



Internship Report
On
Human Resource Planning and Recruitment Process of GTR





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Submitted To

Md. Kazimul Hoque
Assistant professor
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Submitted By

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Submission Date: 16-11-2020

Letter of Transmittal

November 16, 2020

To,

Kazimul Hoque

Assistant Professor-HRM/Management

School of Business & Economic

United International University

Subject: Submission of internship Report on “**HRP & Recruitment process of GTR**”.

Dear Sir,

Here is my Internship report on “Human Resource Planning and Recruitment process of GTR: A study of Genuine Technology & Research Limited” that you have assigned me to submit as a partial requirement for the course in Bachelor of Business Administration (BBA). This course gave me opportunities to connect my theoretical knowledge with the corporate culture. I have collected what I believe to be the most relevant information as reliability. I have tried my level best to make effective way of this report. Any fault may arise as my unintentional mistakes. Hope you would excuse me for my unintentional mistakes.

May I, therefore, wish and hope that you would be accept my effort and oblige thereby.

Sincerely Yours

.....

Sanzida Jahan

ID-111 152 165

Program-BBA

Student Declaration

I am Sanzida Jahan, student of BBA (Bachelor of Business Administration), United International University (UIU). Here I am declared that the report title “Human Resource Planning and Recruitment process of GTR: A study of Genuine Technology & Research Limited” and the total report done by me under supervision of Kazimul Hoque, Faculty of Business Administration, United International University (UIU).

Sanzida Jahan

ID-111 152 165

Program-BBA

Major in Human Resources Management

Acknowledgement

While the work put into this report cannot be compared to monumental tasks that we face in the corporate lives I am still proud to say that I have worked very hard to make this report reflect my time as an intern at Market Access. First, I would like to thank the Almighty for allowing me to complete my internship program successfully.

Secondly, I would like to show my utmost gratefulness for the people who stood beside me and helped me prepare this report. A special shout out to my internship faculty for providing me with excellent guidance without which I would not be able to prepare this report.

Finally, I would like to express my thankfulness to everyone at Genuine Technology & Research Limited for helping me in so many ways to shine as an intern and for their excellent support without which this report could not be finished. It was an honor working with the planning department who have generously shared their experience and knowledge with me.

Executive Summary

This report is based on the total experience and knowledge that has been gathered through the internship program offered at GTR. The report begins with the introduction of GTR and their functionalities. It then moves on to the various projects that I have participated in and the amount of learnings I have managed to gather from them. The report covers the knowledge I have learned from this project as an intern. As I am worked in GTR as a HR intern I directly involved with GTR HR activities. In this report I discuss how GTR do their HRP and Recruitment process.

In my record, I even have attempted to explain of human resource planning all the Functions and regulations maintained through GTR, find their mistakes which are drawing them again and give them some recommendation which may also help them to make their state of affairs better.

In Recruitment process I explain How GTR collect their CV and CV shortlist process. Also describe the full process how they select candidate.

Actual task whatever I did and all of my responsibility in the Genuine Technology & Research Limited during my internship period. My actual task and activities shows my activities and level of learning.

Additionally, the report also gives a reflection of my recommendations of how GTR can perform better and create an even stronger sustainable future for themselves and their employees.

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Chapter-1

Introduction

1.0 Introduction:

In Bachelor of Business Administration (BBA) internship program is very important part. After completing all theoretical course that is the only part student can connect theoretical knowledge with practical work. Internship is an experimental study of practical work life planning. A student can understand and learn about real life situation. It is very beginning of professional work life for student.

I am very much lucky to get the opportunity of working in Genuine Technology and Research Ltd (GTR) Sophisticated Company as a trainee. GTR is one of the renowned company where many people are working as an intern and getting practical work related experience. .

In Bachelor of Business Administration (BBA), of my internship program I was selected by GTR HR department and I started work from 20th January, 2020 to 20th April, 2020. It was fulltime internship. I had to work from 9 am to 6 pm. at head office of GTR I was supervised by Sumaiya Sharin Sirat (Management Trainee, Human Resources Department) & Abul Khair (HOD, Commercial Department).

My Report topic is “Human Resource planning and Recruitment process of GTR”: A Study of Genuine Technology & Research Limited”.

1.1 Background of the Report:

For the Undergraduate BBA students internship program at United international university is requirement. For BBA graduation, I have to complete the internship program and work to a company as an intern. So, for this reason I choose “Genuine Technology and Research limited “I worked here as a HR intern and my internship period was three months. I have achieved real life work experience through this internship.

The fundamentals reason for the internship application is to get the student exposed to the job world. As intern the most challenge I face that to translate the theoretical concept into real life work experience. Through this internship my goal was not only to gain information on regarding the work activities related to HR but also to understand organization culture.

The report entitled “Human Resource planning and Recruitment process of GTR” This report is submitted to Md. Kazimul Hoque, (Assistant professor) school of business & Economic of United International University. This report is submitted by Sanzida Jahan student of the Internship course, United International University. The date of submission is 16 November 2020.

1.2 Objective of the Report:

Based on two objectives I prepare this report: primary objective and secondary objective.

1.2.1 Primary Objective: The primary objective is to of this report is to complete the Bachelor of Business Administrating Degree and achieve the real life work experience. As my major was HRM I want to see how a company run their HR department.

1.2.2 Secondary Objective:

- Main focus on GTR human resource plan and Recruitment process.
- To Identify GTR HRP process and how HR run their HRP.
- To have a clear view about what’s definitely going on in the area of HRM selection commercial enterprise employer.
- To Focus on GTR recruitment process.
- To Focus on How GTR evaluated their employees.
- To focus on how GTR maintain right person in right job at right time.
- To focus on GTR core value, mission, vision.

1.3 Methodology:

This report is conducted in a systematic procedure beginning from selection of the subject to final report preparation.

1.3.1 Source of data: I used both primary and secondary data for the report.

1.3.1.1 Primary source:

- Observation of the organization and experience gather with worked in HR department.
- Interact with our supervisor and coworkers for collect information.
- Participating in different job fair and gather information.
- To attend in GTR different short session program helps to collect information.

1.3.1.2 Secondary source:

- Go through GTR website
- Annual Review of GTR
- Different book, newspaper, journal and data etc.

1.3.1.3 Methods of data collection:

- **Observations:** through the observation I collect the data. I collect data through observe the company employees and company environment and the candidate those are given interview for the job. Based on this things I collect data.
- **Documents and Records:** when I worked in GTR I check the GTR different documents and Records and I also make some documentation for GTR. This things helps me to collect the data.
- **Oral histories:** when I worked in GTR I collect different information regarding GTR through my colleague. They told me the some histories of GTR .this things also help me to collect the data.

1.4 Scope and limitation of the Report:

There are some scope and limitation of this report. Those are given bellow:

1.4.1 Scope of the Report: this report is fully conduct by the actual observation of three month internship at Genuine Technology and Research limited. The organization provide the actual

knowledge and information regarding this topic. As the report topic and the GTR HR follow this, there is scope to observe the real situation.

- Practical knowledge about real life work.
- Helps to related real situation with that we learn in Academe.
- Learn how to properly communicate with coworker.
- Helps of understand corporate culture.
- To experience real corporate world.

This report is result of three month internship application conduct in GTR and prepared as a requirement for the completion of the BBA application of United International Business School. As a result, I need to post this record based on “Human Resource planning and Recruitment Process”

1.4.2 Limitation of the Report: These constrains were from both side such as personal and from the organization. The major limitations were:

- **Budgeted Time for the Study:** It is very difficult to collect all the required information in such a short period.
- **Data Insufficiency:** Though the officials tried to assist, sometimes their working pressure couldn't give me proper assistance what needed for the report. Even the web site of the organization is not that much rich. If this limitation was not been there, the report would have been more useful.
- **Personal Limitation:** There is some gap for the covid-19. As some of my family member are affected in covid-19. This give me a mental pressure.

1.5 Ethical Considerations: Ethical consideration considers all the social and environmental factors in its normal business operations with an aim to protect the environment and conserve natural resources. Like: This Report is prepared only for the study purpose.

- All the information and assessment was in accordance to meet ethics and moral.
- The privacy protection of report participants was ensured.

Chapter-2

Literature Review

Human resource planning is the process that identifies the requires employees that company need. They identify high quality and quantity employee for their company. Human Resource planning helps company to identify high quality and quantity employees. Human Resource planning process confirms that employees are in right number as required neither a surplus of manpower nor a shortage.

(al B. e., 1991) Explain to create competitive advantage in the organization human resource management has an important role.

(Dwevedi, Human Resource planning practice in Managing Human Resource, 2012) Human Resource planning is to identify future needs of employees and balance it.they measure how much employee are need for the future. Jonathan Rice (2011) HRP is long term process that maintain best fit between employee and job. HRP forecast labour demand.

(Craft, 1980), Human resource planner try to identify and select the best fit for the organization. That should be match with company demand.

(al N. e., 2003), To confront potential problem organization should rightly implement human resource planning.

(W.G, 2011) , In this case study we learn that without proper human resource planning organization can't attain their goal. In different organization, with employees own different skill sets, abilities and knowledge organizational resources add to ensure sustained growth and development.

(Gopikrishan, 2011), When organization able to properly make planning it's helps to achieve the organization goal. Therefore, firstly organization collect data for goals and objectives, afterwards they arranges people, resource and competencies that required to meet the objectives.

(Dwevedi, Human Resource planing practice in Managing Human Resource, 2012) For every organization HR function play a most important role and the HRP process which helps HR function to perform properly like true and timely information is provided about when to do recruitment of employees, timely save extra cost of company.

As discussed by (al., 2009) Human resource management approaches meet corporate objectives that materialization through strategic plans via training and development helps organization to make their employee more profitable. In one organization recruitment and selection for a company that is pursuing HRM approach.

Chapter-3

Organization part

3.0 Background of the Organization:

Genuine Technology & Research Ltd. (GTR) is the pioneer software development and automation technology company. They provide services to achieve business's essential technologies, IT solution and business development consultancy, industrial system. Genuine Technology & Research Ltd (GTR) was established in year 2005. It develops compliance software systems for growing markets.

3.1 Corporate Information:

The corporate information of the Genuine Technology & Research Ltd. with the specific personnel and number are showing below in a summary.

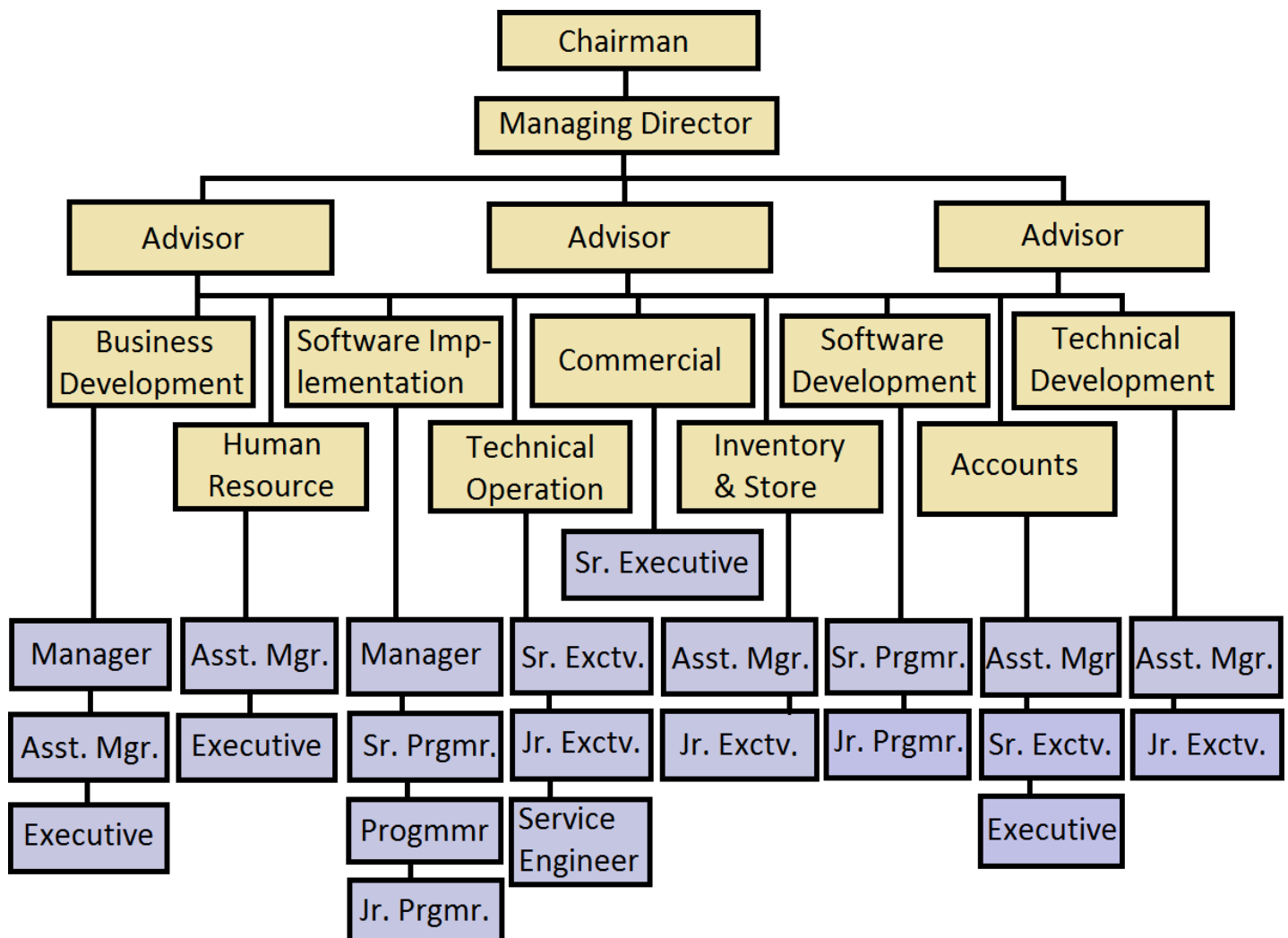
Table 1: Corporate Information of the Organization

Particular	Information
Company Name	Genuine Technology & Research Ltd.
Established	2005
Types of service	Apparel CAD/CAM CCTV System Fire Safety Solutions Software Solutions Biometric Solutions Power Backup Solutions LED Lightings PA System
Corporate Office	HM Plaza, Suite: 01, 9 th Floor, Sector: 03, Uttara, Dhaka-1230
Logo	
Website	http://www.gtrbd.com/
Head office	113, High Level Road, Wasa Moor, Lalkhan Bazar, 4203 Chittagong
Total Employee	75

Client	Unilever BSRM KSRM Square Cambrian College GPH Ispat Ltd.
Competitor	Prime Asia Ltd. MAS TECH WINDA Technology Ltd. Best tech

3.2 Corporate Governance:

Corporate governance is that companies are controlled and directed. The Corporate governance make a good relationships between company's management, shareholder, board and the goals for which the cooperation is governed.



3.3 Products & Solutions of Genuine Technology & Research Ltd:

GTR's develop products to meet the customer's needs. GTR always try to maintain long term relationship with their customers to give the best service and products. There are some products and services given bellow. Those products and services GTR give their customers.

Products and solutions of Genuine Technology & Research Limited are:



Apparel CAD/CAM



CCTV System



Fire Safety Solutions



Software Solutions



Biometric Solutions



Power Backup Solutions



LED Lightings



PA system

Chapter-4

Human Resource Planning of GTR

4.0: Human Resource Planning

Economic concept = demand and supply in context to the human resource capacity of the organization.

HRP process helps the organization in meeting the future demand of human resource with the supply of the appropriate people in appropriate numbers at the appropriate time and place. That's why the GTR always gives special focus on their HRP. Because if they do not hire the appropriate people in appropriate place it's not profitable for their company. So GTR always properly measure and identify how much employee are needed for their company. GTR always use the HRP to achieve the successful strategies and objectives.

Because they treat their employee as assets and they want to maintain long term relation with their employee.

4.1: GTR HR Planning process simply involves the following four steps:

- **Current HR Supply:** Firstly GTR measure their current HR supply and GTR measure it based on employees number, skills, talents, qualifications, competencies, age, experience, tenures, performance rating, grades, designations, benefits, compensation etc.
- **Future HR Demand:** this is the second step of HR planning. GTR analysis it based on future workforce requirements of their business. GTR consider some factors for future HR demand like lay-offs, promotions, retirements etc.
- **Demand Forecast:** In this step GTR match their current HR supply with future HR demand and create a demand forecast.
- **HR Sourcing Strategy and Implementation:** After reviewing the gaps in the HR supply and HR demand, GTR develops plans to meet these gaps as per the demand forecast created by them. Through communication programs with employees, , talent management, recruitment and outsourcing, training and coaching, and revision of policies, they meet their gap

4.2: Human Resource planning process: GTR follow this HRP process

Human Resource Planning Process



Figure 2: Human Resource planning process

1. **Determining the Objectives of Human Resource Planning:** GTR (Genuine Technology and Research limited) their HR planning objective is to ensure the right number of people for the right kind of job in right time. Because GTR objective is to give the best service and product for their client. If they don't able to select the right person for the right job it's not possible to give the best service. They think if they select the right person for the right job it's profitable for their company. For this reason when GTR recruit their employee they evaluated their employee very carefully.

2. **Analyzing Current Manpower Inventory:** In this step GTR analyze current manpower supply in their company through their information based on employee information like- Experience, skills, proficiency etc. that require for perform a particular job. Also they estimated their future vacancies. They plan for the manpower both internal and external.
Internal- (within the current employees).

External-(hiring candidate from outside). Thus External sources GTR use that are- GTR website, linked page, different fair, official Email, HR outsources. Through this sources GTR collect CV.

3. Forecasting Demand and Supply of Human Resources: GTR match future employee demand with the future supply or available resources with the organization. Here, the required skills of personnel for a particular job are matched with the job description and specification.

4. Analyzing the Manpower Gaps: when GTR forecasting the demand and supply they can easily understand the manpower gaps.

If the demand is more than the supply of human resources, that means there is a deficit. When they get this deficit they hired new employee for their company through GTR website, linked page, different fair, official Email, HR outsources.

Whenever, if the Demand is less than supply, that means surplus of human resources. In that case GTR terminate their employee based on performance.

5. Employment Plan/Action Plan: when the manpower gaps are evaluated the action plan is to be formulated. When GTR see the employee deficit they go for the recruitment, training. They go for the training because the proper training make their employee more knowledgeable. When employee are more knowledgeable their productivity increase that help's company to gain profit. When GTR see the surplus of employee in their company they go for termination.

6. Training and Development: In GTR they arrange training for new joiners and also for their existing employees. They give training new employees to understand their job and organization culture. The best thing in GTR is they also allow their intern in their training session. They arrange three training programmed only for their intern. In every month they arrange short training programmed for intern. I am also attend

this training programmed. GTR also give training for the existing employees because they want to update their existing employee's skills.

7. **Appraisal of Manpower Planning:** Finally, the effectiveness of the manpower planning process is to be evaluated.

4.3: In GTR Benefits of Human Resource Planning:

GTR believe that HR planning is long term process. It involves a lot of work – brainstorming, decision, analysis, and so much more – but it is one of the most important tasks that helps their HR team achieve their goals.

In GTR this are the major benefits of human resource planning. Given bellow:

1. **Retaining top talents:** GTR always give focus on human Resources planning because they believe that HRP helps to retain top talents employees. Retain high performance employees is more difficult than hiring new employees. That's why GTR always treat their employees as valuable assets. They treat their employees as assets because they know business lose more money on attrition on recruitment. So, the lower the attrition rate, the better for companies.
2. **Addressing the organization's manpower needs:** Through Human Resource planning GTR can address the organization manpower needs. I worked in GTR HR department and I play important role in recruitment process. When I worked I saw that recruiting and screening employees are time consuming processes. I involve in many steps from collecting CV from different job fair ,advertising or creating job posts, screening CV based on the qualification, interviewing prospective candidates, creating an offer and contract for successful applicants, hired new employees, and design and arranged training programmed for employees.

With an effective planning process in place, the HR team can ensure that the business staffing needs are met.

3. **Ensuring that the right people are hired:** GTR always give more focus on their recruitment process. They want to select the right person for their company that's why that take 3 test (written, viva, presentation) for selecting new employee and this recruitment plan helps them ensuring the most qualified individuals are hired to handle varying roles.
4. **Training employees:** HR planning also involves creating training models and procedures. GTR create training models for their employees. GTR believe that Training and onboarding are also necessary to teach new employees about the company rules and policies, its culture, ways of working, internal databases, tools and software, benefits and compensation, and other things they need to know. That's why GTR create training programmed for their employees. GTR HR department also addresses the need for creating training programs for current employees.
5. **Coping with change:** In any business organization, change is inevitable. GTR human resource planning always create appropriate measures to deal with change associated with varying factors, such as customer demands, political and economic conditions, business expansion . HR also cope with the rapid change in technology such job and job requirement also change. Through HR planning, GTR can forecast and meet the changing needs of manpower.

Chapter-5

Recruitment Process of GTR

5.0: Recruitment process of GTR: HR Planning and Recruitment are very exciting process in GTR. First of all I did a little survey about employee recruitment in GTR as a internship worker.

5.1: Job Analysis:

GTR firstly analysis their job. Through job analysis process they collect the information that required to a job, duties and responsibilities, necessary skills required to perform a job, physical and mental effort to perform a job, working condition and environment for a job.

5.1.1: Sales & Marketing:

When GTR search candidate for their company they have some requirements from the candidates. For the post of Sr. Executive/Executive – Sales & Marketing (Apparel CAD Sales) GTR job context is they looking some honest and hardworking employees. They are expert in products and service sales. Those employees are join in sales and marketing sector they should be maintain good client relationship to meet the target sales.

Relevant Experience:

- Should have knowledge on Garment's Machinery and Apparel CAD Software.
- Through good relationship with customers increase the market share.
- Employees should have the ability to work under pressure.
- Maintain good relationship with customers to increase the sales
- Ensure highest quality of service by developing a thorough and detailed knowledge of technical specifications and other features of products, services, systems and processes.
- Maintain awareness and keep abreast of constantly changing software, hardware systems and peripherals.
- Ability to maintain positive business relationships to ensure future sales.
- Ability to achieve sales targets and outcomes within deadlines.
- Strong communication skill in English & Bengali language.
- Ability to apply time-effective and cost-saving solutions.

GTR want Full-time employee for this post. The education requirement for this post is BBB/MBA (major in marketing) or BSC in EEE. Experience should to 2-3 years and fresher's

also can apply. Experience should be in relevant filed. Candidate age should be within 22-28 years.

5.2 Source of Advertisement uses for CV collection: Then I come to learn that they collect CV from different sources at the primary stage. The following process they followed:

Employee Vacancy, add in-

- GTR website.
- Linden page.
- Face book page.
- Different job fair.
- HR outsources.
- Official Email.

5.2.1 Source of recruitment: In GTR two are three sources of recruitment

Source of Internal recruitment:

- Company's own website.
- Placement consultants.
- Employee reference.
- From internship student.
- Employee of Relatives.

Source of External recruitment:

- Advertisement in the newspaper.
- Campus Recruitment.
- Notice Board.

5.2.2 Campus Recruitment: As an internship worker for the duration of 3 months I got a employee recruitment responsibility in GTR as I have a HRM background from UIU. From

the beginning I had involved in GTR all the step they took to hire employee. This was the great achievement in my employment. In campus Recruitment I was involved.

5.2.2.1 Independent University Bangladesh (IUB) Job fair:

I attended a job fair at 11th Feb 2020 in IUB. I was there from 10.00 A. to 4.00 P.M. My duties were to represent GTR and collect CV from fresh graduate or from interested people in the fair. Those who come to drop CV in GTR stall I did explained them about GTR, GTR job responsibility, job vacancy and so on as a GTR representative.

5.2.2.2 United International University (UIU) job fair:

Secondly , I was present in UIU job fair for 2 days in 24th Feb. & 25th Feb. 2020. In UIU job fair I attended as a GTR representative and UIU middle person to make a millstone an the programmed between two parties. In this job fair I explained everything about GTR work environment and working facilities to UIU students to make them interested to work in GTR Company. Here I get the major response and collected most of the CV. This was most successful programmed to represent GTR and CV collection programmed.

5.2.2.3 Basis soft Expo 2020:

I was also visited in Basis soft expo 2020 in ICCB. I visited the fair and gather idea how to gain competitive advantage for the GTR.

5.3 : GTR Recruitment Process & Selection process: At the first, I sorted out fresh graduated CV's and experience CV's and then I call them and text them for interview according to job descriptions.

5.2.1: GTR Recruitment & Section process at glance:

Step 1: Recruitment Need Assessment and memo generation.

Step 2: CV collection.

Step 3: Slotting of CV's based on required function.

Step 4: First interview/ written test.

Step 5: Second Interview.

Step 6: Give Presentation

Step 7: primary selected candidate.

Step 8: Final negotiation with the candidate.

Step 9: provide the letter of joining.

Submit for management approval.

1. For the fresh graduated- I call them for written exam. Who pass the written exam I call them for the viva. Those who selected in viva .the top management give them a presentation. I follow up the candidate I told them to come with presentation. When they come with presentation I sent them tope management and those candidate selected. The HR department give the appointment letter.

2. For the experience-I call them for interview. Those candidate selected in interview. The top management give them a presentation. I follow up the candidate I told them to come with presentation. When they come with presentation I sent them tope management and those candidate selected. The HR department give the appointment letter.

When I was worked in recruitment process I prepared documentation for candidate and employees.

Documentation: In my internship period I also make documentation. I make documentation for new intern their job description for all departments, BD, HR, Inventory, commercial, CAD, SD, SI, Account and their enter and exit procedure. Collect FLS, CAD, and operation department's question. Prepare documents for candidate rules regulation procedure.

Chapter-6

Finding and Analysis

6.1 porter's five force Model:

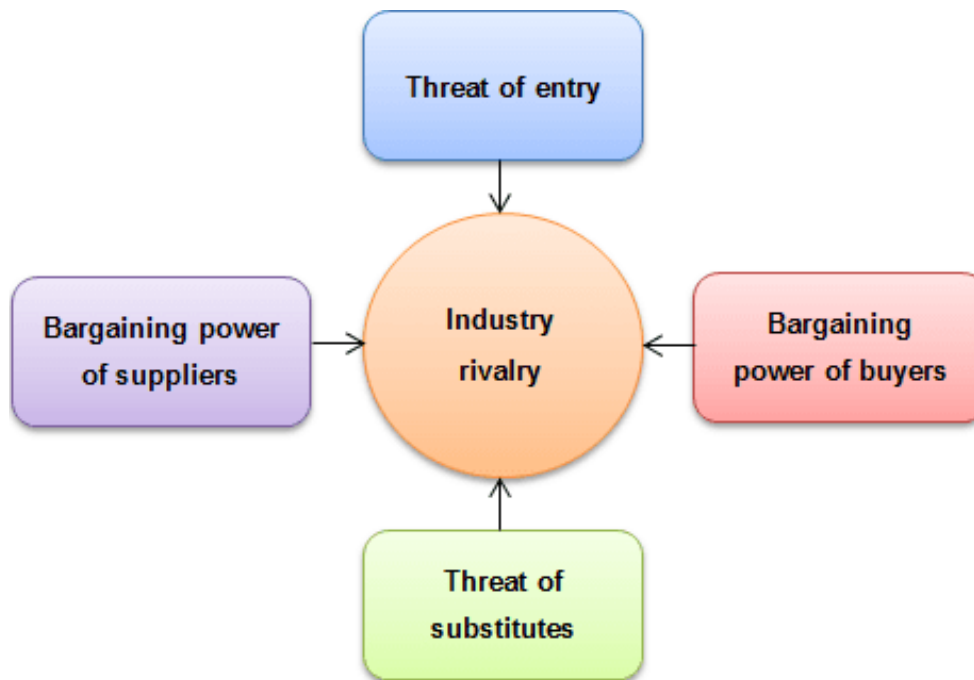


Figure 3: Porter's Five Forces Model

Genuine Technology & Research Ltd. maintains its position as it is one of the quality full service providing organization in Bangladesh by reforming its strategies to address the issues shown in this Five Forces analysis. This Five Forces analysis of Genuine Technology & Research Ltd. identifies the most important external factors and how they impact the business, thereby also providing input for managerial decision-making.

Threat of Substitute Product: Low

Substitutes are the alternatives that can be used in absence of the original product. These are generally used to keep the work in motion. If any software is absent then it will always affect the performance of any program or event, this may leads to wastage of time, money and labor. So threats of substitutes are low for Genuine Technology and Research Limited.

Threat of New Entrants: Medium

One of the most important competitive forces is threat of new entrants. In context of the highly commoditized IT services, there is little threat of new entrants. So threats of new entrants are medium for Genuine Technologies and Research Limited.

Bargaining Power of Buyers: High

For Software and IT services, bargaining power of the buyer is high and the possibility of pressure on rates exists. Because, buyers has so many option to buy the products or services. So the bargaining power of buyer is very high for Genuine Technologies and Research Limited.

Bargaining Power of Supplier: Low

The bargaining power for suppliers is very low. There is little scope of suppliers having any clout. The suppliers consists of IT Infrastructure providers (Servers, computers etc.), Office Space Suppliers etc. So the bargaining power of suppliers is very low for Genuine Technologies and Research Limited.

Rivalry among Existing Firms: High

There are many competitors in software and IT industry. Also competition is very high in this industry. So the rivalry among existing firms is very high for Genuine Technologies and Research Limited.

6.2 Lessons learned from the Internship Experience:

An internship is a process where we as students learn the strife of working at the corporate level. It is a process which helps us shape our career and plays an important part in our decision making as to what industry we want to work in. Through this internship my goal was not only to gain information regarding the work activities related to marketing but also to understand organizational culture in a real-world setting. I have outlined some of my most valuable learning through this internship;

Different organizational skills: Throughout my internship I have learned various organizational skills. The most significant ones were; meeting deadlines, multitasking, setting goals to be attained, meeting expectation of the supervisor and of course planning for

marketing strategies. I also learned about organize different file, documentation process and maintaining personal file for different employees.

Communication and interpersonal skills: Working in a consultant agency we must deal with various kinds of people; hence communication here plays a big role. I had to communicate with different employees for different department, sent mail about official notice to employees, contact candidates for interview. The right kind of communication sometimes may land you the best sort of opportunity to work with the biggest of clients. The communication also needs to be smooth and effective with peers as it is vital to come up with proper strategic plans and that only happens when the communication is pitch perfect. Therefore, skills such as listening skills, non – verbal cues, decision making skills and assertiveness all play an important combined role.

Practical knowledge about the HR operation of an consultant agency: While some may think HR is all about is recruiting and hiring, but in practical life HR has many things to do. Different documentation process, company laws and their services, training and performance evaluation process, I learned during this internship period. These variations are not clearly understood for a student who have not practically worked in the field of business study. Other than that, my internship program also let me understand the HR operational part which are not always practically covered in different business study courses. For example, arranging training, managing different critical situation and take appropriate management decision to maintain sound & healthy office environment.

Analytical skills: This covers both good reasoning abilities and situational analysis to come up with creative solutions. This is something I have continuously learned at GTR. It is impossible to survive in an organization that simultaneously works with different brands and continues to come up with creative solutions. Therefore, my analytical skills have been sharpened and by the end of my internship I was already coming up with various solutions for employees and starting to forge my own career.

Ability to work under pressure: Working under pressure was one of the things that I was already aware of before joining GTR. During my interview I was told they particularly enjoyed the company of someone who can take on multiple tasks and pressure. Hence, I had to go in prepared. Even after that in the beginning the pressure felt tremendous due to handling multiple

clients and working with multiple teams. However, this challenge gave me perspectives of working under pressure and how well I could manage my time.

6.3 GTR HR Department mission and goal:

Genuine Technology and Research Limited human Resource department mission is to develop, implement and support programs and processes that add value to GTR and its employees, leading to improved employee welfare, empowerment, growth and retention.

The mission of the human resources department is to support the goals and challenges of genuine Technology and research ltd by providing service. They want to right people in right place. They give fair treatment of staff. GTR focus on delivering quality customer service and committed to recruiting, retaining, developing and give training for their employees.

GTR human resources department provide the following quality services to the employees:

- Recruitment of qualified individuals.
- Retention of valuable employees.
- Training, development and education to promote individual success and increase overall value to the organization.
- A safe and healthful working environment.
- Inspiration and encouragement for a high level of employee morale through recognition, effective communication and constant feedback.
- Resources for administering benefits, policies and procedures.

6.4 Right person in the right place at the right time:

The purpose of GTR human resources management is to ensure the right people are in the right place at the right time in the organization. GTR always try to select right person in right place at the right time because it help to reduce the company cost. If they select and retains the right person in right place they able to gain the profit. That's why when they recruitment employees they take different test to judge their employee properly. The employees represent their company when you select the right person for your company they work like company brand

promoter. GTR give possibilities to all applicants without bias to race, gender, incapacity, religion, age, or some other standards permissible by way of the statutory legal guidelines of the country. In GTR Recruitment and selection is totally depend on task-associated standards. Recruitment and choice method is continually applied and promotes fairness, range, and transparency.

6.5 Placement of Newly Recruited Employees:

Medical Examination:

Those applicant are selected for join in company, they must be licensed suit via a registered medical practitioner accredited by using the Company (before confirmation).

Untrue Declaration:

If at any confirmation employee hind any important issue that harm Company or they give any false information to get the job company terminate this employee.

Period of Probation:

GTR probation period is 6 months. Company see the employee performance. If employee able to give the good performance company take them as a permanent employees and give them increment. On the other hand if employee fail to meet the company demand company terminate those employee.

Chapter-7

Actual Task Part

7.0 Task:

Recruitment & selection, Training & Development, Compensation & Benefits, Organization Development In every sector I try to covered. Try to learn new culture and work as well as try to apply my knowledge. And try to connect both part for increasing my knowledge day by day. As I said before I try to cover the entire sector so that I put my actual task weekly basis. My office in time & out time they always calculate to maintain my activeness. If I was late any day, they count and deduct from the monthly amount. Basically they treat me as their employees, as working time their behavior was like as employee also. I attached my ID number with my work details and all others responsibilities in given below:

Name: Sanzida jahan

Employee Code: IGTRD-146

7.1 Work Details:

In the HR department of Genuine Technology & Research Limited, I worked for 12 weeks. Each of the week's work schedules is in table that is given below:

Table 3: Weekly Work Activity

Date	Activity	New skills learned
20/01/2020To 27/01/2020	Personal file checking Gather knowledge about company rules regulation Knowledge about company product knowledge.	Computer skill. Communication skill.

28/01/2020 To 4/02/2020	Create check list for new employees. Check the documents of every employees. Create a list of missing documents. Screening CV from Email Prepare all letter	Technological skill. Communication skill.
5/02/2020 To 11/02/2020	Prepare acceptance letter for internship students. Prepare Non-Disclosure agreement. Attended in IUB job fair Attend training on FLS Screening CV and call selected candidates. Collect Non-Disclosure Agreement.	Technological skill. Communication skill
12/2/2020 To 18/2/2020	Help in inter Screening CV and call selected candidates interview. Create daily work activities checklist of HR department. Attend in training. Screening CV for BD department. Arrange written exam for candidate. Prepare documentation	Communication skill.

19/02/2020 To 25/02/2020	Attended UIU job fair Follow up the candidate Scan employee documents. Provide acceptance letter to interns. Call short listed candidates. Help in taking interview. Prepare presentation on company policy.	Communication skill.
26/02/2020 To 3/03/2020	Prepare NDA for new employee Collect fingerprint of new employee Help in making policy	Communication skill.
04/03/2020 To 10/03/2020	Training arrangement Screening CV from Email Prepare appointment letter for new employees	Communication skill
11/03/2020 To 17/03/2020	Prepare documentations	Communication skill
18/03/2020 To 24/03/2020	Help in interview Screening CV from different sources Collect new employee's documents Help in making policy	Technological skill. Communication skill
24/03/2020 To 20/04/2020	Work from home reason for corona virus	New technical knowledge

Chapter-8

Recommendation and Conclusion

8.0 Recommendation:

In GTR there are some few things to suggest them. They try to give the best service for their customers and employees. But there are some issue they should be improved.

- GTR don't promote their brand. They don't give focus on their marketing activity. Should introduce new types of talent acquisition like campus recruitment, apprentice program and so forth. To recruit the proper expertise.
- In GTR the number of female employees is very low. If we see total number of employee in GTR is 75 and the 3 employee is female. GTR should give priority female employees.
- If GTR increase the employee's salary structure that will increase the satisfaction level of the employees which will decrease the employee turnover rate.
- GTR need to give more focus on their HR department. If we see in GTR HR department only two employee. One employee for Dhaka office and one for Chittagong office. They also newly joined employee. The designation of employees in HR department is management trainee.
- GTR need to maintain the hierarchy level that will decrease the conflict between Supervisors and employees.
- GTR need to improve the office environment and also need to implement their organization culture properly which will increase the employee's satisfaction level.
- GTR need to mentor their employees to reduce their professional challenges. Which will reduce the employee turnover rate.
- GTR need to provide training in timely manner for the development of the employee. That will increase the satisfaction level of employees.
- GTR need to provide promotion after proper evaluation in timely manner which will reduce employee turnover rate.

8.1 Conclusion:

To conclude, I was extremely lucky to be chosen as an intern for Genuine Technology & Research Limited. They are one of the pioneers in the B2B business industry. When it comes to seek software & consultancy support, GTR is a name of trustworthy organization. The management teams of GTR are skilled, dynamic, and hardworking. The HR teams & the recruitment technique could be very a great deal equivalent to different pinnacle businesses. GTR always give priority their employees so, they give more attention on HRP. They believe that HRP is fundamental process that directly links human resource activities to the organization plans and objective. In GTR I am directly involved in recruitment and selection process. It was an eye-opening experience which developed me in terms of both academically and professionally. The program has also helped me to analyze and understand what career path I should be taking being a BBA student. I will always cherish my moment working at their various projects and the knowledge I gained from them.

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Appendix

Date: 08-May-2020

TO WHOM IT MAY CONCERN

It is to certify that **Sanzida Jahan** student of the **Bachelor of Business Administration** program of **United International University** has successfully completed her 3 (three) months internship program from 20th Jan 2020 to 20th Apr 2020 at the HR & Admin Department on **Genuine Technology & Research Limited**, HM Plaza, Suite: 105, 11th Floor, Sector: 03, Uttara, Dhaka-1230, Bangladesh.

During the period of internship, she was found punctual, ambitious, and hardworking. Owing to her commitment, conscientious contribution, and dedication towards the progress of the organization over her service here. I wish her every success in her life.

Khair 

Mohammad Abul Khair
HOD-HR & Admin
Genuine Technology & Research Ltd.

Independent University of Bangladesh (IUB) job fair



**Basis Soft expo 2020
fair**



**United International University (UIU) job
fair**