

Internship Report

On

Human Resource Planning and Staffing Strategy



Human Resource Planning and Staffing Strategy of

Of

Intertek Bangladesh Ltd.

Prepared for

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Letter of Transmittal

To,

Dr.Abu Zafar Md.Rashed Osman
Associate Professor
School of Business & Economics
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Subject: **Submission of the Internship Report**

Dear Sir,

I would like to submit my internship report on Human Resource Planning and Staffing Strategy of the Intertek Bangladesh Ltd., which has been prepared as a requirement for the completion of the BBA Program of United International University. While working on the report, I have tried to follow each and every guideline that you have advised. It has been a very enlightening experience to work in this new venture and I have thoroughly enjoyed my internship period at Intertek Bangladesh Ltd. The authority has also extended their cooperation whenever required.

Moreover, I want to thank you for your support and patience with me. If you need any further information to evaluate the internship report, it would be my immense pleasure to furnish you the same.

Hence, I would be wondering if you go through my report and give your assessment to my work considering my limitation.

Sincerely,

Mahbubul Alam Uzzal

ID No: 111 131 167

Acknowledgement

At first, I would like to express my gratitude to the Almighty for giving me the strength and opportunity to complete the report within the scheduled time successfully.

I would like to thank the internship Supervisor Dr.Abu Zafar Md.Rashed Osman who has helped me in every step of my internship.

I also want to thank to Musabbirul Alam (Deputy Manager) and Sakib Imran Khan (Human Resource Manager) and all individual of Intertek Bangladesh Ltd., for their support that I have been provided for preparing my report. I practically work with them, try to share their perception, feelings and on the basis of my realization, I prepared report from my own point of view. Then at last I shall be grateful to those people who read this report and who shall get benefit from this report at present and in future.

Declaration

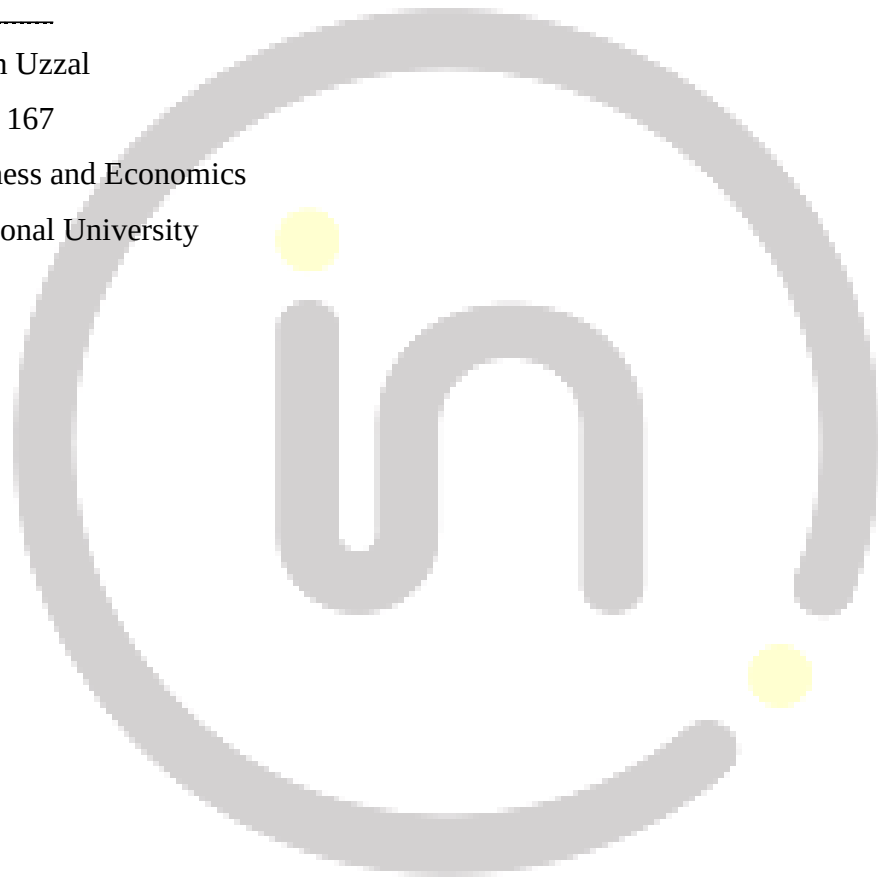
I am Mahbubul Alam Uzzal, student of School of Business and Economics (Human Resource Management) of United International University, Bangladesh, do hereby declare that the internship Report on “Human Resource Planning and Staffing Strategy” is an original work and has not been previously submitted for any degree, diploma, title, or recognition.

Mahbubul Alam Uzzal

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School of Business and Economics

United International University



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Executive Summary

This report is a pre-requisite of completion of the BBA Program. I conducted my internship program with the duration of 2 months in Total **Intertek Bangladesh Ltd.** In this phase of my education I received the practical knowledge related with my education also I achieved commendable knowledge about the Lab test Industry.

This report about in inspection, certification & inspection (TIC) industry and to determine how this industry made their Human Resource Planning & as well as how they perform their staffing strategy. For this reason, I took Intertek Bangladesh as a sample. Intertek, a leading service provider in Bangladesh. They have their own structure HR department so I want to know how to apply HR functions, such as Human Resource Planning and Staffing Strategies. For this reason I have tried to identify their staffing & as well as recruitment process. I work as an intern to get the best ideas. From the Internship experience I have found that in Intertek Bangladesh Ltd there is existence of a structured Human Resource department, having accurate Job Description and Specification. Departmental Heads & Directors handle the recruitment process. Finally, I tried to ensure that they are competing for the competition and they have a competitive advantage. For an example, Only those people will have to accept HR positions who have a sound knowledge of HR, they can differentiate their organization from the competitors by giving various types of benefits to their employees, Balanced Scorecard Process and Human Resource Planning, Staffing etc.

Chapter -1

Introduction

- ❖ Introduction
- ❖ Problem Statement
- ❖ Origin of the report
- ❖ Objective of the report
- ❖ Importance of the study
- ❖ Methodology
- ❖ Limitations of the study

1 Introduction

Internship is the last integration part is to end graduation. Through this process, opportunities for real education are created and all the extraordinary ideas are available. This is undoubtedly a challenging experience and which helps in building intellectual capacity and preparing internship reports as well. I got an opportunity to internship in Intertek Bangladesh Limited.

Intertek Bangladesh Limited is a leading total quality assurance provider for the global industry. This report is about the inspection, examination and certification (TIC) industry and how the industry manipulates their human resources and how they plan their employment strategies. For this reason, I have taken Intertek Bangladesh as a sample. Intertek is a leading service providers from Bangladesh. They have a separate HR department, so I would like to know how the application of HR functions, such as human resources planning and staffing strategies. For this reason I have tried to identify their recruitment process, and how they train their employees have tried to make sense of it. To get a good idea I have worked Intertek Bangladesh as an intern. From that experience, I have found that Intertek Bangladesh Limited has a disciplined HR department, the exact job description and specification available from there. Departmental Heads & Directors handle the recruitment process. Finally, I tried to ensure that they are competing for the competition and they have a competitive advantage. For an example, Only those people will have to accept HR positions who have a sound knowledge of HR, they can differentiate their organization from the competitors by giving various types of benefits to their employees, Balanced Scorecard Process and Human Resource Planning, Staffing etc.

I am very happy to have the opportunity to complete my professional training in HR department of Intertek Bangladesh Limited. My internship program is managed by Human Resources Division. The internship report will be based on the Human Resource Planning & Staffing Policies of Intertek Bangladesh Ltd. I have started my internship 2nd January 2018 to 1st March 2018. During that period I willingly worked in that department and learned so many important things about HRM in practical situation and I also strongly build my professional manner on that period.

1.2 Problem Statement

This internship report mainly focused on the HR practices of **Intertek Bangladesh Ltd.** In Addition to this, many problems were found along with some critical observations and hence recommendations to those problems were given.

1.3 Origin of the report

This report titled Human Resource Planning and Staffing Strategy of Intertek Bangladesh Ltd is prepared for fulfilling a partial requirement of both the BBA and the internship programs. Intertek Bangladesh Ltd is the host organization for the two or three month's internship program which began on 2nd January 2018 to 1st march 2018. To prepare the report as an apprentice have taken necessary assistance from Musabbirul Alam who authorized me to prepare this report.

1.4 Objective of the report

- ✓ To analyze how the company incorporate efficiency of employees.
- ✓ Identify how the company projects job descriptions and job analysis for the large pool of applicants.
- ✓ To understand the staffing process of the company.
- ✓ Recommend solutions for the company's potential threats and weaknesses along with suggestions that can help to improve the company's performance.

1.5 Importance of the study

Large Industry setup requires a huge amount of capital. But Bangladesh is poor country. It is very difficult for a developing country like Bangladesh to finance large-scale industries. It is not easier to practice proper Human Resource & staffing strategy. We know Human Resource planning means lot of things is there. But in the developing country like Bangladesh any organization cannot afford or practice Human Resource & staffing strategy. But in the developed country like Japan, they can easily planning human resource & staffing process. On the other hand, we need insure the planning of Human Resource & Staffing Strategy. So we need to know proper way of Human Resource planning & Staffing Strategy and we should try to improve it the working place.

- ✓ To know their staffing system.
- ✓ To know the requirements of Intertek, through a Human Resource Planning Model.
- ✓ To know that, to what extent their company is behind from a Proper Human Resource Planning System.

1.6 Methodology

Although there are so many limitations, I will try to both the primary and secondary sources for the collection of information for the purpose of make the report presentable with as less abstraction as possible.

Sources of Data

All the required information were gathered at the source through informal interviews, careful observation, consultation of books, Intertek Bangladesh Ltd.'s internal circulars, its HR manual and office records. For this purpose the General Manager and some Executives has been interviewed. The major sources of information for study are as follows:

- **Primary Data**
 - I. Interview with the Intertek's Employees and Personnel.
 - II. Observation.
- **Secondary Data**
 - I. Reports and Documents of the Annual Reports, Brochures etc.
 - II. Business and Trade Journals.
 - III. Internet.

Methodology used for the Data Collection

- A. **Literature review:** A wide range of literature is reviewed to gather information about these research topics. In this literature, the company profile, annual report, documentation, manuals, etc., including different.
- B. **Observation:** Benchmark collecting information on different approaches and practices are conducted in a thorough and accurate observation.
- C. **Interview:** Administration and other staff involved in the study and the data collected through interviews.
- D. **Lab visits:** I went to Lab level activities to create necessary information and to improve research.
- E. **Discussion:** Discussed with employees and other relevant people who are important for research as a planned tool and also took important instructions from project supervisors.

1.7 Limitation of the Study

- I. **Lack of support:** As the employees of the Intertek Bangladesh Ltd are busy they might not provide me enough support. It is clearly understandable that they are a business organization not an educational institute. So, during their free time I will try my best to collect information from them.
- II. **Budged times for the study:** Due to the time limit the scope and dimension of the study might be curtailed. Private industry is a big industry. It is very tough to deal with this industry within this short time. The respondents are scared with different places. Due to the short time it might not possible for me to do random sampling and conduct with the respondent by going everywhere.
- III. **Lack of records:** Sufficient books, publications facts, and figures are not available. These constraints might narrow the scope of accurate analysis. If these limitations are not been there, the report will be more useful and attractive.

Chapter -2

Literature Review

- ❖ Human Resource Management
- ❖ Human Resource Planning
- ❖ HR Planning and Strategic Staffing of Intertek Bangladesh Ltd
- ❖ Human Resource Planning Process
- ❖ Strategic Staffing Process
- ❖ Components of Strategic Staffing
- ❖ Matchmaking Process
- ❖ Goals of Strategic Staffing
- ❖ Integrating the Functional Areas of Human Resource Management
- ❖ HR Planning Analysis
- ❖ Staffing Process Map
- ❖ Staffing System Evaluation
- ❖ Scenario of Recruitment
- ❖ Recruitment Channels for Upper and Mid-Level
- ❖ Recruitment Channels for Junior Level
- ❖ Selection Process

2 Human Resource Management

An organization's operations are crucially dependent on its human resources, and how these are managed can have important impact on the Organization's profile. Fundamental to the effectiveness of the enterprise are its human assets – the collective knowledge, understanding, competence, and expertise of staff—and how they are managed and motivated to apply this in the best interest of the organization.

Human resources management (HRM) refers to the management of people in an organizations. Include the activities, policies and practices involved in achieving, developing, using, evaluating, maintaining and maintaining a fair number of employees and a combination of skills for the purpose of an organization. The only goal of HRM is to maximize the contribution of employees to achieve optimum productivity and efficiency, as well as to achieve single goals and achieve social goals.

The objectives of HRM include

- ❖ Helping organizations get the right numbers and types of staff to meet its strategic and operational goals.
- ❖ Creates a climate in which employees are encouraged to develop and use their skills.
- ❖ Maintaining performance standards and helping to increase productivity through effective job design; Providing adequate orientation, training and development; Provide performance feedback; And effective two ways to ensure communication.
- ❖ Employer / Employee helps in establishing and maintaining relationships.
- ❖ Creating a safe and healthy working environment and help to maintain.
- ❖ Organize programs to meet the economic, psychological and social needs of workers.
- ❖ Helping the organization to hold producers or good employees.
- ❖ Ensuring that there is agreement with provincial / territorial and federal laws in the organization's workplace. Such as Human Rights, Employment Equity, Occupational Health and Safety, Employment Standards and Labor Relations Act.

Rather than mentioning organizational goals as separate and distinct from employees, they should be viewed as consistent and mutually coordinated. It happens when a win-win situation results

2.1 Human Resource Planning

Human Resource Planning is the planning of Human Resources. It is also called manpower planning/ personnel planning/ employment planning. It is only after Human Resource Planning that the Human Resource department can initiate the recruitment and selection process. Therefore Human Resource Planning is a sub-system of organizational planning.

Definition of HRP

1. “Human Resource Planning is a strategy for the acquisition, utilization, improvement and preservation of an organization’s human resource” – Y.C. Moushell
2. “Human Resource Planning is a process of forecasting an organization’s future demand for human resource and supply of right type of people in right numbers” – J.Chennly.K

Objectives of Human Resource Planning

1. Currently the best use of human resources employed by the organization.
2. To reduce the intolerance of distribution and distribution of manpower in the organization for various activities.
3. To ensure that manpower is equipped well with the necessary quantity and standard on a ground-based basis.
4. Guess the impact of technology on jobs and resources.
5. Organize, control, and maintain human resources costs.
6. Providing a foundation for management development programmers.
7. To ensure optimum contribution and satisfaction of staff with reasonable expenditures.

To recruit and retain human resource of required Quantity and Quality.

2.2 HR Planning and Strategic Staffing of Intertek Bangladesh Ltd.

Intertek is the 2nd largest testing service provider in Bangladesh where quality and on time delivery is their key to success. Even though, they are conquering their pillar of success by end of every well managed order delivery still they have to go a long way to achieve the No.1 title. The one & only issue for not having the No. 1 position in testing industry of Bangladesh is because Intertek has come to Bangladesh way after SGS arrived. By that time SGS has already developed

a strong HR team and grabbed market share. Employee's efforts, talents, knowledge and skills matter to organization. They are the key to their performance and survival. Whenever a company earns competitive advantage its company's employees who create, enhance or implement the company's competitive advantage. So everything begins with employees who come through accurate HR Planning and effective strategic staffing.

2.3 Human Resource Planning Process

Intertek Bangladesh Limited is running properly in the race course with plans. They think human resource planning can give them the perfect opportunity. Human resources planning involves getting the right number of correct workers right in the exact population. Through Human Resource Planning we can identify the number and types of employees needed to fulfill its purpose, to meet the commercial objectives for comparing the current status of the institution with its goal for the future of the organization and to achieve a competitive advantage, to identify changes in human resources to achieve that goal.

Human Resource planning is very important for any kind of organization because often there may long lag times to fill positions, often influences both turnover and productivity and the “demographic imperative” demands more such planning. There are methods used for appropriate human resource planning. They are:

- ❖ Expert opinions
- ❖ Delphi technique
- ❖ “Bottom-up” approach
- ❖ Quantitative (mathematical modeling)
- ❖ Regression analysis / Trend analysis

Human resource planning process comprises of forecasts of labor demand and forecast of labor supply. Both the forecasts of labor demand and labor supply entitled with forecast of labor surplus or shortage, goal setting and strategic planning last but not the least program implementation and evaluation.

Intertek Bangladesh Ltd must focus on HR planning process to gain competitive advantage and to become market leader. They need to work on strategically but not traditionally. Now they are only

focusing on expert opinion, bottom-up approach and trend analysis. But it is time when they might think about quantitative methods and regression analysis as well.

2.4 Strategic Staffing Process

Effective staffing is the cornerstone of successful Human Resource Management. It lays the foundation for an organizations future performance and survival. By definition, strategic staffing is the process of staffing an organization in future oriented, goal directed ways that support the business strategy of the organization and enhance its effectiveness. This involves the movement of people into, through and out of the organization. Staffing results will work firmly and determine who will represent, and how and how willing its employees will be able to. Staffing affects the future of training, performance management, and compensation programs, as well as the ability to run business in business.

Intertek Bangladesh Limited is strategically running their staffing process. As I differ from strategic staff I know the traditional staffing: Less tied to traditional staffing techniques, more responsive and lacking more likely and continuous improvement efforts in response to an opening reaction. Strategic staffing system which include: long-term planning, strong alignment with business strategy, HR alignment with other areas, alignment with the labor market, targeting recruitment, job functions related to the success and long-term potential of the sound to determine a candidate, pre-identified targets against the staff reviewed the results

2.5 Components of Strategic Staffing

There are seven components of strategic staffing activities that, Intertek Bangladesh Ltd does well strategically, and hence it can create a staffing system that supports business strategy and organizational performance. The seven activities are:



2.5.1 Workforce Planning

Intertek Bangladesh Ltd. goes for workforce planning which is basically a process of predicting an organization's future employment needs and the availability of current employees and external hires to meet those employment needs and execute the organization's business strategy. Generally it involves both the employer's manager and an employee specialist, a short-term and a focus on immediate recruitment needs, may be long-term and focus on future needs of the organization. Workboard planning is strategically better suited to both its firm's short and long term needs.

2.5.2 Sourcing Talent

Sourcing talent is another component Intertek Bangladesh focuses on which is of locating qualified individuals and labor markets from which to recruit. It is an important component of staffing strategy. Sourcing identifies people who would be good recruits.

2.5.3 Recruiting Talent

Intertek Bangladesh Ltd is mostly dealing with lower level employees where their primary focus is to get proper manpower for primary activities. But now they think about recruiting professionals to have best managerial practice and proper marketing. To do that if they think about recruiting which refers to all organizational practices and decisions that affect either the number or types of individuals willing to apply for jobs and accept job offers. Recruiting activities entice them to apply to the organization and accept job offers, if extended. Employer branding is a component of recruiting, of creating a favorable image in desired applicant's minds about the organization being a good place for them to work with.

2.5.4 Selecting Talent

Selecting talent is assessing job candidates and deciding whom to hire. The method is implied by Intertek Bangladesh Ltd to assess and select job candidates which will determine how well the firm's new hires and thus the company as a whole will perform.

2.5.5 Acquiring Talent

Intertek Bangladesh Limited is thinking of acquiring the talent that appeals to selected candidates to work together and accepts job offers and attempts to get the offer of job seekers to join the organization. Discussion usually results in employment contract.

2.5.6 Deploying and retaining talent

Organized in deployment leads to the option of succession planning and career development deployments are included in competent talent and role of competent job and role. Socialization is the introduction of new employed and publicized employees to their jobs, work groups and organizations. Effective tools for the development of succession management and career. High turnover turnover can be expensive. Less staff turnover can be beneficial. Retention those who opt out to replace them for recruitment and recruitment money savings. Both the policies were adopted by Intertek Bangladesh.

2.6 Matchmaking Process

Recruitment and selection are interdependent, bilateral mechanisms that both the employer and the employee can learn as much about their potential compatibility, the more they try to learn. Applicants and organizations prefer each other. Until the job offer is accepted until the expiry of the job, the recruitment process for the job will continue until the job is completed. Some companies constantly "recruit" employees and increase defense for maintaining their attractiveness as an employer.

2.7 Goals of Strategic Staffing

There are some goals to have strategic staffing. Before implying that, Intertek Bangladesh Ltd scrutinize the importance of pulling it. Creating hiring goals that are clearly linked to organizational strategies and objectives guides the strategic process. Process goals relate to the hiring process itself, including how many of what quality applicants apply, attracting appropriate numbers of diverse applicants and meeting hiring timeline goals such as completing interviews within two weeks and making job offers within one week of the final interview. On the other hand, outcome goals apply to the product of the hiring effort and including the number and quality of people hired the financial return on the staffing investment and whether the staffing effort improved organizational effectiveness. The general goals of **Strategic Staffing** are given below:



Staffing goals should be linked to the improvement of the staffing system's strategic performance. The basic staffing goals meet the needs and needs of the organizations and their job skills, styles, values and features. In this regard, Intertek Bangladesh Limited considers them to be compulsory for strictly qualified candidates, reduce their staff efficiency, turnover rate, meet the needs of holding holders, increase financial return, etc. The strategic staff goes further and makes the organization better, its business strategy and its business goals. Staffing goals should be consistent with the goals and requirements of all stakeholders, including workers' employees, including those of the applicant and employer employers. To my suggestion when Intertek Bangladesh Ltd sets their goal they should consider these following questions:

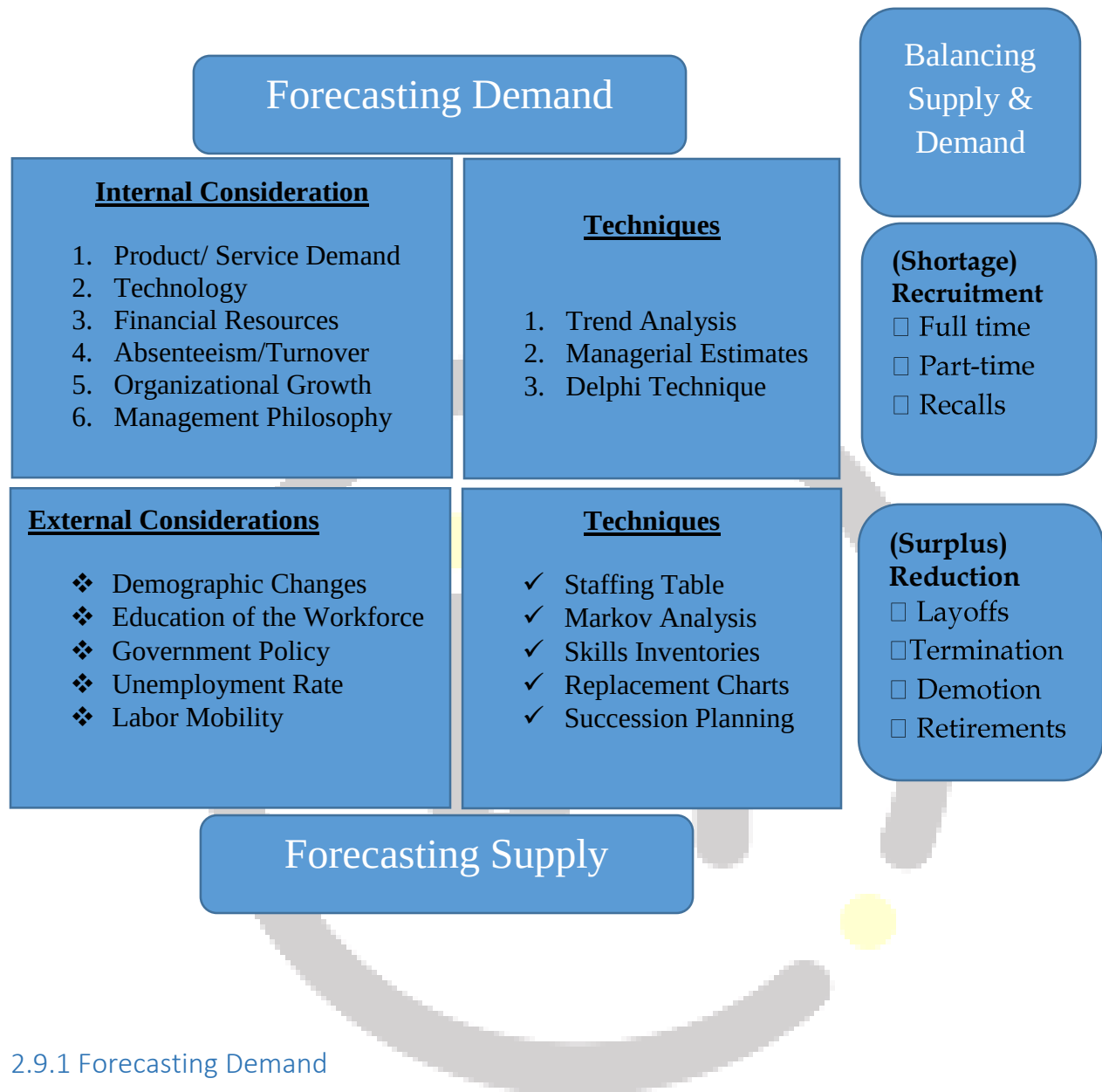
- Is it more important to fill it quickly or to fill it with someone who is closely related to a particular talent profile?
- What level of strategy, style, values, and features really requires success and runs a business strategy?
- What is the business strategy and what kind of people will need?
- How will the new titles change instead of training for development?
- What is the long-term talent of the organization? Is it important for a person who has the potential to take the role of future leadership?

2.8 Integrating the Functional Areas of Human Resource Management

To laying the foundation for a firm's strategic execution, staffing impacts the effectiveness of the other human resource management practices within the firm. Intertek Bangladesh Ltd. goes for integration because the various functional areas of human resource management like staffing, training, performance management and compensation interacts with each other, getting enough people with the right qualifications and competencies to apply for jobs with the organization in the first place will impact these functions. Other human resource functions that are affected by the firm are staffing system:

- Training,
- Compensation
- Performance Management
- Career Development and Succession Planning

2.9 HR Planning Analysis



2.9.1 Forecasting Demand

Product / Service Demand

Product or service demand is the organization's internal consideration based on which it simply design its human resource planning strategy. It refers to the want of particular products that are shaped by one's society and are described in terms of objects that satisfy needs, when backed by buying power, wants become demand. Therefore it helps measure the potential market for a particular product/service.

Technology

Technology refers to the explosive advances and exciting ways to learn about customers and to create tailored products; it also refers to the development of original products, product improvements, product modifications, and new brands through the firm's own research and development efforts.

Financial Resources

Before forecasting demand the organization should also determine the financial resources the organization has its own. Financial resources are in the form of capital and equity's. It includes the building, land, and current condition of stock's price, debt securities, solvency and the ability to cope with the marketability of the organization as well as liquidity ability of the organization. Financial resources can significantly affect an organization's competitive advantage.

Absenteeism/Turnover

Absenteeism refers to the failure of employees to report to work when their schedules require it, whether or not such failure to report is excused. Whereas, scheduled vacations, holidays, and prearranged leaves of absence are not counted as job absence.

Organizational Growth

Organizational growth is something for which all organizations desire in order to strive and to prosper. The ultimate goal of most companies is profit, net profit, revenue, and other financial data, sales figures, number of employees, physical expansion, or other criteria to judge organizational growth are often utilized as "bottom-line" indications of growth.

Management Philosophy

Management philosophy refers to a system of principles that describe attitudes of managers toward their responsibilities to the enterprise and its stakeholders.

2.9.2 Forecasting Supply

Demographic Changes

Demographic changes refer to the statistical characteristics of human populations, such as age and income that are used by businesses to identify markets for their products by determining just who

their potential customers are and to serve as a means of locating geographic areas where the largest number of potential customers live. It is important to identify the changing needs in the marketplace and adjust to them.

Education of the Workforce

Education is a social science that encompasses teaching and learning specific skills and when it comes to workforce it is very much necessary to hire an employee with the right educational background.

Labor Mobility

Labor mobility refers to the availability and transportation of labor from the available source to required source

Government Policy

Government policies refer to the rules and regulations of a nation that restricts or permits the activities of organization. Government regulations make great impacts on an organization. Government policies can also limit or prevent new competitors from entering industries through licensing requirements; limits on access to raw materials etc.

Unemployment Rate

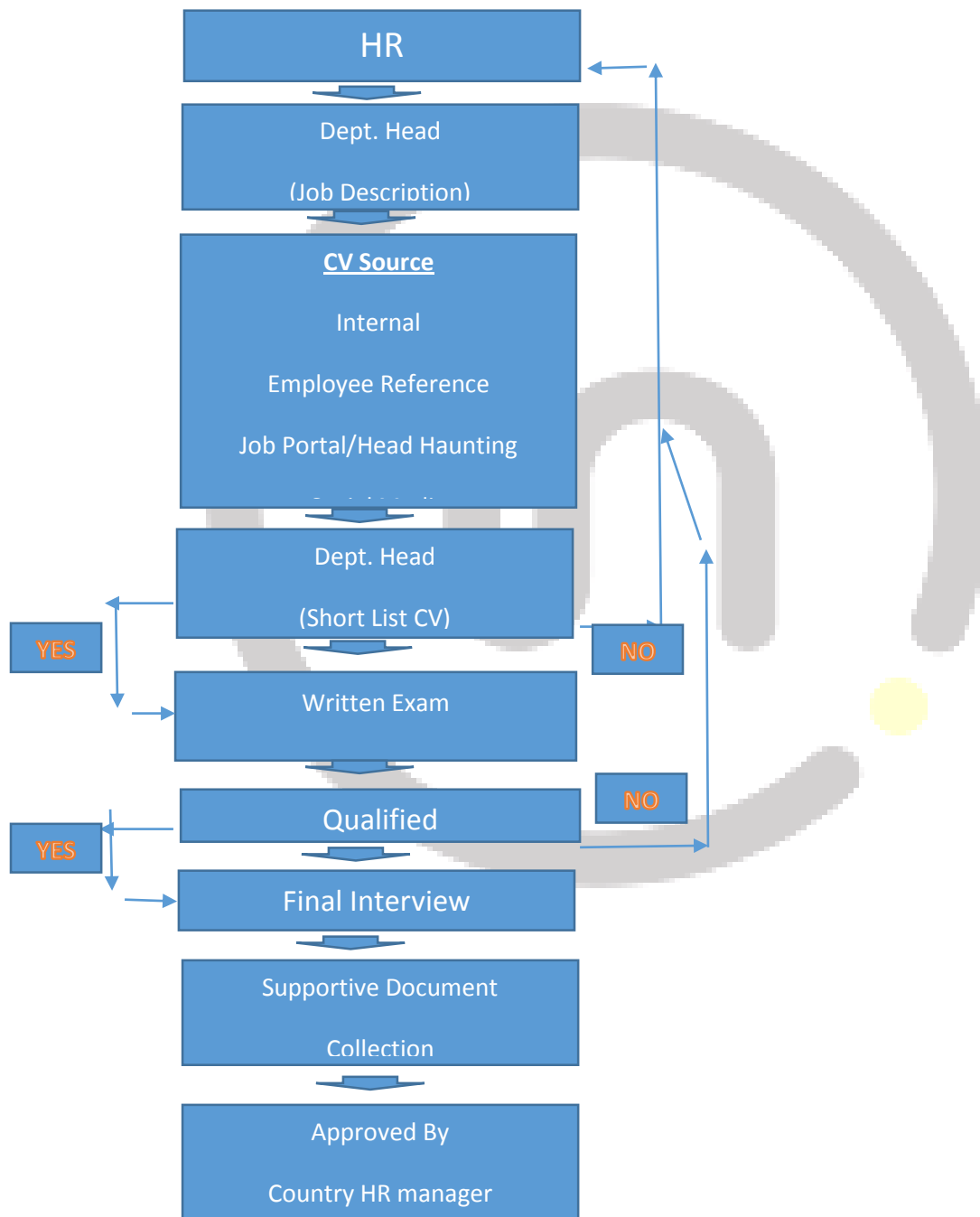
The unemployment rate is the number of unemployed workers divided by the total civilian labor force, which includes both the unemployed and those with jobs (all those willing and able to work for pay).

Balancing demand and supply

As soon as Intertek starts with the manpower for next 4 or 5 years where each department will have to fix their yearly manpower requirement, it will be feasible for HR department to project each department's yearly manpower requirement along with the required skill. For this HR will proactively work upon sourcing the candidates through taking prior interviews written exams and frequently coordinate with department's requirement.

2.10 Staffing Process Map

Intertek Bangladesh Ltd more or less follow a similar form of external recruitment system. However there are internal recruitment system as well. Under the standard recruitment process of talent acquisition, companies hire employees from external means. These external sources can be agencies, Advertisements, academic institutions and so on. A typical method for external recruitment is as follows:



This industry in Bangladesh is not enough attractive and profitable for investment or join for building up career; though it has plenty of potential and chances to grow with its resources. But unfortunately the absence of suitable environment and many other business factors are the obstacles on the way for TIC industry to success. Intertek Bangladesh Ltd is a growing organization providing testing services and it has does not have lack of interaction with Human Resource practices. In service industry the human resource or human power is playing the vital role and the tools or HR should be fully applied here. In Intertek Bangladesh Ltd, they have a lot of knowledge of HR and below are some of the current practices of the company.

2.10.1 Assessing Internal Candidates

Internal Assessment is the evaluation of a firm's current employees for training, reassignment, promotion or dismissal purposes. For ensuring Intertek's success, they evaluate which employees skills are needed to execute their business strategies and evaluating their employees if they have these skills and create development opportunities" for them. The Internal assessment goals are like this:

- ❖ Maximize fit
- ❖ Accurate assessment
- ❖ Maximize return on investment
- ❖ Positive shareholder reactions
- ❖ Establish and reinforce employer image
- ❖ Identify employees" development needs
- ❖ Assessing ethically
- ❖ Legal compliance

I can say Intertek Bangladesh Ltd strictly follow the legal issues. Laboratories are located in multi-storied building around Bangladesh including Dhaka and Chittagong. Working conditions in Bangladesh are good and meets the western standards. On a par with other local testing service providers, laboratories are often dimly lit, with poor ventilation, and open for very long hours. However, Intertek Bangladesh Ltd laboratories operate with good lighting and are not overly hot or crowded. The workers, both male and female, work with a break during their shift. Seldom are the laboratories doors locked. Guards with key cards stand by the locked gate. Overtime hours occur during peak periods in the production cycle when manufacturers are rushing to fulfill their

export quotas. Then I can easily make a conclusion that Intertek Bangladesh Ltd follows some of them if market share and shareholder relationship and market growth of last five year are considered then it can be said that they are doing a great job.

2.10.2 Existing Internal Assessment Methods

Skills inventories

Strategic HR planning is important for the success of any organization. It involves human resources needs and availability analysis to meet the organization's goals and objectives. Creating and Maintaining an Efficiency List These attributes can help HR a skill list, a compilation of current employees' skills, education and experience. In order to promote mid-level employees of Intertek Bangladesh Limited, organizations evaluate their skills to meet the specific goals of the company.

- ❖ Academic credentials
- ❖ Specializations in specific skill areas
- ❖ Employment experience by industry and position
- ❖ Acquired licenses and certifications
- ❖ Prior training and education classes

2.10.3 Multi-source assessment

It is popularly referred to as 360 degree evaluation, being adopted by organizations at a dynamic rate. His name implies that employees from multiple perspectives including multi-source evaluation supervisors, colleagues, subordinates and customers analyze performance and development. Knowledge of how a person is perceived by others can have an important effect on a person, especially when this information is derived from credible work partners, including conventional applications of multi-source evaluation, but employee behavior changes, cultural change support, reinstate team behaviors, and career Motivation for development, limited to II. Behavioral insights give customized multi-source response processes that allow for feedback about their performance in areas where they are critical for success. All of our multi-source instruments solicit feedback on competency models that have been specifically tailored to targeted individuals in your organization. For doing this Intertek Bangladesh Ltd creates flexible systems that can be administered in paper-and-pencil format. They coordinate the entire process, including the

distribution of surveys, computation of results, providing customized feedback, and creation of developmental action plans. With the administrative burden removed, these resources can be devoted to transforming the results into real behavioral change.

2.11 Staffing System Evaluation

- ❖ Evaluating a staffing system allows them to objectively identify which staffing activities are related to business strategy execution and company performance, assess how well different staffing initiatives are working, and improve the staffing system based on what is learned.
- ❖ Staffing evaluation: the analysis of a staffing system to determine its performance and effectiveness.
- ❖ Competitive advantage can be created through staffing by identifying the staffing activities that drive business success and strategy execution, evaluating them, and improving them.
- ❖ Measurement occurs at a single point in time, and isn't as useful as is tracking and making comparisons over time.

2.12 Scenario of Recruitment

For Employees

- ✓ Observe the pressure or workload
- ✓ If the workload is very high that cannot maintain by the current employees
- ✓ At this point of situation, departmental heads take the decision to recruit new employees for any existing job position or newly formed position with different job tasks and activities.
- ✓ Supervisors of different floor and level observe the workload
- ✓ After that discuss with the managers
- ✓ Finally take the decision to recruit

2.13 Recruitment Channels for Upper and Mid-Level

For a service provider to run its operating functions efficiently it is more important to depend on the lower level employees. But there is a role that the mid-level has to play to giving the proper command to the workers. So, the recruitment of managerial level positions is very important for this testing service provider to improve their quality of performance and boost up the production. Intertek BD does follows a formal recruitment policy which would be beneficial for them.

Advertisement

Advertisement for specified skills to few extent; it means for a particular position which is need some specified and extra-ordinary skill and that is not fulfilled by the referred person at that time director or departmental head would go for an advertisement for that job position (advertisement media usually for them is newspaper) & the others way are Social media, CV bank etc.

2.14 Recruitment Channels for Junior Level

Recruitment Process- Starts from Job Requisition. Then the next step is Job Ad preparation followed by Job Posting/Advertisement. Then comes CV Sourcing and CV Screening. After that Written exam of shortlisted candidates are taken. Those whose qualifies in the written exam, they have to give a preliminary Interview. From there the shortlisted ones goes for final Interview.

2.15 Selection Process

Selection is the most important part in the whole talent acquisition process because by recruitment a number of applicants are targeted to be finally selected and selection the next step to fully allow a person to working in the organization as a specific job position. So first in Intertek Bangladesh Ltd goes for reference checking and salary verification. Then salary is negotiated between HR personnel and the candidate. Once salary is finalized job is offered by handing an offer letter. Lastly placement of joiners on joining is conducted.

After Selection

➤ **For employees**

In the operational field of Intertek Bangladesh Ltd, after selection process has been initiated then the selected workers have to go through the process of permanently selected. So, in lower level the

technical workers have a certain time for a probationary period. They have to work for a probationary period of 1 to 2 weeks

➤ **For machine operator, helper and trainee:**

For the machine operator, machine helper and trainee which are also from production level have to go through with this probationary time also. It is a guaranty that after working for that particular period of time he or she would get fully prepared to do the specific job tasks permanently. They have to work for a probationary period of 3 months.

2.16 Work Environment

During lunch time, all employees walk towards an area where food is served and others are wandering closely with their families. Inside the building, everything is clean, clear, executive office, glass wall, even laboratory floor where machines add sophisticated process for each product test. Hundreds of workers wear colorful masks and manage feverishly machine, cut, cut cloth and cut legs. Mask clothes protect workers from dust and harmful chemicals and supervisors strictly strengthen this practice. The main priority of workers' health and safety is to clean and ventilate with clear warning, such as emergency exit, fire extinguishing and cleaning gear, such as water unit gum boots and metal gloves for cutting. A full-time doctor is performing the duty of the medical unit, which has two beds for workers who can be re-cleared and sick during work hours.

The main problem for foreign clients is their condition and the workers' age limit. Intertek Bangladesh Limited, Human Resource Department ensures that every worker is treated fairly in terms of salaries, overtime and other benefits, workers do not abuse any work, and all grievances of the workers are resolved. The compliance manager will listen to any complaints or problems, no employee hear and try to come up with a satisfactory solution regularly visiting each floor..

2.17 Compliance Measures by Intertek Bangladesh Ltd.

✓ **Fire Fighting Techniques and Instruments**

Intertek Bangladesh ensures compliance with foreign buyer's conditions strictly, so modern firefighting techniques and instruments is used and firefighting training is maintained strictly.

✓ **Ensuring of Protective Equipment's**

In order to comply with quality standards and employee health and safety, all workers are given protective equipment's from the company.

✓ **CPR Trained Personnel**

CPR trained personnel is there at Intertek Bangladesh Ltd for emergency needs.

✓ **Free Treatment**

Employees and workers are given free treatment by the company.

✓ **Minimum salary as per rule**

Minimum salary is ensured for its workers according to the directive of the labor law.

✓ **Ensuring no Extra Overtime**

No extra overtime is imposed to the workers by the company.

2.18 Work Hour

At Intertek Bangladesh Ltd, the Human Resources Department makes sure that every worker is treated fairly in terms of salary, overtime and other benefits, that workers are not abused in any way and that all complaints from workers are addressed. A woman 'welfare officer' visits each floor regularly to hear out any complaints or problems any worker may have and tries to come up with a satisfactory solution. Sunday to Thursday Office time is 9:00 AM to 5:30 PM & in Friday its 9:00 AM to 12:30 PM.

Chapter -3

Company Overview

- ❖ Background
- ❖ What they do
- ❖ History of Organization
- ❖ Operational network organogram
- ❖ Our Mission, Vision & Values
- ❖ Brand Reinvention
- ❖ Corporate responsibility

3 Background

For more than 130 years, companies world wide have been reliant on intertak to ensure the quality and security of their products, processes and systems. Intertek goes out of examination, inspection

and certified products; It helps customers improve performance, production and supply efficiency, beyond market constraints, and reduce risk. Intertek helps its customers to grow product prices, help develop as a trusted brand, gain competitive advantage and achieve fame. Intertek helps its customers to grow product prices, help develop as a trusted brand, gain competitive advantage and achieve fame. Through intertek services, companies can fully prepare their products for the benefit of society and assist the client in reducing adverse and environmental impacts through processes.

Intertek is running its operations, depending on more than 43,000 workers in 1,000 locations in more than 100 countries. This organization operates 7 days and 24 hours of service and provides overall quality assurance of the product. This institution has been ensuring quality, health, environment, security and social responsibility in the global and global markets for a long time. It is an institution that helps in maintaining discipline and maintaining our knowledge and expertise in a widely recognized, regulatory, marketplace and supply chain.

Intertek can sharpen your competitive edge

- Including reliable testing and certification for quick regulatory approval
- Through a fast, efficient entry in the market around the world
- With Total Quality Assurance across your supply chain
- Through innovative leadership in meeting the standards of social responsibility
- By reducing costs and reducing health, safety, and security risks
- Becoming a reliable brand

3.1 What they do

WHAT WE DO

Intertek is a leading Total Quality Assurance provider to industries worldwide.

Our network of more than 1,000 laboratories and offices and over 43,000 people in more than 100 countries, delivers innovative and bespoke Assurance, Testing, Inspection and Certification solutions for our customers' operations and supply chains.



Assurance

Enabling you to identify and mitigate the intrinsic risk in your operations, supply chains and quality management systems.



Testing

Evaluating how your products and services meet and exceed quality, safety, sustainability and performance standards.



Inspection

Validating the specifications, value and safety of your raw materials, products and assets.



Certification

Formally confirming that your products and services meet all trusted external and internal standards.

Intertek provides this kind of service

Advisory	Auditing	Certification	Sustainability	Training
Consulting	Evaluation	Risk Management	Business Assurance	Validation
Inspection	Outsourcing	Quality Assurance	Testing	

Here is the list of industries that Intertek covers

Aerospace & Automotive	Government & Trade
Building Products	Industrial & Manufacturing
Chemicals	IT & Telecoms
Consumer Goods & Retail	Medical & Pharmaceutical
Electrical & Electronic	Minerals
Energy	Textiles, Apparel & Footwear
Food & Agriculture	Toys, Games & Hardline

3.2 History of Organization

The Intertek story starts at the inception of the modern testing industry. The history of Intertek goes back over 130 years, and evolves from the combined growth of a number of innovative companies.

1880 - 1900

- Mr. Caleb Brett cargo ship (1885), the independent testing and certification for a marine survey in the UK found.
- Mr. Milton Hersey, founded a chemical testing laboratory in Quebec, and pioneered the idea of independent laboratories (1888).
- Mr. Thomas Edison established his Edison Electric Illuminating Company's Lamp Testing Bureau in America, the origin of the world's electric lighting industry (1896).
 - The lamp testing bureau was later named 'Electrical Testing Laboratories' and later it was shortened to 'ETL'.
 - In the next 40 years it has been increased for the general electric and other industrial examinations made by new inventors like air conditioning.

1900-1940

- Swedish Electricity and Electronic Products Security Examination (1925) was established in Sweden to SEMKO.
 - SEMKO 'S Mark Registration.' It becomes a product testing institute approved by the Swedish government for mandatory certification.
 - Providing certification for goods in the more extensive Nordic market, and the expansion of international electrical and electronic industries for the next 40 years.
- Mr. Chas Warnock forms the Chas Warnock Company in Montreal, Canada to inspect steel products (1927).

1940-1980

- Milton Hersey and Chas Warnock combine their company to create 'Warnock Hersey' one of the largest testing and inspection institutions in Canada (1954). The Company's Minerals, Lemar Examination and Expanding in the US Market
- Inchcape, a multinational corporation acquired by Inchcape (1973), entered into a global international group testing industry while establishing 'Labtext' Hong Kong to meet the domestic needs of Dadwellel companies.
 - Labtest basically focuses on textile testing, and after expanding across other consumer products. This is Hong Kong's first commercial consumer product testing facility.
 - Labtest expands internationally, extending its business in the United States (1975) and establishing labs in the Philippines (1979), Taiwan (1982), New York city (1983), Singapore (1984), Thailand (1985) and the UK (1987) and China (1989).
- Inchcape acquires multiple examinations and inspection firms, which include petroleum, petrochemical, textile, electronics and mineral tests (1975-1980)

1980-2000

- Inchcape reorganizes. It forms a specific testing business stream, 'Inchcape Testing Services' (1987), including Lab test and its other acquisitions in the testing, inspection and certification area.
- Inchcape acquires the Caleb Brett group of companies, and the government trade and inspection services businesses in the UK ('Foreign Trade Standards') and the US (Intertek Testing Services and Intertek Services International) (1984-87).
- Labtest acquires the product safety consulting business RAM (Risk Analysis & Management™). RAM supports clients such as McDonalds and their toy safety programme (1988).
- Inchcape acquires ETL Testing Laboratories (1988).
- Inchcape continues its acquisitive path, buying Warnock Hersey in North America (1992) and SEMKO in Sweden (1994), and other testing companies. It amasses a range of

accreditations and registrations needed to provide certification, inspection and testing services across various industries including automotive, aerospace, electronics and consumer goods.

- Inchcape's Testing Services division is bought as part of a management buy-out by Charterhouse Development Capital, a global investment company (1996).
- The company is renamed 'Intertek Testing Services,' forming the present-day Intertek. Richard Nelson, the existing CEO of Inchcape Testing Services, becomes CEO of Intertek.

2000 - Present

- Intertek listing on the London Stock Exchange on 29 May 2002, becoming Intertek Group.
 - It has a share price of £ 4, market cap of 614 million pounds and FTSE 250 in the support services sector.
 - Intertek's stock symbol is ITRK.
 - After enrollment, there were about 10,500 employees and nearly 750 laboratories and worldwide offices of Intertek, and earning around 450 million pounds every year.

With the broad focus of providing quality and security services across a wide range of industries (2000 to present), the Intertek is being expanded through the completion of testing, inspection and certification firms in the field of certification.

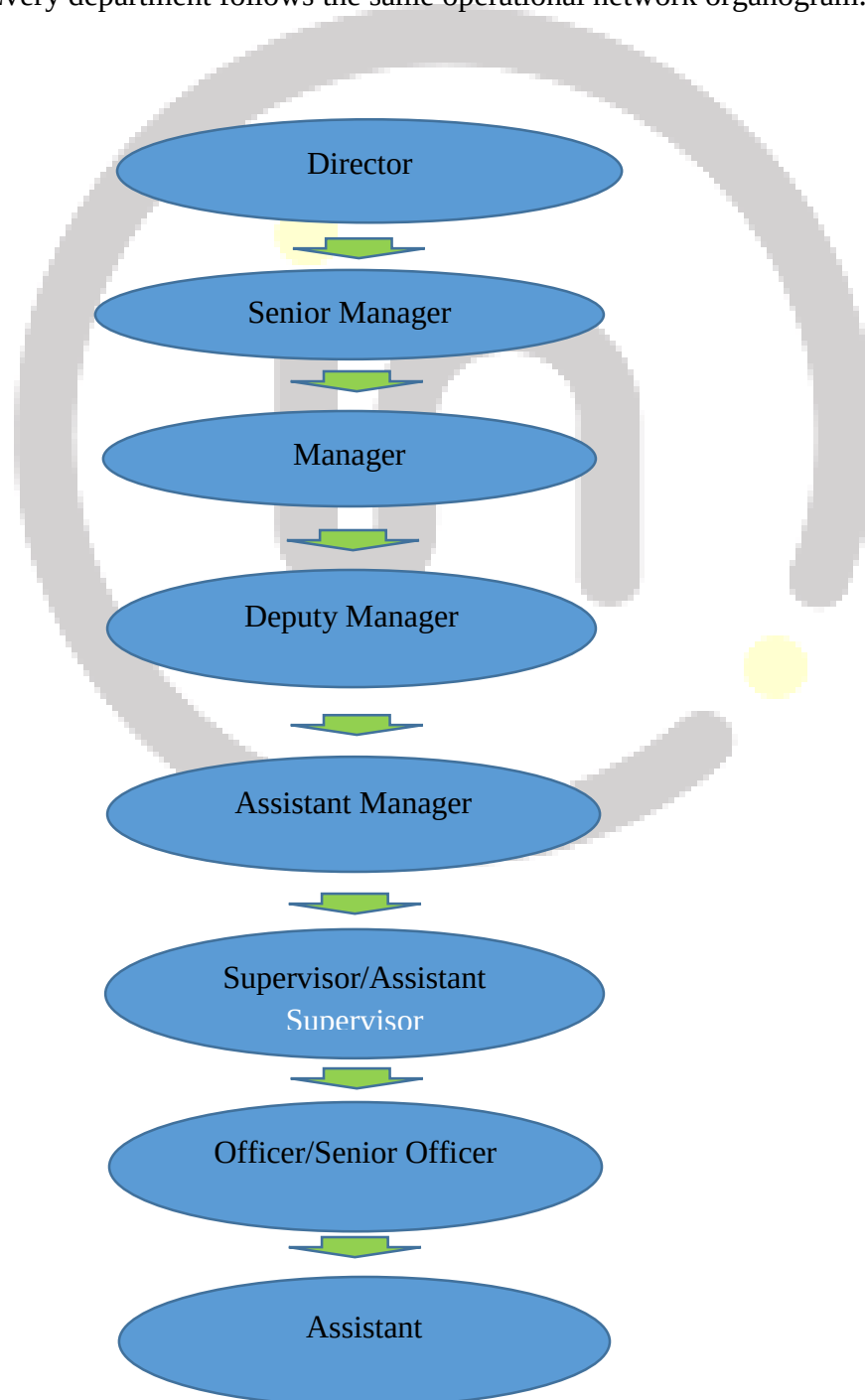
- Intertek expanded its own services and operations in growing areas such as supply-chain management and ethical source services, inspection of industrial assets, food, pharmaceutical renewal energy and organic fuel, solar and wind-driven products.
 - It starts with major laboratory outsourcing contracts with companies, including BP, Kodak, DSM, Unilever, ICI, Sabic, Volkswagen and Lilly.
- Richard Nelson, CEO of 20 years, retires. Dr. Wolfhart Hauser is appointed CEO in 2005.

- Intertek Internal Business Unit is connected around the industry of customers, in four core sections in 2006.
- In January 2011, we revised our working structures to improve the alignment of our business lines with our customers, and to change the name of the specific category to better describe.
 - Agri,Oil & Chemical is renamed Commodities, and incorporates Minerals; Analytical Services is renamed Chemicals & Pharmaceuticals, and incorporates Health & Environmental; Industrial Services is renamed Industry & Assurance, and incorporates Food, Agri, and Upstream Services.
- Intertek's share price on the London Stock Exchange exceeds the £10-mark for the first time in June 2007; and 2011 marked the first time that the share price exceeded the £20-mark.
- Intertek's annual revenue exceeds £GBP 1 billion in 2008, reporting total revenue of £1,003.5k for the full year.
- Intertek enters the FTSE 100 for the first time in 2009.
- In February 2011, Intertek expanded its brand identity to Intertek: Valued Quality, Delivered, underlining the company's global mission of partnering with its customers to provide quality services that add value to their organizations.
- In May 2011, Intertek completed its acquisition of Moody International for £450 million. As a result, the number of Intertek employees reaches 30,000.
- May 2015: Wolfhart Hauser, CEO retires from Intertek after 10 years of service and is succeeded by André Lacroix.
- Intertek completes four acquisitions in 2015 including PSI for \$330m in the US – a provider of testing and assurance services to commercial and civil construction markets – with 2,400 people across 87 locations. At the end of 2015, the number of Intertek employees totals 41,400.

- In 2016, Intertek acquired the Italian food quality assurance business FIT-Italia, the Canadian cyber security assurance business EWA-Canada, and entered a joint venture with the environmental quality assurance business ABC Analytic in Mexico.

3.3 Operational network organogram

There are many departments in Intertek Bangladesh Ltd such as textile lab, analytical lab, other business lines such as food, cargo, agri inspection services, customer and credit services, IT, HR, Finance, etc. . Every department follows the same operational network organogram.



3.4 Our Mission, Vision & Values

For more than 130 years, the story of Intertek Bangladesh has always become an innovation. In 1885 we examined and certified crop harvesting before sinking in the sea, and in 1888 we introduced the concept of independent laboratories. Then in 1896, the best inventor of all of them became part of our story. When Thomas Edison expressed surprise in lightning and the light bulb he wanted to ensure that his products were tested, tested and safe, he established the lamp testing bureau, then got electrical testing laboratories.

For a century, we maintain its ETL mark of quality and maintain new quality standards for the protection of customers and our clients' acceptance. Today we work in more than 100 countries, giving a world-wide strength, total quality assurance skills, in particular, delivering consistently with speed and emotions, so that our customers are able to safely advance.

Our business foundation and aspirations are established by our visionary founders who are true, and their innovation and strength continue to be our inspiration, our passion and entrepreneur culture will ensure that we provide the security, quality and assurance of our customers - today and future

Our Purpose

Bringing quality and safety to life.

Our Mission

To exceed our customers' expectations with innovative and bespoke Assurance, Testing, Inspection and Certification services for their operations and supply chain. Globally. 24/7.

Our Vision

To be the world's most trusted partner for Quality Assurance.

Our Values

- We are a global family that values diversity.
- We always do the right thing. With precision, pace and passion.
- We trust each other and have fun winning together.
- We own and shape our future.

- We create sustainable growth. For All.

3.5 Brand Reinvention

We are unveiling a great new brand identity in the intertek world that will reflect the commitment to ensure customer's best quality. Intertek has always been a pioneer, with bold inventions to assume its clients' needs. True to the innovative spirit of our founders, we're re-defining the industry with our Total Quality Assurance value proposition – going beyond physical quality control through our Testing, Inspection and Certification services to offering Total Peace of Mind, as we additionally provide Assurance services, ensuring our customers' operating procedures and systems are functioning properly. We sum this up in our new strapline, our brand USP, 'Total Quality. Assured.'

As part of our brand reconsideration, we are launching new brand ideas in our literature, which is an important moment in our company history - our founder Thomas Edison is the first practical incandescent lamp light detector. Our new logo reflects technology and progress. The letter 'I' is always the brightest element of our logo, the reference of light bulbs in the Edison Laboratory moment. Our new brand color yellow - illumination color. The most visible color in the spectrum, it promotes safety. Yellow is also the new concept and the color of innovation - the life of our company.

But our new identity is more than just a new logo and color palette. It is false in our customer commitment - Intertek assures you of the position as a trusted partner for last-end trusted partners - Intertek Total Quality Assurance, continuously delivering with efficiency, precision, speed and passion, enable our customers to safely advance.

3.6 Corporate responsibility

Intertek Group is committed to operating in a socially responsible manner as a global corporate citizen. As a listed company, the corporate governance standards of the group follow the standards, which promote integrity, transparency and accountability to protect stakeholders' intertacte value and to protect and enhance their long-term success.

We manage the largest multinational corporations and well-known brands in the world to improve social, moral and environmental consequences in their products, services and supply chain. We have adopted a framework system for our own corporate responsibility. We believe that local managers are best suited to understand and respond to their structured business environment, in this framework. Our corporate social responsibility report included in our annual report shows how these policies are being applied around the group.

Our honesty is very important for our business. Intertek is committed to high standards of professional behavior, and for our ethical and fair business transactions with our employees, partners, and third parties. Our faculty code and consent formation support our ethics code.



Chapter -4

Internship at Intertek Bangladesh Ltd

- ❖ Internship at Intertek Bangladesh Ltd.
- ❖ Description of the Job
- ❖ Specific responsibilities of the job

4 Internship at Intertek Bangladesh Ltd.

I have got the opportunity to work in Intertek Bangladesh Ltd. As an intern for two months from 2nd January to 1st March, 2018, it's a part of my academic program. As my major is Human Resource Management, I worked in Human resource department as an intern where I had learnt several Human Resource practices of Intertek Bangladesh Ltd.

4.1 Description of the job

I had the opportunity of internship for two months in Intertek Bangladesh Limited. I have come up with various tasks which are managed by the HR department. I introduced to the work of an HR staff, there were different types of jobs that I knew were regularly regular. The following things I had been appointed regularly were:

- ❖ Collecting Bio data
- ❖ Screening Bio data
- ❖ Setting Interview & training date
- ❖ Calling For Interview
- ❖ Making Interview Lists
- ❖ Creating Employee Profile
- ❖ Data Entry in different HR Forms

Collecting Bio Data

In the month of January Intertek went through lots of recruitment and selection process. There were about 62 vacant positions which needed to be filled. So among the many CVs which were stored in the CV bank of BD jobs.com I had to download the CVs of the qualified candidates from among them.

As I have worked mostly in the recruitment Associates, it was my job to call the outlets and ask them to send the CVs to Human Resource Department. And also ask the Office Assistant to collect the CVs from the CV box.

Screening Bio data

I was receiving a large number of employees, we got a lot of CV. While screening CVs there were some areas considered, this was age, education and location. For example, applicants must be 18 years of age or older to apply for work. Candidates for Associates and Responsible Positions must be a graduate student and must be smart candidates for executive positions. Store Assistant Candidate must have SSC degree.

Setting Interview date

After the CV scans and classified them in different classes, I would fix the date of interview for different branches and inform the people about the related resources of the interview. And after giving the interview, I had just completed the training date for the selected candidates. To do this, I had to find out the empty slots for training batch and training in the training journal, and decided to finalize the staff interview and training batch, talking to everyone.

Calling for Interview

After screening CVs and separating them based on their location, candidates were called for interviews and my job was to tell them about the date, time and place of the interview. The interview was held in the HR Department of InterContact Bangladesh Limited. After the interview, the selected candidates will have to call.

Making Interview Lists

When calling the candidates, I have to give serial number to their CV. After the call to the candidate, it was a job to create an interview list, which left the column for the applicant's name, father's name, applicant's name, educational qualification, address and contact number, applicant's signature, selected, selected and commentary. . The following was discussed in the list of Human Resource Officers and Managers of the concerned department.

Creating Employee Profile

HR Department of Intertek Bangladesh Limited keeps records of their manual and HRMS. After the recruitment, each new employee recruits an ID for their identification. Employee file consists of Interkec Bangladesh Limited, Employee CV, Photocopy of Employee's Educational Certificate, and the letter of reference letter attached to the employee.

Data Entry in different HR Forms

In January, employees' leave forms were revised and I had to make entries of the number of leave each employees took over the last year.

Employee Joining

When a new employee joins I performed all tasks for joining. The tasks include all necessary signatures and filling.

4.2 Specific responsibilities of the job

Call and schedule confirmation for assessment session: As mentioned earlier I had to call the shortlisted candidates and let them about the place, date and time of their assessment session.

Ensure Candidate Attendance in the exams and assessment session: One of my responsibility was to check whether all the candidates who were shortlisted appeared for the exam or not. If they didn't appear I had to call them back and know what their problem was and if possible then reschedule their exam date.

Data Entry in different HR databases: Performance appraisal of the employees were also done during my stay in Intertek. So I had to make entries of the result of employees in computer database.

Chapter -5

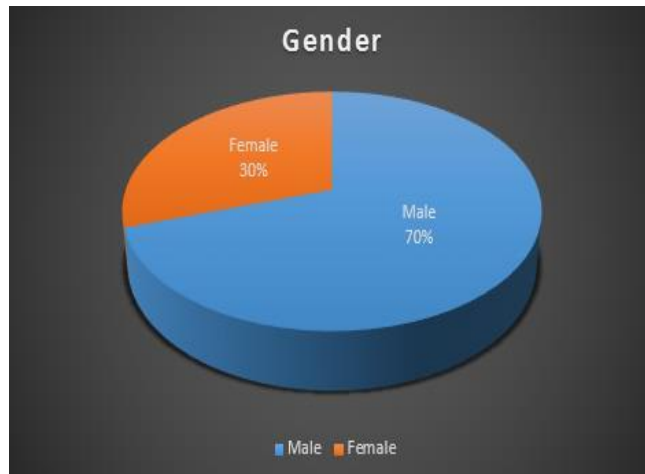
Data Analysis

- ❖ Frequency Distribution
- ❖ Analysis
- ❖ Findings of the Study

5 Data Analysis

5.1 Frequency Distribution

Table 5.1: Gender of the respondents

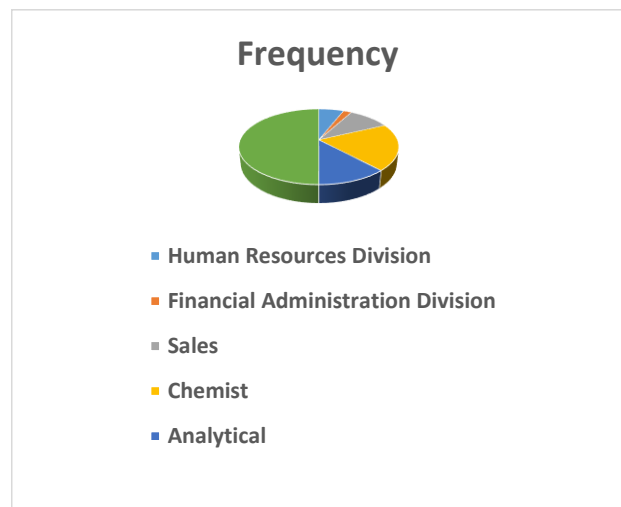


Gender	Frequency	Percent
Male	35	70
Female	15	30
Total	50	100.0

Among the employees of sample division of Intertek Bangladesh, 70% are male and 30% are female.

Table 5.2: Division of the respondents

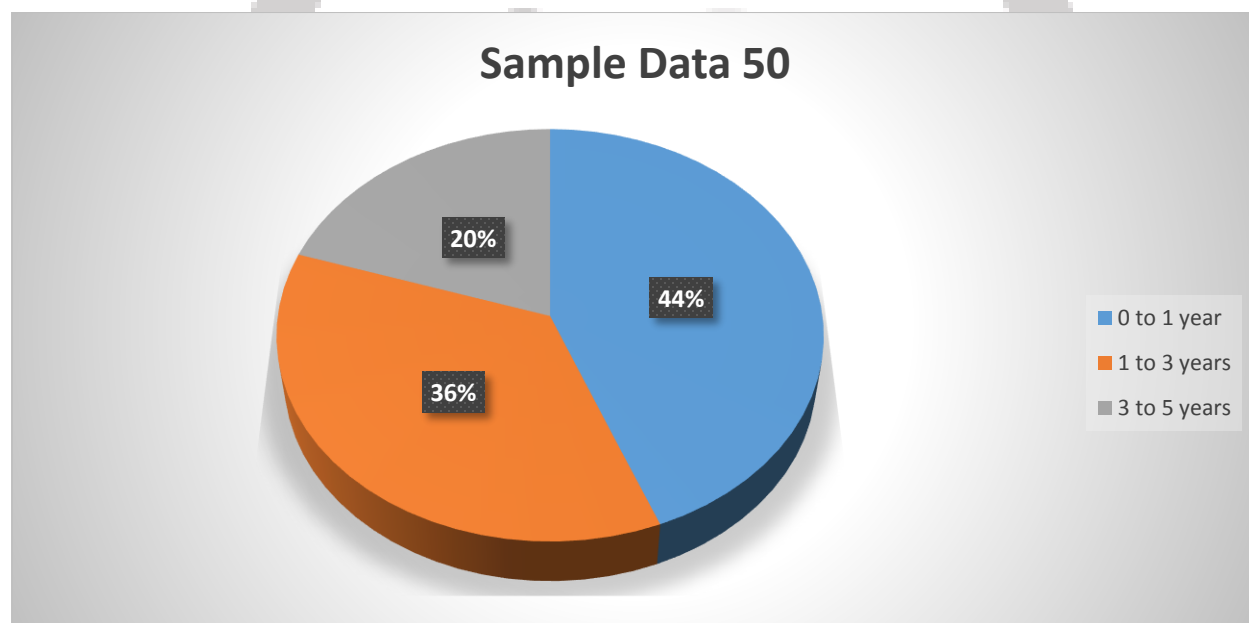
Division	Frequency	Percent
Human Resources Division	6	12
Financial Administration Division	2	4
Sales	10	20
Chemist	20	40
Analytical	12	24
Total	50	100



Among the employees of sample divisions 12% are in Human Resources Division, 4% are in Financial Administration Division, 20% are in Sales, 40% are in Chemist dept. and 24% are in Analytical Division.

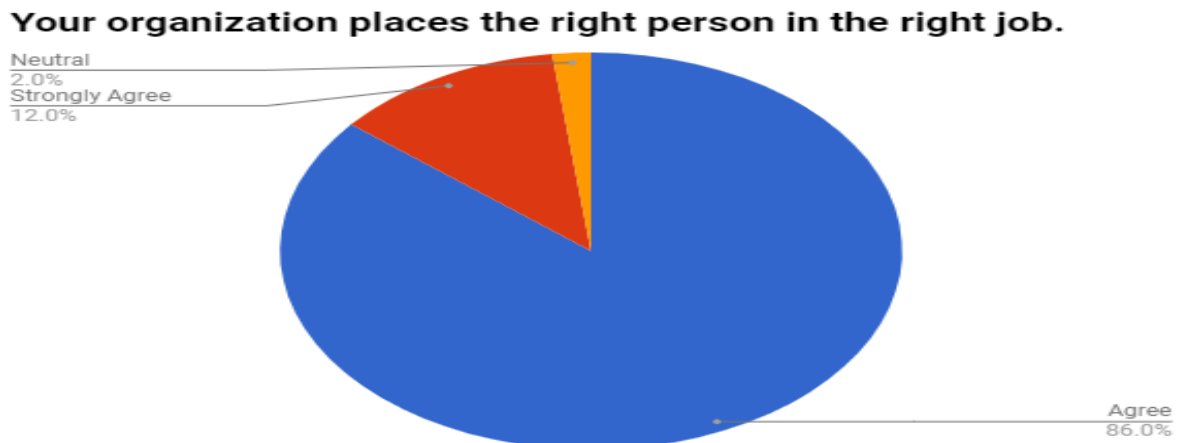
Table 5.3: No of years in Intertek Bangladesh Ltd of the respond

Employment Age	Frequency	Percent
0 to 1 year	22	44
1 to 3 years	18	36
3 to 5 years	10	20
Total	50	100



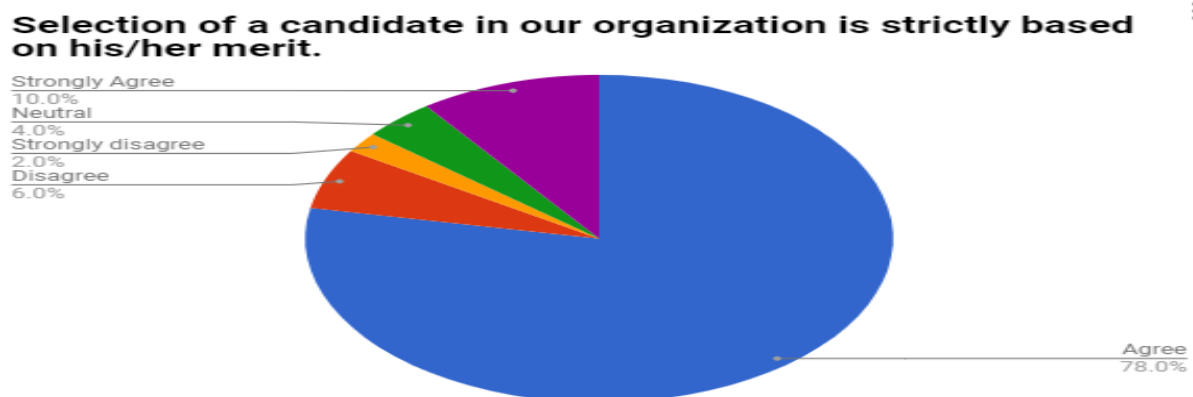
Among all the respondents 44% employees are in Intertek Bangladesh Ltd. for less than 1 year, 36% employees are in this organization for 1 to 3 years, 20% employees are in 3-5 years about the fact that year of service of respondent.

Table 5.4: Your organization places the right person in the right job



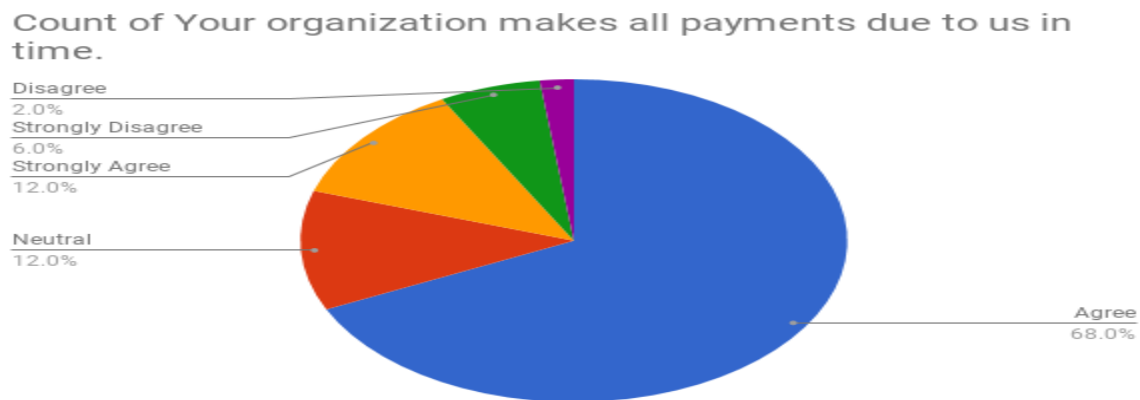
According to the table, **0%** respondents said that, they are “**Strongly Disagree**” about this statement. Another **0%** respondents have “**Disagree**” with this statement. And another **2%** respondents have “**Neutral**” with this statement. **86%** respondents said that “**Agree**” and **12%** respondents are said “**Strongly Agree**” with this statement.

Table 5.5 Selection of a candidate in our organization is strictly based on his/her merit.



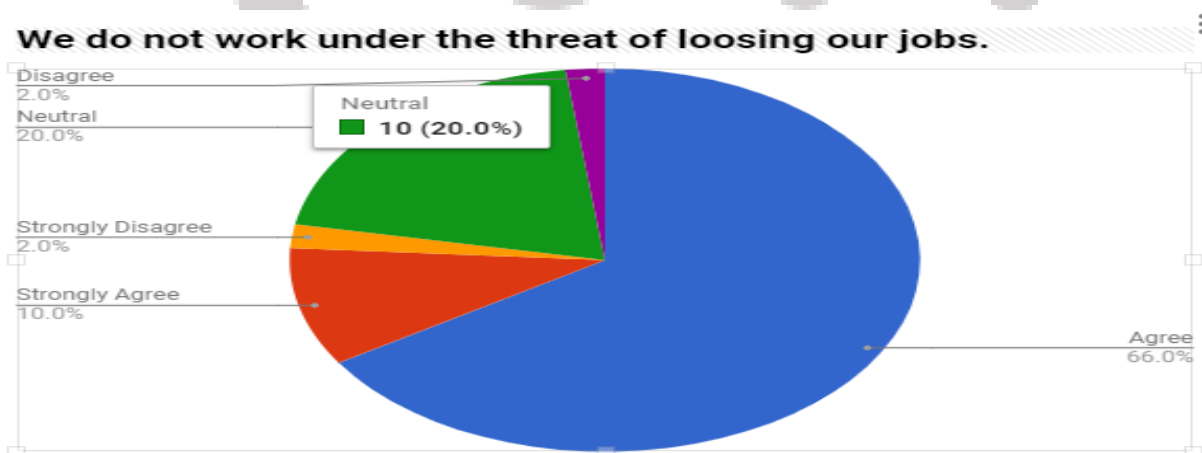
According to the table, **2%** respondents said that, they are “**Strongly Disagree**” about this statement. Another **6%** respondents have “**Disagree**” with this statement. And another **4%** respondents have “**Neutral**” with this statement. **39%** respondents said that “**Agree**” and **10%** respondents are said “**Strongly Agree**” with this statement.

Table 5.6 : Your organization makes all payments due to us in time.



According to the table, 6% respondents said that, they are “**Strongly Disagree**” about this statement. Another 2% respondents have “**Disagree**” with this statement. And another 12% respondents have “**Neutral**” with this statement. 68% respondents said that “**Agree**” and 12% respondents are said “**Strongly Agree**” with this statement.

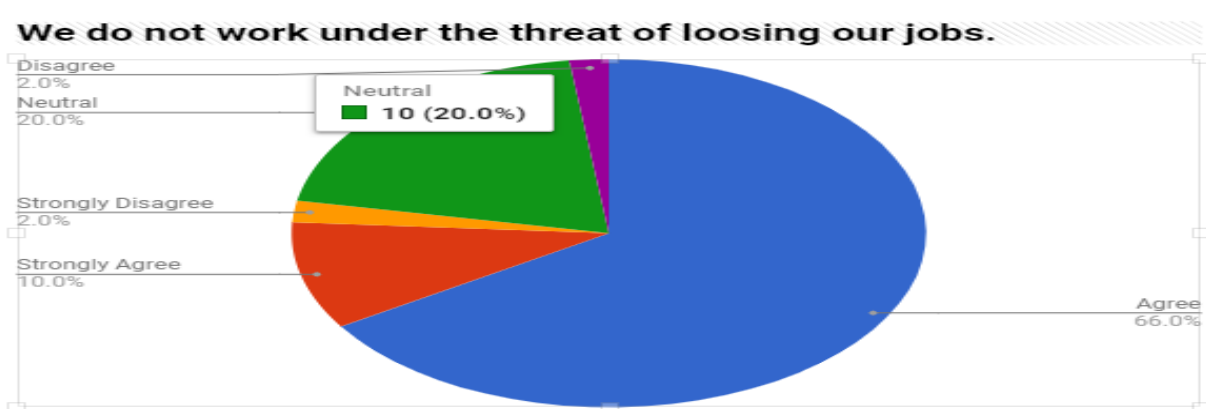
Table 5.7 : Performance appraisal in our organization aims at improving employee performance and strengthening our job skills



According to the table, 2% respondents said that, they are “**Strongly Disagree**” about this statement. Another 2% respondents have “**Disagree**” with this statement. And another 20% respondents have “**Neutral**” with this statement. 66% respondents said that “**Agree**” and 10% respondents are said “**Strongly Agree**” with this statement.

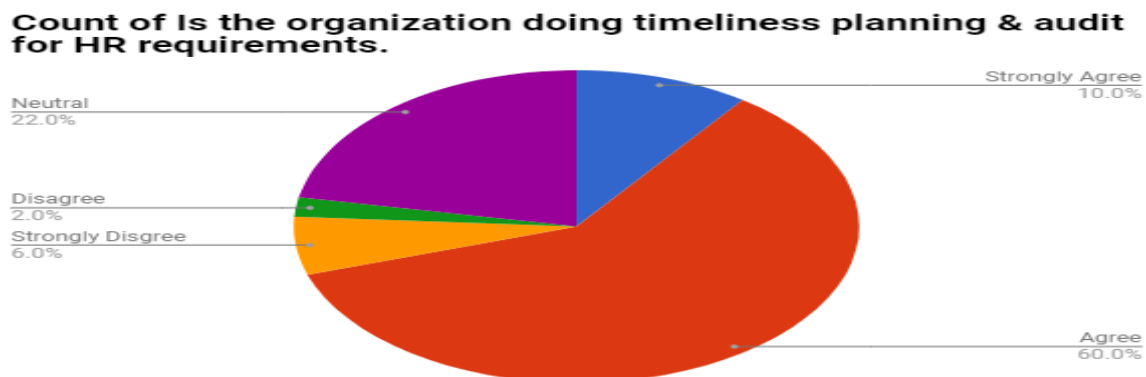
respondents have “**Neutral**” with this statement. **66%** respondents said that “**Agree**” and **10%** respondents are said “**Strongly Agree**” with this statement.

Table 5.8 : We do not work under the threat of losing our jobs.



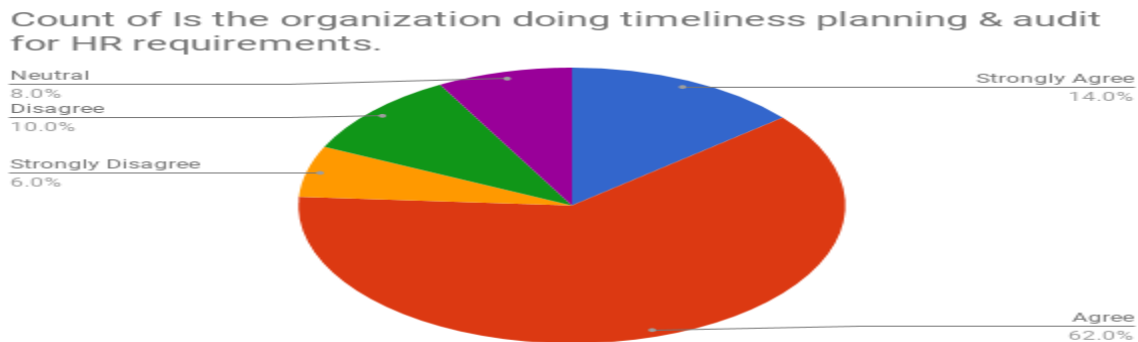
According to the table, **10%** respondents said that, they are “**Strongly Disagree**” about this statement. Another **2%** respondents have “**Disagree**” with this statement. And another **20%** respondents have “**Neutral**” with this statement. **66%** respondents said that “**Agree**” and **10%** respondents are said “**Strongly Agree**” with this statement.

Table 5.9 : Is the organization doing timeliness planning & audit for HR requirements?



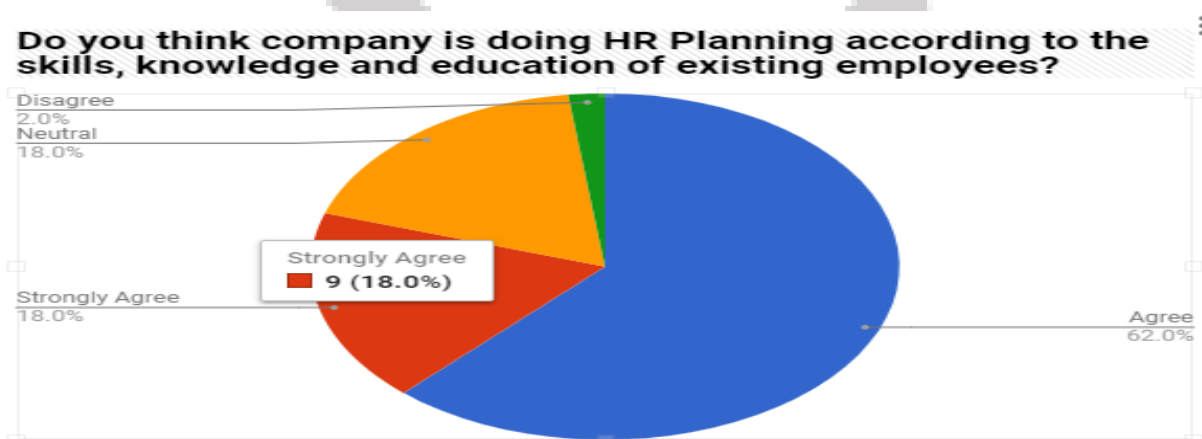
According to the table, **6%** respondents said that, they are “**Strongly Disagree**” about this statement. Another **2%** respondents have “**Disagree**” with this statement. And another **22%** respondents have “**Neutral**” with this statement. **60%** respondents said that “**Agree**” and **10%** respondents are said “**Strongly Agree**” with this statement.

Table 5.10 : Does HR provides an adequate pool of employees after HR Planning Process?



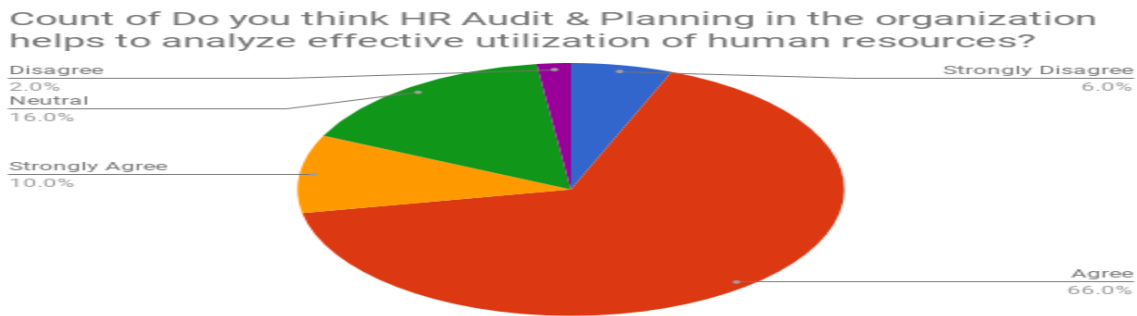
According to the table, **6%** respondents said that, they are “**Strongly Disagree**” about this statement. Another **10%** respondents have “**Disagree**” with this statement. And another **8%** respondents have “**Neutral**” with this statement. **62%** respondents said that “**Agree**” and **14%** respondents are said “**Strongly Agree**” with this statement.

Table 5.11 : Do you think company is doing HR Planning according to the skills, knowledge and education of existing employees?



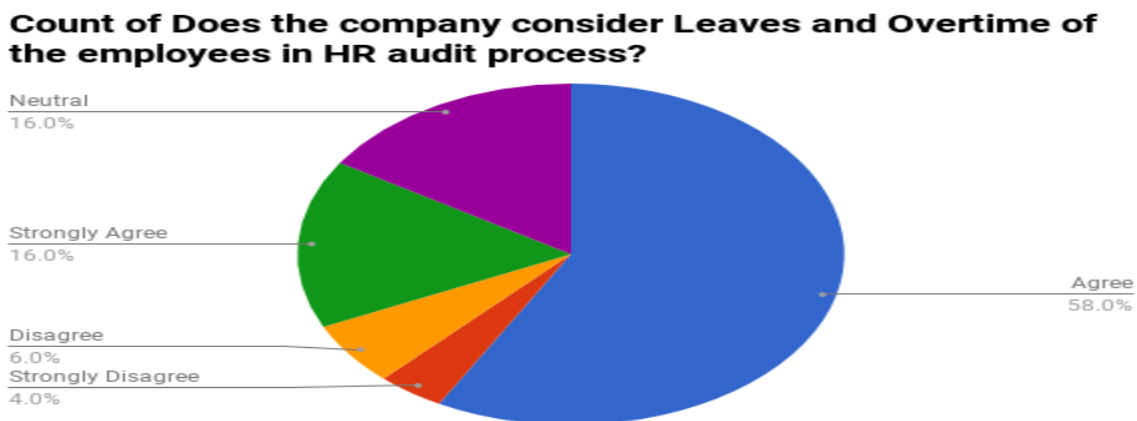
According to the table, **18%** respondents said that, they are “**Strongly Disagree**” about this statement. Another **2%** respondents have “**Disagree**” with this statement. And another **18%** respondents have “**Neutral**” with this statement. **62%** respondents said that “**Agree**” and **0%** respondents are said “**Strongly Agree**” with this statement.

Table 5.12 : Do you think HR Audit & Planning in the organization helps to analyze effective utilization of human resources?



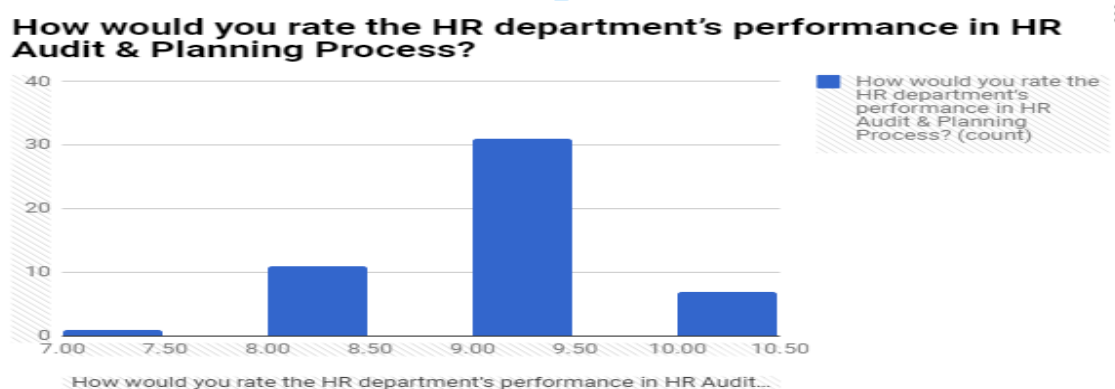
According to the table, **6%** respondents said that, they are “**Strongly Disagree**” about this statement. Another **2%** respondents have “**Disagree**” with this statement. And another **16%** respondents have “**Neutral**” with this statement. **66%** respondents said that “**Agree**” and **10%** respondents are said “**Strongly Agree**” with this statement.

Table 5.13 : Does the company consider Leaves and Overtime of the employees in HR audit process?



According to the table, **4%** respondents said that, they are “**Strongly Disagree**” about this statement. Another **6%** respondents have “**Disagree**” with this statement. And another **16%** respondents have “**Neutral**” with this statement. **58%** respondents said that “**Agree**” and **16%** respondents are said “**Strongly Agree**” with this statement.

Table 5.14 : How would you rate the HR department's performance in HR Audit & Planning Process?



5.2 Findings of the Study

Co- relation between recruitment and turnover: Recently there has been a significant increase in the upside rates compared to last year. There is always a relationship between the recruitment and turnover rate among all organizations. To deal with this, the recruitment process needs to be corrected. Candidates will have to go through more stringent testing to solve this problem and they will be appointed before and after selecting Interak. Candidates will be interested in interviews and interviews to know about the possibility of having them at Intertek.

Recruitment and Selection policy: This organization selects their employees strictly based on his/her merit, potentiality and capabilities. I think there is lacking of proper staffing-that means "lack of right place". So the main problem is found, lack of ideal recruitment and selection program.

Training and Development policy: The development policies of the company's employees are not suitable. Employee training and orientation are often not operated on the basis of company. As a result, employees can not fail to communicate with customers properly and that need to be changed very quickly.

More involvement of sales managers required in the recruitment process of sales team: The recruitment process seems to be more involved in more HR departments. HR departments are certainly professional about matter. However, the sales department has the qualities needed for the job and there are good ideas about those qualities. They are more able to identify the good prospects of the candidates. Therefore sales manager's recruitment process should be more involved. Although the HR department acts as a processor in the process.

Gives ad in net only: One goal of recruitment is to create a pool of candidates. However, the candidates need to be qualified. The more qualified candidates there are available, the more probability there is that the recruitment will be a success. Intertek mainly advertises job vacancies over the net. But the more prominent media used by the applicants is the newspaper. It is true that more technology oriented people use net. But they do not necessarily use it to find jobs. So Intertek should use campus recruitment and job fair more often.

Theft by workers: In Intertek, the workers in the laboratories as well as those who works in the office have to work with clothes, shoes etc. Even though the rules and conditions of Intertek is very strict, however there has been incident of product theft by workers. It is a very shameful act and hence the compliance manager over there should set very strict rules regarding these kinds of actions.

Less focus on the promotional activities: The industry where Intertek stands are competitive enough and getting more and more competitive day by day due to different factors of cost benefits, standard compliances and upgrading and so on. To compete against the strong competitors promoting the company and the offered services are very much required for Intertek. But they do not focus on their promotional and marketing activities that much.

Job Analysis policy: The job analysis program is not standard as well as the manager of human resource Department is not capable of apply the various HRM functions.

Performance Appraisal policy: The Company does not accurately follow the performance appraisal program. There is being accurse some discrimination, nepotisms are exercised. Consequently, employees with some efficiency are given different score by different author.

Performance Appraisal Method: Performance appraisal method system same for all the employees of all the departments.

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Fail to get skilled labors: Skilled labor force is required for any type of company. Skilled workforce can easily understand the ins and outs of the operations, businesses, and service systems. Intertek also needs skilled labor force. But the workforces of the Intertek BD are not skilled enough, basically who join initially. They have to spend a lot on the training and educating the workforces.

Discussing Problem: Management of this organization is always encouraging all the employees of all departments to share any kind of problem they are facing while working. If any kind of problem found, management try to solve the issue to maintain hassle free working environment.

Employees are overburdened by work: There are some employees of some department overburdened by work, at the same time other employees have low work pressure.

Promotion: Some employees are not promoted for a long time. This issue is making that employees work very hard.

Chapter -6

Recommendation & Conclusion

- ❖ Recommendation
- ❖ Conclusion

6 Recommendation

Recruitment and Selection: The Company should take only those people who have a sound knowledge of HR Planning & staffing strategy. The designated person will be responsible for developing the HR Management as well as develop the staffing procedure which will ensure the Strategic Staffing in Intertek Bangladesh Ltd.

It is found in the majority of companies in Bangladesh that in most firms the people who are performing the HR activities are not having a sound knowledge or a degree on HR. These people are found to have completed their bachelor degree in other fields like Engineering, Marketing, etc.

Therefore, I recommend that they when hiring people to work on HR, they must make sure that the person has a very extensive knowledge on HR, a degree or a MBA with major in HR will serve as an added advantage for the organization. They should avoid this thinking that HR is a simple task to do and they according to the growing need of HRM activities, it is their responsibility to hire appropriate people for it. If they think that it is not possible for them to identify the talents required for this field, then they may go for some external consultants/sources in the country who can help them in the talent acquisition process by charging certain amount of fees. They can hire some students from some reputed universities



Well, the justification behind the recommendation is that when they will have these HR experts in their organization they will be able to retain the high performing employees in the organization, there will be continuous improvement in the performance of the employees, as loyalty will be created between the employees and the employer, they will be able to have good industrial relations, improved compensation system and there are other areas which are due to improve with progressing time.

To formulate an ideal recruitment and selection policy: Recruitment and selection is the most important part of HR department so they should be more careful about the Recruitment and Selection policy.

To formulate an effective training and development policy: Regular training may be arranged for officers and HR officers in order to ensure the smooth operations of the company and to get the desired momentum in day to day work. An annual budget may be allotted for training purpose.

To conduct proper job analysis program: The top management should conduct proper job analysis for having better output.

To conduct standard performance appraisal program: HRM should follow accurate performance appraisal, otherwise, company might be fall in problem due to unfair standard performance appraisal.

Performance Appraisal Method: Performance appraisal form should not same for all employees. It should be according to department, task, nature of job and responsibilities.

Discussing Problem: Discussing problem is good practice so it should continue to improve employee's performance as well for creates good working environment.

To formulate standard human resource planning policy: The Company should set a standard human resource planning for its betterment.

Working Policy: As we already find out that some employees are overburden by work so it should be reduce by formulating a rule that everyone have to do their own work no one can force another to do his work.

Promotion: Organization should upgrade employee's position as per company rules and regulation. No other reason can make their promotion delay.

Job Security: Management should ensure the job security. So that employees can give best output and work without any kind of tension

Employees Benefits: They can differentiate their organization from the competitors by giving various types of benefits to their employees. Here, the company gives some benefits to the employees but the benefits are very common and are very few in numbers. The benefits are not attractive enough comparing to the other industries. They should introduce a wide range of benefits like pension schemes, insurance programs, loans for housing, car, etc.

Balanced Scorecard Process: The balanced scorecard model recognizes the importance of both real and invaluable resources and financial and non-financial measures. The leading indicators are unique indicators for each firm. Balanced scorecard depends not only on the financial results, but also the importance of measuring business performance from the point of view of strategic implementation. By mentioning important process measures, measuring them, and contacting the firm's performance based on this criteria of the staff, managers can ensure that the whole agency actively participates in the strategic implementation process.

Training and Development: In the current situation, there is no institution in fact to train the workers of Bangladesh so that they can improve their skills and provide better jobs. There should be more institutes in Bangladesh, where students get proper training. For example, if an engineer does not use any work, he will not be able to meet anyone in a garment factory, do not handle the equipment. Therefore, practical knowledge and vocational training for workplace are very important. "Employees need to be regularly trained, educated and updated, this is the responsibility of the HR department, for a quality productivity industry, the owner needs to invest the necessary resources and money for such training program.

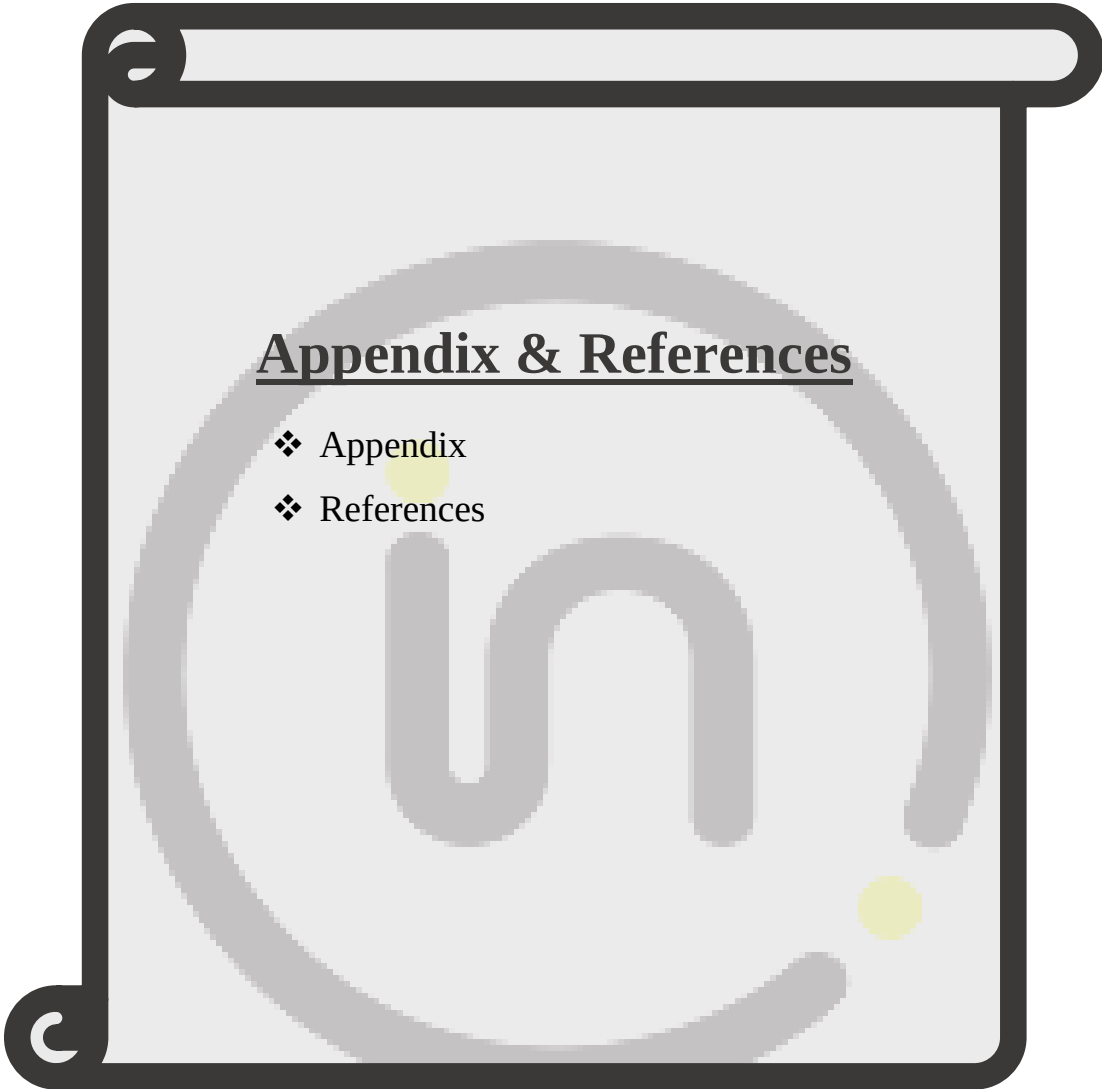
7 Conclusion

It was a perfect experience of the activities of Intertek Bangladesh Limited. Friendly welcome from staff and trainee / trainer who made the place has learned to learn and learn as a worker. This experience brought my strength to the area and I needed to improve. In my professional perspective it has added more confidence, has created a strong positive attitude and taught about how to work in the group as a player. The primary purpose of an internship is to acquire their theoretical knowledge into a real-life work experience collection and practice. I am grateful to the entire team of the hotel HR for their extraordinary support for making my work experience truly rewarding. Especially in this section, I have learned about my skills and level of human resources. After the expiration of this internship, I learned about the importance of HR Manager, Training Executive, HR Senior Supervisor and HR senior assistant role about human resources.

Intertek Bangladesh Ltd should go for building a Human Resource department to handle the workforce employed in the organization and also to keep track of the employees working. Although Intertek Bangladesh is working well on their field of expertise they still need to focus on their workforce and comply with the recommendation and should implement those as they thrive towards the future.

From the above discussion it can conclude such a way that since human resource planning & staffing strategy is a continuously practicing issue so it plays a significant role on organizations overall performance. If an organization wants to gain full benefit from human resource management it should follow all the sections of HRM. I think if Intertek Bangladesh Ltd adopts some new policy regarding compensating employees, recruitment and selection on the basis of salary survey and job analysis, we hope Intertek Bangladesh can be a market dominant and have skill employee for higher productivity to meet millennium goal.

Hence, I can sum up by saying that my internship experience was a milestone to my academic and professional experience. I thoroughly enjoyed the challenges that came along every single day. I could also bring some minor improvisations during my internship which were able to leave their marks. These lessons that I have learned will be a valuable one for my future endeavors as well.



Appendix & References

- ❖ Appendix
- ❖ References

8 Appendix

Survey Questions

❖ Your organization places the right person in the right job.

= Strongly Agree = Agree = Neutral = Disagree = Strongly Disagree

❖ Selection of a candidate in our organization is strictly based on his/her merit.

= Strongly Agree = Agree = Neutral = Disagree = Strongly Disagree

❖ Your organization makes all payments due to us in time.

= Strongly Agree = Agree = Neutral = Disagree = Strongly Disagree

❖ Performance appraisal in our organization aims at improving employee performance and strengthening our job skills

= Strongly Agree = Agree = Neutral = Disagree = Strongly Disagree

❖ We do not work under the threat of losing our jobs.

= Strongly Agree = Agree = Neutral = Disagree = Strongly Disagree

❖ Is the organization doing timeliness planning & audit for HR requirements?

= Strongly Agree = Agree = Neutral = Disagree = Strongly Disagree

❖ Does HR provides an adequate pool of employees after HR Planning Process

= Strongly Agree = Agree = Neutral = Disagree = Strongly Disagree

❖ Do you think company is doing HR Planning according to the skills, knowledge and education of existing employees?

= Strongly Agree = Agree = Neutral = Disagree = Strongly Disagree

❖ Do you think HR Audit & Planning in the organization helps to analyze effective utilization of human resources?

= Strongly Agree = Agree = Neutral = Disagree = Strongly Disagree

❖ Does the company consider Leaves and Overtime of the employees in HR audit process?

= Strongly Agree = Agree = Neutral = Disagree = Strongly Disagree

❖ How would you rate the HR department's performance in HR Audit & Planning Process

= Strongly Agree = Agree = Neutral = Disagree = Strongly Disagree

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