



Human Resource Management Practices of Global Labels (Bangladesh) Ltd.

“Human Resource Management Practices of Global Labels (BD) Ltd.”

Submitted to:

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Transmittal Letter

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To
Mohammed Masum Iqbal, PhD
Professor & Dean
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Sub: Report on “Human Resource Management Practices of Global Labels (Bangladesh) Ltd.”

Honorable Sir,

It is my great satisfaction to proposition you my report’s on **“Human Resource Management Practices of Global Labels (Bangladesh) Ltd.”**. I have afforded my supreme to finished this report thoroughly following the guidelines given by you and thoughtful topic. I have belief that the report has onward both of my practical perception and theoretical knowledge to a great extent. So, I am appealing and prospect that you would be kind enough to received my report.

Best Regards,

Shamsun Nahar Tonmoy
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Student's Declaration

I declare that the internship report on “Human Resource Management Practices of Global Labels (Bangladesh) Ltd” submitted by me to Daffodil International University in part fulfillment of the condition for the degree of Bachelor of Business Administration is a unique work.

I further affirm that the work reported in this internship report is based on my own experience and hard work. The report is actual and full the report has been introduced to any other University/institution for any degree or any other project.

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Letter of Acceptance

This is to indicate that the internship report titled “**Human Resource Management Practices of Global Labels (Bangladesh) Ltd.**” has been prepared by Shamsun Nahar Tonmoy, ID: 161-14-1999, under my supervision, for the Masters of Business Administration (MBA) major in Human Resource Management from Daffodil International university. The report is recommended for submission.

I wish every success in her life.

.....
Mohammed Masum Iqbal, PhD
Professor & Dean
Faculty of Business & Entrepreneurship
Daffodil International University

Acknowledgement

It is a satisfaction to carry my heartiest appreciation and welcome to my honorable supervisor Mohammed Masum Iqbal Dean In-charge MBA Program, Daffodil International University. Without his help it won't be conceivable to make the statement into an enjoyable finishing.

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Lastly, I would like to bear my cheers and appreciation to all of my teachers, friends, and many others who have sustained me to make the report.

Table of Contents

Topics	Pages
Transmittal Letter	3
Student's Declaration	4
Letter of Acceptance	5
Acknowledgement	6
Table of Content	7
Executive Summary	8
Chapter 01: Introduction	9
1. Introduction	10
1.2 Background	
1.3 Scope of study	
1.4 Objectives of the Study	11
1.5 Methodology	
1.6 Limitations of the Study	12
Chapter 02: Human Resource Management practices of Global Labels (Bangladesh) Ltd.	13
2. Human Resource Management Process	14
2.1 Human Resource Planning	14
2.2 Recruitment and Selection Process follow by Global Labels (Bangladesh) Ltd.	14
2.2.1 Recruitment	15
2.2.2 Selection	15
2.3 Orientation	16
2.4 Training and Development	17-18
2.5 Performance Appraisal	18
2.6 Compensation and Benefits	19
Chapter 03: Problems, Recommendations and Conclusion	20
5.1 Findings of the Study	21-22
5.2 Recommendations	23
5.3 Conclusion	24
Chapter 04: Reference	25
4.1 Reference	26

Executive Summary

Global Labels (Bangladesh) Limited registered at Registrar of Joint Stock Companies and Firms in Dhaka and started commercial operation in Bangladesh since 2009. The partners of the Company SAFISA are rendering same business in Spain since 100 years and another two company GL FABRICS LIMITED, Bangladesh & WRENTY RIBBON (M) SDN, BHD, Malaysia since longtime. Spain based Global Labels has a commercial operation and Production plant in Barcelona, Mataro&Manresa in, Spain, Vila Das Aves (Santo Tirso) in Portugal, Shanghai & Dongguan inChina, Hong Kong, Malaysia, DEPZ, Savar, Dhaka in Bangladesh and various countries. We Aresupplying accessories for world renowned brand Zara, Bershka, Stradivarius, Nautica, Vans, Chaps, Sfera, Residualetc. to Spain, Portugal, Morocco, Egypt, China, Thailand, Vietnam, Netherland, Germany, Italy, Romania, Turkey, UAE, Pakistan, India, Bangladesh and different countries. Global Labels (Bangladesh) Limited has the facilities which are equipped with state-of-the-art Machineries and are backed up with a team of efficient and oriented human resources. This Company has started Production with a firm determination to manufacture international quality garments accessories. The management has decided to diversify into Production of readymade garments.

Today Global Labels (Bangladesh) Ltd is leading producers and exporters of garments accessories in Bangladesh. Over the last two eras, by contribution the best merger of feature, competence and output to their prizedclients, Global Labels (Bangladesh) Ltd has been capable to produce up from 28 machines weaving unit to an elastic and ribbon weave having accessories, coloring and finishing abilities of about 50000 thousandelastics and 30000 thousand ribbon each day.

Employment&collectionprocedure of Global Labels (Bangladesh) Ltd. is quite remarkable in terms of other manufacturing groups. They manneregood background check before finally recruit the employee whether it isoutside or inside recruitment.

CHAPTER- 01

INTRODUCTION

1. Introduction

Human resource management is the procedure of handling workforce in an institute. HRM is accountable for use of a firm's human resources to reach administrative impartial. This makes HRM accountable for acquisition of the correct people with correct skills for the job and increasing to make them reach the corporate goal or objective. HRM is planned and intelligent attitude to the administration of an institution's best valued properties. Staffs show a dual role in an organization first as a factor of production and second as a motive power for other factors of production. It creates other factors operative and productive. Persons are the most valuable asset of an organization.

So, we can say Human Resource Management is the process of recruiting people for the organization and building them as an asset through training and development to achieve organizational goals.

1.2 Background:

1.3 Scope of study:

1.4 Objectives of the study

The education has been accompanied with the following objectives:

1. To analyze the staffing and selection procedure of Global Labels (Bangladesh) Ltd;
2. To explain the training methods followed by Global Labels (Bangladesh) Ltd;
3. To depict with performance appraisal process of Global Labels (Bangladesh) Ltd;
4. To explain the compensation and benefits provided by Global Labels (Bangladesh) Ltd;

1.5 Methodology:

1.6. Limitations:

There is some limitation I had to face to complete this report

- Lack of availability of data
- Organization is actualhardworking with their regularactivities. So, altogethernecessities cannot be involved.
- Some personnel of Global Labels (Bangladesh) Ltd. are not concerned to deliver useful data.
- Most of the data about the topic related in this purpose was secrete from the point
- Improper mixture among various departments
- They are too busy with Assigned work so have no eagerness to supply more
- For the cause of confidentiality, some useful evidence cannot be expressed in this article
- Time is a limitation that would generally with stands aninclusivededucation on the topic nominated

Chapter-02

Human Resource Management Practices of Global Labels (Bangladesh) Ltd.

2. Human Resource Management Practice:

The HR Practice are the basis for the management are follows-

- ✚ Human Resource Planning
- ✚ Recruitment
- ✚ Selection
- ✚ Orientation
- ✚ Training and Development
- ✚ Performance Appraisal
- ✚ Compensation and Benefits

This is a continuous process organization follow to select and develop employee career for company survival in competitive market. The details of those terms discussing below

2.1: Human Resource Planning

Human Resource Planning is the procedure of forecasting the coming human resource necessities of the association and defining as to how the present human resource volume of the association can be developed to achieve these desires. It is called HRP procedure which helps the administration of the organization in meeting the future claim of human resource in the association. It is only after proper investigation of the HR requirements can the process of staffing and collection be started by the organization. Too Human Resource Planning is vital in fruitfully achieving the plans and aims of institute. An HR Planning procedure normally includes the following fundamentals:

Current HR Source: How many workers and employees are working in recent days and availability of the employee.

Future HR Demand: HR department Analysis of the future workforce requirements of the Global Labels (Bangladesh) Ltd. goal achievement.

Demand Forecast: Global Labels (Bangladesh) Ltd. publish the demand forecast to match the presentsource with the upcomingrequest of HR andmakeanultimatumprediction.

HR Finding Strategy and Application: After studying the gaps in the HR source and claim of Global Labels (Bangladesh) Ltd. the HR and admin department

2.2. Recruitment and Selection Process follow by Global Labels (Bangladesh) Ltd.

Global Labels (Bangladesh) Ltd. Human resource department mostly follows professional HR policies that followed most of the organization. Global Labels (Bangladesh) Ltd. maintain government provided labor lows. Human resource department

2.2.1: Recruitment

In the recruitment process Global Labels (Bangladesh) Ltd. mostly follow standard process that helps organization gets valuable employee who can add value to achieving company goals. The procedure of judgement and acquisition the top capable candidate for a job initial timely and cost effective way. The staffing process contains analyzing the requirements of a job, charming staffs to that job, screening and selecting candidates, hiring, and participating the fresh employee to the group. Global Labels (Bangladesh) Ltd. believe that recruitment is the step where an organization conduction basic steps for hiring people.

Steps followed by Global Labels (Bangladesh) Ltd. in the Recruitment process:

Internal Source: For new or existing post Global Labels (Bangladesh) Ltd. first looking for internal source. Because existing employee is familiar with organization works and environment so company don't have to give to many concern about the condition.

Advertisement of a job vacancy: Most of the employee recruited in Global Labels (Bangladesh) Ltd. through advertising vacancies advertisement. It's the way company advertisement for outsiders and ask for apply for the post. Global Labels (Bangladesh) Ltd. advertisement published through newspaper, online jobs circular, company website, reference from the existing employee, employment agencies and consultants.

Short list through scanning application: After application deadline Global Labels (Bangladesh) Ltd. HR and Admin department start to shortlisting applicant. Shortlisting process is judge through educational qualification, job experience, reference etc.

2.2.2: Selection

As a garments industry Global Labels (Bangladesh) Ltd. follow below select process to hire their employee for the job-

1: Preliminary interview: Global Labels (Bangladesh) Ltd. call for preliminary interview before set for the written exam. The selection procedure is starting with this step where the completely unfitting candidate is rejected. Thus the association is saved from the costs of handling the candidate through the lasting stages of selection. The applicants who permit this stage are only requested to fill the application form.

2: Conduct written test: HR and Admin department take written examination for those shortlisted candidates. These exams are done to check the skill of the applicant. These exams differ from association to association and variation as per the necessity of the specific work. These assessments are intellect assessments, skill assessments, trade assessments, attention assessment, personality assessments etc.

3: Employment interview: This is the last interview before give appointment letter to the deserve applicant. The applicants who succeed the above exams are entitled for the employment interview. This interview is done to get extra data about the candidate, to give him the real picture of what is vital from him, to check the messageability of the applicant etc.

4: Checking references: In Global Labels (Bangladesh) Ltd. reference from existing employee of the organization get most preference. Earlier choosing the employment, the future worker generally looks

out for the referees given by the applicant. To check about the applicant's earlier record, character, laws record etc.

5: Physical test: Physical condition of an employee to work selected field need to judge before appointed him/her. The administration favors medical check to be invited of the somebody to avoid time and spending on the physically unfit person. Occasionally the association may ask the applicant to get them observed from the medical expert.

6: Final choice: Global Labels (Bangladesh) Ltd. conduct all these steps to select the candidate lastly. He is fixed by distributing appointment letter. Primarily he is appointed on probation basis after conclusion his work suitable he is appointed as permanent employee of the association or otherwise he may be terminated.

2.3: Orientation:

If Global Labels (Bangladesh) Ltd. select big amount of employee or workers at a time they arrange a get together meeting. In this meeting organization reveal all rules and regulation employee and workers need to know for continuing their job.

This are the main reason Global Labels (Bangladesh) Ltd. conduct orientation program-

1. Induction of a fresh worker to his job and the group
2. A package calculated to help personnel fit easily into an association; also called socialization.
3. Inform them what is their responsibilities are
4. Rules and regulation need to follow working under Global Labels (Bangladesh) Ltd.
5. Compensation and benefits employee will get from the organization
6. Working department and colleague introduction
7. Safety and neatness rules, they need to follow
8. Introduce employee to their responsibilities

2.4: Training and Development

Global Labels (Bangladesh) Ltd. Training and Development process is structured and mostly on the job training. Whenever organization recruit new people for the work they provide training as apprentice under some of the existing experienced employee. It confirms constant skill progress of personnel working in association and familiarizes procedure of knowledge for rising awareness to work. Training and Development is the basis for gaining quality production from staffs. Training and Development is an organized package with dissimilar methods considered by experts in specific job. It has developed most public and nonstop job in any association for informing skills and information of staffs in accord with changing environment.

Global Labels (Bangladesh) Ltd. purpose of Training and Development for new recruits-

1. Increasing the companies' capacity to accept and use fees in technology for an adequately knowledgeable staff.
2. Building an extra active and extremely motivated group, which improves the organization competitive location and progresses worker morale.
3. Confirming suitable human resources for development into new plans.
4. To improve job-based skills.
5. Help new employee to accept and use improvements in technology because of a suitably educated workforce
6. Structure an extra effectual, active and vastly interested group that will help new employee to work with team
7. Improve job based skills of the new employees
8. Decrease amount of error at work

2.4.1: Training Methods:

There are two training methods followed most of the organization-

Global Labels (Bangladesh) Ltd mostly follows on the training method. Because they got many experience employees who working in their organization. So new recruits can learn from them properly. It's also decrease cost and time of training.

On the Job Training: When a new recruit joins Global Labels (Bangladesh) Ltd they employ someone with experience. The new recruit can follow the experience one and get idea from him. Member training at the habitation of work while he is doing the

real job. Typically, an expert trainer assists as the course teacher using hands on training often maintained by official training. Observing experienced colleague work also on the job training. Global Labels (Bangladesh) Ltd on the job training includes – observation of work, work practically in field, watching the process of work in visual basis etc.

Off the Job Training: Global Labels (Bangladesh) Ltd haven't that much ways for new employee as off the job training. But they provide their experienced employee off the job training often. Off the Occupation Training is led in a location specifically selected for training. It may be close the workplace at a different training center or a resort Leading the training away from the workplace minimize disturbances and allows trainees to devote their full care to the material being taught- However, off-the-job training plans may not deliver as much transfer of training to the real job as do on-the-job programs. For example- Old case studies, work related seminar, government arranged fairs, international market visiting etc.

2.5: Performance Appraisal

Global Labels (Bangladesh) Ltd judge their employee through performance appraisal process. They conduct performance appraisal within six-month period. Every employee in the organization get equal value though performance process. Performance Appraisal is the organized evaluation of the performance of personnel and to know the capabilities of a person for additional development.

Objective of performance evaluation-

1. To find the strengths and weaknesses of personnel to place right men on right job
2. To continue and assess the probable present in a person for further progress and development
3. To deliver a feedback to employees regarding their performance and related status
4. Reviewing and retaining the promotional and other training program.
5. To maintain and assess the potential present in a person for further growth and development

2.6: Compensation and Benefits

The compensation and benefits are nearbyhandling the employee's expenses budget, set the performance values, setting the transparent returnrules and presenting the modest benefits for personnel. The institute with dynamic compensation and benefits motivations its employee'soverheads, achieves the performance of personnel and rewards the amazing performance. The compensation and benefits section monitor the outside job market and improves the personnel costs budget of the institute

Different types of compensation that provides by the organization-

1. Basic Pay
2. Charges
3. Overhead Pay
4. Additional Bonuses, Turnover Sharing, Merit Pay
5. Share Stock Options
6. Transport Allowance /House rent Allowance
7. Different types of benefits provided by organization to their employees-
8. Insurance, Medical, Vacation, Paid leaves
9. Work break and meal break
10. Free meals
11. Travel/Meal/Housing Allowance
12. Transport facilities.

This are the main elements an organization need to follow in human resource process to running organization properly.

Chapter- 03

Problems, Recommendations and Conclusion

3.1: Problems Identified

The following problems have been identified: -

1. Global Labels (Bangladesh) Ltd follow good job analysis policy. They do perfect job description and job specification. Global Labels (Bangladesh) Ltd job study exercise is to be accepted with the help of HR Department, Head Office. The Job Study and Job strategy is prepared before the recruitment is done. The agreement signed before joining states the job description of the post the employee and worker is joining. By location the job description explains the tasks he needs to bring on and benefits both Global Labels (Bangladesh) Ltd and the employee himself.

2. Global Labels (Bangladesh) Ltd have very strong and effective human resource planning policy. They trust that Human Resources provide the business a major competitive edge in terms of awareness and skills.

3. Global Labels (Bangladesh) Ltd has very effective training and development policy. They offer training to the personnel affording to the necessities of the institute. Thus, the employees get the chance to improve their current services or grow specific services which in turn, will support them to take up about fresh parts. Global Labels (Bangladesh) Ltd provide classroom lecture training conference training, seminar, audio visual training etc.

4. Global Labels (Bangladesh) Ltd use effective and different performance appraisal methods. They give extra focus on show than length of service. The group links with the workforce separately and distribute all the necessary data regarding their presentations and also describes their specific roles.

5. Global Labels (Bangladesh) Ltd are well paid comparatively other RMG. Global Labels (Bangladesh) Ltd displays the Wage Board, stated by the government for newspaper staffs. Global Labels (Bangladesh) Ltd is even in providing its man's their due overhead

and has a status of regular payment. It also offers gratuity and provident funds to all employees. Also they give two additional festival bonuses to all employees every year.

6. Global Labels (Bangladesh) Ltd recruitment process are time consuming and expensive. Too much misuse of reference power. There is no substitute way to recruiting policy such as job, over time, job turning, sub-contracting etc.

7. Compensation package of Global Labels (Bangladesh) Ltd is not attractive to hold qualified employee. Under the direct compensation system Global Labels (Bangladesh) Ltd offer almost all type of compensation but indirect compensation system they should offer something new.

8. They have shortage highlight on research and development, means that they nonstop promotion the work procedure finished technology but not giving enough care to the worker growth and their petition.

9. They use traditional promotion policy. They maintain both vertical and horizontal promotion policy. They can use those modern time promotion policies like social media, online marketing etc.

3.2: Recommendations

After analyzing Global Labels (Bangladesh) Ltd.'s staffing & selection processes it has been recognized that they are ensuring decent standards for employing and choosing appropriate personnel and workers for their institute. To be a moral is not perfect for this modest market of RMG division, they have to be right. For that cause, there are some references that I would like to propose:

1. For the factory level workers Global Labels (Bangladesh) Ltd need to better compensation policy. Because the main production is done by factory level workers

and they need to bust up through better wages and compensation offering.

2. For employee development Global Labels (Bangladesh) Ltd have to develop clean and standard research and development system in future. Continuous development of existing employee helps an organization for long business survival.

3. For internal recruitment Global Labels (Bangladesh) Ltd must monitor "Succession Planning" method particularly for those support which are tend to make lead. This method will help Global Labels (Bangladesh) Ltd to escape additional training charge which will happen if they engaged worker from external.

4. Global Labels (Bangladesh) Ltd. Staffing team must study the consistency and strength of the techniques they use as part of the selection procedure. This means that the collection approaches must be reliable and amount what they are future to measure.

5. A performance exercise could be useful if the employer wishes to assess candidates verbal messages services. They can improve their employee assessment system by following modern business world.

Companies need to be conscious of the option of discrimination happening during all steps of the selection procedure, and make every effort to mitigate this hazard.

6. Small listing beside the job connected standards is a key primary step of the collection procedure. If the company carries out the short listing step efficiently, this means that it will essential to interview and examine one of the most appropriate applicants for the part.

7. Global Labels (Bangladesh) Ltd should recruit personnel with minimum computer data which will be a modest benefit for them of opposition.

3.3: Conclusion

In Global Labels (Bangladesh) Ltd there were no fights among employees and bosses since I am doing my job here. Global Labels (Bangladesh) Ltd harshly follows the rules & regulations imposed by **BEPZA Instruction 1&2 and Bangladesh labor law 2006 amendment by 2013**. Communication between Human resource departments with all extra department was fairly fine and they help each other to follow up the way given by CEO to complete the duty. Again they are working on a new development where all departments are working together to start the project as soon as possible. Besides Global Labels (Bangladesh) Ltd have the following abilities for flotation like Opinion by Producer to run the full factory, Fire safety method, Enough volume of water tank at covert and above, Excellence electrical rope with circuit breakers, Isolated toilets for male and female employees, Enough freshening is delivered by fitting ceiling fans, exhaust fans, big windows, Factory premises is continuously had neat and clean, they had no child labor, Doctor and Nurse are delivered to take care of employees health, workers Canteen, Day care center and Work study center etc.

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