



UNITED INTERNATIONAL UNIVERSITY

**Internship Report on Human Resource Practice by Greenland
Technology Limited (a GETCO Group concern)**

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Letter of Transmittal

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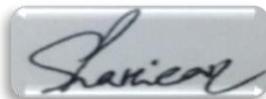
Dear Sir,

With all due respect, I submit my report on my internship experience at GREENLAND TECHNOLOGIES LIMITED on the following date. I had the chance to obtain a significant amount of experience in the corporate world throughout the particular period of my INTERNSHIP duration. The following corporate experience will be extremely helpful for me in achieving my professional goals because it mostly entails the day-to-day activities of an HR employee. Due to my expertise and major in Human Resource, I was hired by the Human Resource Department.

My internship started on 20th June 2022, and concluded on 20th September 2022. I will do my best to describe my experience with HRM in the thermotical field. The 3 months I spent working have greatly increased my understanding of corporate professional life, and I am sure that this knowledge will be very useful to me in the future. I hope my report is well-written and deserving of your approval.

Sincerely yours,

Mohammed Mustafizur Rahman Shariear



Acknowledgement

First, I express my gratitude to Allah for His blessings, who gave me courage and enabled me to complete my report within a certain period of time while remaining mentally healthy.

I express my sincere thanks to my supervisor, United International University Assistant Professor Dr. Gaurang Chandra Debnath, for my internship report. His support, encouragement, and willingness to discuss problems and solutions were really helpful in finishing my report. I acknowledge that I am giving in my report on time and with all the data necessary to finish it. I am pleased to have submitted the report on time.

Executive Summary

I learned a lot throughout the time I spent as an intern. I was able to learn more about corporate professional life by working for three months. It has benefited me to be more reliable, knowledgeable, and creative when faced with difficulties. Due to the fact that internships are a large category of work experience, numerous HRM topics are connected to my report about my internship. I handled all of the data for all of the company's current workers while working in the human resources department. When a hiring process was underway, I played the function of interview coordinator. I managed all of this data, starting with the interview and continuing to the point where they were chosen for as a fixed employee. I also organized the documentation process. I helped the current employees whenever they faced any problems. When they encountered a particular type of issue, they would call me from their assigned location to discuss it. I identified problems like Health Insurance Document, Nominee Form, Ceiling Limit, Visiting or ID card issues. I also did the Field and Head office Clearance form. Which is one of the most important tasks when an employee resigns or separated. Overall, my three months of work experience have taught me the difference between theory and practical work. Companies try their best to maintain the theoretical viewpoints but in many cases it does not happen. Company has its own set of policies. Whereas the fixed duration in one company might be eight hours, it could be less than or more than that in another. We'll get to that when we read the report in more detail. I believe my report will be helpful to my readers, and I sincerely apologize for any errors.

Thank You.

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Chapter 1

Introduction & Company Overview

Background of the study

This report is based on how I finished my INTERNSHIP duration in the next 3 months. The completion of this study at United International University is a basic requirement for the BBA program. The main purpose of the paper is to introduce the students to the actual situation surrounding a human resource management program. Throughout my time at the company, I was taught many corporate practices and work. The report reviews what I was trained.

Issue Statement for the Project

The first imperative was to choose a company where I wanted to do my internship. Some of the companies were Abedin Equipment Limited, Qazi Farms Group, FMCG Company, etc. I was officially confirmed by Greenland Technologies Limited (a GETCO Group company). I chose GTL because I thought there was a lot to learn from the organization, as it had a reputation and was a well-known business. So, I start my internship on June 20, 2022.

Rationale and Significance

This report's main contribution and aim was to highlight and concentrate on how corporate work is actually carried out within the firm. How it could vary from the HRM studies theoretical viewpoint. While many of the tasks I completed during my internship may be linked to the theoretical study, some cannot. As in example behavioral perspective. Money plays a vital role to the company's ability to motivate its employees. In my perspective, the head office lacked the motivation to perform successfully since the field level employees were given more importance.

Main aims of the research

Gaining knowledge of the corporate work culture was the main goal of the internship. Depending on the business, there could be differences. Due to my lack of knowledge with corporate structures, my internship at GREENLAND TECHNOLOGIES LIMITED has given me the opportunity to see how an HR actually works.

The study's objectives

- To recognize the Human Resource Planning of GTL
- To evaluate the recruitment and selection procedure of GTL
- To find the different training and development programs of GTL
- To analyze the performance appraisal system of GTL
- To evaluate their compensation and benefits system of GTL
- To find out the problems related to the objectives of GTL
- To make some recommendations to solve the problems of GTL

The Scope and Limitations

The scope of this report is primarily to highlight what I have observed, discovered, and accomplished while working for the organization. I will never forget what I learnt here because it was such a wide experience. This company and my charge supervisors have my eternal gratitude.

There will surely be some limitations. I am highlighting the difficulties I challenged. The difficulties I met throughout my internship were the followings:

- Time restrictions and reconciliation of work and social life. (Office six days a workweek, 10 hours workplace. This period was problematic because I couldn't give myself and my family time.
- Information and reports that are restricted by the organization are not accessible to outsiders like an intern.
- As a newcomer, I was also confused by some terms, rules, and other things.

Organization Information

GTL was recognized in 2011 and started with a single sales representative. The head of operations also succeeded to turn the young company into a big one. GTL was founded in 2011 but starting to operate in 2013, GTL is owned by K.M. Greenland Technologies Limited, has successfully completed transactions in a number of industries. The company's top management leadership is led by highly skillful, effective, and positive individuals. The management is supported by a group of young people who have studied widely. Government, semi-government, and private organizations can get sales, services, after-market support, consulting, etc. from Greenland Technologies Limited. Our business works with a variety of top-tier manufacturers, distributors, and service providers in the fields of industrial

products such as material handling, cleaning equipment, air compressors, tractors, rack systems, and others.

Khaled (Chairman), K.M. Rakib Hasan (M.D) and K.M. Mubarak Hossain (Director). Traders are encouraged and guided by Golam Arham Kibria, CEO, President.

Currently, there are more than 250 employees, 12 showrooms, 2 distribution centers, and a main office in Shaymoli Dhaka.

For more than 110 years, New Holland serves the needs of North American agriculturalists and ranchers. New Holland manufactures a large number of tractors

and forage equipment, harvesting, crop manufacture and material handling equipment.

In 1950, it marked its entry into the field of cleaning technology (DS 350 Steam Blaster) at the hands of Alfred Karcher, who developed the first European hot water pressure washer. With his creative spirit, world-class performance, and innovative solutions, the world leader in cleaning technology will continue to differentiate itself into the future.

To give you the ideal quality compressor formula, BOGE has more than a century of technical experience. From 1 to 450 HP, BOGE provides a full line of screw and piston compressors that are both oil lubricated and oil free. BOGE can help you develop long-term energy savings connected to compressed air.

German enterprise Jungheinrich was founded in the Barmbek neighborhood as a local workshop with thirty employees. Over the years, it has grown into a business with annual sales of more than two billion euros (2013). As a result, we rank among the top three companies worldwide in the fields of warehouse and material flow technology and industrial vehicle engineering.

Group History

Our Chairman, MR. K. M. KHALED, founded GETCO in 1975. As the war in 1971 devastated Bangladesh, Mr. K. M. Khaled, a young Mechanical Engineer with a high honor (First class first), recognized the need for rehabilitation in his nation. With this idea, he introduced agricultural and construction equipment, which ultimately had a significant impact on the growth of this nation.

GETCO has since evolved into GETCO Group.

Mission & Vision

Followings are mission:

- **Transparency:** We will never compromise ethics for profits. We always act honestly and openly in our commercial relationships. Our group members, clients, and investors hold us accountable for completing our goal line through maintaining our dependability and resources.
- **Veneration:** We give our individuals a secure working atmosphere. With respect and honor, we provide service to everyone. We respect the variations in people's perspectives, histories, and cultures.
- **Headway:** We are continually searching for better and more efficient ways to complete tasks, get rid of waste, and make improvements.

- **Customer Service:** We prioritize the consumer more than the product's quality. Even after a customer purchases a product, we provide them with quality services.
- **Valor:** We have the individual qualified and strength to act morally and deal with difficulties that could occasionally result in victory as well as failure.

We promise to offer the simplest possible solution to make life feel and look easier. With uncompromising integrity, our business has consistently prioritized client satisfaction. In any scenario, the client is the main priority.

We hope to promote a culture that honors perseverance and steady progress toward the organization's long-term objective. The vision we have is to make our nation green.

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Chapter 2

Literature Review

Acknowledging human resource management

The objective of this study is to delve into the concept of HRM, how it compares to personnel management, and how important it is in today's environment.

With the development of technologies such as LinkedIn, Facebook, and Twitter, influenced by globalization, technology, demographic changes, and humanistic values, the role of HRM has shifted to the "think and communicate" era.

Academics and business professionals have been engaged in a discussion for many years that seeks to show how managing human capital resources is essential to an organization's performance. According to recent research, HRM strategies have an impact on HRM outcomes including turnover, stress, and burnout. These outcomes then have an impact on organizational performance metrics like reputation, sales per employee, sales growth, return on investments, etc. Companies use a set of methods called human resource management to ensure they have a skilled workforce to meet operational needs. Organizations that appreciate, develop, and nurture their human capital to achieve their goals and objectives are successful organizations. Many organizations use the phrase "human resource management practices" to refer to the integration of traditionally administrative personnel activities with performance, employee relations, and resource planning. The goal of human resources is to minimize financial risk and maximize the return on investment of the organization's human capital. Human resource managers are responsible for carrying out these functions in an efficient, compliant, fair, and legal manner.

Although there are several definitions of HRM, they are all united by the fact that they place a strong focus on connecting HRM practices and policies to organizational success. HRM HISTORY- By the end of 20th century's, the management ideology that established the personnel function had experienced significant modifications. The human resources department only performed a "caretaker" role that mostly involved maintaining records of employee data. Using instruments like piece rate systems, the "Scientific approach" to management, which was placed a strong emphasis on maximizing staff productivity. Because there were little government effects on workplace relations, there were many instances of child labor and dangerous working conditions, which led some firms to establish labor welfare and administration departments. Although HRM is a relatively recent concept, this does not mean that it lacks historical origins in human resource management's earliest conceptions. When we start looking at human resource management models, we will see that the human resource management school has

connections to other management schools, including the human relations school and the scientific management school.

Models of HRM

This section reviews various HRM models that have been recognized as resources for implementing HRM practices that can be linked to elements of organizational performance.

According to the Harvard Business School HRM Model, HRM has two unique features.

- More responsibility is placed on line managers to make sure that personal policies and competitive strategy are in alignment.
- The goal of personnel is to establish rules that control how personnel activities are created and carried out.

It places a strong emphasis on the necessity of managing an organization's people resources effectively in order to foster cooperation and, by extension, increase productivity. The HRM Harvard model views workers as resources. Each of these HRM models offers a unique perspective on how to manage human resources in relation to organizational success.

The main idea, which we will discuss first with the Harvard Business School Model and the Michigan Business School Model, is to use the skills of employees to improve many aspects of company performance. The latter involves employees to achieve the organization's goals (Hendry and Pettigrew, 1990). The two perspectives are very different from each other. For example, the Michigan Business School is considered important in the implementation of organizational performance, while the Harvard Business School model emphasizes the human component of human resource management (Sparrow and Hilltrop, 1994). Consequently, the Harvard Business School model is best known for its academic roots in the school of human relations, while the Michigan Business School model follows the path of scientific management schools and other approaches that minimize the importance of culture and non-experience. Economic considerations in human resource management (Poole, 1990). Jeffrey Arthur (1994, p. 672)

emphasized that "the goals of human resource management are to reduce direct labor costs, encourage employees to follow established policies and guidelines, and compensate employees based on certain measurable outcome criteria Universality works HRM Best Practices The foundation of the tool.

Forms for HRM

The distinction between "soft" and "hard" forms or interpretations of HRM has been further emphasized by European HRM management experts in the UK. Hard and soft forms of human resource management are the two most widely used models, according to Truss et al., who conducted eight in-depth case studies in the UK. They are founded on competing theories about human nature and managerial control strategies. A strategic approach to people should be based on commitment, trust, and self-regulated behavior, according to the soft model, which stresses persons and their capacity for self-direction. The Hard model, by contrast, emphasizes a supportive approach to performance management and people management while stressing the importance of strategic fit. While the soft model is based on commitment-based control, the hard model is based on the concept of tight strategic control. The definitions of these two types of HRM are thoroughly examined, and it becomes clear that the former is comparable to the Harvard Business School model, while the latter is similar to the Michigan Business School model. This section and the previous one show that there are two different models of HRM. All model is made up of a variety of viewpoints that have been used to group ways to managing people into either utilitarian instrumentalist or developmental-humanist categories. The first approach, the humanistic approach to development, represents the Michigan Business School model and the hard version of HRM, while the latter approach, the utilitarian-mechanistic approach, represents the Harvard Business School model and the soft version of HRM. Although these two perspectives, which have been used to categorize HRM practices, are evident in the literature, distinguishing them in actual practice can be challenging. According to Truss et al. "We found that there was no pure existence in either case." This may be because organizations pursuing specific strategies often adopt human resource management practices, whether based on humanistic principles of development or utilitarian-mechanistic principles, that help achieve these goals. Soft HRM also suggests that communication is a key element of management and is linked to hard targets for flexibility. Hard HRM, on the other hand, places more emphasis on the quantitative, computational, and business-strategic elements of "people resource" management that are as "logical" as any other factor of

production. While hard HRM emphasizes the importance of strategic fit, where HR practices and policies are closely tied to the strategic goals of the organization (external fit) and are compatible with each other (internal fit), the ultimate goal is greater advantage.

Perspectives on HRM

The discipline of HRM has been blamed for lacking a strong theoretical foundation despite the increasing amount of empirical research and theory development in the area. In order to clearly understand the influence of HRM on organizational performance, researcher David Guest has asked for not just a concept for HRM but performance as well for the two topics are related. According to David Guest's 2001 assessment, if we can't create our own more accurate theory, there is a chance (or a promise) that economists will take over the profession. We can anticipate that economic theory will provide a considerable boost to human resource management theory as the importance of human and social resources is increasingly recognized by industry. Delery and Doty recognize three groups of researchers and the approaches they use to theorize HRM. After conducting a thorough assessment of the literature. Researchers in the first group were referred to as "universalists," in the second as "Contingency," and in the third as "Configurational." According to Guest these are the descriptive, strategic, and normative theories of HRM, respectively.

The first set of researchers was characterized as "universalists" by Delery and Doty mostly because to their emphasis in discovering "best practice" HRM policies. These researchers claim that some human resource management techniques are always better than others and that all organizations should adopt these best practices, according to Delery and Doty.

Researchers who take a contingency approach develop the second school of thought described by DeLeary and Doty. According to these scholars, the accomplishment of a match between human resource policies and other aspects of the organization is a necessary condition for the success of HRM policies. This argument is consistent with the main premise of the contingency approach within organizational theory.

Delery and Doty identify a third group of configurational approaches for HRM theorists. DeLeary and Doty point out that this technique is more complicated. Therefore, according to configuration theorists, an organization must develop an HRM system that achieves both horizontal and vertical fit to improve some element of organizational performance.

Chapter 3

Methodology

Methodology Definition

The study of how a report or research project will be conducted is known as report/research methodology. Here, I'll outline the steps I took to gather my data and give the most accurate descriptions of it. The technique is therefore defined in a more sophisticated way as understanding and predicting things.

Sources of Information

Two kinds of data are utilized to create a report. They are

1. Primary Data
2. Secondary Data

Primary Source: It is a direct source of information. It is purely raw data that needs to be processed and analyzed. My time working for the company as an intern was direct observation and experience during my work period.

Secondary Sources: Secondary data sources are obtained from outside sources. Websites, newspapers, academic textbooks, research papers, GTL annual reports, and so on.

Analyzing Data

It is a group of methods for inputting, checking, storing, arranging, analyzing, and interpreting a collection of data. Data processing allows information to be automatically extracted from data and can be used in computational biology and bioinformatics to organize large amounts of data. Using my powers of observation and how it would apply to my job as an intern, I processed the data. Due to my lack of experience, there were many factors that could not be accounted for, in which case I had to seek help from my supervisors who were in charge of the job. It entails activities and techniques applied to data that assist in describing facts, identifying patterns, creating hypotheses, and developing explanations. After gathering the information, we made sure it was accurate and used appropriately in my report.

Chapter 4

My Assign work at GTL

The Job's Description

I had the opportunity to work at Greenland Technologies Limited and completed various responsibilities related to the recruitment and selection process in the human resources department for three months. On my first day, I met with my supervisor **Aklima Rahman Esha**. She was the **Executive** of the human resource department. She then introduced me to the other employees with whom I would work throughout my internship. She introduced me with the **Assistant Manager** of HR department **MR. Sudip Goswami**. After that she introduced me with **MR. Moin Uddin Ahmed** who was the **Head of Human Resource Department**. She assigned me various regular tasks and provided a quick explanation so that I could complete them all effectively. The assigned works are listed below:

- Collecting Resumes
- Screening Resumes
- Listing candidates for SMS
- Calling the applicants for interview
- Creating a candidate attendance sheet
- Input the outcome
- Keeping rejected applications
- Describe their testing in detail
- Plan the interview segment
- Converse with different department
- Converse with the chosen candidates
- Finish the joining process

Collecting Resumes

For hiring in a variety of positions like IT, AED Sales, AED Service, Engineer etc. Applications are submitted in two different methods. Some job seekers prefer to send their resumes by postal mail, while others use the internet. Like BdJobs. I gathered all the resumes and kept them updated.

Screening Resumes

I screened each resume after gathering them. There are ton of resumes sent to GTL. There are some require areas. As in Age Education Qualifications, Regional location etc. Then I send those to required department for the final selection.

listing candidates for SMS

Once the final candidates have been chosen, I input the candidate's names, phone numbers, degrees, and other information into a program.

I then create an excel spreadsheet to give them a note about attending an interview.

Calling the applicants for interview

After the above part I mentioned then I call the candidates for interview and message then the company location where the interview will be.

Creating a candidate attendance sheet

For the interview section, I created an excel page with the names, mobile numbers, and signature boxes of the candidates. In order to help the candidates, I printed it and delivered it to the reception.

Input the outcome

After the process was complete, I saved the updates for all of the candidates both those who were chosen and those who were rejected with the appropriate notes.

Keeping rejected applications

Additionally, it was necessary to keep the resumes of the candidates who were rejected for future review with the correct date and name.

Describe their testing in detail

I explain the interview process to all of the applicants before we begin.

Plan the interview segment

I supervise the routine interview components, such as their written exam, Viva, voice test, physical test, etc., and I also pay attention to the surroundings.

Converse with different department

I inform the necessary department employees in order to coordinate the interview.

Convers with the chosen candidates

After the list of chosen candidates, information regarding the hiring process is required.

Finish the joining process

I provide all of the organization's new members instruction at once to finish the joining process.

Procedure for Recruitment

I personally followed the following recruitment process

- Requisition Form
- Requisition from approval
- Invite applicants through external and internal
- Collecting Resume

GTL has a very open and transparent selection process. The quality of their applicants is never compromised. They only hire employ whose applicants meet the requirements of their company.

Experience gained through the Internship

Time Management

I constantly work to organize, schedule, and budget my time there so that I can complete my task at a certain time.

Skill in Communication

I interacted with a wide range of individuals, including candidates, meet people from other departments for a various of purposes, and deal with new hires to complete their joining, which helped me hone my communication skills.

Stress Management

There were so many candidates for interviews, there were a lot of pressures on the recruiting and selection process, which I had to handle under stress. And because of this, I learned how to handle stressful situations.

Work in a team

I must mention that GTL HR team is really helpful and cooperative. For their helpful and cooperative it was easy for me to do the task easily.

Chapter 5

Finding of the study

Human Resource Planning in Greenland technologies Limited

The focus of all senior management tasks is planning. As part of the planning process, Organization must also consider the current state of the company's human resources and where it hopes to be in the near future. After that, a plan is developed and put into action for accomplishing the company's goals and objectives. Every company makes plans for its employees. A job planning system is also in place at GTL. Furthermore, they typically anticipate their human resource needs based on their purpose, goals, and objectives, as well as technology advancements and other factors that increase efficiency. Since there are several methods for anticipating staffing needs, it follows that manager's opinions are favored since they offer a more accurate image of the necessary workers. GTL 1st plans how many employees they want to hire. In which time, place and department they want to hire them. After that they make a list. All the HR planning is handled by the GTL HR department. Before beginning any hiring procedure, GTL hung one copy on the notice board. This is done because if employees are made aware of the hiring process and given the opportunity to recommend candidates if they know of any. If they have one they recommend it to the HR department.

Recruitment and Selection process in Greenland Technologies limited

GTL appears to be always looking for talented people that want the flexibility and skills to succeed in their professions. It gives an environment where you can keep becoming better, unless you're the kind of person who has always stood out. There are undoubtedly positions where your abilities may be put to use, no matter what industry or set of interests you have. GTL has a large workforce with a multicultural and ethnic makeup that work in a variety of professions across numerous fields. The following criteria are also needed for the hiring and selection process at GTL.

- The only criteria for selection would be quality or merit.
- Attitude would be evaluated equally with functional ability.
- Interviews with a group of HR and functional leaders.
- There are several good areas to hunt for a job, including universities, consultancies, worker referrals, internal job adverts, and the internet.
- Written tests are required.
- We verify antecedents as part of the employment hiring.
- Physical fitness is a must for all occupations.

Recruitment process

The HR department is in charge of hiring. This department is responsible for finding and recruiting suitable applicants. The job description and specification contain the details required to start the hiring process. GTL recruitment office performs the following tasks for hiring.

- Analyzing the need of the position
- Creating a job description
- Analyzing the many recruitments options
- Promotional commercial
- short-listing
- Written exam
- Selection for job
- Letter of acceptance
- Training or Orientation
- Appointment letter

Source of Recruitment

Depending only on the job type for open positions, GTL hires in three different methods. As a result, there are three categories within the organization's recruiting procedure, each of which is based on the job grade or group. Recruitment is more likely to be successful if the sources used are appropriate for the type of position being filled. There are two categories in which the sources can be placed. They are listed below

Internal sources

For jobs above entry level, many large companies would undertake to train their own employees. As in

- **Job posting**
Posting job opening announcements on company bulletin boards is a great internal recruitment approach. It educates individuals about available positions and the qualifications needed for them, and it also invites qualified applicants to apply.

- **Departing employees**

Employees are individuals who leave a firm for a number of reasons, such as being unable to work a typical forty-hour weekend, taking care of children, studying, and other reasons.

External sources

In addition to recruiting people internally, it is common for companies to advertise their recruitment statistics to the public. Usually, the conclusions of these assessments are as follows

- **Advertisement**

One of the most popular strategies used by companies to inform the public that they have a job opportunity is to use commercials.

- **Employee reference**

If he or she has the potential to perform successfully. Employee referrals may have received more accurate information about their potential future employment.

- **Schools, Institutions, and Universities**

Whether a career demands a high school diploma, skills courses, or college education leading to a Bachelor's, Master's, or even doctor of philosophy, educational institutions are a great prospective source of employees.

Selection Process in GTL

GTL hiring process uses a variety of resources and techniques to find the most qualified candidates. A company chooses the individuals who best meet the requirements for the open position through the selection process. People might assume that this is the method used to divide job applicants into two groups, those who will receive opportunities and those who won't. The best applicant is picked only after a thorough interviewing procedure, and one of the most crucial elements of that process is that the employer must meet the employee's pay expectations. Usually, the individual is the one to start negotiation. The person is picked when each of these conditions is fulfilled. Letter of acceptance and the offer letter is emailed at the starting date and the necessary documentation to be purchased on the first day of employment after receiving clearance from the chief executive. The references are also checked. An authorization letter is sent to the employee once

the joining formalities are finished. A set of papers included in a registration package.

- Joining letter
- Declaration Form
- Confirmation Form
- Nominee form
- Undertaken and commitment
- Necessary information
- Bank cheque
- Surety bond

Different training and development programs of GTL

Training and development are essential for improving an employee's performance. Employees can better carry out their regular tasks thanks to it. Through training, it improves the employee's knowledge, capability, abilities and employee's attitude. For a company to succeed and expand, training is necessary. Employees are given the chance to strengthen their weaknesses through training. Employers and workers both value training equally. Employees may improve their performance through training, which would greatly satisfy them. It will boost their capacity to perform the work to their satisfaction.

Different training of GTL

For the purpose of helping its employees fill any gaps in their skill sets, GTL offers a variety of training programs. An employee's performance can be improved by training and development. It enables employees to carry out their everyday tasks more effectively. Through training, it improves the employee's knowledge, capability, and abilities while also having an effect on the employee's attitude. The following list includes the various training programs they provide for their employees:

- Verbal and written communication
- Basic computer skills
- Leadership
- Time management
- Stress reduction
- Identifying issues and making decisions
- Training on Job-Related Techniques

- Training in Special Techniques
- Team Management
- Risk Management
- Event Management
- Company Rules, Regulation and Production
- Employee Relationship

GTL training methods are given below

Training on the job

Every employee, from entry level. CEO employees receive on-the-job training when they first join the company. Additionally, GTL offers this to each and every one of its workers. Because of this, every person learns how to do their jobs inside the company. Employees would surely benefit if they can learn everything there is to know about their work.

Demonstration

It is a good way to instruct employees since it is far easier to demonstrate how to complete a task than to instruct them to read a book. GTL often use this technique for employees who are in sales and service.

Training in a group

Training in a group is given by GTL. Which helps employees work in a team.

Observation and Questioner

Work interruptions are minimized by observation. This is also one kind of training. Employers may find out if their employees desire training or not, as well as what kind of training they require, by asking questions.

Training Evaluation

Reaction

GTL evaluates how the employees are responding to the training. They will provide the same training for the following group if the employees respond well, learn a lot during the session, and find it useful and beneficial. Employee feedback is very important. If the employee gets five out of five, if their response to the training is excellent, then the company moves on to the next group.

Response of the trainee

If the employee response is "wow," the trainee has probably learned a lot. If the trainees' response is negative, the training was ineffective, and the employees did not gain any new knowledge. GTL develops a Likert scale approach so that their employees may assess the effectiveness of the training.

Behavior

An employee behavior may change if they learn a lot. Their behavior may be bad but afterward training it will change to positive.

Training Result

Everyone will be successful if they behave well. Productivity will increase. It will impact the result in a positive way.

Performance Appraisal of GTL

Every year, GTL reviews its employee's performance. The supervisor of each employee evaluates his or her performance, and it is arranged by the HR department. The key to performance appraisals is evaluating employees based on their performance. After one year of employment with the company, a worker is reviewed for performance.

Objectives of the GTL performance appraisal

- Assess the gap between an employee's current performance and expected performance.
- So that GTL may identify a employee's weaknesses by performance appraisal
- If necessary, the supervisor can encourage them to improve their performance.
- So that GTL is able to provide the employees with honest feedback.
- GTL provides training to its employees if they find deficiencies in them.

Performance Appraisal Methods

- Behavior Oriented
- Self-assessment
- Task Oriented
- Critical Incident

- Ranking Technique

Performance Appraisal Techniques

Behavior Oriented

GTL evaluates an employee's performance based on their actions, how they respond to challenges, and how they manage situations.

Task Oriented

Here, GTL assigns several duties to their employees since they wanted to know how they would be handled by them and how to fulfill the task's objective.

Ranking Technique

At GTL, they generally rank their employees based on their performance. It is one of the essential performance appraisal techniques. Here, the employee's manager basically gives them a numerical rating to assess their overall performance.

Compensation and Benefits of GTL

GTL is dedicated to maintaining fair and competitive wages and benefits in the local labor market for every employee. GTL places a high priority on compensation. In order to attract candidates and keep or employ qualified candidates, the human resources department carefully designs the compensation section.

Components of Salary of GTL

- Monthly
 - Allowance for accommodation
 - Basic wage
 - medical insurance
 - health allowance
- Yearly
 - Festival bonus 2 times
 - Performance reward

Payment of Salary

The finance department will deposit salaries into employee's accounts on the 1st week of the month. Only Bangladeshi taka is used for payments. Each employee

has the account that was recommended to them by the company. An employee who joins the company after the month has begun will be paid according to the number of days worked. No employees shall be provided an advance salary without the Managing Director of GTL's written approval.

Loan against Salary

Usually, GTL does not give loan. Depending on the employee's performance and behavior, the firm may occasionally provide him a loan, but no such loan will be granted without the Managing Director of GTL's written approval.

Medical Facilities

- GTL provides medical facilities to their employees.
- Every employee has Met life Insurance card, with the help of that card they can get discount on medical treatment.
- The bills are paid by Met life insurance company. It has also some limitation.

Gratuity

- Legal nominees are eligible to receive gratuities in the case of an employee's death.
- When an employee becomes disabled, GTL pays their monthly salary plus a bonus to the employee.

Gratuity is eligible for

- Terminated Workers
- Separated workers
- Workers who are resigned from the service
- Retired employees

Chapter 6

Findings and Analysis

Findings

Finding is the most important part that I am going to discuss now. I experienced few issues that I believe they need to be improved. The followings are mentioned below

- There are some employees that organize the recruiting and selection process and handle the entire procedure on their own. It creates huge pressure.
- GTL never uses any other technique to determine an employee's performance, but only uses the ranking method technique.
- GTL office hour ends at 5:30pm but they leave their employees at 6:30pm.
- Employees at GTL frequently express extreme dissatisfaction due to the heavy workload.
- Maternity benefit does not fall under their Met life health insurance. Which is a poor decision.
- Some GTL employees have serious issues with their wages or benefits.

Recommendation

- The recruiting and selection procedure should be easier and faster. Time is extremely valuable in modern society thus the selection and recruitment processes should not be under any pressure.
- They should use all the strategies to determine an employee performance.
- After 5:30 pm, they have to leave their employees.
- Need to stop putting enormous workload pressure
- They should include Met life insurance to maternity benefit. It will encourage more female workers to join the company.
- Motivate employees to work hard and earn good wages.

Internship Certificate



Date: 26 September 2022
Ref: HRD/ICC/2022

CERTIFICATE

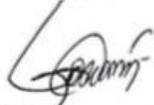
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INTERNSHIP COMPLETION

This is to certify that MOHAMMED MUSTAFIZUR RAHMAN SHARIEAR, Father's name: Mohammed Mafizur Rahman, Mother's name: Nasima Rahman, worked as an Intern under Human Resource Department of our company- Greenland Technologies Limited (a concern of GETCO Group). He has completed successfully three months' internship period which was started from 20/June/2022. During his service period he has been found very sincere, reliable, trustworthy and open to challenges.

We wish him all the best in his future endeavor.

Very truly yours,



Sudip Goswami
Assistant Manager-Human Resource
Greenland Technologies Limited

Conclusion

GTL is a well-known and respected business in Bangladesh. They provide support to the farmers by trading tractors, which also support the economy of the country. GTL is also serving the nation by providing household, agricultural, and industrial products that make people's lives easier. GTL has more than 250 workers. Greenland Technologies Limited will one day eventually be listed on the Bangladesh Stock Exchange. They have many possibilities to grab the market, and the government also provides many opportunities for trading.

Overall, I'd say the opportunities and challenges I faced here were remarkable. I successfully completed my internship in the contracted period time. My internship began on 20th June 2022 and ended on 20th September 2022. It was an extremely valuable experience for me that will undoubtedly advance my professional life. I'm hoping that this knowledge will assist me in accomplishing my goals.

Finally, I would like to express my gratitude for giving me the opportunity to work with them.

Chapter 7

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