



Daffodil
International
University

Internship Report
On
Human Resource Practices: A Study on GEMCON Group

Submitted To

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Submitted By

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Program: BBA

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Letter of Transmittal

To,

Khadiza Rahman Tanchi, PhD

Associate Professor

Department of Business Administration

Faculty of Business and Entrepreneurship

Daffodil International University

Subject: Submission of Internship Report on “Human Resource Practices: A Study on GEMCON Group”.

Dear Ma’am,

I really hope you would accept my internship report on "**Human Resource Practices: A Study on GEMCON Group.**" I did my best to appropriately fill this statement by following the instructions you and the worried organization provided.

I really hope you will accept my report and comply as a result.

Sincerely Yours,

Kaniz Fatema

ID No. 101-11-1380

BBA

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Department of Business Administration

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Acknowledgement

First of all, I want to express my gratitude to Almighty Allah for his favor in allowing me to complete my internship report on schedule.

I would want to thank my department for keeping internship credit in the graduating program curriculum and allowing me to sample the flavor of work related to my interests. I would want to thank **Khadiza Rahman Tanchi**, Associate Professor, Department of Business Administration, Faculty of Business & Entrepreneurship, Daffodil International University, for giving me the right direction on this topic and for supervising me through my internship. Sincere appreciation for her interest in my work and her guidance.

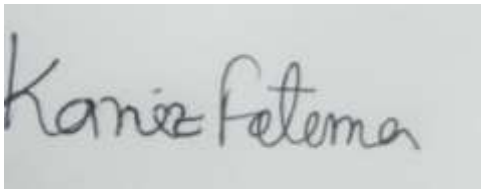
My sincere tanks to the management and colleagues of gemcon Group, specially the HR department for their cooperation and support during my internship period. their insights , guidance and willingness to share knowledge made my learning experience both enriching and enjoyable.

Lastly, I would like to thank my friend and peers from Daffodil International University whose encouragement and assistance have been invaluable through out my academic journey.

To every one who has contributed to my success, directly or indirectly, I express my deepest appreciation and gratitude

Declaration

I am Kaniz Fatema, a Bachelor of Business Administration (BBA) majoring in Human Resources Management from Daffodil International University. My student ID is 101-11-1380. An internship report entitled "Human Resource Practices: A Study of GEMCON Group" has been completed by me in a diligent manner.

A rectangular box containing a handwritten signature in cursive script that reads "Kaniz Fatema".

Kaniz Fatema ID No. 101-11-1380

BBA

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Certificate Of Supervisor

This letter is to confirm that "Human Resource Practices: A Study of GEMCON Group" has been submitted in fulfillment of the requirements for the Bachelor of Business Administration (BBA) degree from Daffodil International University. This report documents the study on a certain issue conducted by Kaniz Fatema, ID: 101-11-1380, under my direction.

It is permissible for her to submit the Internship Report.



Dr. Khadiza Rahman Tanchi
Associate Professor
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Executive Summary

As a student of business administration, doing an analysis of the modern business environment is quite important to notice in a circumstance of this complexity. It is essential to investigate all facets of knowledge, both theoretical and practical. As a component of my academic curriculum, I participated in an internship for a period of time prior to completing the Bachelor of Business Administration degree, which took me four years to complete. Within the scope of this study, I attempted to concentrate both the theoretical and practical aspects of my understanding of HRM methods. The Human Resource Practices of GEMCON Group is the subject of my research. I have made an effort to determine the HRM practices of this business as well as how they are functioning in the progression of the organization.

This study provides an overview of some important concerns that are relevant to the subject of human resource management in GEMCON. Based on the activities of current Human Resources (HR) management methods, practices, and outcomes, this study was carried out in accordance with the Human Resources (HR).

In the literature on HR, there are a number of different models and methods that attempt to illustrate how a strategic approach to HR may be translated into a set of compatible HR procedures and practices. These models and approaches strive to do this in a variety of different ways.

As a consequence, the findings of this study provide encouraging data on a broad national viewpoint. Specifically, the findings show that human resource strategies are "people centered," codified, and linked with varied plans. On the other hand, HR strategies developed on a national level may be disconnected from the actual HR procedures and practices in GEMCON if they are implemented at the different local administration levels, which are not included in this study.

Before making any conclusions based on the information presented in this report, it is important to keep in mind that the research was compiled in a very short amount of time and that there is a shortage of data. Nevertheless, it is possible that the report will be helpful in the design of any additional research that evaluates the HR facilities that are supplied by the GEMCON Group.

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Chapter 1

INTRODUCTION

1.1 Introduction

In modern days the human resource Dept is essential to run any kind of organization. The main goal of this department is to recruit effective employees, providing them comfort so that output can be achieved. In this process this particular department also motivates their employees by offering different benefits to the employees and by offering them work friendly environment. At the same time to make the organization profitable this department plays a vital role by imposing some standard rules and regulation so that the employees go through some rules and regulations. All of these done by the Human Resources department to earn a collective positive result for any organization. Since I have completed my internship to Gemcon Group, I realized how the Human Resources Department has vital impact on achieving the goal of entire group. My internship on Human Resources Department of Gemcon Group gave me this opportunity.

1.2 Background of the study

Although we know that the Human Resources policy was first initiated in Europe , but it has been developed for many years and still people are imposing new rules and modifying every day to make it effective for both the organization and for the employees. In my this report I would like to depict some points which may help to make acquainted with GEMCON's Human Resources department. Here the Human Resources department is also aligned with the administration department.

1.3 Scope of the study

The scope of HRM is board and includes many function,. responsibilities. Each playing crucial role in employee lifecycle. Such as:

Recruitment and selection: Finding the right candidate for the job

- Training and development: improving employee skill
- Performance management: Optimizing individual and organizational performance.

- Compensation and benefits: Ensuring their competitive pay.
- Employee relation: fostering a positive work environment.
- Compliance: adhering to labour laws and regulations.
- Planning: Determining the organizational goal and objectives.
- Job analysis: providing the basis for staff recruitment training and development.
- Job evaluation: recognizing the different hierarchical level roles and their responsibilities.
- Orientation and placement:organizing an orientation program fo new employees .
- Employee welfare: creating a close to ideal working environment for employment.
- Industrial relation: building and maintaining a healthy relation with trade union.
- Budgeting: assessing the company's resources and defining the jobs.

1.4 Objectives of the study

The main objective of this study is to ensure that Gemcon Group uses proper HRM practices in its company.

Specific Objectives:

- To identify whether Gemcon Group uses proper recruitment and selection methods
- To ensure the right people with the right skills are in the right positions.
- To know about the training and development program and compensation system followed by Gemcon Group.
- To identify the problems and possible solutions for solving them.

1.5 Methodology of the study

- The thesis report comprises mainly practical experience that I gathered from my internship at Gemcon Group. And also I took references from company website, HRM documents, Internet and different books as well. These are:
- Websites of GEMCON
- Various HRM-related documents

1.6 Limitation of the study

After completion of my educational study on BBA program having major in HRM I used to start my internship at Gemcon Group at Dhanmondi 27 and there I first came to know the practical implementation of human resource policy. I have explored the importance of HRM at an organization.

But I do agree that human resources department plays a vital role in the smooth operation of an organization. It has vast number of branches in different SBU's. The nature of human resources department in different business units is different.

Full knowledge in HRM policy in different SBUs cannot be achieved in this limited period of time.

More over the critical issues were solved by the permanent employee of HRD and comparatively easy and regular tasks were given to the participants of the internship. Hence some lack of critical or strategic Human Resource Management may be found in this report.

Chapter 2: Company Overview

2.1 GEMCON Group Profile and History

GEMCON Group possesses a wealth of experience regarding a variety of cultures, the most recent technologies, and quality standards, all of which we consistently strive to attain even during times of essential processing. In the period of my internship I have observed that the working environment of Gemcon Group is very friendly. The Human resources department along with the admin department has been maintaining specific rules so that to keep every department work together. This group is exploring in new arena with their qualified employees recruited by HRD. Also the mid-year performance assessment and yearly performance assessment system has eliminated the non-performing employees. The capable employees have been contributing in the development of Gemcon group. At first when the Castle construction was built by the Chairman there were few employees, but its rules, regulations, active HR department and modern HR practice have helped to expand its business. The main business of castle construction is to construct different roads, high ways, rail ways etc. They are also providing training for the improvement of the employees so that they can be effective part for the growth of the company. Thus with this system they have established MEENA BAZAR which was the pioneer of the super shop in Bangladesh. Simultaneously they have established first organic tea garden named KK TEA at Panchagar. The management then established KSF (Kazi Shahid Ahmed Foundation) to help financially to the workers of the tea garden. This foundation has schools where the children of the tea workers can study without any cost. This tea estate has large contribution in earning foreign currency. Meanwhile they have launched Gemini Sea Food unit at KHULNA where they export shrimp, crab to different countries. Apart from these Gemcon Group has started to make jute products whose factory is in Khulna. After few years they have started to export the Jute products to different countries of Europe. With this jute they have started to make lucrative packet of KK tea as well. Later on 2011 they have launched Gemcon City Ltd. Which is a real estate company, making commercial and residential buildings in different prime locations at Dhaka. The company has also expanded its hand to the educational sector. And in this process they have established University of Liberal Arts Bangladesh (ULAB). They have also founded the online news portal Dhaka tribune and Bangla tribune. They had previous experience as the founded AJKER KAGOZ in 90s decade. Also this group has many other SBUs like Meena sweets, Organikare etc.

The knowledge regarding Gemcon group, I have gathered may not be enough. But in the induction session with their HR department, they have presented the core values of Gemcon Group. And the HR department were very cordial to share the outline of the company.

The HR executives have helped me a lot. Also I had telephonic conversation with the different SBUs, established in different parts of Bangladesh.

2.2 Overview of the company

Gemcon Group was established in 1979 through Castle Construction. It was founded by Kazi Shahid Ahmed who was also the chairperson of the group. It is a family owned company; Ahmed's three sons, , Kazi Anis Ahmed, Kazi Inam Ahmed, and Kazi Nabil Ahmed, are directors of the company. Later on they expanded their business to the following SBUs:

- Castle construction
- Gemcon limited
- Charka steel limited
- Kazi and kazi tea
- Gemcon food and agriculture
- Meena click
- Meena sweets
- Gemcon city
- Gem jute
- Gemini sea food
- Organicare
- University of liberal arts Bangladesh
- Kazi shahed foundation
- Abahani limited Dhaka
- Gemcon Khulna
- Meena bazar

2.3 Mission statement

Gemcon Group has been serving for the utmost satisfaction for their and customers demand.

- Gemcon provides quality premium products to the customers. Meenabazar, KK tea, Meena Sweets
ULAB are the great example.
- A satisfactory working environment for their staff and workers. Like for the tea workers they have introduced free schooling.
- Fair respectful and consistent working relationship to our suppliers and channel partners.

2.4 Vision statement

- Defining standards in innovation and services.
- Focusing on sustainable growth through monitoring each SBU.

2.5 Core values

- GEMCON is a Professional Organization. They offer services that are reliable, of excellent quality, and are delivered with a courteous and positive attitude.
- GEMCON is honest and trustworthy.
- GEMCON starts with each of our individual integrity, which then carries over to our collective integrity, which is applied to all of our work.
- GEMCON is Innovative. In order to cater to our members' ever-evolving requirements, GEMCON provides them with innovative ideas and services.

2.6 Code of conduct

1. The policy of GEMCON is to always be ethical in all of its commercial activities, show respect for the interests of those with whom it has connections, and do business with honesty and integrity.
2. GEMCON is completely compliant with all norms and regulations. Every member of the staff is obligated to learn the policies and procedures that apply to their particular areas of responsibility and to ensure that these guidelines are followed at all times. If they are unsure about something, employees are strongly encouraged to seek help. The corporation believes in free and open competition and is committed to promoting laws that promotes it.
3. GEMCON does not lend its support to any political party and does not make financial contributions to organizations whose work serves to further political goals.
4. GEMCON is dedicated to providing services that constantly give value in terms of pricing and quality and that meet the requirements and expectations of customers.
5. GEMCON is committed to conducting business in an environment that is both safe and sustainable. The Company is aware of its social responsibilities as a responsible member of the business community and intends to make an effort to participate in community activities with the goal of enhancing society as a whole.
6. GEMCON is committed to the concepts of dependability and credibility in its financial reporting as well as openness in all of its business dealings, and it does so to the fullest extent possible.
7. GEMCON is an equal opportunity employer in the workplace. It does not discriminate on the basis of gender in any of its hiring, promotion, or other personnel procedures, which are all based on merit and performance. We feel it is important to maintain open communication with our staff members and to provide a workplace that is both safe and healthy for them to work in.

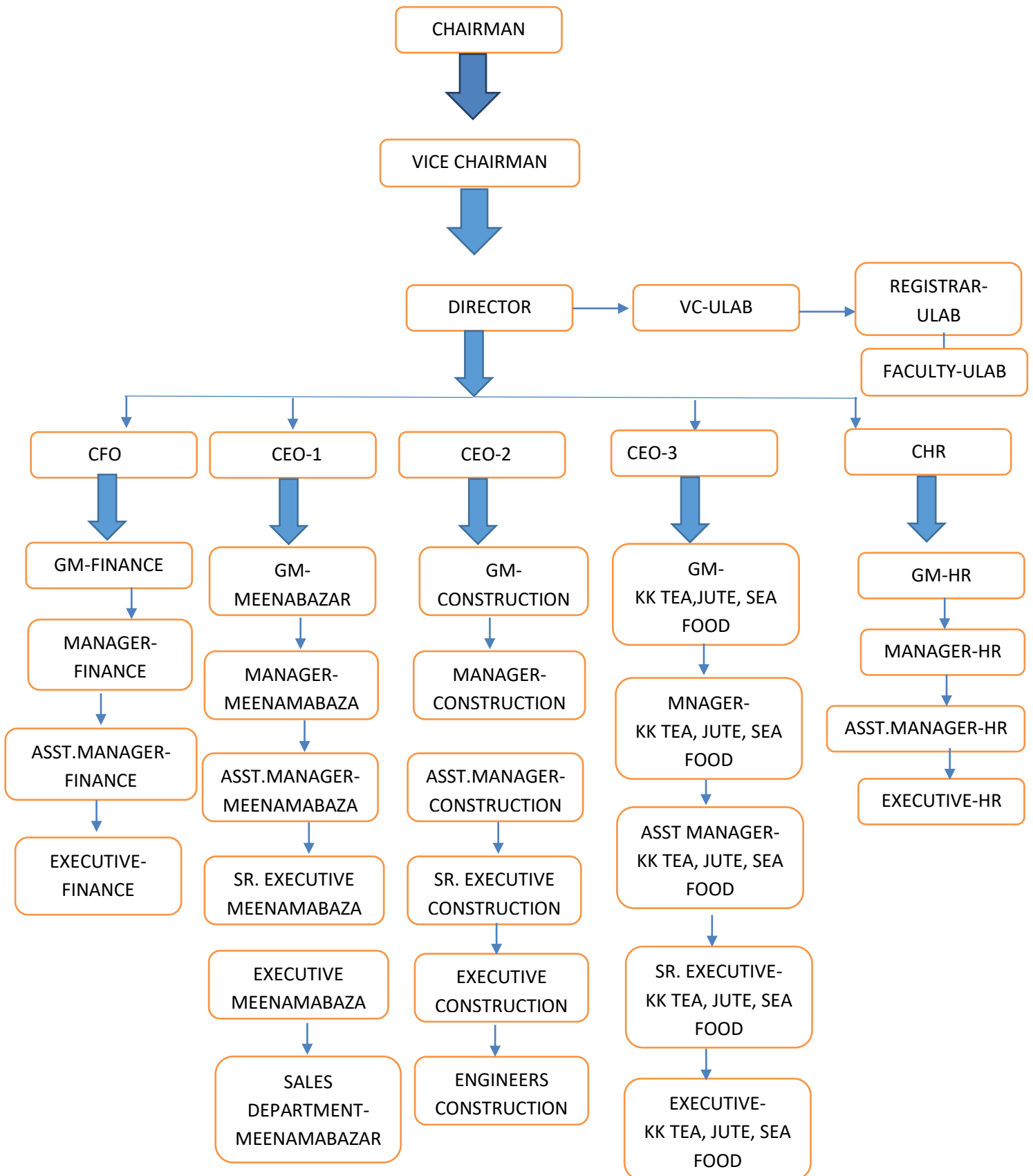
2.7 Objective of the company

Gemcon Group focuses on sustainable growth. The chairman of the company established a vision that is “Defining standards in innovation and services.”

Just as the vision they have inaugurated many SBUs and all are performing well. To maintain this performance and to increase their growth they have deployed well established HRD (Human Resources Department) who are hiring effective employees for the organization. They have awesome talent hunt process. They are providing well environment to the employees so that employees feel comfort to work here. And with the help of admin dept. they are also monitoring the employees and keeping them in some sort of rules and regulations.

More over with all departments and skilled employees Gemcon Group is offering premium quality products and they have managed to satisfy their clients. Also they could manage to keep all the suppliers and strategic partners happy by keeping a friendly environment. Also through their reputation they can be financed by the bank for new units also.

2.8 Management organ gram/structure:



Chapter 3: Theoretical Background

3.1 Introduction of HRM

Human Resource Managements the set of productive activities within an organization that focuses on transforming human being into useful resources. The activities include searching right candidate, identifying their knowledge, skills and attitude towards a specific job, fixing and practicing their compensation policy, ensure the safety and comfort in work place, observing the performance of the employees ,employee motivation, effective communication administration and training for increasing productivity and efficiency.

The role of human resources significantly envolved over the years transcending from a purly administrative function to a more strategic partnership in an organization. As a result the various functional areas within human rsource management also known as human resource functionalareas. Such as:

Recruitment and selection

Training and development

Performance management

Compensation and benefits

Employee relation

Hr planning and strategy

Devrsity and inclusion

Talent management

Legal compliance

HR information system

3.2 objectives of HRM

The goal of human resources management is mainly to achieving the organizational goal with the help of effective employees and to keep friendly environment with implementing different strategies. These are stated below

- HRM objectives are to fulfill organizational goals by utilizing human resource to achieve business requirements and standards.
- To handling HRM effectively employee and work environment are the priority factors. Work culture plays an important role in defining HRM and business performance
- One of the prime robjectives of HRM is to make sure team coordinates efficiently.,
- Keeping employee up to date by training and developement.
- Motivated employees by HRM practice (performance appraisal system)
- Providing leadership qualities and oppurtunities ahealthy working area and retention are somr primr objrctive of HRM
- Managing company employee data and managing compliance is included in objective of HRM

3.3 Recruitment and selection

The recruitment and selection process in the HR department involves identifying, attracting and hiring the right talent to meet organizational goals. It begins with job analysis and creating job description to outline responsibilities and qualifications. Recruitment strategies such as job postings, employee referrals and career fairs, help attract candidates. The selection process includes screening resumes, conducting interviews and evaluating candidates using tests and assessments.. The selection process also includes negotiating with the potential applicants.HR ensures fairness and compliance with employment laws throughout the process. The final step involves background checks, negotiation offers, and on boarding. The systematic approach ensures the company hires skilled and culturally aligned individuals. The process depends upon the following factors:

Authorized characteristic: The HRD of an organization executes the process in accordance with the rules and regulations that is assigned by the authorized body of the government.

Formation of an organization: The HRD of different organization has different strategy and policy of recruitment and selection the eligible candidate.

Criteria of a company: The criteria of an organization is vital for the recruitment and selection process. Different companies or organizations of different nature has different policies.

Principle of assortment: potential candidates are assorted by the following principles:

- Academic Qualification
- Proficiency in certain sector.
- Experience
- Talent
- Individual's own distinctiveness

3.4 Procedure of Recruitment

The process of recruiting or hiring individuals or a team the human resources department follows some guidelines. They depend on internal sources and external sources (ex: **linked In, bdjobs.com**). This process in a company typically involves the following steps:

3.4.1 Sources of Recruitment

There are numerous different channels through which prospective employees might be recruited, but they can all be broken down into one of two categories:

1. Recruitment from Internal Sources

Internal sources of recruitment can be described as follows:

Promotions: Elevating current employees to higher positions based on performance and experience.

Transfer: Moving employees from one department to another without change the rank.

Employee referrals: Encouraging employees to recommend qualified colleagues for open positions.

Internal job posting: advertising vacancies within the organization to give current employees the opportunity.

Rehiring: Bringing back former employees with a proven track record.

2. Recruitment from External Sources:

External sources of recruitment involve hiring candidates from outside the organization to fill the vacancies, this method broadens the talent pool and introduces fresh perspectives.

Common external recruitment sources are:

Example:

1. bd jobs.com
2. Linked In
3. Third party HRM firm (example : HR KITES)

Disadvantages of hiring from external source:

- ✓ posting in a third party platform is expensive.
- ✓ it wastes more duration then hiring form inner source.
- ✓ Hiring from external source with higher salary sometimes demoralize the existing employees.
- ✓ Hiring in this way will hire a candidate who is not known with the environment and competition of the company. Hence another skill development course may be needed by the HRD.

3.5 Selection process

The selection process is a series of steps by organizations to choose the most suitable candidate for a specific role. The process contains the below mentioned rules: .

- ✓ **Screening Applications:** Reviewing the resumes and evaluating their educational background and experience , making a short list of the candidates who seems to be fir for the position.
- ✓ **Initial interview over phone:** To communicate with the shortlisted candidates over phone and to call for an interview at a convenient time. In this process a experience HR team can also evaluate the communication skill of the candidate.
- ✓ **Interview:** A written assessment test or computer aided test may be arranged to know the skill of the candidate in detail. Through this process HRD can make a short list of the eligible candidates.
- ✓ **Call an oral test:** The HRD the call for an oral interview from those who have passed the written examination and in that board they may ask about candidate's previous work experience, history and may ask several relevant question to know the depth of knowledge of the candidates. In usual practice here the HRD makes the best selection for the post. Standard HRD also negotiates her with the compensation packages and other benefits with the top suitable candidate. Also alternative second and third preferences are brought to the resume bank.

- ✓ **Medical Examination:** In some organizations (especially in the factories) a medical examination is done to know that whether the candidate is suitable for the post or not physically.
- ✓ **Appointment letter:** After completing the above mentioned steps, the HRD with the concern of the departmental Head, provides appointment letter where every detail is mentioned. Such as Net salary, gross salary, Pf, Gratuity, Festival bonus, mobile and other allowances and other benefits and packages that the company has.

3.6 Training and development

Training and development are significant task in human resources management that focuses on the improvement of the skills and knowledge of the employees of a company.



3.6.1 Training's Advantages

- ⇒ Improves job-specific skill and knowledge.
- ⇒ Boosts the self confidence of an employee.
- ⇒ It opens opportunity for career growth which eventually helps them for promotion and rewards
- ⇒ With different types of training the employees can gather knowledge regarding computer aided system and also in marketing and management skills can be enriched.
- ⇒ It also gives the officials a break from the monotonous traditional skills.
- ⇒ It also ensures that the employees are skilled and competitive in the market so that the goal of the organization can be achieved.

3.6.2 Benefits of Development

- ⇒ With the help of proper training to the employees the company improves the skills of the individual employee and thus they can impose the enhanced skills to the improvement of the operations of the company as well.
- ⇒ This also ensures the better management of the strategic business units.
- ⇒ The development in terms of skills, management and technical proficiencies will not only help the employee to give their enhanced performance but also will help to make a standard for the position in the long run.
- ⇒ It improves the inter personal communication along with inter departmental communication which is essential for the flawless and effective operation of an organization..
- ⇒ The company organizes different session of Leading the team which is eventually helps the higher management to deploy new idea and to generate new modules for the betterment of each department .

3.7 Training process and development

Human resources department of an office arranges training for the development of the skills and activities of the employees. The main focus is to developing the skills of the individual employees in some modules and making them fit for the position. With this developed skills by imposing necessary training, to make the office or the company profitable. Human resources department officials firstly work on finding the deficit of knowledge of the employees. Then compiling their lacking, HRD makes a new module where in same session several employees can be benefitted in their respective roles. This session can be offered twice a month or more depending the requirement of the present skill of the employees.

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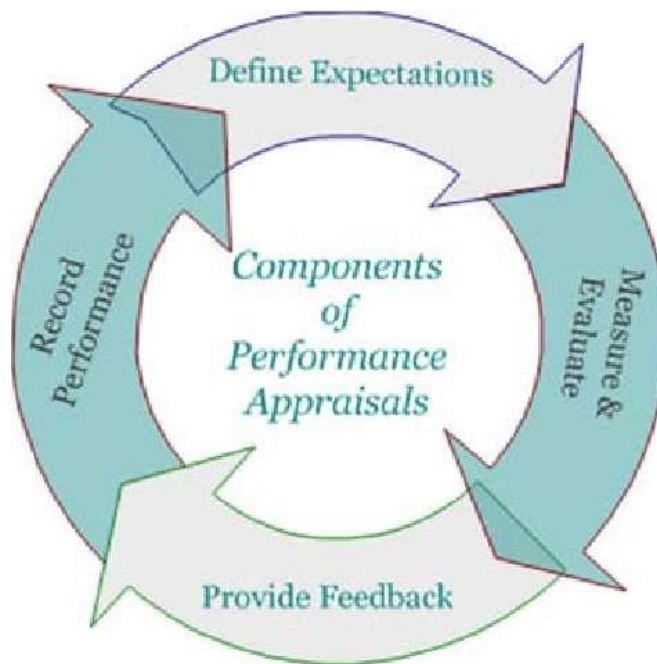
3.8 Performance appraisal process

The performance appraisal is one of the most important parts of human resources management. This helps in both ways. First of all in this process with concern of the responsible persons of different business unit , human resources manager can know more about the strategic condition of the employee. Their assessment becomes easier for the promotion, increment and other benefits. Also it helps the HRD to know who may be fit for specific position.

The HRD prepares Job description, KPI (key performance indicator) and KRA (Key responsibility area). At the time of appraisal HRD provides the KPI and KRA form to be filled by the employee which will be evaluated by their respective supervisors. According to the marks or points given by the supervisors, the employee gets promotion or increment. Based on the points the HRD may set a package to enhance the salary which can be count as increment. And highly competent employee can achieve promotion.

3.8.1 Methods of Performance Appraisal

Methods of performance appraisal can be classified in to two forms. One is traditional and the other is modern technique. This can be depicted by the following diagram:



Methods of Evaluating Performance

The following criteria is considered for the performance appraisal of an organization

- ✓ Setting up KPI and KRA.
- ✓ KPI should be acknowledged by immediate supervisor.
- ✓ A form for the supervisor is also given where the KRA is given to evaluate the specific employee.
- ✓ If the supervisor thinks that the specific employee is performing well according to the key performance indicator (KPI), the supervisor can give more points and if he thinks the employee is not up to the mark he can give either marginal points and if he thinks that the employee is not fit for the position, he can give lower point which may effect on the employees career.

3.9 Overall compensation

Overall compensation is one of the vital and important parts of a company. It consists both financial and non financial reward. This is important for both the company and for the employee. If the compensation is too high then the expenditure of over head cost of the company will increase radically. Again the company has to pay competitive package to ensure that the competent workers and officials feel flexible to stay at the company. In this case the HRD plays most important role thinking the budget of specific department, considering the turnover of that department and also considering the other companies opportunities HRD makes an offer of compensation which is reviewed by the departmental head of specific SBU.



The overall compensation comprises the following factors:

- Basic salary.
- Mobile allowance
- Travel allowance
- Provident fund
- Bonuses
- Profit bonuses
- Incentives

3.9.1 Types of Compensation

The compensation of the employees are vital for keeping the skilled and effective people in the organization. To compensate the employees HRD follows usually two methods.

These are:

Direct Compensation: This includes monetary payments made directly to the employee. The followings are categorized as direct compensation:

- Basic salary
- Festival bonuses
- Mobile allowance
- Travel allowance
- Conveyance bill
- Incentives
- Overtime pay

Indirect Compensation: This does not connect with direct monetary payment. Rather it is connected with the following stated aspects:

- Health insurance
- Medical benefits (example : special discount in some hospitals, clinics and diagnostic centers)
- Group insurance (life policy)
- Providing vehicle to certain employees. High officials avail cars, where the average officials can get a bike.
- Leave and other flexibility.
- Environment of the office also triggers the employees.
- Training facility. Many employees feel good to have more training to develop their skills so that they can climb the path of their careers in future.

Chapter 4:
HRM PRACTICE OF GEMCON GROUP

4.1 Current scenario of HRM practices at Gemcon Group:

The Human resource policy of Gemcon Group is almost up-to-date and is in the satisfactory level . This company has strong human Resources Department with eligible officials. The Head of HRD, The GM (HRD), Manager (HRD) along with Asst. manager and other executives of HRD department made this department as outstanding one. This HRD of Gemcon Group follows the modern techniques. As a result their hiring process became easier and they recruit effective and skilled personnel. Also they conduct training session for the employees and make them part of Gemcon and thus they obtain the maximum output from the employees. Not only that they have established competitive payroll and keep comfortable environment for the employees. As a result employees are willing to work here by giving their almost full effort. They also organize different activities to motivate their employees. Like annual picnic, annual conference, corporate day-out, training session in a splendid location etc. also they participate in corporate football and cricket matches. Thus they bring a friendly and warm environment among the high and low officials. This environment helps the employees to work together. The manager and the executive works with utmost pleasure. Thus HRD creates a friendly vibe which eventually helps for the sustainable growth of different business units of Gemcon Group.

4.2 Recruitment and selection process

The HRD of Gemcon Group has established a magnificent module to recruit and select the eligible candidates among others. These modules were developed gradually in terms of the necessity. There are several modules for several business units of Gemcon Group.

- 1. Job vacancy announcement:** The HRD of Gemcon Group gets the requirement from specific department and considering their budget and requirement The HRD publishes a job circular on the web portal and also in Linked In.
- 2. Screening resumes and offer for written test:** after getting the resumes through online portal, the human resources department call screens the resumes and making a short list among them call the selected shortlisted candidates for a written test.

3. Interview in-person: After taking the written test the HRD short lists three resumes for the oral test in person with the HRD officials and with the concerned departmental responsible persons. Here technical, strategic questions are asked and also the HRD came to know about his practical experience and background experience directly.

4. Evaluation and call for second oral test: after completion of the first oral test the short listed three candidates are again called for a second and final one to one oral interview with HR personnel. Here the HRD negotiates with the candidates regarding the salary packages, joining date, notice period in the running company and many more things. Finally through this test one candidate is selected for the post. But the other two resumes are also kept in HRD . If the targeted candidate does not join in that day then the HRD can go to the potential second choice for the uninterrupted operation of a company.

5. Appointment letter: Finally the human resources department of Gemcon Group came to a conclusion having the suitable candidate and give him the appointment letter mentioning every benefits he will avail for this company.

4.3 Recruitment & Selection Process of Gemcon:

The recruitment and selection process of Gemcon group has established not in day. It has been modified for years. And the HRD has created HR tools and procedures to recruit and select the skilled and eligible candidates for different position. For this reason the HRD of Gemcon Group follows a procedure. These are stated below:

- ✓ Taking requisition of hiring from certain department.
- ✓ Taking the JD (Job description) from the concerned officials of that department.
- ✓ Publishing the job circular to the web portal
- ✓ Also publishing on professional platform (like Linked In).
- ✓ Collecting the resumes, screening and making shortlist.
- ✓ To call the shortlisted candidates for written test
- ✓ Candidates who have passed the written test are offered for first oral test.

- ✓ To call for second oral test who have passed the first one.
- ✓ Providing appointment letter
- ✓ Orientation and induction session
- ✓ Placement and if needed providing necessary training session.

4.3.1 Sources of Candidates

Gemcon Group practices the recruitment process by two sources. These are:

A. Internal recruitment source

B. External recruitment source

A) Internal Recruitment:

Gemcon Group sometimes prefers to source the candidates internally from the different strategic business units. To complete within this process they sometimes provide job circular through email. HRD offers the eligible candidate to be enrolled in that position. To accomplish this procedure they sometimes offer promotion, sometimes transfer from one SBU to another, sometimes get recommendations from the employees.

B) External Source:

In most of the cases the HRD of Gemcon Group hires the candidates through external sources. These external sources have proved the perfect way to hire new employees to different positions. They publish the job vacancy to the web portal (like bdjobs.com), publishes in professional platform (like Linked In) also they sometimes communicate with third party (Like HR kites)

4.4 Selection

The HRD of Gemcon Group follows some predefined policies for the purpose of selecting the effective and eligible candidate for their vacancies. These are stated below:

- ✓ Short-listing: HRD short listed the resumes in terms of experience, age, expected packages, educational qualifications etc.

✓ Interviewing:

After short listing the resumes the HRD assigns one of the HR executive to call for an interview and in the interview session executive (HR), assistant manager of HR and the Manager of the SBU (where to recruit) remain present.

✓ Written test:

After successfully sorting by the interview the capable candidates are offered to have a written exam. This exam shows the actual caliber of the applicants.

✓ Second or final verbal session:

The candidates who passed the first verbal and written exams have to sit with the CEO of the SBUs, CHR (Chief human Resources Officer), manager of HR to finally negotiate their salary and when they can join to Gemcon group.

✓ providing appointment letter:

As mentioned earlier the HRD of Gemcon Group sequentially completes writtend test, first verbal test and then second. Finally the selected candidate is give an appointment letter where Gemcon Group mentions the joining date, salary, PF, other benefits and packages and probation period and also mentions the benefit he will get after getting confirmation.

4.5 Training and development process

The training and development process of Gemcon Group gives enough opportunity to improve their self skills and expertise. Gemcon often offers training on different skills some of them is conducted by ULAB University. The management of ULAB University with the help of HRD of Gemcon Group creates specific modules to train up the employees of different SBU. These trainings are organized in the weekly holiday and the program is designed to complete within two months. Not only that the management of Gemcon HRD also offer third party training session. Ther renowned trainers of Bangladesh and from abroad also come to

train up the employees of Gemcon Group. And the HRD has created a training team which trains up the new comer to make them fit for the current situation of the company.

4.6 Compensation and benefits

GEMCON offers attractive compensation and benefits which fits with the competitive market. Besides this the following benefits are offered the officials of Gemcon Group:

- Life Insurance,
- Provident fund and bonus
- Mobile allowance
- Full time internet service Facilities & Services:
- Medical Insurance
- Conveyance bill
- Paid leave, maternity leave, sick leave, and unpaid leave
- Profit bonus

Leave Details:

- **Casual Leave:** 14 working days
- **Sick Leave:** 14 working days
- **Annual leave:** 30 days per year.

Chapter 5:

Findings, Recommendations and Conclusion

5.1 Findings

- Gemcon Group maintains well-established and structured HR practices.
- The CHR (Chief of Human Resources Dept.) is all to hire. But before that, he worked with the different SBU heads to recruit the eligible candidate.
- HRD created several modules to arrange training to develop the employee's skills
- HRD of Gemcon group has specific performance appraisal form. They assess this quality twice a year: midyear assessment and final year assessment. There is a predefined mechanism of evaluating the KPI and KRA of every individual.
- Gemcon group provides standard and attractive vacations. Such as sick leave, casual leave and Annual Leave. They have also a policy of encashment of earned leave.

5.2 Recommendations

- Having a good HR team, the Gemcon group should avoid hiring from the recommendations of high officials to get effective employee..
- There should be easy access to the newly appointed employee to communicate with HRD to get the knowledge regarding the company policy easily.
- For the recruitment in the factories of Gemcon Group the HRD should analysis the previous data of the employees so that they can hire the perfect employees in distant places.
- The JD (Job description) and JR (job responsibility) should be modified each year to keep pace with other growing companies of same business.
- The HRD of Gemcon Group should be more aligned with the admin department to execute the laws and rules created by HRD.
- More motivational activities should be deployed by the HRD. Like arranging different programs in different festival to make a bonding among the employees and to make a friendly environment so that all the employees feel flexible and comfort to stay at Gmcon Group for long.

5.3 Conclusions

Gemcon Group is one of the leading companies in Bangladesh. It has a strong and well established Human resources department. Despite different types of odds Gemcon group has proved as emerging company in the recent past. The HRD of Gemcon group is playing a vital role to keep this fame among the job market. Since they are providing better opportunities in a systematic way people are encouraged to join Gemcon Group. Moreover the working environment is friendly and usually employees do not want to leave this company. Also the HRD has established compatible packages and compensations with different benefits. If they can improve a bit which was depicted in the finding section then lots of effective and experienced and skilled worker and employees will join to Gemcon Group and with the combined effort Gemcon group can achieve its goal .

Chapter 6:

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