



**An Analysis of the Human Resource Management Practices of
“BANGLADESH HUMAN CAPITAL”.**



Prepared for

Professor Mohammed Masum Iqbal, PhD

Department of Business Administration
Faculty of Business and Entrepreneurship
Daffodil International University

Prepared by

Md. Abu Nayeem

ID: 062-14-403

Program: Master of Business Administration

Major: Marketing

Department of Business Administration
Faculty of Business and Entrepreneurship
Daffodil International University

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Letter of Transmittal

February 17, 2020

To:

Professor Mohammad Masum Iqbal, PhD
Department of Business Administration
Faculty of Business and Entrepreneurship
Daffodil International University

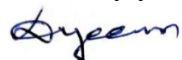
Subject: Submission of Internship Report.

Sir,

In respect to you informing that, it is my great pleasure that today I am submitting my report for practicum named “**An Analysis of the Human Resource Management Practices of Bangladesh Human Capital.**” This is the first time I prepared a report based on my practical experience and I have tried my best to complete the study in a proper way despite some limitations. This report is based on my observations during the 16 weeks long practical “**An Analysis of the Human Resource Management Practices of Bangladesh Human Capital.**” the cordial cooperation of bank training in the officials, books and websites. I hope you will find this report meaningful. I also expect that proper assessment will be given on my report considering the limitations of this study. Within the time limit, I had to prepare this report as comprehensive as possible. But there may be some unwanted mistakes for which, I beg your kind consideration.

Your benign and authoritative advice will encourage me to conduct further flawless research in future.

Sincerely yours,



.....
Md. Abu Nayeem

ID: 062-14-403

Major: Marketing

Program: MBA

Department of Business Administration

Faculty of Business and Entrepreneurship

Daffodil International University

Student's Declaration

I hereby solemnly declare that the work presented in this dissertation has been carried out by me and has not been previously submitted to any other University/College/ Organization for an academic qualification/certificate/diploma or degree.

The work I have presented does not breach any existing copyright and no portion of this report is copied from any work done earlier for a degree or otherwise.

I further undertake to indemnify the department against any loss or damage arising from breach of the foregoing obligations.

Sincerely,



.....
Md. Abu Nayeem
ID: 062-14-403
Program: MBA
Department of Business Administration
Faculty of Business and Entrepreneurship
Daffodil International University

LETTER OF ACCEPTANCE

This is to certify that the internship report entitled “**An Analysis of the Human Resource Management Practices of Bangladesh Human Capital**” has been prepared by Md. Abu Nayeem, ID: 062-14-403, Master of Business Administration (MBA), Faculty of Business & Entrepreneurship, Daffodil International University under my supervision. The report has been recommended for submission.

I wish him all success in life.



.....
Professor Mohammad Masum Iqbal, PhD
Department of Business Administration
Faculty of Business and Entrepreneurship
Daffodil International University

Acknowledgement



First of all, I express my deep gratitude to the Almighty Allah who created and nurture me in this transitory world. I also have to put my heartfelt respect and gratitude for the kindness and cooperation that was provided to me to complete my dissertation assigned report on the topic **“An Analysis of the Human Resource Management practices of Bangladesh Human Capital. In preparing my report, I have taken great assistance and support from some persons of Bangladesh Human Capital” at 147/a-1, Monipuripara (2nd floor) airport road, Tejgaon dhaka-1215.**

Finally, sincere thanks to my dissertation supervisor **Professor Dr. Mohammad Masum Iqbal** at Daffodil International University for his appropriate suggestions, moral support and invaluable co-operation from time to time in completing the report successfully

However, to my best, I tried very hard and worked very sincerely on this report to make an informative one.

At last my sincere apology goes to the readers for my conceptual and printing mistakes, if there is any.

Executive Summary

This report is prepared as requirement of the Internship of BBA program at Daffodil International University. This report focuses three months working experiences in 147/a-1, Monipuripara (2nd floors) Airport Road, and Tejgaon Dhaka-1215. This report will give a clear idea about the operational strategies, overall activities and “Evaluation of Recruitment and Selection Process of Bangladesh Human Capital”. The report mainly consists of three part and six chapters. In Chapter-1, Introduction of the report consists of origin of the report, objectives, methodology of the report and also some limitations in doing the report. In chapter-2, the report defines about the background, rationale, objectives & ideology of Profile of Bangladesh Human Capital, mission, vision, products, management structure, organizational structure, and business principles and others. In Chapter-3, provides brief idea about the functions of Evaluation of Recruitment and Selection Process of Bangladesh Human Capital, which includes Recruiting Process of Bangladesh Human Capital, Types of Recruiting, Job Applications, Preliminary Phone Interview, Face to face Interview and Selections, Steps in the Hiring Process, Medical Processing, Manpower Export, Saudi Arabia Visa Application Form, Manpower Export to KSA are described here. Import performance from different point of view is presented in this chapter. This chapter is also deals with export, and export performance as well as other related aspects. In Chapter-3, Expressing business and an overview of Bangladesh Human Capital. and Chapter-4 Finding, Recommendations, Conclusion. 147/a-1, monipuripara (2nd floor) airport road, Tejgaon dhaka-1215, and worked performed by me as an internee in this branch. Finlay there are some identified, and some recommendations & Conclusion to overcome those limitations.

For the continued expansion of the manpower system, a number of issues pose serious threats to the Bangladesh Human Capital and these are needed to be carefully addressed. In this study it is tried to find out the performance and operations of “Evaluation of Recruitment and Selection Process of Bangladesh Human Capital”.

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CHAPTER ONE

Introduction



1.1 Background of the Study:

Bangladesh human capital is an international business development consultancy with a specialist in East Asia. Established in 2016, the company runs sales and licensing programmers for its clients as well as undertaking market assessments, brokering channel partnerships, raising capital and dealing with intellectual property issues. its services extend beyond that of traditional consulting as the company is known for taking a hands-on role in executing its clients' market entry strategies.

Bangladesh human capital has its headquarters in Saudi Arab, UAE, Qatar, Malaysia . Most of its 80 plus employees are multi-lingual and based in Asia. Bangladesh human capital's core sectors are Fast Food Restaurant, Catering, Food & Beverage, Agriculture, Cleaning & Maintenance, Medical, electronics, telecoms, match & life sciences, automotive, energy, software, ecommerce, retail and manufacturing. Its clients in these fields span start-ups, mid-market firms and multinationals and include Kudu Restaurant, Herfy Restaurant, National Aqua Culture, NADEC, Taxi Restaurant, Riyadh Foundry & Arabian Service Company

The company also works with governments and economic development agencies to promote exports and attract foreign direct investment, with clients including the Saudi Government, several us states and the u's department for international trade.

1. 2 Origin of the Study:

This report is based on an internship program. Bangladesh Human Capital arranges internship program to gather practical knowledge about Man power activities followed by Bangladesh Human Capital for University students of program of Bachelor of Business Administration (BBA). Each intern must carry out a specific project, which is assigned by Bangladesh Human Capital. Consequently, a report based on the projects is to be submitted to the authority of Bangladesh Human Capital. I select Bangladesh Human Capital for my internship. But I have prepared my report on Evaluation of Recruitment and Selection Process of Bangladesh Human Capital as it is assigned by my supervisor. I have tried to share my practical learning and experiences in the report that I gathered during my internship period and present it in the perfect and right way.

1.3 Scope of the Study:

The scope of this paper is limited to the organizational structure, background, and objectives, functions, and recruitment performance of Bangladesh Human Capital as a whole. The scope is also limited to major elements of Recruitment and Selection process, the process of Recruiting and selecting personals, the updates and the batter methods of modern technique, monitoring and documentation of Bangladesh Human Capital

1.4 Significance of the Study:

I know Bangladesh Human Capital is the largest man power in Bangladesh in the private sector. I also know that Bangladesh Human Capital is playing important role in the economic development of Bangladesh by receiving 26% of the total remittance that Bangladesh earned as well as the role of Bangladesh Human Capital is really appreciable in development.

1.5 Objectives of the Study:

The study has been conducted with the following objectives:

- 1) To explore the recruitment and selection process of Bangladesh Human Capital;
- 2) To evaluate the recruitment and selection process of Bangladesh Human Capital;
- 3) To find out the problems of existing recruitment and selection process of Bangladesh Human Capital;
- 4) To make recommendations to overcome the problems;

1.6 Methodology of the Study:

Both the primary as well as the secondary form of information was used to prepare the report. The details of these sources are highlighted below:

Primary Sources:

- 1 Customer and historical data of customers.
- 2 Interviews and practical works with the officers as well as the trainers and the course

coordinator of Bangladesh Human Capital for our internship course.

Secondary Sources:

❖ Internal Sources:

- ✚ Bangladesh Human Capital Manual.
- ✚ Bangladesh Human Capital Annual Report.
- ✚ Business Principal Manual.
- ✚ Business Instruction Manual.

❖ External Sources:

- ✚ Different books and periodicals related to the man power sector.
- ✚ Newspapers.
- ✚ Website information.

1.7 Limitations of the Study:

- ✚ As an internee I was unable to obtain indispensable experiences of different departments.
- ✚ Details of many aspects of the services of Bangladesh Human Capital have been skipped in this report due to various constraints, including time and space, security reason.
- ✚ One of the main barriers in writing this report was the confidentiality of data. Though I had access to lot of information regarding the performance of the organization, I was unable and not authorized to use this information due to legal restrictions

CHAPTER TWO: Profile of Bangladesh Human Capital



2.1 An Overview of the Bangladesh Human Capital:

Bangladesh Human Capital Manpower is the Local leading in innovative workforce solutions, connecting human potential to the power of business. Bangladesh Human Capital Manpower serves both large and small organizations across all industry sectors through our brands and offerings Bangladesh Human Capital Manpower Solutions, Experts, Manpower

Bangladesh Human Capital Manpower started small but grown very fast, we started with a woman's aspiration to help jobless people connect to employers and find jobs to a one-stop-shop. Bangladesh Human Capital Manpower is a pioneer and proficient company in the industry; our continuous commitment to our customers has earned us recognition for being a reliable business partner through a proven track record with our clients.

Bangladesh Human Capital Manpower is run by a team of young professionals with diverse backgrounds across different industries, including business management, HRM, technology, finance, sales and recruitment. The team also brings together a wealth of international experience across the region.

2.2 Business Philosophy of the Bangladesh Human Capital:

The philosophy of Bangladesh Human Capital is to the principles of man power. The promoter, observation is that Bangladesh Human Capital should be quite different from other privately owned and managed international man power operating in Bangladesh, Bangladesh Human Capital to grow as a leader in the industry rather than a follower. The leadership will be in the area of service, constant effort being made to add new sizes so that clients can get additional in the matter of services equal with the needs and requirements of the country' growing society and developing economy.

2.3 Aims of Bangladesh Human Capital:

Aims means what Bangladesh Human Capital doing. The primary objective of establishing Bangladesh Human Capital all over the country is to develop as well as the application of man power principles in the business sector. We have a collection of selected worker in various

categories with details in our website so that, our client can chose worker as per their demand. With this, we have built a courteous and professional relationship with all of our Clients.

2.4 Mission of Bangladesh Human Capital:

At Hudson, our company mission is simple: we want to be the world's best at helping employers achieve organizational success through people. At each step of the relationship with our clients and candidates, we deliver value, advice and expert point of view.

2.5 Vision of Bangladesh Human Capital:

We are dedicated to uphold the principles of Integrity, Quality Service, Industry, Creativity and Professionalism for our Clients, Shareholders and Stakeholders. We seek to offer manpower solutions which benefit both the employer and the employee; and be a corporate recruiter who is reliable, honest and committed. We see ourselves as premier global corporate manpower recruiting agency from Sri Lanka. We create a bridge for the rest of the world for a border-less search and placement business model where candidates can be sourced and placed wherever the perfect employee-employer match be found globally. We offer white-collar, skilled, semi-skilled and large volume unskilled recruiting solutions.

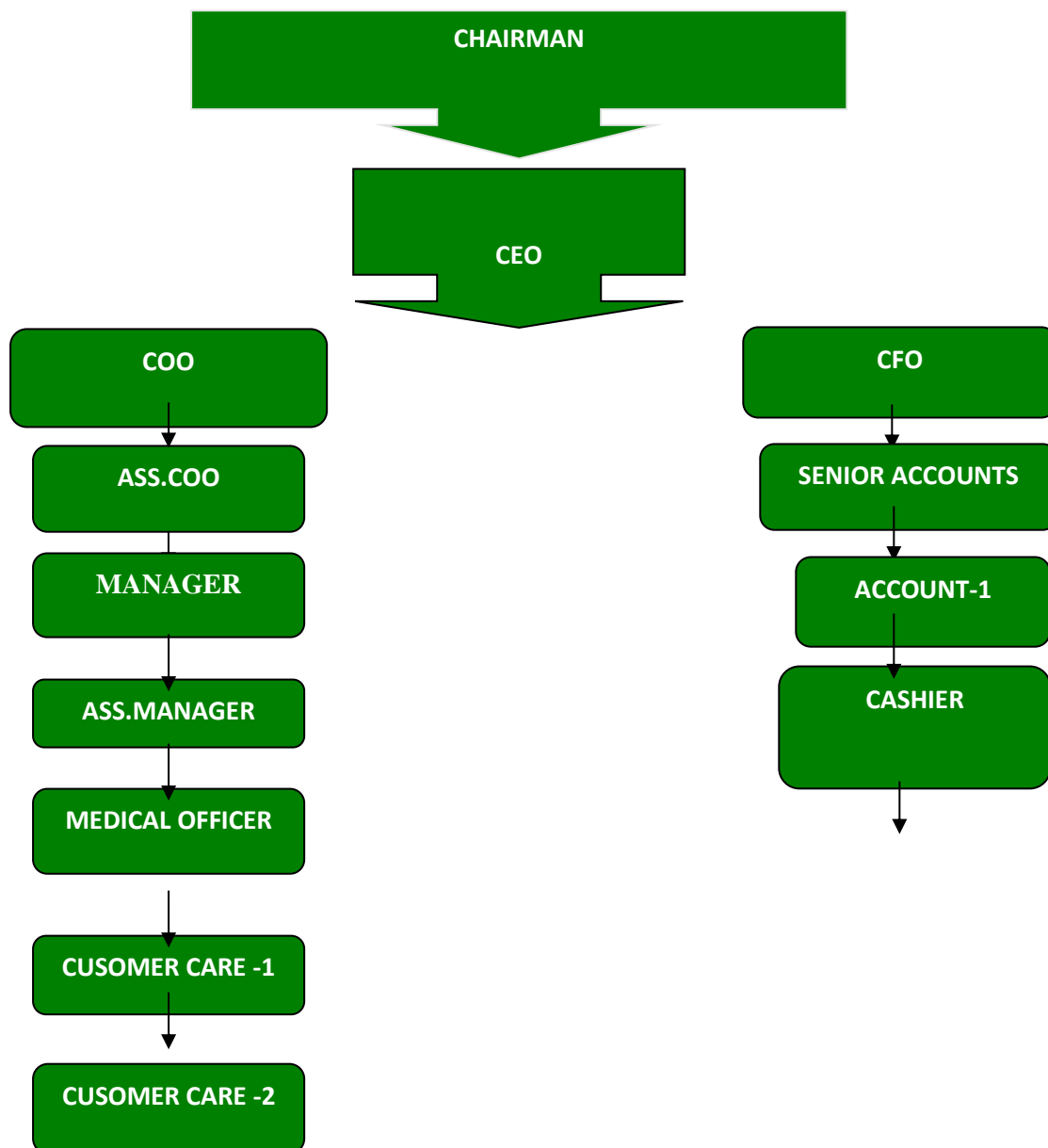
2.6 History:

Established in the year 2016, The Bangladesh Human Capital Ltd has offices in three countries and conducts business all over the world with its Headquarter located in Dhaka, Bangladesh. With over four decades of experience in employment consultancy and manpower recruitment, The Bangladesh Human Capital is the leading agency when it comes to manpower. Bangladesh Human Capital gained the leading position of human resource export of Bangladesh. We are proud of our position. The company also played a significant role in developing stillness of the personal in their so sophisticated fields and our client has been well satisfied with us. The Bangladesh Human Capital has gained a wide range of experience in this field for decades. It is recognized as the leading organization in manpower export and it was possible due to the hard work of its staff members, their dedicated service and an efficient management. I am

confident that The Bangladesh Human Capital will always endeavor to achieve great success in the coming years for manpower recruitment

2.7 Corporate Structure:

The corporate structure of Bangladesh Human Capital are given in following feature-



Human Resource Planning – HRP:

Human resource planning is the continuous process of systematic planning to achieve optimum use of an organization's most valuable asset — its human resources. The objective of HRP is to ensure the best fit between employees and jobs while avoiding manpower shortages or surpluses. The four key steps of the HRP process are analyzing present labor supply, forecasting labor demand, balancing projected labor demand with supply and supporting organizational goals.

Breaking Down Human Resource Planning – HRP:

The HRP needs to be flexible enough to meet short-term staffing challenges while adapting to changing conditions in the business environment over the longer term. HRP starts by assessing and auditing the current capacity of human resources. Analyzing Present Conditions with Human Resource Planning. The first step of human resource planning is to identify the company's strengths and weaknesses in the current labor pool. This is when a company performs a comprehensive audit of the skills, demographics, qualifications, experience and compensation of every worker. HR then has to determine if these statistics fit in line with the company's goals. Does the firm need to hire more staff to compete in a future marketplace, or are more automated tools necessary to capture more market share from competitors? Is the status quo acceptable, or should the company reorganize its staff so it can make more money? HR forecasts demand based on the strategic goals of the company. HR managers may examine market trends, industry analyses and technological improvements to come up with ways to meet the company's goals. Forecasting retirements is also one major facet that needs consideration when businesses assess future staffing levels. Does the company need to replace retired employees, or can new technology do the job? Does a company need more full-time workers, part-time help or outsourced labor?

Striking a Balance Using Human Resource Planning:

The next step involves balancing supply and demand. At this point, HR creates a gap analysis that lays out specific needs to narrow the supply of the company's labor versus future demand. Should employees learn new skills? Does the company need more managers? Do all employees play to their strengths in their current roles? The answers to these questions let HR determine how to proceed, which is the final phase of the HRP process. HR must now take practical steps to integrate its plan with the rest of the company. The department needs a budget, the ability to implement the plan and a collaborative effort with all departments to make the plan happen. The goal of HR planning is to have the optimal number of staff to make the most money for the company. Because the goals and strategies of the company change over time, HRP is a regular occurrence.

THE HUMAN RESOURCE PLANNING PROCESS:

Assess Your Current Human Resource Capacity:

Start by looking at your current human resources state of play. This will involve analyzing the HR strength of your organization across factors including employee numbers, skills, qualifications, experience, age, contracts, performance ratings, titles, and compensations. During this phase, it's a good idea to gather insight from your managers who can provide real-world feedback on the human resource issues they face, as well as areas in which they think changes are necessary.

Forecast future HR requirements:

You will then need to look at the future HR needs of your organization and how human resources will be applied to meet these organizational goals. HR managers will typically look at the market or sectorial trends, new technologies that could automate certain processes, as well as industry analysis in order to gauge future requirements. Of course, there are a number of factors affecting human resource planning such as natural employee attrition, layoffs, likely vacancies, retirements, promotions and end of contract terms. Above all of this, you will need

to understand the goals of the organization: are you entering a new market, launching new products or services, expanding into new areas. Forecasting HR demand is a complex task based on several dynamics. Being informed and having a seat, or at least an ear, at boardroom level is essential if you are to make accurate HR projections. An effective human resource plan walks the fine line between supply and demand. By assessing the current HR capacity and projecting future requirements you should have a clear picture of any gaps that exist. Using your HR forecast you can better judge if there will be a skills gap, for example. Should you up skill existing employees or recruit employees who are already qualified in specific areas? Are all current employees being utilized in the right areas or would their skills be better suited to different roles.

Integrate The Plan with Your Organization's Overall Strategy:

After you've assessed your current human resources capacity, projected future HR demands and identified the gaps, the final step is to integrate your human resources plan with your organizational strategy. On a practical level, you will need a dedicated budget for human resources recruiting, training or redundancies, and you will also need management buy-in across the business. You will need cooperation and the necessary finances in order to implement the plan and a collaborative approach from all departments to put it into practice. Learn about the benefits of strategic human resource management.

CHAPTER THREE

Recruitment and Selection Process of Bangladesh Human Capital



3.1 RECRUITING PROCESS OF BANGLADESH HUMAN CAPITAL:

Steps in the Recruiting Process:

Before hiring an applicant for a job position, a company goes through a step-by-step hiring process. This process has three key phases, including planning, recruitment, and employee selection. Human resource planning is when a company settles on the number of employees they are looking to hire and the skill sets they require of these employees. The company must then compare their needs to the expected number of qualified candidates in the labor market. The recruitment phase of the hiring process takes place when the company tries to reach a pool of candidates through job postings, job referrals, advertisements, college campus recruitment, etc. Candidates who respond to these measures then come in for interviews and other methods of assessment. Employers may check the background of prospective employees, as well as check references. Employee selection is the process by which an employer evaluates information about the pool of applicants generated during the recruitment phase. After assessing the candidates, the company decides which applicant will be offered the position.

3.2 Types of Recruiting:

Some companies work with a recruiter to find applicants, especially for higher level jobs. Other companies will use social networking sites and LinkedIn to recruit, in addition to using traditional means of recruiting like posting help wanted ads in newspapers and listing jobs on job boards like Monster or CareerBuilder. Many employers, especially large companies, may not actively recruit candidates, but do post open positions on their company website.

3.3 Job Applications:

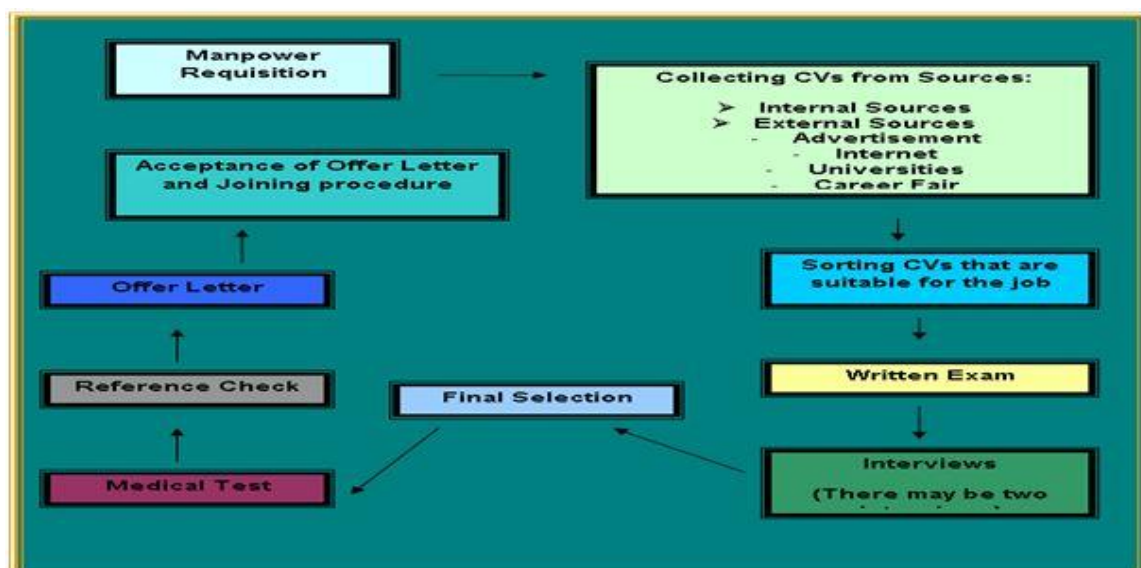
How applicants apply for jobs depends on the company, as well. Some companies use talent management software to accept applications for employment and to screen and select candidates to interview. In other cases, the job application process will require applicants to submit a resume and cover letter via email. Some employers still prefer that applicants apply in person. As part of the application process, candidates may be asked to take a talent assessment test to see if their background matches the company's requirements. Job applications and test results will be reviewed and selected candidates will be invited for a job interview.

3.4 Preliminary Phone Interview:

Conducting a preliminary phone interview is essential for obtaining information about the applicant background, work history and experience. When our employment specialist conducts a preliminary interview, the objective is to determine whether or not the applicant has the requisite skills and qualifications for the job vacancy. Consistent with widely accepted human resources practices, the Texas Association of Counties recommends, “A quick initial review will reveal those applicants who obviously do not meet the minimum requirements for the job.” While an employment specialist may probe further into the applicant experience and interpersonal skills, the purpose of this interview is to narrow the field of applicants to send for consideration by the hiring manager.

3.5 Face to face Interview and Selections:

In this stage of the recruitment and selection process, the hiring manager reviews the applications and resumes the employment specialist forwarded to her. The hiring manager invites the applicant to interview face-to-face; communication about the interview and scheduling is generally handled by the employment specialist. This ensures that all qualified applicants receive the same information. At times, the employment specialist will prepare the applicant for the face-to-face interview. After the hiring manager interviews the applicant, she further narrows the field of candidates from which to select for the job opening. In many companies, there is an additional interview by the same hiring manager or perhaps a panel of interviewers.



3.6 STEPS IN THE HIRING PROCESS:

Listing Jobs on Company:

Most larger companies, and many smaller companies, post available jobs on their company website. Job applicants can search for jobs, review job listings and apply for jobs online. Job seekers may be able to set up job search agents to notify them via email of new openings. Some companies schedule interviews online, as well.

Posting Jobs Online:

Companies that are actively recruiting candidates will not only post jobs on their website but will also post jobs on job boards and other job sites. Jobs may be posted on general job boards like Monster and/or on niche sites like BD JOBS, for example.

Social Recruiting:

Companies are increasingly using social recruiting to source candidates for employment on Facebook, Twitter and other social networking sites, as well as to investigate applicants they are considering hiring. Companies may use Facebook apps to recruit or have a Facebook page dedicated to careers with the company. On Twitter, companies may tweet job listings and source candidates to recruit.

Job Application Process:

Here's information on the entire job application process including applying for jobs, resumes and cover letters, applicant testing, background and reference checks, interviewing and the hiring process.

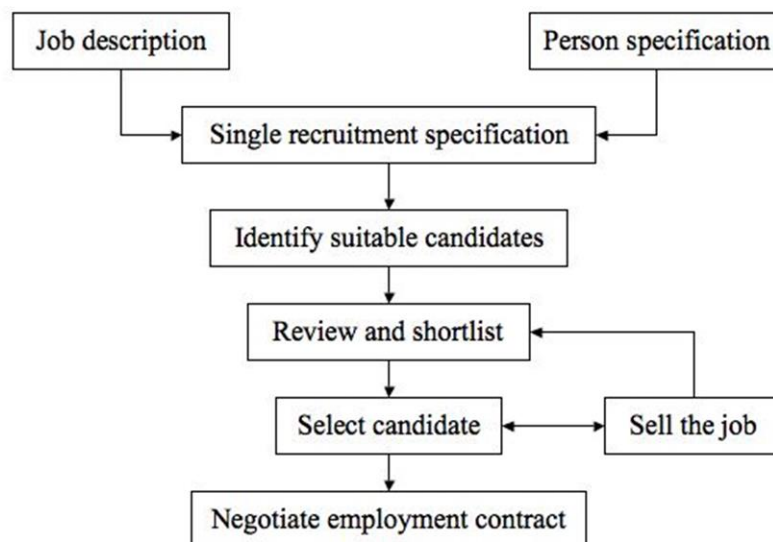
Interview Process:

The interview process isn't a matter of getting called for a job interview, interviewing and getting a job offer. In many cases, it is complex and may involve multiple interviews. Here are the steps involved in the interview process.

Hiring Process :

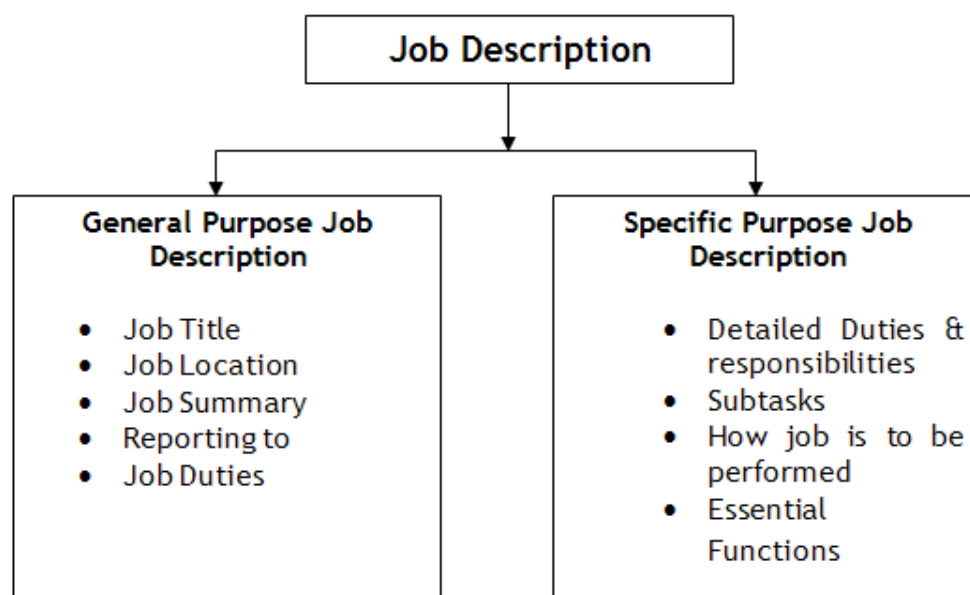
Here's an overview of each step in the hiring process, including applying for jobs, interviewing, employment testing, background checks, and job offers, along with tips and advice for each step in the hiring process.

Recruitment & Selection Process



Job Description:

It generally includes duties, purpose, responsibilities, scope, and working conditions of a job along with the job's title, and the name or designation of the person to whom the employee reports. Job description usually forms the basis of job specification. A job description or JD is a document that describes the general tasks, or other related duties, and responsibilities of a position. It may specify the functionary to whom the position reports, specifications such as the qualifications or skills needed by the person in the job, and a salary range.



Person Specification:

The person specification is a description of the qualifications, skills, experience, knowledge and other attributes (selection criteria) which a candidate must possess to perform the job duties. The specification should be derived from the job description and forms the foundation for the recruitment process. You will use the person specification as a basis for your selection decisions at shortlisting, presentation/test and interview stages. Interview questions and selection tests should also derive from the person specification and be designed to elicit more evidence on candidates against the criteria. The person specification should also be used to write your advertisement for the position.

Person Specification



	Essential	Desirable	Training Available	Candidate Assessment
Qualifications	Level 2 English & Maths	NVQ level 3 Sales	Product knowledge Sales Training	CV application form
Skills	Clean Driving Licence verbal communication negotiation skills	Bid writing		Interview
Personal Attributes	Goal driven Resilience & tenacity Stress tolerant	Planning & strategising Persuasiveness Adaptability		Interview/ References
Experience	CRMS Achieving sales targets Customer service	Making presentations Salesforce CRMS	IT Support Sales Mentoring	CV application form Test
Knowledge	Principles and practices of sales The sales area	Basic business principles	Induction & Monthly meetings	CV application form

Laura McHarrie © The Hidden Edge

Training and Development:

Training and Development is a subsystem of an organization which emphasize on the improvement of the performance of individuals and groups. Training is an educational process which involves the sharpening of skills, concepts, changing of attitude and gaining more knowledge to enhance the performance of the employees.



Importance of Training and Development:

For companies to keep improving, it is important for organizations to have continuous training and development programs for their employees. Competition and the business environment keeps changing, and hence it is critical to keep learning and pick up new skills. The importance of training and development is as follows:

- Optimum utilization of Human resources
- Development of skills
- To increase the productivity
- To provide the zeal of team spirit
- For improvement of organization culture
- To improve quality, safety
- To increase profitability
- Improve the morale and corporate image

Need for Training and Development:

Training and development of employees is a costly activity as it requires a lot quality inputs from trainers as well as employees. But it is essential that the company revises its goals and efficiencies with the changing environment. Here are a few critical reasons why the company endorses training and development sessions.

- When management thinks that there is a need to improve the performances of employees
- To set up the benchmark of improvement so far in the performance improvement effort
- To train about the specific job responsibility
- To test the new methodology for increasing the productivity

Advantages of Training and Development:

Training and development has a cost attached to it. However, since it is beneficial for companies in the long run, they ensure employees are trained regularly. Some advantages are:

1. Helps employees develop new skills and increases their knowledge.
2. Improves efficiency and productivity of the individuals as well as the teams.
3. Proper training and development can remove bottle-necks in operations.
4. New & improved job positions can be created to make the organization leaner.
5. Keeps employees motivated and refreshes their goals, ambitions and contribution levels.

Disadvantages of Training and Development:

Even though there are several advantages, some drawbacks of training and development are mentioned below:

1. It is an expensive process which includes arranging the correct trainers and engaging employees for non-revenue activities.
2. There is a risk that after the training and development session, the employee can quit the job.

Training and Development Process:

Training and development is a continuous process as the skills, knowledge and quality of work needs constant improvement. Since businesses are changing rapidly, it is critical that companies focus on training their employees after constantly monitoring them & developing their overall personality.

Steps for training and development processes are:

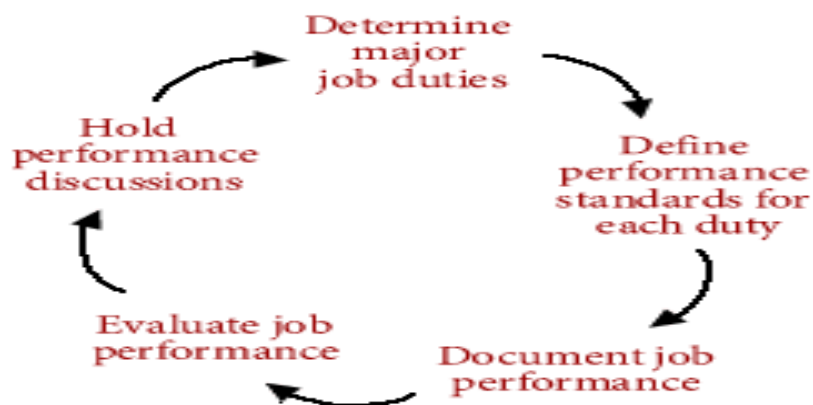
1. Determine the need of training and development for individuals or teams

2. Establish specific objectives & goals which need to be achieved
3. Select the methods of training
4. Conduct and implement the programs for employees
5. Evaluate the output and performance post the training and development sessions.
6. Keep monitoring and evaluating the performances and again see if more training is required.

Hence, this concludes the definition of Training and Development along with its overview

Performance Management:

Performance management is an ongoing process of communication between a supervisor and an employee that occurs throughout the year, in support of accomplishing the strategic objectives of the organization. The communication process includes clarifying expectations, setting objectives, identifying goals, providing feedback, and reviewing results.



Managing Employee Performance:

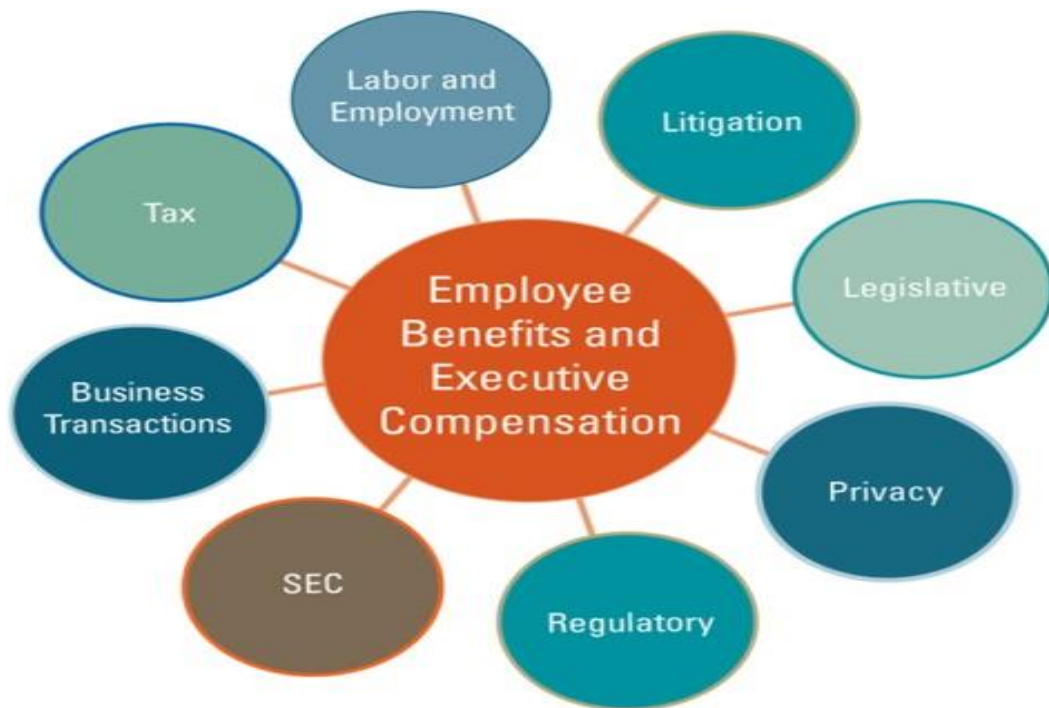
Overseeing performance and providing feedback is not an isolated event, focused in an annual performance review. It is an ongoing process that takes place throughout the year. The Performance Management process is a cycle, with discussions varying year-to-year based on changing objectives.

The cycle includes Planning, Checking-In, and Review.

- To begin the planning process, you and your employee review overall expectations, which include collaborating on the development of performance objectives. Individual development goals are also updated. You then develop a performance plan that directs the employee's efforts toward achieving specific results to support organizational excellence and employee success.
- Goals and objectives are discussed throughout the year, during check-in meetings. This provides a framework to ensure employees achieve results through coaching and mutual feedback.
- At the end of the performance period, you review the employee's performance against expected objectives, as well as the means used and behaviors demonstrated in achieving those objectives. Together, you establish new objectives for the next performance period.

Employee Compensation & Benefit:

Employee benefits typically refers to retirement plans, health life insurance, life insurance, disability insurance, vacation, employee stock ownership plans, etc. Benefits are increasingly expensive for businesses to provide to employees, so the range and options of benefits are changing rapidly to include, for example, flexible benefit plans. Benefits are forms of value, other than payment, that are provided to the employee in return for their contribution to the organization, that is, for doing their job. Some benefits, such as unemployment and worker's compensation, are federally required. (Worker's compensation is really a worker's right, rather than a benefit.) Prominent examples of benefits are insurance (medical, life, dental, disability, unemployment and worker's compensation), vacation pay, holiday pay, and maternity leave, contribution to retirement (pension pay), profit sharing, stock options, and bonuses. (Some people would consider profit sharing, stock options and bonuses as forms of compensation.) You might think of benefits as being tangible or intangible. The benefits listed previously are tangible benefits. Intangible benefits are less direct, for example, appreciation from a boss, likelihood for promotion, nice office, etc. People sometimes talk of fringe benefits, usually referring to tangible benefits, but sometimes meaning both kinds of benefits. You might also think of benefits as company-paid and employee-paid. While the company usually pays for most types of benefits (holiday pay, vacation pay, etc.), some benefits.



Direct Compensation Components:

- Base salary
- Premium payments (overtime, shift differentials, longevity pay.)
- Contingent programs (incentive plans or achievement award, merit pay)

Indirect Compensation Components:

- Protection programs (Social Security, Worker's Compensation, Unemployment Compensation, pension plans, health, dental, vision, life, accidental death and long term disability insurance.)
- Paid Leave (vacations, holidays, jury duty, sick leave, military leave.)

Organization Career Management:

This comprehensive view of organizational career management systems discusses the portfolio of career planning and management practices available to organizations and explores ways by

which organizations can use career systems to meet their needs. It focuses on organizational career management: what it is, why it is needed, and what it does. Special attention is given to career management practices and how they form an integrative system for people development within organizations. What is a career? A career can be seen as the pattern of work-related experience that spans the course of a person's life, an evolving sequence of a person's work experience over time, the sequence of employment-related positions, roles, activities, and experiences encountered by a person, or as a process of development along a path of experience and roles in one or more organizations. Careers take place in specified social environments, and particularly in organizations. A "normal" or typical professional career usually follows a sequence of developmental phases, each of which is delineated by a distinct shift in the individual's sense of self, but each is shaped and influenced by the organization in which the person works. A career belongs to the individual, but in much, if not most, employment settings, the career is planned and managed for the individual by the organization. The organizational structure identifies an internal road map, clarifying positions and the interrelationships between these positions, as well as the relevant competencies necessary to fill them. Furthermore, organizational career management includes mechanisms that enable people to navigate this road map. This is how organizations take a leading role and have control over career planning and management.

The organizational system of career management relates to several levels, as depicted in Yehuda Baruch's CAST model. The three P's—philosophy (strategy), policy, and practice—are parallel to the three A's of individuals—aspirations, attitudes, and actions. The need for matching individual and organizational needs has been emphasized by many scholars. Peter Herriot and Carol Pemberton's model associates the business environment with the organization in terms of strategy, structure, and processes. Even more important, their model compares and contrasts the organizational and individual needs and expectations.

Moving from the strategic level to the practical level—the actual human resource management (HRM) activities that form the career management system—the next section of the entry outlines a comprehensive portfolio of HRM practices, which can be conducted by organizations to plan and manage employees' careers. Evidence is presented regarding the extent to which these practices are actually applied in organizational settings. Based on both data and conceptualization, six dimensions are utilized to demonstrate the nature and role of these

practices. Finally, a framework that integrates the various practices into a comprehensive system is offered.

The interpretation of the utilization of these practices needs to be taken in the context of dynamism of the social system. Contemporary work has focused on the changing meaning of careers. There is a clear shift from long-term relationships to transactional “short-termism,” with major changes in the nature of the psychological contract between employers and employees.

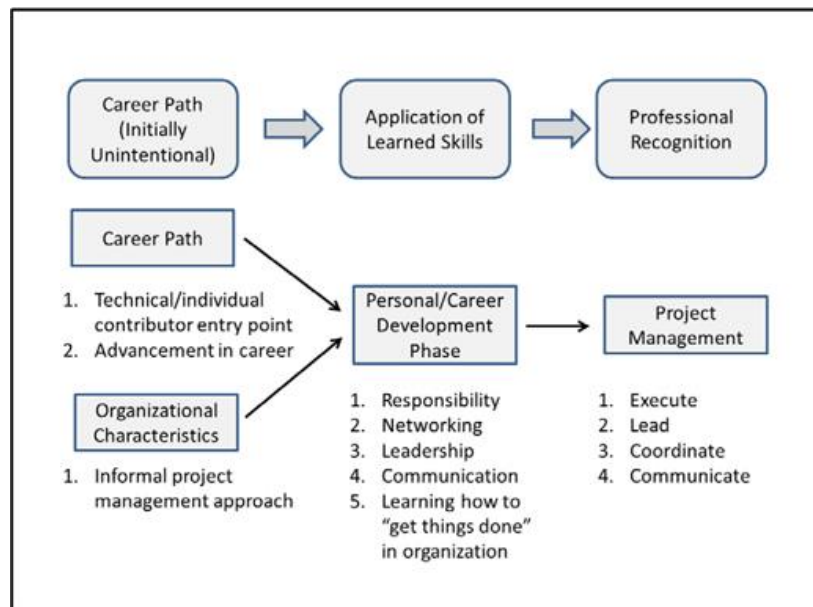
The Utilization of Career Practices:

The importance and prominence of organizational career planning and management (CPM) as part of HRM have been widely recognized. Organizational career systems comprise a three-level framework of strategy, policy, and practice. At the practical level, one may find a number of activities and practices that aim to help organizations manage the careers of employees, in particular managerial and professional careers. An appropriate system should aim to ensure a fit between individual needs and aspirations and organizational requirements.

The list of practices discussed in this entry evolved from several earlier studies of CPM practices. Table summarizes findings from these studies, all of which examined the use of CPM practices in organizations as reported by human resource directors. The next section describes these practices, with a specific consideration of their relevance and viability in the context of the twenty-first century. This is followed by a discussion of how the practices can be integrated into a single comprehensive system. Before embarking on the task of describing the various practices, let us identify their target population. Each person, be they the porter or the CEO, has a career, a personal and occupational journey. Each organization is a career system, the landscape for people’s journeys. Nevertheless, many individuals develop their career outside the boundaries of large organizations. Self-employed people who run small businesses, freelancers, and the unemployed all have their career external to an organizational framework. However, most working people are engaged in organizations, usually as employees. Career management practices are carried out by organizations, usually via the HRM unit, to answer employees’ needs and match them with the organization’s needs.

Formal Education as Part of Career Development:

With this practice, the organization selects people of managerial or technical potential and sends them to a program of formal study as part of their development path. The education can include a first degree in engineering, an BBA, other academic studies, or professional and vocational qualification training. Once the organization has identified a training or education gap in the near or far future, these programs can rectify the problem with this long-term approach.



Promotion:

Promotions refer to the entire set of activities, which communicate the product, brand or service to the user. The idea is to make people aware, attract and induce to buy the product, preference. There are several types of promotions. Above the line promotions include advertising, press releases, consumer promotions (schemes, discounts, and contests), while below the line include trade discounts, freebies, incentive trips, awards and so on. Sales promotion is a part of the overall promotion effort.



Demotion:

A demotion is a compulsory reduction in an employee's rank or job title within the organizational hierarchy of a company, public service department, or other body, unless there is no reduction in pay.^[1] A demotion may also lead to the loss of other privileges associated with a more senior rank and/or a reduction in salary or benefits. An employee may be demoted for violating the rules of the organization by a behavior such as excessive lateness, misconduct, or negligence. In some cases, an employee may be demoted as an alternative to being laid off, if the employee has poor job performance or if the company is facing a financial crisis. A move to a position at the same rank or level elsewhere in the organization is called a lateral move or deployment. A voluntary move to a lower level is also a deployment as it is not a compulsory reduction in level. Demotion is often misinterpreted simply as the opposite of a promotion, however it is only one means of undergoing a reduction in work level.



Labor Management Relations:

Labor-Management relations are the most complicated set of relations that any HR Manager has to deal with. Efficient maintenance of labor relations helps the HR Managers in developing a harmonious environment within the organization which, in turn, helps the organization in effectively achieving its goals and objectives. Well-managed labor relations provide a competitive advantage to the organization by negating the hassles arising out of labor or union related issues and conflicts.

With increasing competitiveness and mounting pressure of accomplishing the business's strategic goals, it has become essential for an organization to acquire an effective and dependable labor relations support. For the same, the organization may opt for the services of an HR Consulting Firm.

An HR Consulting Firm broadly covers one or many of the following aspects of labor relations as per the requirements of the organization:

Legal/statutory compliances:

An organization may opt for the services of an HR Consultant in order to maintain the legal requirements in relation to the existing labor laws of the country. This is more important for a company having its business expanded to different lands, hence.

Labor Relations Management:

Conflicts and deteriorating relations at workplace have an adverse impact on the overall productivity of the organization. Apart from increasing legal bills, such a situation adds to building up an environment of distrust among labor and hampers their motivation levels.

An HR Consultant, in such a scenario, provides impetus in improving the everyday dealing between the labor and management. He works towards promoting an environment of collaboration, understanding and mutual trust among the labor and management by carrying out various training programmes, discussions, facilitation workshops and joint exercises between labor and management customized to the specific needs of the organization. Thus, HR Consultants assist in improving labor-employer relations.

Trade/Labor Union Dealing and Avoidance:

An HR Consultant assists in handling situations of strikes and lock-outs by working as a mediator between the labor and management, and contributing towards collective bargaining. Further, working pro-actively, an HR Consultant can facilitate in avoidance of such unions in the organization.

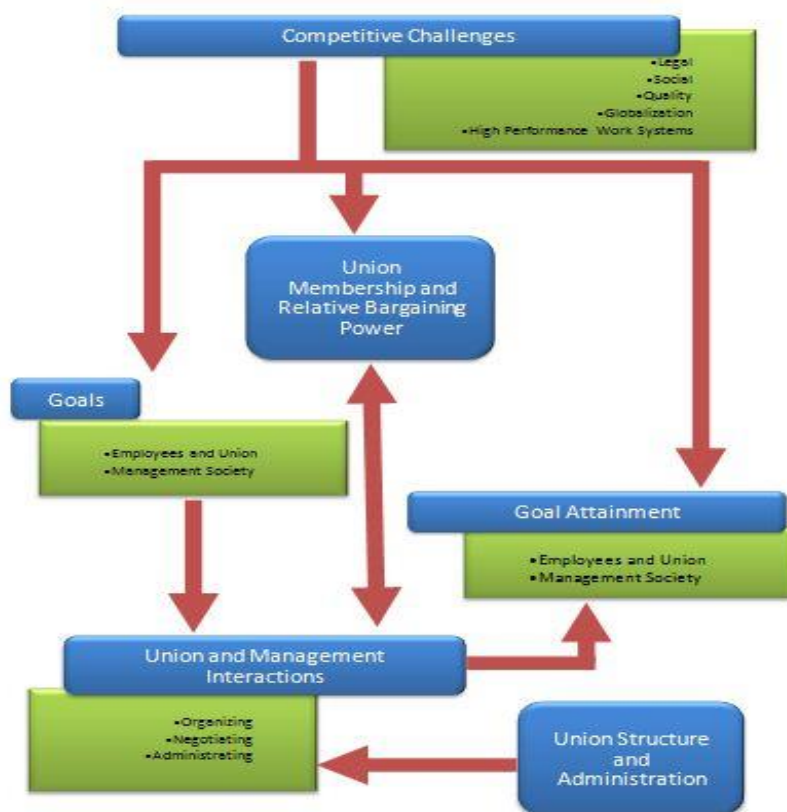
Labor audit and employee satisfaction surveys are crucial tools in assessing the vulnerability of the satisfaction levels of labor in the organization. An HR Consultant utilizes these tools to diagnose the chances of formation of trade union within the organization. It helps in understanding the position of the employer's policies and processes vis-à-vis the employee's expectations. The gaps within the existing policies and employee's expectations are then worked upon by the HR Consultant to improve the satisfaction levels of labor, thereby contributing in avoidance of trade union within the organization.

Labor Grievance Management:

Grievance management by properly guided mediations is a welcome alternative to proceeding into arbitration immediately. This helps in achieving a resolution by mutual consent, thereby, avoiding untoward conflicts and costly litigation process. More so,

resolving grievances by resorting to such methods as mediations by HR Consultants assists in keeping up with the reputation of the organization as a responsible and employee oriented organization.

The HR Consultants work with an unbiased approach in opening up a clear and effective communication line between the concerned parties, along with putting in there valuable inputs where ever necessary to end up with an amicable and appropriate solution to the problem. Such an activity also facilitates in developing a positive labor relations environment within the organization. Further, a proactive feedback mechanism developed by the HR Consultant greatly helps in decreasing the rate of grievances among the labor.



CHAPTER FOUR

Findings, Recommendations & Conclusion



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CHAPTER FOUR

Problems, Recommendations and Conclusion

4.1 Problems Identified:

1. The organization did not have any written policy about the requirements of various positions except some position.
2. There was a standing committee of recruitment, but the committee found inactive, even i did not see such practical practices.
3. The organization has very little interest to new generation worker.
4. Sometimes the CVs with familiar reference are given importance to recruit in selected positions.
5. Although any employee got terminated due to some illegal activities he or she might have gained that position again without any punishment and in those cases no rules or regulation were followed by the organization

4.2 Recommendations:

1. To become a better organization, the company has to follow the standard policy & should be maintain updating if required.
2. The Company has to setup a recruitment department with a profession recruiter head & must be followed the local Labor law policy like employment agreement, Salary & others benefit also has to maintain proper Job Description.
3. For business expansion, Development & turnover, it requires to hire fresh candidates' as well as experience candidates.
4. To become a market leader company has to hire the right people for the right position even it's referred by the higher authority.
5. Company has to follow local & international Labor law policy for termination should be maintain strictly.

4.3 Conclusion:

Recruitment is an important issue for any organization. Recruitment and selection allows an organization to assess the vacancy and choose the best personnel who will lead the organization in future. So the organization should give more emphasize on selecting a person. A person who can carry forwarded the organization in terms of development, values and ethics. Mainly the precious resource for any organization is their knowledge based efficient workers. The organizations should more cautious on this issue to ensure the quality and ethics.

From the above discussion we can easily understand that Bangladesh Human Capital is one of the top manpower Company of Bangladesh. It covers the whole Bangladesh by its network. There are many product and services of Bangladesh Human Capital is available in Market. At this moment the company is in growing position. But the strategies of the company will make the company “number one” manpower company of Bangladesh.

So we can easily find out the Human resource practice, recruitment and selection process, employee satisfaction and relations at Bangladesh Human Capital is a very developed and effective one. As a multinational company for making the process more effective Bangladesh Human Capital should analyze the recruitment and selection process of other multinational company of home and abroad. That can make Bangladesh Human Capital perfect in recruiting people and the company will get efficient professionals that will increase the productivity as well as revenue.

4.4 Reference

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