

SGS

Evaluation of HR Planning Process of SGS Bangladesh

Name of the student

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United International University

This report is submitted to the school of Business and Economics, United International University as a partial requirement for the degree fulfillment of Bachelor of Business Administration.

Internship Report

On

**Evaluation of HR Planning Process of SGS
Bangladesh**

Course code: INT 4399

Submitted To

Md. Kazimul Hoque

Assistant Professor

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Submitted By

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Date of Submission: September 22, 2022

Letter of Transmittal

September 22, 2022

Md. Kazimul Hoque
Assistant Professor,
School of Business and Economics
United International University

Subject: Submission of Internship Report on Evaluation of HR Planning Process of SGS Bangladesh.

Dear Sir,

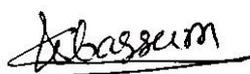
It is my great pleasure to complete the internship report under your instruction and supervision. I have conducted the report on SGS Bangladesh, where I summarized my entire study which is part of the Bachelor of Business Administration degree and the INT course 4399.

The report is based on the real-life experience in the HR department on the multinational company, which is SGS Bangladesh. The report outlines are followed as per the guidelines and instruction provided by the university BBA Program.

However, I hope that you would be kind enough to accept my internship report on SGS Bangladesh, and oblige thereby. It would be a great honor if I get the opportunity to explain any query of yours and receive your valuable suggestion regarding this report.

Thanking you in anticipation.

Sincerely Yours,



Tabassum Akter

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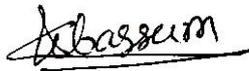
Declaration of the Student

I, **Tabassum Akter**, a student of Bachelor of Business Administration (BBA), Department of HRM, School of Business and Economics of United International University, declaring that this particular project report has only been prepared and conducted for my university course purpose. I prepared this report for the particular INT course 4399, as the requirement of the university.

I also declare that all the resources used in this report are collected by me and is completed all by me. It does not contain any materials or contents that are published before or written by any other person, which have been accepted for the degree of United International University, or any other institution. The information, which is used in the report, related to the organization that has been acknowledged properly with the source.

It has not been prepared for any academic purpose, reward or presentation.

Sincerely Yours,

A handwritten signature in black ink that reads "Tabassum". The signature is written in a cursive style and is underlined with a single horizontal line.

Tabassum Akter

ID: 111 172 076

School of Business and Economics

United International University

Acknowledgment

At first, I would like to thank almighty Allah for blessing me. I am very lucky and proud to complete this important part of my life in this pandemic. I will not be possible without almighty Allah “Alhamdulillah”.

However, I would like to express my gratitude towards some people, without their support, it would be impossible to complete this internship program and complete this report.

I would like to thank my honorable faculty Md. Kazimul Hoque, Assistant Professor, School of Business and Economics, United International University. Without his instruction and guidance, it would not be possible to complete this report on my own.

I would also like to express my gratitude to my supervisor Masud Karim, Deputy Manager of HR at SGS. I am very grateful and thankful to this special kind human being. No matter how much I thank you sir, it will never be enough, I am so lucky and blessed to have you as my internship supervisor. He provided me, supported me through thick, and thin and always encouraged me to relax and work. Without his instruction and guidance, it would not be possible to complete this report on my own. I am very inspired by his words and working method and will be forever grateful to him.

After then, I would like to express my gratitude to Ms. Sumona Akter Mim, HR Executive, SGS Bangladesh Limited. People say that they save the best for last, so did I. The way you guided me and took care of me was very special for me. Thank you for all your efforts behind me and I will always be grateful and thankful towards you. Thank you so much Ma’am.

Last but not the least my heartiest gratitude to HR Manager, I blessed to spent some quality time at the office trying to get know more about career path and improvements and the continuous spirit and if it wasn’t for Mr. HR Manager empowering speeches, I don’t know that we could have achieved in short period of time.

In conclusion, I would like to extend my gratitude to all of the colleagues (Mr. Hridoy Chowdhury and Ms. Farjana Yeasmin) of the SGS Bangladesh (Gulshan Office), particularly those in the HR, for the time and effort they put into participating in the interview sessions.

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Executive Summary

Forecasting the needs of an organization in terms of its human resources is one of the most efficient strategies to get business prepared for the future. After such a challenging period, businesses and organizations, regardless of their size, will need assistance in planning for the future, which means that HR forecasting abilities will be in short supply. When it comes to human resource planning, forecasting is all about forecasting demand and supply, whether it be in terms of the number of employees, their talents, or office space. On the other hand, the process of recruiting and selection that an organization uses is necessary in order to attract a productive workforce. This is because the approach will decide the success of the company and have an influence on the way the business is run overall. The people who work for an organization are among its most valuable resources. SGS is the world's leading testing, verification, inspection and certification company. It is a Swiss based multinational, whose headquarters is located in Geneva, Switzerland. SGS is recognized as the world's benchmark for their quality and integrity. They work globally in more than one hundred countries around the world and also in Bangladesh. The main purpose of preparing this report is to study on their HR forecasting process and activities of demand and supply as well as their recruiting and selection procedure for the HR department.

The study starts with a general introduction to the overview of SGS covering the organization's goals, breadth of its vision, and current constraints. After that, HR Forecasting Process for the HR Department of SGS has been discussed. SGS never has an excess of human resources. According to the needs of their workforce, they regularly have a deficiency in the number of HR personnel in their firm. In addition, in order to reduce the size of the workforce shortfall in the HR department SGS, they will implement a recruitment and selection process for their organization. Forming a personnel request and submitting it to HR is the first stage in the recruitment and selection process. After receiving approval, the ads are published in online portals. The next steps are to arrange for interviews and assessments, and finally a medical test. In this paper, we explain in more depth the role that human resources plays in the selection of the best candidates, as well as the steps used to find the most qualified candidates. And on the analysis of the study, I have provided some recommendations for improving about these activities. After studying this analysis, it is clear that an effective, competent, and active involvement in the HR Forecasting process, Recruitment and Selection process drives an organization to the height of achievement.

CHAPTER 01

INTRODUCTION

1.1 Introduction of the Report

A company's HR Planning process is not complete without the HR Forecasting activity. The heart of human resource planning is calculating the net need for personnel by analyzing the current and projected demand for and supply of human resources. HR forecasting is concerned with keeping track of internal changes done by the organization's management and employees. Forecasting that works helps cut down on HR costs, boosts adaptability, and guarantees that the business's demands are met before those of other stakeholders. However, the recruitment and selection processes inside a business constitute the backbone of any effective human resource strategy. The primary purpose of the recruiting process is to develop a candidate pool that is large enough and then to choose the most qualified applicants from that group. A sufficient number of qualified candidates are needed to ensure that the selection process can be carried out in an efficient manner; hence it is vital to conduct effective recruiting to meet this requirement.

SGS is the world's leading testing, verification, inspection and certification company. It is a Swiss based multinational, whose headquarters is located in Geneva, Switzerland. SGS is recognized as the world's benchmark for their quality and integrity. They work globally in more than one hundred countries around the world and also in Bangladesh. The main purpose of preparing this report is to study on their HR forecasting process and activities of demand and supply as well as their recruiting and selection procedure for the HR department.

1.2 Objectives of the Report

There are two types of objectives: primary and specific, as mentioned below.

1.2.1 Primary Objective

- The primary objective of this report is to get a clear understanding about evaluation of HR planning process of SGS Bangladesh.

1.2.2 Specific Objective

- a. To get an overview of SGS Bangladesh.
- b. To know about the HR forecasting methods for the requirements of demand and supply of workforce at SGS Bangladesh.
- c. To find out how SGS Bangladesh combines employee efficiency for their HR department.

- d. To determine how SGS Bangladesh plans job descriptions and job analysis for a large of pool candidates.
- e. To know about the recruitment and selection process of SGS Bangladesh.
- f. To make some recommendations as well as suggestions to help the HRD of SGS Bangladesh to improve its performance.

1.3 Scope of the Report

Large-scale industrial development requires substantial human resources. Large-scale industrial financing in human resource management is especially challenging for economically developing countries like Bangladesh. Proper Human Resource foresight, planning, and staffing are not something that can be done quickly or easily. This study will give clear guidelines in this sector for any private organization in Bangladesh.

1.4 Limitation of the Report

This report was compiled using comments from the Human Resources teams. Some employees may feel that the data linked to them is not private enough to keep from the public eye. As a corollary, time constraints were an issue. Due to time constraints, it was not feasible to study a sizable sample in the course of the analysis and research. My contract was limited for three months. However, a thorough and unambiguous investigation cannot be conducted in such a short time frame. The lack of details necessitated the adoption of some educated guesses. Accordingly, the report might have a few scribbled-on typos. Despite several constraints, I did my best to provide the report.

1.5 Methodology of the Report

Studying relevant HR Forecasting and Recruitment and Selection Process literature, publications, conducting interview sessions with senior colleagues of HR department of SGS Bangladesh, and other qualitative data gathering methodologies informed this study and the internship report.

In order to compile this report, I first did some research and then acquired the necessary data, as shown below:

Type of the data: This report has been prepared based on primary & secondary data which are described below:

- **Primary Data:** Hand on experiences like taking interviews from the HR Manager, discussions and communications with senior colleagues on HR department of SGS

Bangladesh, and direct observations and practical working experiences on overall HR related activities were used to collect data.

- **Secondary Data:** Various articles, documents, HR Planning, forecasting, recruitment and selection Process' reports, online publications, & various websites were used to collect the data.

Data Source: How data is interpreted and evaluated is described by the technique. I was able to get the material after going through the many databases that supported me in preparing my report. There are two parts to the foundation.

- **Primary Sources of collecting the data:** The following are some of the methods and sources used to collect the data such information:
 - Face to face conversations with the Manager of HR department at SGS Bangladesh.
 - Conducting an interview session with a structured interview questionnaire.
 - Group discussions with senior colleagues on HR departments of SGS Bangladesh.
 - Experiences on HR related activities.
- **Secondary Sources of collecting the data:**
 - Articles, annual reports which are related to the HRP, Forecasting Process of Manpower in private organization sector and Recruitment and Selection process of candidates.
 - Official Websites of SGS Bangladesh.
 - Internal Reports of SGS Bangladesh.

CHAPTER 02

LITERATURE REVIEW

2.1 Human Resource Planning

New factors like as globalization, technology, innovation, new markets, consumer trends, and rivalry all have an effect on the availability of labor. Human resource management practices that are professionally implemented are crucial for any business or organization to maintain a positive and productive workplace. In order to predict the demand for and supply of human resources in the future, this information is crucial to ensuring that businesses have sufficient manpower.

A HRP process guarantees that a firm has an acceptable number of people with necessary talents who are deployed or positioned, as stated by the expert (Dr. Janes O. Samwel, 2018). Moreover, an HRP process also ensures that the employees are in the appropriate positions. According to (Griffins, 2006), human resource planning (HRP) may be defined as an endeavor to anticipate future business needs and environmental demands for an organization. This definition comes from the author.

To carry out these economic objectives and to fulfill the criteria imposed by the environment, qualified people will be required. Within the context of the HRM function, the HRP is understood to refer to the process of determining the personnel needs of a business. In addition to this, it involves the conception of interventions, ideas, and actions that will make it possible for the organization to fulfill its goals and fulfill its needs. During this step of the process, a job analysis is carried out (by developing job descriptions and work requirements), and career progression guidelines are produced with the intention of enabling people to enhance their careers (John M. Dirkx, 2000). As a consequence of this, HRP is a vital component of HR management and plays an important part in the accomplishment of the firm's goals and objectives.

2.2 Link between HRP and Organizational Performance

Companies need a well-thought-out plan if they are to realize their missions and visions. Long-term goals and strategies for achieving them are both part of a company's strategic strategy (Woodhall, 2001). To achieve their long-term goals, businesses need sufficient funding and other assets. Common classifications for these assets include "technology," "finance," and "workforce." To determine how many and what kind of workers would be required to achieve this goal, HR planning (HRP) is essential.

According to (Gupta, 2008), human resource planning (HRP) is a process that evaluates both the present and the future staffing needs of an organization. This is done in order to determine whether or not the firm will be successful in achieving its goals.

There must be a relationship between the HRP of an organization and the aims and objectives of that organization; if there isn't, mistakes like employing the wrong individuals or failing to anticipate changes in appointment needs might end up costing the company a lot of money. When HRP is linked with an organization's strategic goals, the workforce is supplied with the skills and competences essential to accomplish the business's goals. This helps the organization achieve its goals more effectively (Ghazala, 2012). As a result of this, HRP assists an organization in integrating its strategic objectives and its goals for human resource management into a single coherent whole. An organization is able to reliably estimate the number of workers, the kind of workers, and the source of the workers it will need in order to fulfill its goals and objectives, as stated by the HRP methods, which are described in (Reilly, 2003).

2.3 HR Forecasting in Demand and Supply

Planning for future workforce needs is an important part of every successful business. After a challenging year, businesses of all sizes will be looking to their human resources departments for assistance in planning for the future. Human resources forecasting involves making predictions about future needs and available resources, such as personnel, training, and workspace. For human resources professionals, this means determining how much time, money, and effort will be needed to fulfill employee demands while still achieving organizational goals. Long-term HR forecasting enables HR to examine trends in historical data, increase supply forecasting accuracy, and make strategic adjustments in advance (GUPTA C, 2006).

The term "time series analysis" describes this method of predicting. By looking forward at both internal and external trends, businesses may better forecast their future human resource requirements. The most typical consequence of a human resource forecast is training and development to better use existing staff. Human resource estimates with more granularities, such as workforce projections, are feasible. The sections of the firm that may need to hire more people may be identified with the help of these specific workforce projections (GUPTA C, 2006).

Demand forecasting involves making educated guesses about how many and what kind of workers will be required to achieve an organization's goals. The need for employees may be affected by a number of organizational aspects, such as competitive strategy, technology, structure, and productivity. For instance, the use of cutting-edge technology is often followed by a shift from a need for people with low levels of competence to a greater need for those with higher levels of education and expertise. The need for human resources may also be affected by external variables including business cycles, economic trends, and seasonality (GUPTA C, 2006).

When it comes to describing human resource planning in an organization, demand forecasting might take one of two approaches:

The Quantitative Approach is concerned with determining the number of employees that will be required in a future period of time. Within the framework of this approach, there are uses of statistical or mathematical techniques that will be helpful in estimating the quantity of man power through work load analysis and workforce analysis (GUPTA C, 2006).

- Work load analysis is the process of estimating the overall amount of work that needs to be completed by each department based on sales projections, work schedules, gross rates, and growth plans. The amount of work that is done in each department should be estimated using tangible units as much as is practicable.
- Workforce Analysis considers the fact that owing to turnover and absence, the current workforce is not likely to be fully operational throughout the year. Because of this, it's important to plan ahead for any staffing shortages.

The Qualitative Approach (Skills Analysis) is the needed quality of labor force changes from one task to the next. As a result, it is impossible to know what kind of workers will be needed until the needs of the position have been established. This strategy relies on specialists to provide projections in order to anticipate staffing demands, rather than relying on statistical mathematics to try to balance the interests, talents, and aspirations of individual workers with the present and future needs of the business.

When doing supply forecasting the process of estimating supply requires figuring out which members of the workforce will be available. People who are already employed by the company and individuals who are not affiliated with the business make up the two different sources: internal and external. When forecasting the supply of personnel, managers typically take into

consideration a number of factors, such as promoting employees from within the organization, locating employees who are willing and able to be trained, the availability of required talent in local, regional, and national labor markets, competition for talent within the field, and population trends. When a business is trying to anticipate supply, there are both internal and external aspects to consider in terms of the supply of human resources (Robbins, 1982).

2.4 Recruitment and Selection Process

A job description, tasks of the job, a list of prerequisites for individuals wishing to fill the vacancy, a decision on how and where to source recruits for the position, and actually getting people to apply for the post are all examples of what recruiting implies in a corporate environment. Selection entails going through all of the resumes in order to locate competent applicants, holding interviews, short listing candidates, and then selecting the most qualified candidate for the position (Harness, 2019).

Each phase of recruiting and selection contributes to the process of identifying the best qualified candidates for any given position, and you should consider recruitment and retention to be comprised of the eight steps outlined below:



Figure 2.1: Recruitment and Selection Process

2.5 Recruitment and Selection Practices in Private Sector Organization

When it comes to hiring and selecting employees, managers and business owners in the private sector consider it as a personal problem, and they often depend on informal recruiting tactics to fill their jobs. As a result of legal mandates, private sector companies are not obligated to publish job vacancies in the press or to maintain any formal recruitment and selection procedures in order to fill available positions (Absar, 2014). They hire as and when they deem it essential, and they only employ people who they believe are acceptable after giving them careful thought. As owners/managers fulfill their social commitments to assist family and friends, friendship and sense of belonging tend to take priority over qualifications and abilities (Chowdhury S. &, 2012). However, in order to operate their company effectively, they must take into account the requirements of political leaders and other prominent organizations. Failure to do so might make it difficult to get business financing, gain essential approvals from government agencies, maintain the security of company locations, and result in other unnecessarily difficult situations caused by the aggrieved parties on purpose (Absar N. &., 2010).

When it comes to hiring for senior jobs in the private sector, most businesses prefer hiring family. Practices connected to promotion, transfer, and perks are therefore controlled in accordance with social connections and personal ties, as shown in the diagram. Occasionally, private sector employers advertise in newspapers, but only for highly-specialized positions that cannot be filled by family or friends. Social connections and personal ties have a larger role in hiring in the private sector than in the public sector (Khan, 2013). When it comes to hiring, these company owners tend to shy away from using a more formal approach based on official regulations because they see it as a challenge to their authority and control. It is not uncommon for a private sector company to advertise for management positions. However, these adverts are more a form of business promotion than a recruiting effort.

High unemployment and fierce competition for the few available jobs encourage senior management to engage in nepotism in the hiring and selection process by giving preference to friends and relatives. Since there is a continual supply of workers due to the massive labor market, companies seldom have problems hiring or maintaining quality employees. On rare occasions, experienced professionals would leave their current position in search of greater salary and other benefits. For top-level management positions in a rising economy, entrants to a sector often rely on headhunters to identify qualified candidates, while informal channels are

used to discover acceptable candidates. The government of Bangladesh does not have any legislation in place to regulate the recruiting and selection operations that take place in the labor market.

CHAPTER 03

COMPANY OVERVIEW

3.1 Company Profile of SGS

SGS is the world’s leading testing, verification, inspection and certification company. It is a Swiss based multinational, whose headquarters is located in Geneva, Switzerland. SGS is recognized as the world’s benchmark for their quality and integrity. They work globally in more than one hundred countries around the world. They have more than 96,000 employees around the world with more than 2,700 offices and laboratories around the world (SGS, 2022).

SGS believe that their value is making the world a better, safer and interconnected. No matter wherever you are in the world, or in whatever industry you are, you can always rely on SGS teams. SGS will provide the independent service that will help the business to improve its operation, reduce risk and develop smart solutions. The SGS teams are working globally and they have the experts who provide specialized solution to any business and make your business, simpler, efficient and fast (SGS, 2022).

SGS provides four different types of services they are:

Our core services can be divided into three categories

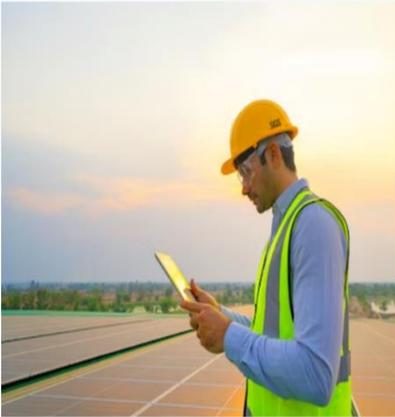
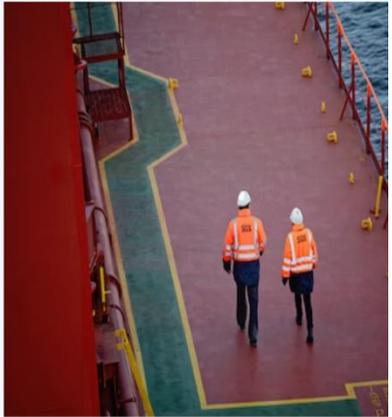
		
Testing Reduce risks, shorten time to market and test the quality, safety and performance of your products against relevant health, safety and regulatory standards with our global network of testing	Inspection Control quantity and quality, and meet all relevant regulatory requirements across different regions and markets with our world-leading inspection and verification services	Certification Ensure that your products, processes, systems or services meet national and international standards and regulations with our comprehensive certification services

Figure3.1: Services of SGS

Inspection – SGS is well known for their inspection services, they have the experts in this field. They check the condition or the weight of the goods, which will be shipped to different countries for different buyers. They control the quality and both quantity and meet the entire regulatory requirement for different regions and markets, which are relevant.

Testing – SGS has global testing services, they have over 2600 labs, which are used for testing. They are staffed with knowledgeable professionals in the required fields and perform the entire test with safety measures. SGS Testing services enable to reduce risk, efficiency, safety, performance of the products against the health, safety and regulatory standards which are relevant.

Certification – SGS provides the certificates that are a proof which are legit in both national and international. This certificate defines that the process, products and systems of the services met the regulatory rules and standards.

Verification – SGS verifies whether the products met all the standards and are ready for making shipments in the both local and foreign markets. This verification team covers the whole supply chain from raw materials to consumption.

3.2 History

SGS which is also known as Society General de Surveillance was established in 1878. SGS started grain trade in Europe and offered innovative agricultural inspection services. Then on 1919 SGS was registered as a company in Geneva, Switzerland. The term SGS stands for General Society of Surveillance (Indeed, 2017). SGS started their journey in 1878 and since then they have grown steadily and made them the industry leader. SGS provide integrity and trust to the customer and that is they thrive for and through this they gained the customer trust, which made them world's number 1 and global leader. They are maintaining this position with continuous innovation and improvement in their system and support the customers to reduce risk and improve productivity in their operations (SGS, 2022).

3.3 Mission and Vision

SGS vision is to be the most productive and competitive service organization in the world. SGS major competencies are testing, inspection, verification and certification. They are working day and night to improve them and always be the market leader. They also vision to provide the best service to their customer and always are number one.

3.4 Core Values

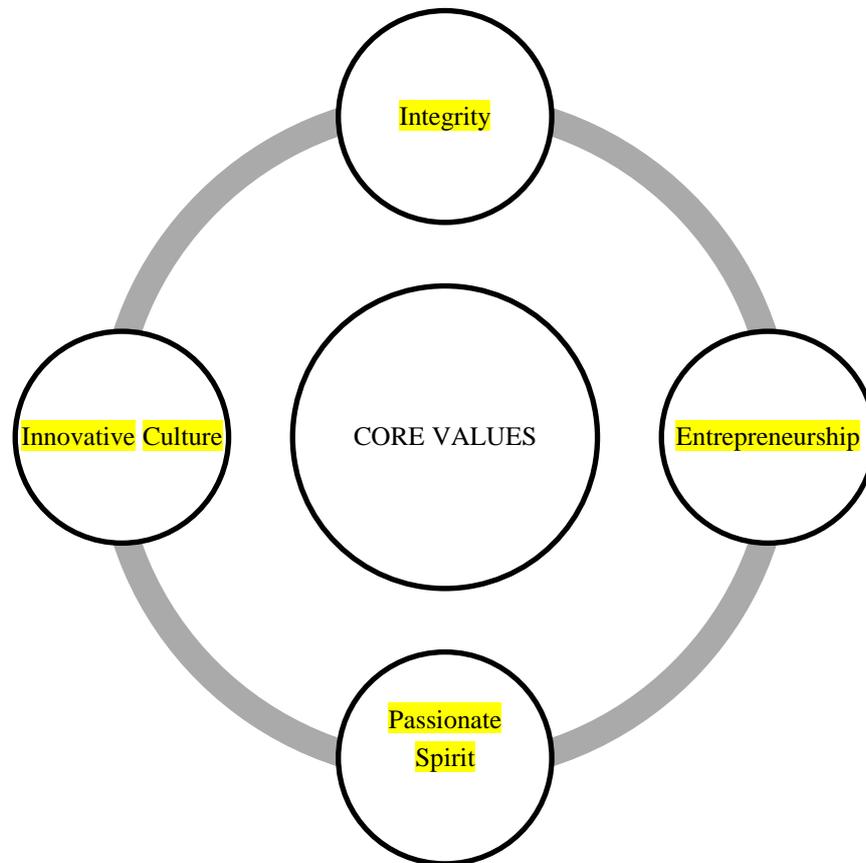


Figure3.2: Core Values of SGS

SGS always value integrity and committed; with the trust of the customer, they become passionate with their entrepreneurialism and innovation. The motto of SGS is “When you need to be Sure”.

3.5 SWOT Analysis

a) Strengthens

Global Leader:

SGS is the world’s leading company of its kind in the industry. This always gives SGS a head starts with all the other competitors. The potential buyers always trust SGS because it is a brand and has a brand value of its own. The working style of a brand is completely different and with their innovation, they are always managing to be number one.

S

Expert Workforce:

SGS is maintaining their position with their expert and trust worthy workforce. SGS is such a place where integrity, loyalty is very important. If any employee does not perform his or her job with integrity, SGS might lose in the race of being number one. More than 89,000 employees work in SGS in corporate and lab combined. All the people working here are expert at their own field and they are compensated enough so they do not break the trust of SGS and the buyers.

Sustainability:

SGS is not done after being number one, they always thrive for this position and they tend to work more and gain competitive advantage from all side over the competitors who are Intertek Bangladesh, TUV Rehinland Bangladesh Pvt Ltd. They always care about the environment, also raise awareness for global sustainability, and follow the rules of sustainable development goals.

b) Weakness

Information gap

Due to communication gap which problems into the working of SGS corporate.

Finding out the necessary information and keeping records becomes tough if the employee does not cooperate. SGS always encourages their employees to cooperate and give proper documents.



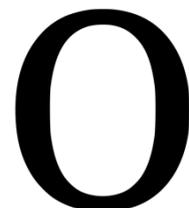
Depends on Political factors of Country

However, SGS is a multinational corporation but to do business in any country they must follow the governmental rules and which SGS maintains so well. But sometimes political situations of countries vary from country to country. In Bangladesh the political situation are not stable most of the time but the inspectors and the corporate and lab officers do not stop their job because they buyers always set limitations for their orders. They must work no matter what to fulfill their tasks. This unstable political situation is making SGS weaker to keep their commitments.

c) Opportunities

Good employee relations

In the corporate office of SGS Bangladesh Limited, the relation between employees to employee is very good. The HR department has a deep



familiarity with all of the staff members, and the staff members have been able to converse with each other in such a manner that seems they have known each other for years. The people can share their problems and interest with each other easily, which is making a good opportunity for open discussion and communication in the work place. If a person is satisfied with his or her workplace the person will always perform better.

Technologically advanced

The machines that are available in SGS labs are very rare some of them are one of a kind available in one country. The machines are very advanced and expensive and only SGS have it, it is making SGS in a leading position and they provide technological training to their employees to cooperate with the machines and use them for great productivity.

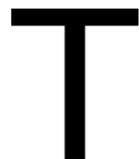
Demand on market

SGS always have high demand on the market the buyer always finds SGS. SGS do not need to do any promotional activity in mass level. Mostly due to the fact that all of the purchasers are already aware of them, as well as how well they function and how active they are. This is a good opportunity for them as they already are number one and holding most of the market share and have a tremendous brand value.

d) Threats

Competition

In any business, there will always be competition. SGS also have competitors in the market they are Intertek Bangladesh, TUV Rehinland Bangladesh Pvt Ltd and others. SGS is in stronger position as because they are the market leader already and with the expert work force, they are always retaining their position in the market. But they are not stopping they always thrive for more in order to keep their position in the markets.



Lack of integrity

SGS runs on trust and integrity, if there is lack of integrity among the employees SGS will fail as a company. To avoid this kind of threat SGS takes care of their people very well and compensate them enough so that they cannot ever think of doing something unethical. SGS always can find if someone is being unethical as because they have a separate department for it which is the QHSE department.

3.6 ORGANIZATION STRUCTURE

To successfully operate any kind of company or organization requires the participation of several individuals from a variety of different backgrounds. A department is made up of people who come from the same background. Several different departments are responsible for the day-to-day operations of SGS Bangladesh Limited. The business units and functional units consist of the following members:

Business Units

a) Connectivity & Products

- Laboratory
- Inspection
- Business Development
- Government Institutional Services

b) Natural Resources

- Agricultural, Food and Life
- Oil, Gas and Chemical
- Minerals

c) Knowledge (KN)

- Certificate Business Enhancement (CBE)
- Responsible Business Services (RBS)

d) Industrial & Environment (IE)

- Industrial
- Environment

e) Health and Nutrition (H&N)

Functional Units

a) Finance

- Admin & Procurement
- Credit & Account Management

b) OI- Quality, Health, Safety and Environment

c) Informational Technology

d) Human Resources

3.7 Overview of HRD of SGS

Human resource management is the most important and valuable department in any organization according to my perspective. The core functions of HR are very important and vital for any organization to run its daily activities. The HR department of SGS Bangladesh is one of the most active departments in the whole organization. HR always plays a significant role in hiring new employees and chooses the person best fit for the right job. HR also utilizes the talents of the employees to gain maximum productivity.

In any company, employees are considered as the company's asset. SGS Bangladesh also counts their employees as their asset and they compensate in the correct way to bring out the maximum productivity from the workforce. HR department I believe, always create a bridge between the departments that create work links and make the work more efficient in terms of functioning.

The HR department of SGS Bangladesh is run under the direct supervision of Mr. Mohammad Abdul Quader the HR manager of SGS Bangladesh, who is the most appropriate and the correct leader for this role in SGS Bangladesh Limited. Mr. Quader is one of the most experience people in the HR department and in the company, which is SGS Bangladesh. He knows better than anyone in terms of employee and the company's in and out. In the HR department there are also three more employees who are Mr. Mohammad Masud Karim, senior assistant manager, Mr. Mohammad Abu Sayeed Bhuiyan, senior HR executive and Ms. Anika Nilima Athai, who is the HR executive and my supervisor for this internship program. The HR department is situated in the head office of SGS Bangladesh, which is located in Gulshan-1. It is in the fifth floor of the building beside the room of country manager with six individual desks and one different room for HR manager. All three HR executives used to report to HR manager about day to day activities and the HR manager reports to Country Manager of SGS Bangladesh.

3.7.1 Hierarchy of HRD of SGS

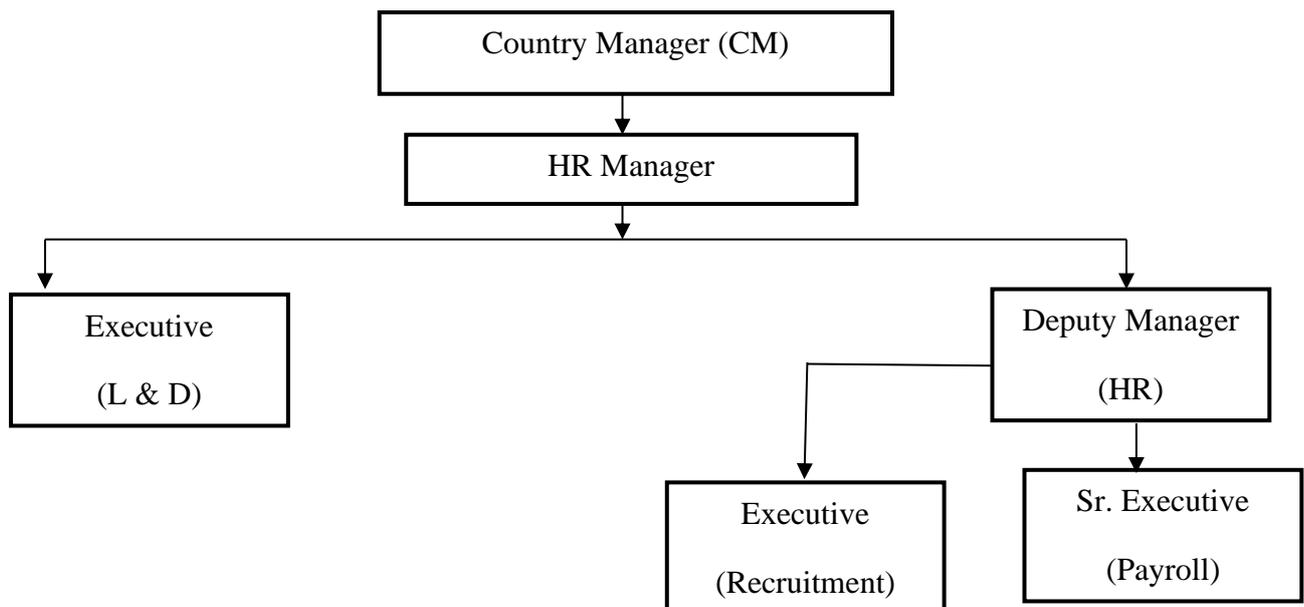


Figure3.3: Hierarchy of HRD of SGS

3.7.2 Activity and Function of HRD

The HR department of SGS Bangladesh Limited serves this all core functions of HR.

a) HR planning and staffing

In HR planning and staffing the HR department plays an important role where they plan for the organizational goals and also generate new and innovative ideas for the employee engagement. They plan for different programs for the company for example, Women's day, May Day and also festivals like Bengali New Year and national days.

b) Recruitment and Selection

The HR manager, senior assistant manager and HR executive are responsible for this duty. The recruitment and selection process is an important job for the HR department as well as for the company. Different types of recruitment and selection process are applied for the employee in different levels. Some of the employees had to sit for a written test and computer test and some of the employees did not. Mostly, most of the people coming for the junior, senior or executive post have to sit for the written and computer test. SGS Bangladesh always believe in trust and integrity which is why they always follow a strict hiring process and maintain a fair policy as per the company rules. For the recruitment, process SGS Bangladesh posts about a job offered in BD Jobs.com as because SGS has a contract with BD Jobs.com. After getting the CVs then they are filtered out in the initial level and the rest of the selected people are called for the interview or written test. After the candidate is selected for the interview after passing the tests, they sit for the interview with the HR team. The interview is often conducted by a manager of human resources (HR) or a senior assistant manager, in addition to the managers of other departments that the new employee will be joining. SGS Bangladesh only recruits new people when there is a need for a new employee or if any employees leave the organization.

c) Employee Profile and Personal File management

When a new employee joins SGS Bangladesh always create a new file with all the information available of the new joiner. When the joining is taken for a new joiner in SGS Bangladesh there are certain information documents that are needed to submit to the company. There are hundreds of files I have personally managed in my internship program of SGS Bangladesh and I have looked 15 through it for work purpose, saw in how detailed manner SGS Bangladesh collects information, and use it for company purpose.

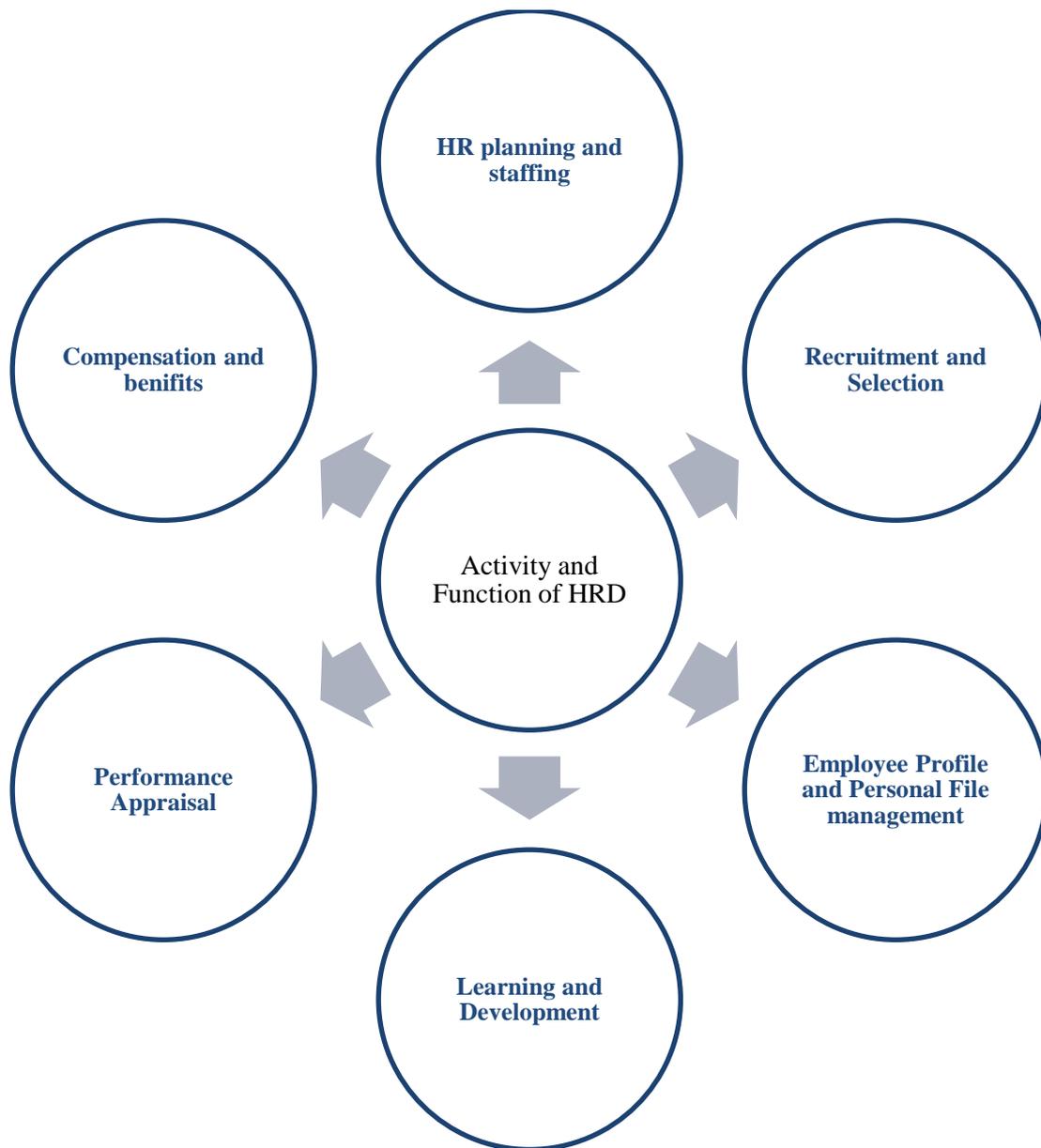


Figure3. 4: Activity and Function of HRD

d) Learning and Development

SGS Bangladesh provides different training to the employee; the HR department arranges this training and even the people from HR department also go through the training process. There is a specific program known as the SHINE program in SGS Bangladesh which are managed by the HR team. This program is a six-month long program where the employees learn and adapt the new culture of SGS Bangladesh through this program. This program is applicable for the new joiners for their probationary period as because after the first six months of the new employee the employee gets permanent in the company.

e) Performance Appraisal

Performance appraisal is a very important tool for any organization and the HR team manages this. In the start of New Year managers from each department sets goals for their teams, which are realistic and achievable. Then the goals set are judged by the HR team to check its validity then it is confirmed. Then for the year their performance are recorded and in the year-end, they get increment according to their performance appraisal forms. In the performance appraisal, the performances are categorized into three different levels they are exceeded, meet and need. They are compensated according to their performances.

f) Compensation

Each employee of SGS Bangladesh falls under this compensation and benefits as per law by the labor law of Bangladesh 2006. SGS Bangladesh is very strict and concern about law. I always found out law books in each desk of the HR department, as because I believe no one needs to know more than the HR department in terms of law of Bangladesh labors.

SGS Bangladesh provides different types of allowances for employees in different levels. For example, if any employee uses money from his or her own pocket to do a company job then they can claim that money even if it is a very little amount. SGS Bangladesh also provides claim forms in order to make the claims. There are special allowances for the female employees as because in SGS Bangladesh, the number of female employee is massive and they had to come from different areas in Dhaka. They get the charge of the conveyance after every month, they also claim it through the claim form in HR department, and after the HR approves the Finance pays the money to the employee.

CHAPTER 04

OVERVIEW OF HR PLANNING

4.1 HR Forecasting Process

Forecasts of human resource needs continue to play a central role in the HR planning process. These needs may be determined by analyzing the demand for and supply of human resources both now and in the future to arrive at an estimate of the total number of individuals who will be needed. I would appreciate it if the SGS's human resources prediction could help me learn more about the demand and supply at their bank as well as how they anticipate their future recruitments. This forecasting of Human Resources for their HR department provides us with an all-encompassing picture of the number of employees they will need during the program of the year. As a result, we have a much better understanding of what SGS expects from us. In light of the fact that SGS is the world's leading testing, verification, inspection and Certification Company and Swiss based multinational firm, we conducted this human resource forecasting to manage the workforce by establishing an orderly system. Likewise, this is true. All of these HR forecasting s have been made by the HR department. Bangladesh is home to an abundance of highly qualified professionals. SGS Bangladesh is operating with permission from the country manager of SGS Bangladesh.

4.1.1 Categories of HR Forecasting Activities

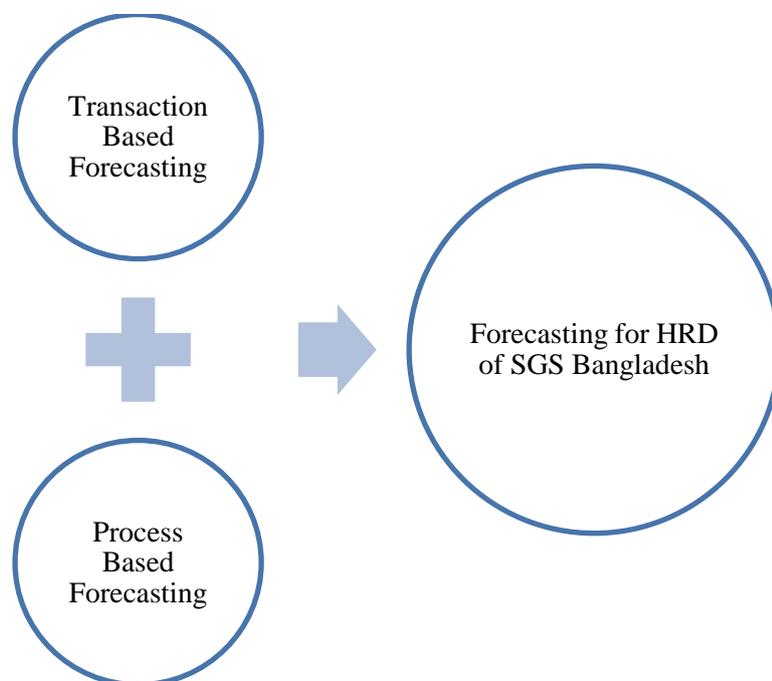


Figure4.1: Categories of HR Forecasting Activities

a) Transaction Based Forecasting

According to this perspective, the organization's performance will be tracked to keep tabs on any internal shifts that may occur as a result. Since I work for SGS Bangladesh, I can attest that the SGS's HR division often keeps transaction-based forecasting. SGS Bangladesh's HRD often promote from within to fill open positions at the organization's many branches in Dhaka Zone. From one location to the next, their workers of HRD undergo a transformation. This business is handled internally for the organization's benefit. The top employees of SGS Bangladesh are sometimes moved to the organization's branches in outside of Bangladesh.

b) Process Based Forecasting

Forecasting that aren't focused on one thing happening inside the corporation but rather on the organization of a series of tasks into a logical sequence. In a normal situation, SGS Bangladesh does implement process-based forecasting for HR employees include mostly based on procedures while casting.

4.1.2 Time Horizon HR Forecasting in SGS Bangladesh

Based on time horizon, human resources department and the head of other division of SGS estimated, using a forecast, how many employees would be required. There's a connection to weather predictions here. That implies their method of predicting also makes use of prediction. In order to produce a prediction, they must also use assumptions. This means that they have finished making their predictions. This has to do with making forecasts. That indicates that they too make use of forecasting in the process of making their estimates. In order to produce an accurate forecast, they also make certain assumptions. As a direct consequence of this, they have completed the forecasting.

a) Current Forecasting

This method is to address an immediate demand, most often inside an organization. This forecast is carried out over a period of no more than a year. Forecasts are readily available at the SGS Bangladesh. Most of the time, HR forecasting are used for targeted job-hunting. The SGS Bangladesh sometimes hires specialists for fixed terms, often between one and twelve (12 months). The current forecast is used to choose the SGS Bangladesh's top executives. This includes positions such as the HR department's executives, and intern.

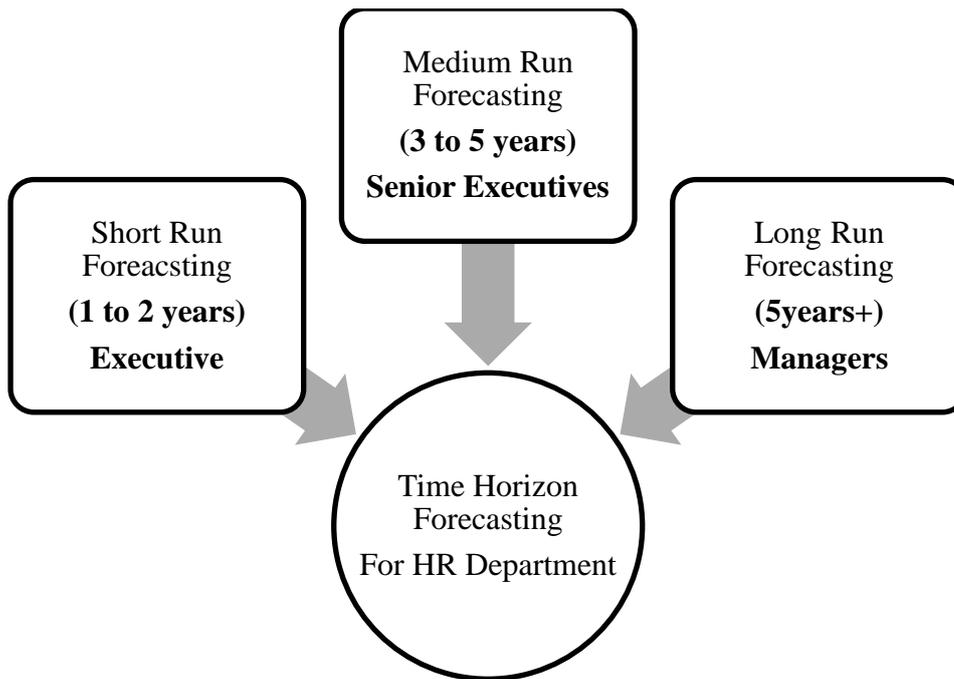


Figure4.2: Time Horizon Forecasting at SGS Bangladesh

b) Short Run Forecasting

This assessment of the situation covers a time frame of anywhere between one and two years. In the HRD department of SGS Bangladesh's several sections (recruitment, training & development, performance management, and payroll), an executive officer (EO) is hired on a yearly basis. These officers will be subject to a term of observation recognized as probation. They are regarded to be regular employees in the HR department of SGS Bangladesh after they have successfully completed the probationary term. The period that they spend working as probationers, on the other hand, is a kind of short-term forecasting.

c) Medium Run Forecasting

It might take anything from three to five years to complete. Medium-term forecasting is something that senior executives and assistant managers at SGS Bangladesh have received training in. They have a deal with their officer that states that after their probationary time is up; they are required to continue working for this organization for a total of five years. Everyone who works for them, including division officials and workers of the HRD department, is included in this medium-run forecasting.

d) Long Run Forecasting

Forecasts made for the long future look out farther than five years. The HRD of SGS Bangladesh section hires only managers at the top-level for permanent positions. The managers

of HR department are accountable for the accomplishment of the organization's goals. If they make a number of different attempts to switch, the organization won't be able to reach its goal. For this reason, they make all of their managerial and top management hires with a view toward the long term.

4.2 Forecasting in Demand

Forecasting the volume and kind of employees necessary to accomplish the objectives of the company is an essential component of the Human Resource Planning process. Because we operate in an open system, the labor requirement may be influenced by a variety of organizational factors including competitive strategy, technology, structure, and productivity. On the basis of a variety of assumptions and, very often, statistics, SGS Bangladesh is aware of the fact that they have a need for staff. They are essentially forecasting their needs with regard to Human Resources based on the results of:

- a) Morality
- b) Retirement
- c) Transfer

When it comes to providing specialized solution services, it is fairly uncommon for employees to be transferred from one office to other branches inside Dhaka. As a consequence of this fact and circumstance, the organization puts forth an employee demand. Because of this particular reason, the HR need at SGS's HR department is very significant in this respect. They employ approximate 2 or 3 new workers for the HR department each year (if needed).

4.3 Forecasting In Supply

The HR department of SGS Bangladesh is working with the country manager & team of human resources supplies in order to fulfill the full demand for workers in their organization. They use a variety of strategies in order to improve the effectiveness of the HR supply. After an organization has forecasted the future human requirements for its operations, the next step is to identify potential sources from which these requirements might be met. As a consequence of this, it is necessary to determine whether or not there are adequate numbers and kinds of employees, as well as how many individuals are competent for the various positions that may be available. Consequently, supply analysis includes planning for acquisition, which includes determining who, where, how, and when to recruit. There are sources of supply both inside and outside of the organization.

4.3.1 Internal Supply

a) Staffing tables/manning charts

SGS Bangladesh's Human Resources department is responsible of the creation of staffing tables. They will have a clear understanding of who is working for the organization as a result of this information.

b) Skill inventories

For the purposes of the HR department, this section contains information about each employee's background in terms of their training, past work experience, management abilities, HR expertise, and so on. An annual survey is carried out by SGS Bangladesh in order to evaluate the level of education attained by its staff members. As a consequence of this, they improved their comprehension of the capabilities possessed by their staff members, particularly those working in the HR department.

c) Replacement chart

For the HR department, SGS Bangladesh usually does not use this internal supply method.

4.3.2 External Supply

When the SGS Bangladesh's internal resources for the HR division are depleted, the organization will go outside for suppliers. The complexity of this external supply exceeds that of the internal one. The SGS hopes to meet the needs of the HR division with goods and services from inside the organization. Their organization relies on their external supply of human resource department (HRD) specialists when more help is needed. SGS relies on external supply sources to meet the HR department's manpower needs from the epidemic till now and the building of new offices.

4.3.3 Using the Supply Inside and Outside of Manpower

a) Requirement for HR Department

$$\text{HR DEMAND} = \text{EXTARNAL SUPPLY} + \text{INTERNAL SUPPLY}$$

b) Percentage of Supply

In the Human Resources department, the firm will make an initial effort to fill open positions by recruiting from inside utilizing a variety of references within SGS. However, from June of 2021 to June of 2022, they only obtained thirty percent (30%) of their workforce from their internal supply. As a result of the pandemic scenario regarding the number of available posts in the HR department, they need a number of human resources from sources located inside the organization.

c) Programs of HRD of SGS

SGS never has an excess of human resources. According to the needs of their workforce, they regularly have a deficiency in the number of HR personnel in their firm.

$$\text{HR DEFICIT} = \text{HR DEMAND} > \text{HR INTERNAL SUPPLY}$$

In addition, in order to reduce the size of the workforce shortfall in the HR department SGS, they will implement a recruitment and selection process for their organization.

4.4 Approach of Recruitment Process

At the beginning of each year, the Human Resource Department of SGS normally distributes a generic form to all of the organization's other divisions, including the HR department of its branches and all other divisions, in order to estimate future need for human resources. The Human Resources Director at SGS creates a forecast for the year's human resource needs using the information that is gathered from these forms. At SGS Bangladesh, there is no practice of forecasting long-term human resource needs. This graphic provides an estimate of the number of bank branches and personnel over the years.

The goals of SGS's recruitment efforts are to attract and retain skilled employees who are likely to be successful in their respective professions. The organization would not just seek for people who were capable of doing their jobs, but also for people who were willing to stay with the organization for a significant amount of time.

4.4.1 Types of Recruitment Process at SGS

There are two approaches of recruiting that are used by SGS Bangladesh for all of its departments, including the HR department.

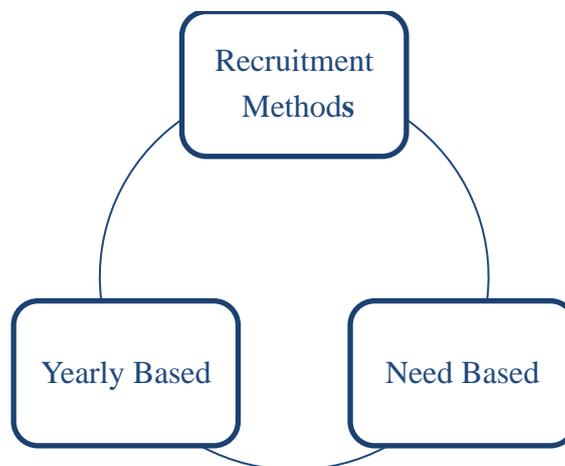


Figure: Types of Recruitment in SGS Bangladesh

- Each year, recruiting is carried out in line with the HR strategy, and it is done on an annual basis.
- In need-based recruitment, the process is carried out whenever an opportunity spontaneously presents itself.

4.4.2 Methods and Sources of Recruitment

The Human Resources Department will be in responsible for hiring, with direction from the business annual human resources strategy plan. The various departments within the organization who need the profiles may, however, be in responsibility of and assigned with the task of summarizing the pool of potential applicants. The recruiting process for entry-level roles will be skill-based. Therefore, the campus recruiting approach should coincide with the placement season at the different institutions being recruited from. Sometimes, the Human Resources Department of SGS Bangladesh may choose a group of educational institutions from which to recruit HR specialists based on the programs available, the backgrounds of the institutions' applicants, and the organization's current hiring requirements.

External Sources

- On Campus Recruitment
- Referrals are a key source of new members for any organization.
- Employment agencies like Tangerine, ProEdge HR Solution Limited
- List of Applicants through SGS career website

The Human Resources Division of SGS Bangladesh will have to make a decision for the HR department about external recruiting sources based on a variety of considerations, including the following:

- The available pool of potential candidates
- Requirement of Times

And the External methods of recruitment for HR department are:

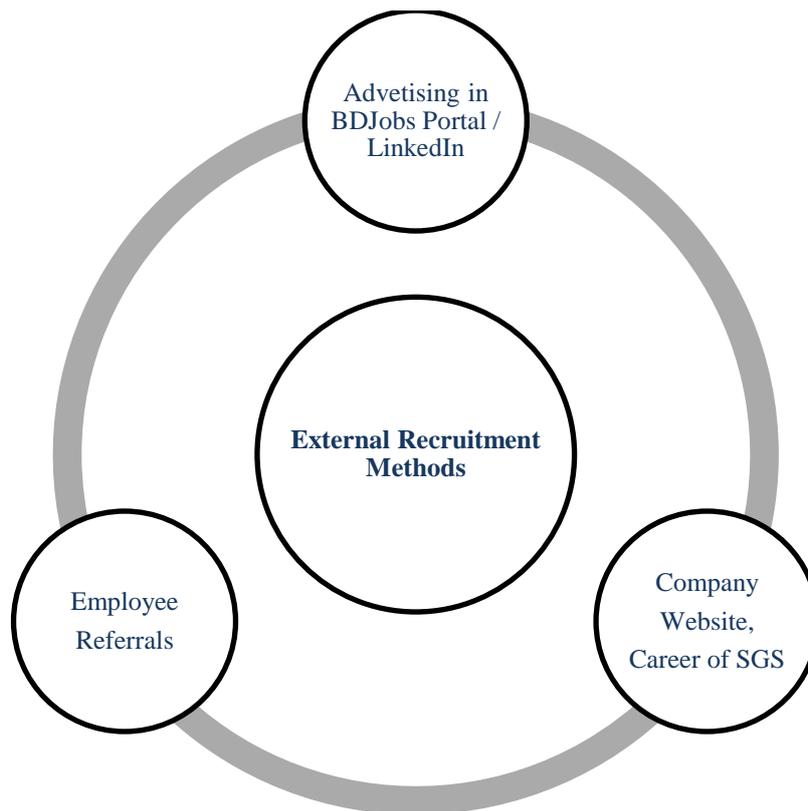


Figure4.3: Sources of Recruitment

4.4.3 Requirements of Candidates for HR Position

The HR department of SGS Bangladesh needs a particular number of qualified applicants, and that number has to be entered into the system. Candidates may include both new grads and seasoned professionals with a Science Background. If the applicants want to work with SGS Bangladesh, they will need to meet the minimum requirements set out by the institution for entry-level workers.

For Entry Level Position (Executive) of HR Department: SGS Bangladesh prefer applicants for the post of Master of Business Administration (MBA) in Human Resource Management, from any public university or Private University candidates with 2 years work experiences are given a lot of significance at SGS for Executive in the HR department. Additionally, PGDHRM will be added advantage for the applicants.

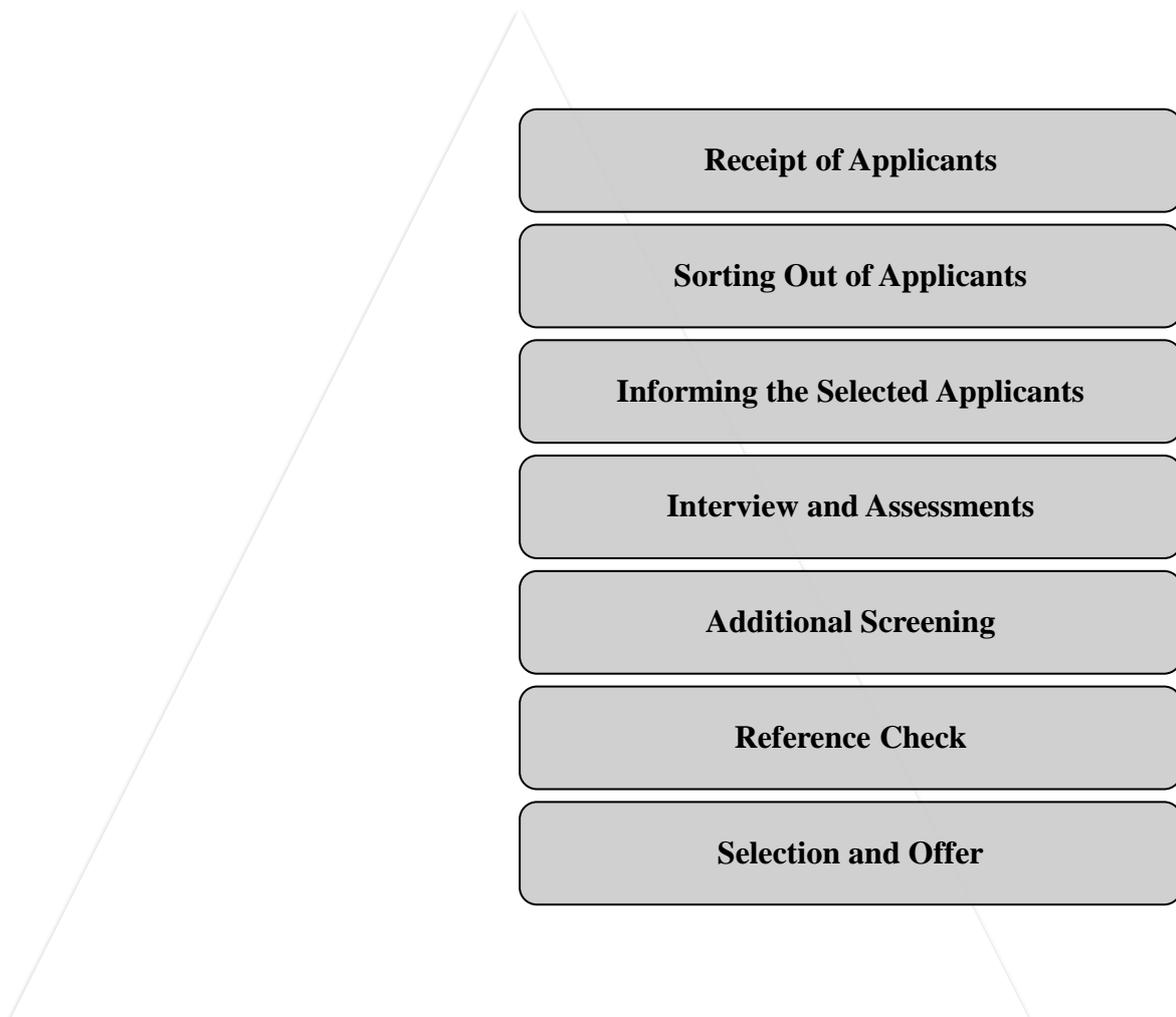
- Additional Requirements:
 - Proficiency in oral and written communication.
 - Planning and organizing ability with a high sense of urgency and meeting deadlines.
 - Detail-oriented, and have the ability to multi-task.

- Has initiative and resourcefulness in meeting objectives.
- Knowledge in HR activities.
- Knowledge in Microsoft applications particularly Word, Excel, and PowerPoint.

4.5 Approach of Selection Process

SGS Bangladesh, they have crafted a recruiting procedure that will help them find and hire individuals who are not just talented but also have drive, potential, and honesty. They consider candidates' knowledge, abilities, work history, and drive while making their decision.

Confidential and impartial: When candidates apply for a job at SGS, they can be sure that their application will be treated confidentially and impartially.



Figur4.4: Selection Process of SGS Bangladesh

a) Receipt of Applicants

This is the first requirement for joining SGS Bangladesh job-seekers may submit their resumes with cover letter in response to advertised openings through online. The HRD of SGS Bangladesh compiles resumes for open positions in the HR division. Candidates are permitted at least three weeks to submit to advertising that have been published in online portals (BD Jobs.com or SGS Career). After a certain length of time has elapsed, the application period for each open position will be considered to be over. The completion of online application forms is now a requirement for prospective applicants.



b) Sorting Out of Applicants

The next stage is for SGS's human resources departments to create a shortlist of qualified applicants. Human Resources may instead delegate this process to the relevant departments in an effort to cut down on unnecessary work (for which the selection is being conducted). It is possible that resumes from unexpected applicants will be sorted through in order to find qualified candidates to fill open positions. The second option is to explore outside the organization for experienced and skilled candidates or applicants. After identifying suitable candidates, contact is made to invite them in for an interview.



c) Informing the Selected Applicants

For entry level positions after the applications have been sorted through and a preliminary list has been created, candidates are contacted and invited to an interview or assessments. An employee of their hiring team will get in touch with applicants if they determine that their background and experiences are a good fit for any upcoming or present openings. The next step is to schedule in-person or online interviews with the company.



d) Interview and Assessments

The interviews are done in a panel setting and the interview panel consists of the head of HR, asst. manager of HR and senior executives of HR. Those top levels like head of finance, country manager are present even in the selection of fresh graduates for the executive post of HR department. In most cases, only one interview is held to select a candidate for a position. In most situations, a candidate for a post is chosen after only one interview. When it comes to recruiting experienced HR workforce, though, many interviews may be necessary. For some positions, candidates may be asked to perform assessments that will explore their personality traits, and cognitive and technical skills.



Depending of the level and complexity of the position, they may ask you to participate in a short psychometric study. They may also ask external consultants to conduct more thorough assessments.

These interviews are also an opportunity for candidates to learn more about the job requirements, their future manager, their culture and the work environment of SGS Bangladesh.

e) Additional Screening

Medical checks and/or drug testing may also be warranted, depending on the position.

f) Reference Check

SGS, they will get authorization from candidates first, and then they will ask their references questions about their prior accomplishments, talents, and demeanor while they were working.

g) Selection and Offer

In SGS Bangladesh, their selection committee will determine which applicant is the best qualified to fill the position. After it has been determined that applicants are the best candidate for the position, a member of the HR team will email them an offer of employment.

Candidates will be informed of the results of their application if it is unsuccessful. SGS may give again opportunities will arise that are a better fit for their skills and experience. If this is the case, they will be in touch, but in the meanwhile, they encourage them to keep an eye out for open positions.

CHAPTER 05

INTERNSHIP EXPERIENCES

5.1 Assignment and Contribution to SGS

In the three months of internship period I was assigned to different jobs related to HR department. I assisted in various work like managing personal files, invigilating in exams, checking through performance appraisal and goals of the employees, employees compensation and benefits provided by the SGS Bangladesh limited and different types of laws that are used in day to day activity in HR department. Some of my work responsibilities are listed below:

- a) Oversee the complete recruitment & selection process for the company including
 - Job Postings
 - CV Sorting
 - Communication with candidates
 - Arranging interview sessions
 - Verifying references, arranging appointment letters, joining documentation
 - And collecting employees' profiles and documents.
 - Assist to centralized & Revise the recruitment and selection method.
 - Preparing joining documents such as interview appraisal forms, interview attendance, summery sheets, sign-up sheets and salary sheets.
 - Assist in joining new employees, documents verification, providing and instructing companies polices and regulatory compliance.
- b) Findings suitable candidates from job portals, outside agencies, social media and professional networks (LinkedIn).
- c) Assist in employee engagement and employer branding efforts,
- d) Collecting the documentations of confirmation letters, release and payment slips.
- e) Maintain many types of internal & external letters (Release letter, invitation, employment certificates etc.)
- f) Participating in other activities which have been assisted my supervisor.
- g) Responding to staff inquiries regarding HR policies, employee benefits, and other HR-related matters.
- h) Assist to develop training plan to train up new and existing employees after discussing with their department head.
- i) Providing unique effective methods for training and feedback process, recruitments &selections process and employee filing.

However, all the people of HR department assigned me HR manager, senior assistant manager, and two executives let me interfere into their job as a learning process for me. I learned from them and then slowly started doing the work alone. While completing my tasks I was under supervision of the people from HR department. They always encouraged me to take part in any activity and in the decision-making parts and in some terms of the activity, my decision was taken in stake for the HR department.

I always tried to relate my academic studies and knowledge into the daily HR activity of SGS Bangladesh limited. When I have found difficulties, I always asked my supervisor and other HR executives. They always welcomed me with the questions and answered me very kindly and in such a manner, which makes this learning process more fun and productive. I tried to gain knowledge as much as possible and make this internship program a on the job learning experience for myself.

As an intern of the HR department of SGS Bangladesh limited I got the opportunity to learn from the experienced employee in the market in this particular industry. I was always assigned with different types of works, which helped me in my learning process. I was under strict supervision of the HR people from the department. However, most of the activities in the HR department are confidential so sometimes I was not allowed to look into different works in the department. However, that did not make me feel inferior as because my managers and supervisors always treated me in such a way that I did not feel left out from anything. My work routine was very flexible and this is a great advantage for me and maybe this is how any multinational corporation work the working environment are very flexible. The fun fact is sometimes I was absolutely idle with no works but the executives always made it exciting for me as because they instantly called me and made me sit look what they are doing and I also learn from them in this process of observational learning. Most of the time, I was assigned by my supervisor Masud Karim (Deputy Manager of HR) and Sumona Akter Mim (HR executive) of SGS Bangladesh limited. I always enjoyed the work that were given to me and tried to work my best for each of the task. The tasks, which I performed and contributed as an intern in SGS Bangladesh limited, are elaborated below.

Day to Day activities – As an intern I was never bored at my workplace, I have always heard from some intern that they spend their time in boredom just sitting idle and doing nothing. I would say my internship program was very exciting and busy. My friends and family always used to say that I am becoming a professional as because I started talking about my work and

how exciting my office day was to them. I was never encouraged to work in my office I was always encouraged to learn. I remember one important line my senior assistant manager said once to me that, try to learn first then work, we can always train someone to work for something but he or she will never learn but if you learn first then work, by that you can train others. This is a very important lesson for me in terms of my learning behavior and for my personal trait as well.

1. Contribution

I was assigned in several tasks during my internship program in day-to-day basis. I was given work in micro soft excel spreadsheets and in word. I have learned a lot of new techniques and about different software's from my HR executives. Now I believe I can teach someone what I have learned and I remember every part of it. During my academic career I was never aware of this excel spreadsheets but now I know how to work in it and I am counting on myself for it.

Maintaining Personal Files of Employees – My main job as an intern was to learn from the executives. SGS Bangladesh never hires an intern to make them work and lessen their pressure. They are the best at their job and they are here because they can take pressure and work accordingly. My job was to always sit and learn from them at any given point. I was always encouraged to ask question and gain knowledge. There are no specific time schedule or outline for the work. The HR team always work as per need they always multi task and in such big multinational organization, there are huge work pressure. A very common task for me is updating the employee files and tells the executives necessary information when they needed from an existing employee.

2. Contribution

As an intern I used to collect the joining documents from my HR executive and make it in a file and write their ID and names and other necessary information. I also updated the information of the new recruits into the spreadsheets that were used by all the executives including Mr. HR Manager.

Assisting in writing formal letters – In any organization the works that are done are always formal; in case of any written documents they always follow a standard format for any documents for any employees. In SGS Bangladesh, I have come across three different types of formal letters they are experience, release and resign letter. I have written this type of letter with the help of one executive and he guided me how to write it and give it to one employee.

3. Contribution

Whenever I have written a formal letters I have always went through a cross check by my superior. When they approved I printed the document in letterhead as because any formal letters are always printed in company letterhead. After printing it out I always took envelope, give it a formal greeting from the SGS HR to the employee, and handed over him or her the documents. I have always printed two copies as guided by my supervisor and taken signature of the particular employee who collected the letter and kept the signed copy as a record in the HR department.

Assisting in the Recruitment and Selection process- During my internship program there are lots of interview took place in SGS Bangladesh limited. All the interview formalities are done in the head office, which is in Gulshan where I used to sit. I used to assist my HR executive and my dearest Sumona Akter Mim (HR executive) regarding the recruitment and selection process. Sumona Akter Mim (HR executive) posted about the job vacancy in BD Jobs.com and then after receiving the CVs she cross checks it and select the best candidate for the job with consent of HR manager. Then she prepares all the necessary documents and calls the candidates up for interview.

4. Contribution

I assisted in the recruitment and selection process of SGS Bangladesh limited. After completing Sumona Akter Mim (HR executive) with the CV sorting out then she delivers the CV to me to create interview documents. The interview documents are consisting of attendance sheet, appraisal form, appraisal summary sheet. At first, I did not have any idea what these are, but my supervisor was very kind enough to take time of her busy schedule and make me learn this necessary stuff to be a perfect recruiter. She also involved me in sorting out the CV and how a HR recruiter should work in terms of selection and recruitment. Now I know about recruitment and I know about making interview documents. In this part of learning, I was also guided about the communication. In my task I also performed calling the candidates and ask them to sit for the interview or for the written test in a decided date and time. I believe this build up my confidence to talk to people more and enhanced my communication skill, which will help me, major in the future corporate life.

Senior Executive in performance appraisal – Appraisal for any employee is a very important thing in their life. Employees in SGS Bangladesh limited get their increment in terms of their performance appraisal. They get direct increment at the yearend based on their performance

appraisal. The managers of different departments deliver this performance appraisal to the HR department. Then the Mr. Hridoy Chowdhury updates the overall performance rating and basing on that the employee gets direct increment.

5. Contribution

The job was very easy for me as because Mr. Hridoy Chowdhury, senior executive made it easy. He taught me how to use excel and input the data in a very precise and easier manner and made me learn to make out a summary of it. I was so amazed by his working skills, which just made me learn more. It enhanced my learning enthusiasm and made me motivated towards my job.

Deputy Manager with claim forms – SGS Bangladesh limited have a huge number of sub contract employee from different organizations. These employees sometimes work as messenger delivering important files from one building to another. They often use their own pocket money for the company use as I mentioned earlier. Sometimes some inspector who goes for inspection also uses their own money to survive during inspection and then later they claim it. The company the sub contracts employee comes from claims the money for them to SGS Bangladesh limited. Then SGS Bangladesh Limited HR department approves the claims and send it to finance department in order to repay their money as soon as possible.

6. Contribution

Mr. Masud Karim the deputy manager of HR department of SGS Bangladesh Limited assigned me. My task was to find out the claim forms, keep it separate, and check the amount of money they claim and match it with our records. I also checked their names and IDs in order to confirm. Then after checking it all I reported it to Mr. Masud and then he encouraged me to Finance department with him. Because we will deliver the form to finance and then finance send it to the company and the company pays them. I learned how to cooperate between departments to department. Mr. Masud is a man with charming personality and the way he talks and approach will make anyone smile and do the work easily. I was amazed by his communication skills and tried to gain knowledge and experience from him about communication as well.

5.2 Lessons Learned from the Internship Experiences

It is a dream of any fresh to be graduation or any business student to work in a multinational corporation. The graduates or the students always look for a platform from where he or she can learn from real corporate experts and gain experience. This particular course initialed as INT 4399 which is “Internship”, helps a student to live their dream for a shorter period. The criteria of completing this course are to work into any organization and gather experience and on the job training about the real life corporate. I joined SGS Bangladesh Limited; a Swiss based multinational as their HR intern and worked there for three months. I would not say I worked I prefer the word learned there for three weeks. SGS Bangladesh limited never hires an intern to make them work, they never asked me to work otherwise they always asked me to learn. The environment of the office is so good and friendly; I believe it will always create a benchmark for any student in the corporate culture of office environment. During the internship program, my aim was to adapt the corporate culture and to relate my academic knowledge in the corporate culture. I have mentioned some points that I have learned from the organization so far.

Corporate culture and Etiquettes- A person with good etiquettes is considered as professional in my academic life I have tried to maintain a professional relationship with the faculties. However, the relation between a faculty and student is nothing between a relationship between a manager and an executive. SGS Bangladesh limited gave me this opportunity to learning etiquettes and formal behavior to a sub ordinate or a colleague.

Communication and Interpersonal Skills – Communication is the key is always a saying in this world, without proper communication nothing can be achieved. In corporate world, communication is a daily life tool to survive. You always must work in teams and the team member will look up to you and ask for your advices all the time and will try to communicate. If no one is good at communication, it will create problem for that individual. SGS Bangladesh limited is such a friendly community that if an introvert stays here for a week he or she will start to sing.

Previously, I have always found myself a person who likes to talk and would call myself extrovert. However, when I came to corporate, I found out some problems and for a moment, I felt like I am not an extrovert person at all. In the corporate, there are people from different age groups and from different backgrounds and to communicate with them is very tough at certain moments. Some people are friendly and easy to talk but some of them are not so easy to talk and less cooperative. In this scenario, I watched and learned from my HR people, from Mr. Masud and Sumona Akter Mim I saw them communicate to employees of different levels. I saw how their posture and gesture changes person to person and I gained knowledge from their experience as much as possible.

Technical and Soft Skills - During my academic life in university, college I have come through different software. I used Microsoft word and power point but never used excel before. In university I have but not in a professional level. When I joined SGS Bangladesh limited for internship, I saw most of the major works are done in excel. It is very beautiful software, which can do almost anything. I also gained knowledge about the futuristic HR, which is the usage of HRIS; this software is used to keep all employee records and to check everything of their online. It is like a database system where the employees have access to their own portal and can check their status in the organization. It will all help me big time in the corporate HR as because wherever I will go I will not need to learn this stuff over again, I will always be one step ahead I believe.

Adapt in new Environment – The most challenging and crucial part is to adapt and collaborate in new environment. In every organization, people will come from different background and different perspective, each and every person is different and will have something new to offer. As an intern, it was tough for me for the first few weeks to adapt in the environment. The environment of SGS Bangladesh limited is very friendly and supportive; from the receptionist ma'am to HR manager sir every person was so kind to me and always showed me the path of

learning. I never felt alone for a moment, it was a bit difficult for me as because I was the only intern during my time usually in organization have more than one intern and they create a group where they sit and have time together. I will take it as a blessing as because as being the only intern my group was automatically my HR team and I used to have lunch with them and always talk and stay with them under every circumstance. Sometimes I felt like they are my parents and guardian in the office the way they treated me with love, care and affection. I believe that the people from HR department put some interpersonal skills in me through their teaching process and now I will be able to adapt in any new environment and will have knowledge how to communicate and win people's heart.

Quick thinking and Decision-making – Decision-making is an important role in HR, they run the office in my opinion. The environment always helps to generate idea and in quick thinking process. I remember before any occasion HR manager sir used to come to our room for a quick meeting and generate ideas with all. In that open discussion everyone was given chance to share their ideas and thoughts and combining all the idea making a fusion out of it a brilliant idea was always produced. I was always encouraged to share my ideas and thoughts and they can always make it better and better. I was always amazed by their working style and ethics. The environment of the office itself always created an idea generating mode.

5.3 Knowledge and Sharing Skills

However, I have learnt both personal and professionalism from my supervisor and coworkers. They always guided me in my professional life and gave me advice for my personal life. They were so friendly and approachable I can share every problem with them. They also gave me so much importance, which I felt great about. Most of the time, my communication with my coworkers and supervisor was informal. 9 hours of office hour could have been very boring if I did not enjoy my work. My supervisor and teammates did not let that happen. There was always learning opportunity from them even if we were having joke.

I used to have no lunch during lunch hour alone, but slowly I started having lunch with my team when they invited me to lunch and made things comfortable. Then my supervisor used to take me to different floors to meet different department managers. I also gained knowledge from the different manager's experience and their working styles. I learned preparing interview documents from my dearest mentor Ms. Sumona and implied it for making interview documents for different departments.

Lastly, one of the interesting things I have found in office is that their culture such as fruits festivals, safety month. They used to celebrate every occasion with their employees and create some employee engagement programs. I found it very refreshing because sometimes people need some refreshment. Employee engagement is very important and SGS Bangladesh limited HR is doing that job very fine. Overall, this three-month journey with SGS Bangladesh limited will be very memorable for me and I believe it is a step ahead to my corporate life.

CHAPTER 06

RECOMMENDATIONS AND CONCLUSION

6.1 Recommendations

As a current employee of SGS Bangladesh's HR division, I can attest to the fact that, despite being one of the most recognizable organizations in our country, the organization's HR division pays very little attention to the needs of its HR division. After doing some research online, I learned that other firms, banks are much more active than their Bangladeshi counterparts. The following are some ways in which the current HR forecasting, recruiting, and selection strategy and method should be enhanced:

- a) The Human Resources department of SGS Bangladesh does not make extensive use of technology tools. In the end, they continued to conduct themselves in the same routine regarding the hiring process. They might utilize those resources to improve the effectiveness of their organization performance and staffing. Human resource development will be improved. In my opinion, a strong and effective HR department would help them much in their ability to forecast in the future. The workforce plan and forecasting will give them a good understanding of how many personnel SGS Bangladesh will need all through the year. Therefore, it is essential that they have a comprehensive and more technically oriented HR department for strategic human resource planning and demand/supply forecasting.
- b) SGS has to be open and transparent about its attempts to acquire candidates from other sources, such as online advertisements. In addition to that, they need to inform the candidates about the salary range, benefits and other condition of the job.
- c) In the case of mass hiring, there is often a breakdown in communication between the recruitment executive and the applicants. To begin fixing the gap in communication, the HR manager must first provide the whole team a thorough and detailed overview of the task. It is necessary for him or her to provide an overview of the message's context as well as the channel of transmission.
- d) If SGS Bangladesh anticipates having a large number of candidates, the maintenance of the applicant database needs to be assigned to a person who is actively involved in and passionate about the field in which they are employed. Because staff may find that maintaining a large database may at times become tiresome, which increases the possibility that errors will be made at such periods when the database is being maintained in such a

manner. Therefore, in order to develop a database that is free of mistakes, they need to engage someone who is quite active in doing this activity.

6.2 Conclusion

In this report, I have done all in my ability to identify the HR demand and supply, recruitment & Selection method for HR position that SGS Bangladesh is using. I have included all of my findings and conclusions. I really hope that you will find this material to be helpful. In my report, I make it a point to adhere to the processes, protocols, and frameworks that are used by the business. Additionally, I have included the information that I learned from the HR training that I participated in, as it has been incorporated into my report. The companies that are now functioning within this sector need to put a greater focus on producing goods and services of a high grade in order to guarantee that the sector will continue to thrive in the future. It is also important for the government of Bangladesh to demonstrate a significant amount of effort and collaboration in order to enable the expansion of businesses.

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Interview Questionnaire

HR Planning (Forecasting of Demand and Supply)

1. For the position of HR department, which HR forecasting activity your organization is following?
2. In the time horizon forecasting process, how you estimate the number of the employees' requirement for the HR department of SGS Bangladesh?
3. How you determine net HR requirements for the HRD of SGS?
4. What are the policy and program implications for minimizing HR deficit in the department of HR at SGS?

Recruitment and Selection Process for the opening position of HRD

5. What are the recruitment and selection procedure for entry level position at SGS?
6. What are the qualifications required for it?
7. What are the guiding principles and steps for the employees when recruited and selected candidates?
8. What are the recruitment sources of the organization?
9. What happens after candidates have submitted their application online?
10. Will candidates have to go through assessments?
11. How secure and confidential is the information candidates provide during the online application process?