carried out by **MD Nahidul Islam. ID:213-14-338** below my supervision in addition to my steering additionally supervision this record is being done successfully. No a part of this record has been submitted for any degree, diploma, title, or popularity before

I wish him in every success in life



Mohammad Shibli Shahriar

Associate Professor

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Acknowledgement

In the method of getting ready this report, I at the beginning obtained cooperation from people whose names can't be referred to on this report, however with my heartfelt appreciation and gratitude I might consider then.

First of all, I thank to my Almighty Allah. Beside that I am grateful to **Mohammad Shibli Shahriar**, Associate Professor, Business Administration Department, Daffodil International University for instructing me to finished my internship report. I am additionally deeply indebted to him for his scholarly and positive suggestion, which changed into of remarkable assist in getting ready this record on **Rumman Trade International's** Evaluation of Human Resource Management Practice.

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Executive Summary

This report highlights the work experience that I gathered from August 19, 2022 to 18 October 2022 as a Full time employee in Rumman Trade International's Human Resource Management department. Since 2011, Rumman Trade International is one of the renowned Customs Clearing and Forwarding Agent. It's very happy to say that I am working as a worker this agency.

My essential duty become HR bolster for all worker. Like finance, prerequisite, different beneficial arrangements, new becoming a member of technique, one of a kind sorts of letter. In that facts there has been statistics approximately contender condition. Other than that, our duty become likewise try and find out what new detail purchaser want within side the object, new unique gives and what their standard reaction with the object become. Counting the marketplace go to I had to play out the place of business paintings like facts section, getting prepared file and introduction, documentation the data and maintain the important archive in accurate place

Amid the running time body with RTI, I even have analyze several such things as the way to preserve correspondence with every within side the workplace, the way to segment the recorded statistics, constructing up the character skills and diagnostic aptitude. I likewise turn out to be grasp of utilizing extraordinary gadgets like statistics segment, manipulate factor for making introduction, MS phrase for putting in the rep

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Chapter- 01

Introduction

1.1: Introduction

Rumman trade international is one of the leading customs clearing and forwarding company in Bangladesh. They are in this marketing since 2010. They have big own setup in Dhaka and Chittgnong area. Working in Bangladesh and moving around the world with their dedicated worldwide partners.

They keep up their standard in all aspects of shipping integrity and professionalism in goals. Professionals dedicated and skilled team members who have lot experience in this sector. They adequately handle all shipping under one roof. Today Rumman trade international is one of the experts freight forwarding and customs broker company provides air, sea by road forwarding , warehousing and transportation services.

1.2 Background of the study

As a student of business background it is mandatory for him to prepare an internship documents in a specific company. As a MBA student , I also completed my internship in Rumman trade international for gathering real life experience and also prepared report name Human Resource Practice evaluation in Rumman Trade International.

1.3: Objective of the study

Broad Objectives:

Broad objective of the study is to evaluate the human resource evaluation system of Rumman Trade International.

Specific Objectives:

- Identification of RTI HR management practices and principles
- Analysis of RTI's human resources management practices and policies
- To findout some problems those practices
- To make suggestions to oversome these problems.

1.4: Methodology

The study is conducted on the basis of data from various sources and collected using a specific technique. Technique has been divided into two main sections to achieve the objectives of this report

Primary data:

- Face to face interview or discussion officer and staffs.
- Talk with course instructor
- Practical work various area.

Secondary data:

- Document and reports organization.
- DCCAA website
- Various papers of this organization

1.5: Limitations of the study

Although every effort has been made to produce this report, the study had some limitations.

- The main limitation of the study was the lack of information needed for the study. There is a lot of information that a bank teller cannot provide due to security and other business obligations.
- This internship period was only 3 months
- Since the customs employees were very busy, they could not devote enough time to me.
- Customs activities are too complicated, they always change their technique every day.

Chapter 02

Profile of Rumman Trade International

2.1: Company profile overview

Rumman trade international has been providing the best Forwarding & Customs Brokerage services in Bangladesh since 2003. Since 2003, Operating and Handling combines extensive experience in customs clearance and shipping with the latest information technology in this field. Rumman Trade International is a global partner of several large companies with its own network in 80 countries worldwide. Today Rumman Trade International is a leading specialty transportation company and customs broker offering air, sea, road, warehousing and freight services.

The company had a clear vision. A vision that included the need to create a sufficiently profitable environment for various agencies in Bangladesh to attract people from all over the world. These people came to Bangladesh with their families to work there. With Rumman Trade International primary focus on relocating expatriate families and their household assets to Bangladesh, Homebound quickly established contacts with moving company members and various

Professional associations around the world. Through several partnerships between spouses, Rumman trade international began operations in Bangladesh in 2003.

Rumman trade international beginnings were humble in every way, with just 4 people. Rumman trade international has started its journey. The consignments were packed and transported conventionally in vans (large wooden boxes) and picked up abroad in the same way. In the late 2010 s, navigation changed and so did Rumman trade international. Vans are a thing of the past and are quickly being replaced by large containers and ULDs (Unit Loading Devices) for air transport.

Rumman trade international has survived the major developments in the packing and shipping industry and has grown and gradually established itself as a leading position in the Bangladeshi market and a very reliable partner for several top tier moving companies around the world. Due to meeting international service standards, Homebound has been invited to become a member of HHGFA, BAR, AMC, FIDI, etc. Etc.

Rumman trade international is now one of the most important international transport logistics service providers in the country and the only ISO 9002 certified operator in the sector. Its activities are primarily focused on global transportation and many other ancillary services including air, sea and multimodal consolidation. General cargo, customs clearance, project cargo handling, heavy equipment rental, warehousing, relocations, etc.

2.2 Mission and Vision of Rumman Trade International

Rumman Trade international efforts are focused on providing quality products and services across all areas of customer demand with the aim of increasing shareholder value. Investments and to provide customers with the best possible benefits. There must be a mission and vision of the organization that must guide all of the organization's activities.

2.2.1 Mission

Our mission is to uphold our standards in all aspects of shipping, with honesty, efficiency and professionalism being part of our goal. We offer our customers complete logistics solutions including full documentation, packaging, warehousing and worldwide distribution.

- Aspire to a leadership position in each of the company's business categories.
- Achieve high levels of productivity in all our activities by using resources effectively and efficiently, employing the right technology and focusing on our strengths.
- Encourage the personal responsibility of your employees and reward their creativity to support their further development.
- Encourage employees to learn and improve by creating a learning environment.
- Offer consumers high quality and homogeneous products and services and guarantee them good value for money.

2.2.2 Vision

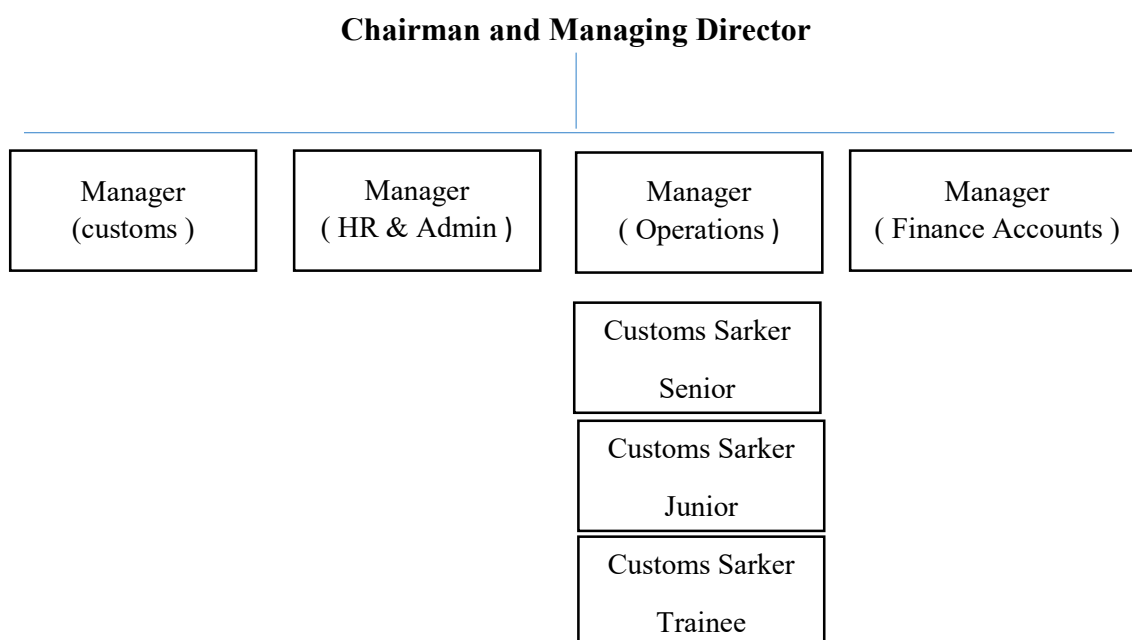
Rumman trade international vision is to become a leading freight forwarder in Bangladesh. Our vision is to do everything to satisfy our customers. The commitment of our team members to our customers is an integral part of our vision.

2.2.3 Goal

We consciously strive to improve our lives and actions. With responsive handling, there's no room for fun. We learn to anticipate and act. Service First

For us, Service First is not just an abstraction; we think so. It occupies the main and focal point of our business. We believe the release of Rapid & the quality of services is the hallmark of the customs standard.

2.2.4 Organogram of RTI



2.2.5: Human Resource Department

Rumman Trade International human resources is responsible for managing people to achieve organizational goals and coordinating with other departments to ensure the effective use of resources. This department is responsible for hiring, training and evaluating the staff who collect the raw materials in the right quantities from each supplier. In addition, this department procures the machines and office materials required for organization. Third-party invoices are received by this department, which then forwards them to the finance and treasury departments.

Chapter 03
HRM Practice in
Rumman Trade International

3.1 Concept of Human Resource Management

In order to achieve the main goal, companies need both skilled and skilled workers. The main goal of human resource management is to create a skilled workforce, which is the core of human resource management. Human resource management is the process of effectively and efficiently recruiting, selecting, developing and retaining competent employees to achieve organizational goals. It is a management method that solves problems such as the production organization cycle and human resources. It is mainly responsible for various tasks such as staff recruitment, selection of qualified employees according to company needs, training, development and compensation.

According to David A. Decenzo & SP Robbins, HR Management deals with the human side of management. It is a process of collecting, developing, motivating and maintaining human resources.

According to Ricky W. Griffin, the combination of attracting, developing and retaining productive and activity-oriented corporate employees is called human resource management.

3.2 Objectives of Human Resource Management

According to W.B. Werther & Keith Davis, The goal of people management is to create productive contributions from employees to the organization that enable them to act strategically, ethically and socially.

“Machinery” rather than “industry” is a better term for organizations whose employees are not adequately valued or respected. Personnel management is particularly important in every company. Why people management is so important in many aspects of an organization's operations, such as:

- Improving productivity
- Maintaining the production chain
- Realizing the goals of the organization
- Using modern technologies
- Reducing labor and production costs
- The quality of products must be improved.
- Develop the links between work and management.
- Increase the number of productive employees
- Personnel planning and implementation
- Ensuring employee motivation.
- Take action to improve job satisfaction.
- The work ethic of the employees should be strengthened.

3.3 Functions of Customs agent

- **Document collection:** agent collect the document from their consignee through direct or other party.
- **Entry/Notify Customs:** after collecting the document it will import in customs software name Asycuda world
- **Examine goods through customs officer:** then product should examine through a customs officer. He/She check the goods directly
- **Assignment:** then this examine reports go to the assignment for ensuring the authentic SRO or HS Code
- **CD/VAT notify the consignee:** after completing all the steps now it's time to pay the customs duty or vat through bank or RTCGS

3.4 Recruitment Procedure of Rumman Trade Interantional

When a vacancy arises as a result of recruitment, the supervisor or department manager reviews the vacancy to determine if it is transferrable to the rest of the workforce. If the position cannot be reassigned, the department manager may consider hiring. The person responsible for the relevant function fills out the hiring proposal form and submits it to the HR department for hiring new employees. The proposal is then reviewed by HRD and forwarded to the Manager.

The chief executive officer only has the authority to approve personnel for a company or function, and that workforce is evaluated based on business needs. The HR department can start recruiting after receiving a proposal from the CEO.

Both internal and external variables affect RTI recruitment process. Internal elements include strategic business planning, operational planning and human resources planning. The external variables include the labor market and the business environment, which are necessary for employment in the company. By examining these characteristics before hiring, a company can determine what its employees need in the job market.

Factors	Rumman Trade Interantional
Responsibility for recruitment	From the supervisor to the HR department to the managing director
Key factors	Both external and external factors. internal factors
Internal Factors	Corporate Strategic Planning, HR Operations & HRP extension
External sources	Labor market and business environment
Phases	Labor Analysis
Most Effective Sources	External Sources

Third Party Sources	Advertisements on websites, comic job postings, newspapers, open applications and employment agencies
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3.5: Rumman Trade International selection process

The decision on the selection of the candidates is made by the CEO without a selection process being carried out; if not, the company uses a selection method, such as

- A written test,
- An IQ test, an interview,
- Salary and compensation.
- Salary negotiations

Written evidence and an IQ test are required as part of the selection process for non-contractual or junior management positions. The company uses three types of interviews to select employees

- Structured interviews
- Group interviews
- Situational or behavioral interviews.

Depending on the role, different types of interviews are used. This interview process is organized by the HR department of the company into three categories:

- Junior management,
- Non-management,
- Middle management,
- 1st management level.

The human resources development of a company requires certain characteristics when selecting employees, such as, but not limited to:

- General intelligence,
- Talents,
- Personality,
- Efficiency.

According to HRD, certain assessments are required when selecting candidates, such as:

- Leadership skills,
- Planning and organization,
- Decision-making,
- Observation and analysis,
- Adaptability
- Verbal and written communication.

3.6: Performance Appraisal of Rumman Trade International

Rumman Trade International HRD uses two types of performance appraisal methods to measure employee performance.

1. MBO (Management by Objectives)
2. 360 degree assessment

HRD uses the MBO technique to clearly define the work objectives that the employee must achieve and create an action plan to achieve those objectives. Evaluation Method Action Plan focuses attention on specific objectives that require further attention and identifies some specific actions that need to be taken. At any point in time, there are two types of duties in a generic job description. The former is quantitative, the latter qualitative. Quantified: You can create a list of goals that can be quantified and quantified. Likewise, each job can be analyzed to determine what quantitative results must be achieved for the job to be successful. Activities in the second category cannot be quantified and are of a qualitative nature.

3.7: Compensation Policy of Rumman Trade International

3.7.1 Gratuity Plan or Scheme

If an employee of Rumman Trade International leaves Rumman Trade International after having worked for a minimum of 8 years but no more than 12, they will be entitled to a severance payment equal to 12 months' base salary for each year of service

3.7.2 Provident Fund

At Rumman Trade International, the company transfers the relief fund after an employee has worked for five years. The individual or worker contributes 5% of their basic income to the fund each month, while the company contributes between 5% and 10% of their basic salary.

3.7.3 Medical

At Rumman Trade International, the company effectively pays 15% of hospital bills and 85% of all employee, spouse or child medical bills at any licensed hospital or clinic.

3.7.4 Performance Bonuses

Rumman Trade International will pay a performance bonus based on the overall score of the Action Plan or BSC (Balance Score Card).

Recognition and appreciation: Thanking staff members for a job well done is a wonderful approach to raise morale and motivation.

- **Flexible Scheduling:** Giving employees the option to set their own work schedules or conduct remote work can improve their ability to balance personal and professional obligations.
- **Work-Life Balance:** Offering policies like paternity leave, sabbaticals, and flexible working hours can assist staff members in striking a better work-life balance.
- **Professional Development:** Giving staff members access to seminars, conferences, and trainings enables them to advance their knowledge and abilities.
- **Team Building Exercises:** Organizing team building exercises is a fantastic approach to increase staff morale and togetherness.

3.8 Training Methods and Development Facilities

On-the-job training, formal classroom instruction, online training, mentoring, and workshops are just a few examples of the training techniques and development resources available depending on the organization and industry. The most economical and successful way to provide employees with the skills and knowledge necessary for their jobs is frequently through on-the-job training. Employees can learn new skills and comprehend the ideas behind their employment in an organized atmosphere thanks to formal classroom education. Employees can study and learn at their own speed with online training. Employees that participate in mentoring have a more individualized learning experience in which they are supported and guided by a more seasoned mentor. Workshops are engaging activities that give staff member's practical experience in a particular aspect of their jobs.

Computer labs, libraries, and other physical spaces intended to let staff members practice and refine their abilities may be included in development facilities. To aid in workers' professional growth, Rumman Trade International may provide a mix of various tools and services.

3.8.1 Methods of training

1. Classroom training: This type of training encompasses classes held inside the customs walls that typically address knowledge of products and services, compliance and laws, and banking policies and procedures.

2. On-the-Job Training: During this process, workers pick up knowledge and apply it to their jobs. Employees can learn about customs policies and practices while gaining experience in their roles through this kind of training.

3. eLearning: This method of delivering training materials entails the use of technology like web and video conferencing, online courses, and webinars. Employees can access the training materials from any location and learn at their own pace with this form of training.

4. coaching: This refers to seasoned workers advising and coaching employees. Through this kind of training, new hires can pick the brains of more seasoned workers and get insightful knowledge of the banking sector.

3.9: Performance Facility

Performance standards are indicators of performance that are used to evaluate the size, caliber, or effectiveness of work. Performance standards can be used to measure performance in terms of quantity, quality, time, cost, or any combination of these in a wide range of organizations and sectors. Performance criteria can be established at the level of the individual, the team, the organization, or the sector. They can also be used to gauge development over time, enabling organizations to monitor development and spot opportunities for development.

Decide who will receive a promotion, a demotion, a transfer, or termination.

- Determine the employee's advantages and disadvantages.
- Evaluates the need for training and growth.
- Review and determine the amounts of pay and bonuses.
- Inform staff of your thoughts on how they performed.
- Encourage improved communication between management and staff.
- Recognize and honor standout performers.
- Encourage workers to aim for higher success.
- Act as a foundation for choices on wage raises, promotions, transfers, and layoffs.

- Assess the effectiveness, productivity, and efficiency of your work.

3.10 Measuring the effectiveness of training using a performance standard

Evaluation of the extent to which employees are carrying out their duties in a manner that meets or exceeds the standards established by the company is a key component in determining the efficacy of training with performance standards. The training's effectiveness in assisting employees in acquiring the skills and information required to carry out their job obligations proficiently and successfully can be evaluated using the performance standards. Accuracy rate, work completion speed, level of customer service, adherence to safety procedures, and overall job performance are examples of common performance requirements. The success of training can be evaluated by an organization using a range of techniques, such as surveys, pre- and post-assessment tests, and job performance evaluation.

Chapter 04

Findings and Recommendations

4.1 Findings

4.1.1 Recruitment process

Strength

- a) I may infer that Rumman Trade International hiring procedure was carefully thought out. They integrate both internal and external aspects in their hiring planning processes. In order to assess these factors, the company establishes its job needs and hires qualified personnel to meet those standards. As a result, the recruitment planning parts of Rumman Trade International hiring process are strong.

Weakness

- b) The hiring procedure at Rumman Trade International is rather drawn out. Because the concerned department first tries to fill open positions with current staff when one arises. If this is not feasible, the department must hire people and evaluate their qualifications for the positions.
- c) The corporation initially tries to distribute available jobs among the remaining staff members, however this hinders that employee's work and reduces output or daily labor, which has an effect on the company's target or goal.
- d) The majority of hiring happens through external channels like advertisements, unsolicited application materials, and employment agencies. The corporation does not, however, visit universities, which is a huge source of recruiting.

4.1.2 Selection Process

- a) I may infer from Rumman Trade International selection practices that there isn't a big difference between these three companies' selection practices; they are essentially the same. The selection process used by Rumman Trade International is actually excellent, and I can't think of any flaws with it.

4.1.3 Performance Appraisal

Strength

- a) Rumman Trade International area of expertise in performance appraisal is the Balance Score Card (BSC) or performance appraisal technique, such as a 360-degree evaluation.
- b) BSC is a very effective approach to assess employee performance at Rumman Trade International. Because BSC is a vital approach for tying everyone in the organization together in order to accomplish shared objectives through coordinated efforts. Both the

set of objectives and the measurements will be used to judge how effectively they were achieved.

- c) One of the strengths of Rumman Trade International is its use of 360-degree feedback, which is a significant performance appraisal method. The alignment of the company's internal competencies is dependent on the use of 360-degree feedback data to inform strategic decisions and identify key success factors.

Weakness

- a) The HR staff at Rumman Trade International believes its Performance Appraisal procedure is ideal and has no issue gauging employee performance.

4.1.4 Compensation Policy

Strength

- b) I can say with confidence about Rumman Trade International that they have a far better medical facility that includes maternity coverage. Because Rumman Trade International pays 25% of the total cost of treatment and 15% of the hospitalization fees.

Weakness

- c) The gratuity process isn't working out so well at RTI. RTI pays a half-month's basic income after eight years of employment, while Square does so after seven.
- d) RTI. Only offers two festival incentives, but Homebound and other private businesses do so with three.

4.2 Recommendation

Following are some suggestions for how RTI might strengthen the following areas of their human resources procedures:

Recruitment Procedure:

- a) Rumman Trade International needs to concentrate on their protracted hiring procedure because it sometimes turns away candidates.
- b) When a position becomes open, the organization (Rumman Trade International) shouldn't divide the workload among the surviving employees. They should begin hiring as quickly as possible.
- c) Campus visits should be used by the company (Rumman Trade International) as an outside source of hiring because they would cut recruitment costs and give them a greater chance to find qualified candidates

Selection Process:

- a) My research found no flaws in RTI selection process, so I don't have any suggestions for improvement, but the company has to keep the process up to date.

Performance Appraisal

- b) There needs to be improvement in RTI communication. The supervisor or senior officer must carefully supervise in order to close the gap, or the business can take a number of initiatives. This is a good tool for gauging employee performance since it brings the employer and employee closer together and minimizes the communication gap.

Chapter 05

Conclusion

This research report explores the HR practices of Rumman Trade International, a business that makes effective use of HR practices and human resource management. HR policies have helped acceptable businesses in Bangladesh acquire a competitive edge. Current businesses can create plans in the coming days that incorporate hours as a strategic connection. It is accessible in the same way that it is available from the design and evaluation of a strategy plan, as well as better quality assessment, planning, and human resource development for the presently passed.

Analysis of the study revealed that Rumman Trade International has policies and practices for human resources in place to efficiently manage their workforce. However, Rumman Trade International needs to modify or implement some of the HR policies and procedures indicated in the suggestions.

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Appendix

Interview Questionnaire for Rumman Trade International

Name : _____ Organization: _____
Designation: _____ Contact no: _____

Section A: Hiring Procedures

- Who is in charge of the hiring procedure?
- What are the primary elements influencing recruitment?
- What outside variables have the biggest an impact on hiring?
- What internal variables have the biggest an impact on hiring?
- Are there any efforts taken for the planning of recruitment?
- What procedures are used in recruiting planning?
- What are the best sources for recruiting?
- What sources are there for external hiring?
- What internal sources are there for hiring?
- Is there any other information available about the hiring process?

Section B: Process of Selection

- What methods are used in the selection procedure?
- What types of interviews are required for hiring employees?
- Are evaluation forms or interview materials received for hiring decisions?
- What methods are necessary for hiring employees?
- Which tests are required for this section?
- Which judgments are the most important for selection?
- Any other information on hiring

Section C: Performance Appraisal

- How do you rate your employees' work performance?
- Does the company have a system in place to evaluate employee performance?
- What elements affect the method of assessing employee performance?
- What are the advantages of your company's system for evaluating employee performance?
- What obstacles face the measurement of employee performance?
- How do you gauge worker success?
- Any further details regarding performance reviews

Section D: Employees Benefit

- Do you offer your staff a system of gratuities?

- If so, what is the process for the gratuity scheme at your company?
- Do you provide your staff members a Provident Fund?
- If so, how does the Provident Fund process work?
- Is there a hospital nearby for the worker or his or her family?
- When the answer is affirmative, what kind of facility is it?
- What kinds of festival bonuses does your business offer?
- Does your company have a bonus system for performance?

Does the resident employee or management staff have access to a phone