

AN INTERNSHIP REPORT
ON
“Human Resource Management Practices
Survonkar Auto Rice Mill”

Submitted by

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ID: E140503034

MBA (Evening) Major in Human Resource Management

3rd Batch

HSTU, Dinajpur.

Master of Business Administration (Evening)

*(This report has been prepared for submission into the
Faculty of Business Studies, Hajee Mohammad Danesh
Science & Technology University, Dinajpur, as a partial
requirement for fulfillment of the MBA (Evening) Program*



FACULTY OF BUSINESS STUDIES
Hajee Mohammad Danesh Science & Technology
University, Dinajpur

October, 2016

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ON
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PRACTICES SURVONKAR AUTO RICE MILL"

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FACULTY OF BUSINESS STUDIES

HAJEE MOHAMMAD DANESH SCIENCE & TECHNOLOGY UNIVERSITY,
DINAJPUR

October, 2016

*DEDICATED TO
MY
BELOVED PARENTS
&
TEACHERS*

Letter of Transmittal

24 October, 2016

Md. Mostafizur Rahman
Assistant Professor
Department of Management
HSTU, Dinajpur.

Subject: Submission of internship report on “Human Resource Management Practices Survonkar Auto Rice Mill”

Dear Sir,

Here is the internship report on “Human Resource Management Practices Survonkar Auto Rice Mill”, which you have assigned me to do as a part of my MBA (Evening) program requirement. I have tried my best to gather all kinds of relevant information, which could give an overall idea on this topic. I have worked 45 days with this organization and have observed their work. I tried to gather information regarding report as much as possible. I hope that this report will meet the expected standard.

I have enjoyed preparing the report very much. Especially, the knowledge obtained from my MBA (Evening) program and some employees of this bank helped with the information which made my work a bit easier. I am submitting this internship report for your kind consideration and thanking you for your constant assistance and guidance.

Sincerely yours,

Rinku Kumar Roy
ID: E140503034
Major in Human Resource Management

MBA (Evening) program, 3rd Batch
HSTU, Dinajpur

Declaration of Student

I am Rinku Kumar Roy, a student of Master of Business Administration (Evening) program of Hajee Mohammad Danesh Science and Technology University. As a partial fulfillment for the requirement of the MBA (Evening) program I have to perform the internship in exploring the Human Resource Management System in Suvonkar Auto Rice Mill.

I hereby declare that the report is titled as "Human Resource Management Practices Survonkar Auto Rice Mill". Prepared and completed by me under the supervision and guidance of Md. Mostafizur Rahman, Assistant Professor, Department of Management, Hajee Mohammad Danesh Science and Technology University, Dinajpur.

Rinku Kumar Roy

ID: E140503034

Major in Human Resource Management

MBA (Evening) program, 3rd Batch

HSTU, Dinajpur

Declaration of Supervisor

It's my pleasure to certify that Rinku Kumar Roy, Student ID: E140503034, MBA (Evening) 3rd Batch, Major in Human Resource Management, Session-2014 has successfully completed. Internship report titled "Human Resource Management Practices Survonkar Auto Rice Mill" under my supervision and guidance.

Therefore, he is directed to submit his report for evaluation. I wish his success at every sphere of his life.

Md. Mostafizur Rahman
Assistant Professor
Department of Management
HSTU, Dinajpur

Declaration of Co-supervisor

It's my pleasure to certify that Rinku Kumar Roy, Student ID: E140503034, MBA (Evening) 3rd Batch, Major in Human Resource Management, Session-2014 has successfully completed. Internship report titled "Human Resource Management Practices Survonkar Auto Rice Mill" under my supervision and guidance.

Therefore, he is directed to submit his report for evaluation. I wish his success at every sphere of his life.

Rafia Akhtar
Associate Professor
Department of Management
HSTU, Dinajpur

Acknowledgement

I, Rinku Kumar Roy, would like to express my heartiest gratitude to those who helped us all the way through to complete my internship report on Human Resource Management Practices Survonkar Auto Rice Mill.

At the very beginning, I want to thank my internship supervisor, Md. Mostafizur Rahman, Assistant Professor, Department of Management, Hajee Mohammad Danesh Science and Technology University, Dinajpur for providing me all the necessary helps for the completion of this report. Thank you Sir, for guiding me to begin this report. Secondly, I would like to thank, co-supervisor Rafia Akhtar, Associate Professor and Chairman, Department of Management, Hajee Mohammad Danesh Science and Technology University, Dinajpur for helping me to prepare this report with the correct information. Specially I would like to thank Mr. Uttam Kumar Dey, Chairman, Survonkar Auto Rice Mill, Dinajpur.

I would convey my special thanks to my parents whose inspirations have enabled me to complete this term paper of this particular course.

I also apologize heartily for any omitted name whose contribution was also complementary for any possible aspect. Lastly, I solemnly thank the Almighty.

The Author

Abstract

The paper analyzes the Human Resource Management Practices Survonkar Auto Rice Mill by way of using secondary data as well as primary data. Both secondary and primary data are indicative of the fact that Human Resource Management Practices in Survonkar Auto Rice Mill is marred by a wide range of problems including recruitment selection, training and development. There is a comparative advantage in the production of high yielding rice in Bangladesh but its human resource management system is not suitable to the small farmers. Most of the respondents' opined the major causes of human resource management system. This study is explanatory in nature which suggests measures that can benefit both the farmers and the end users.

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Chapter 01

Introduction

1.1 Origin of the Study

The rice milling sector in Bangladesh is undergoing a change. New automatic rice mills are being set up at a growing rate, raising competition for thousands of small and medium husking mills. However, the small husking mills are still the ones dominating the market but their market share is shrinking, as many husking mills are pulling out. Over the last decade, several hundred automatic and semi-automatic rice mills were established in various rice producing zones. Naogaon, Chapainawabganj, Dinajpur, Kushtia and Noapara of Jessore are some districts that have attracted investment to set up big automatic rice mills.

Industry people say more investments are coming up to set up automatic rice mills.

In 2005, there were only 200 semi-automatic and automatic rice mills. The number has tripled to more than 600 now, says KM Laye Ali, convener of Bangladesh Rice Mills Association, a body of about 17,000 mills.

"This sector has attracted many large investors to set up big automatic rice mills as demand for rice processed at automatic mills has risen," says Ali.

Industry insiders link the growth in numbers of automatic rice mills to changing consumer preferences. End users want better quality rice, a longer shelf life, less broken quantities and rice that is almost free from inedible substances, such as stones.

Other factors behind the rise in investment in the sector include an increase in production due to a decline in broken grains, scope to make cooking oil by using rice bran and higher market price.

"Rice processed by the automatic crushers gives more full grains of rice by reducing the percentage of broken rice, thus increasing the overall quantity of rice production," Ali says. He says the quality of the grains from the automatic mills is better

because of drying, parboiling and crushing through machines, thus reducing wastage and workloads.

On the other hand, husking mills require manual involvement in parboiling or drying in the sun before milling, adds Ali.

The automatic rice mills also receive government incentives the food department purchases 20 percent more rice from mills that use automatic crushers.

"The automatic crushers help produce good quality rice as the percentage of whole grains is higher than the output from the husking mills," says a senior official of the food department, seeking anonymity.

Md. Abdur Rashid, managing director of Rashid Agro-Food Products Ltd, said rising consumer demand for rice processed at automated mills will attract more investment in the area.

1.2 Background of the Study

After completion of 80 credit hours of EMBA program demands a report on practical experience. Internship program is a must criterion for Master of Business Administration (MBA) students, designed to put them in a challenging environment of the relevant field, where the students get sample opportunity to apply their theoretical knowledge into practical applications. During the internship training, students have the opportunity to adopt themselves into the particular environment of the organization. It provides a unique opportunity to see the reality of business during student life, which enables them to building confidence and working knowledge in advance of the start of their career. To fulfill this requirement every university of business arrange a program of internship. Here I get a chance to apply our theoretical knowledge that I acquired from class lectures, books, journals, case studies, seminar, project, workshop, etc and compare them with practical setting.

1.3 Rational of the Report

Auto Rice Mill is an area where produce rice automatically in to paddy and full fill the customer demand whole over the world. After completing my masters of Business Administration (MBA) as a student of "Hajee Mohammad Danesh Science & Technology University", I wanted to complete my Internship program from a reputed Auto Rice Mill which would be helpful for my future professional career. I got the opportunity to perform my internship in the Suvonkar Auto Rice Mill. I was sent to Uttor Gosaypur Suvonkar Auto Rice Mill. It was 45 days practical orientation program. This report is originated as the requirement of Suvonkar Auto Rice Mill this is the last part of MBA program. As a graduate, it is essential to fulfill all, the requirements the program demand. Only after preparing & submitting the report this program becomes completed. Internship is highly needed to gain practical idea, knowledge and experience. I have selected Human Resource department of Suvonkar Auto Rice Mill. The report entitled HRM Practices of Suvonkar Auto Rice Mill has been prepared as a partial fulfillment of MBA program authorized by the supervisor, Faculty of Business administration, Hajee Mohammad Danesh Science & Technology University". In today's world only academic education does not make a student perfect to become competitive with the outside world.

I had to prepare a report under the supervision of Md. Mostafizur Rahaman, Assistant Professor, Department of Management, Hajee Mohammad Danesh Science & Technology University",. On the other hand, in charge of Uttor Gosaypur Suvonkar Auto Rice Mill supervised me in the organization. As an intern, I got the opportunity to perform my internship in the Uttor Gosaypur Suvonkar Auto Rice Mill. It was 45 days practical orientation program. This report is originated as the requirement of Suvonkar Auto Rice Mill.

1.4 Objectives of the Study

1.4.1 Broad objective

- To know about various human resource functions as planning, recruitment and selection, training and development, compensation management etc of Suvonkar Auto Rice Mill in Dinajpur Bangladesh.

1.4.2 Specific Objective:

- To know about the company's proper rules & regulations. To measure the effectiveness of Human Resource practices.
- Find out various problems related to the HR-department and to suggest the way to overcome the problems.
- To know about compliance issue.

1.5 Scope of the Report

The study covers the HRM process of Suvonkar Auto Rice Mill. The report is presents the Human resource management process needs procedure use in HRM and evaluate of the effectiveness of HRM activities.

1.6 Methodology of the Report:

1.6.1 Research Design

This is a descriptive research, which briefly reveals the overall HRM procedure of Suvonkar Auto Rice Mill. It has been administered by collecting both primary and secondary data.

1.6.2 Sampling Plan:

1.6.2.1 Population

The target population was the Owner, Manager, Supervisor and all labor who are working in around all Auto Rice Mill in Dinajpur area.

1.6.2.2 Sampling unit

Employees who is working in Suvonkar Auto Rice Mill.

1.6.2.3 Sample size

Total sample size was 25 respondents which include Owner, Manager, Supervisor, and Labor here shown in table-1:

Owner,	Manager	Supervisor	Labor	Total
1	4	5	15	25

Table-1: Sample size

1.6.2.4 Sampling Method

To get the primary information through the questionnaire. The non-probability convenience sampling method was used for collecting the information and to identify the respondents.

1.6.2.5 Sample Frame

A sample frame is a list that including every number of the population from which a sample is to be taken in this report sample frame has been identify by One Owner, Manager four, five Supervisor and fifteen Labor.

1.6.2.6 Questionnaire Design

Questionnaire was prepared with open and close-ended questions. The nature of the questionnaire is mainly simple dichotomy questions with determinate choice and open ended question.

1.6.3 Types of Data Used

Mainly two types of data are used:

1.6.3.1 Primary data:

Primary data is the data, which is collected by the researcher directly by survey, observation and experience. For example, if the researcher conducts a survey for the collection of data then it is known as primary data.

1.6.3.2 Secondary data:

Secondary data is the data taken by the researcher from secondary sources, internal or external. That means the data, which was collected and used previously for another purpose is called secondary data.

Sources of data:

Sources of data of this report can be divided into two categories:

Primary Sources:

- a. Through questionnaire survey.
- b. Through observation and face to face conversation.

Secondary Sources:

- a. Annual Report and training Manual of Suvonkar Auto rice Mill.
- b. Standard Operating Procedure (SOP).
- c. Different text books.
- d. Various reports and articles related to study.
- e. Web base support from the internet.

1.6.3.3 Data Analysis

Both the qualitative and quantitative analysis (Questionnaire analysis) has been followed in this research. To analyze the gathered data different types of computer software's used such as- Microsoft Word, Microsoft Excel, and Microsoft PowerPoint.

1.7 Limitation of the Study

Analyzing the total HRM Program of an organization is not so easy. Moreover due to obvious reasons of scrutiny and confidentiality, the organization personnel usually don't want to disclose all the information about their policy and procedures regarding the HR. Time is another major limitation, where the duration of the program was 45 Days only.

However some of the limitations faced while preparing this report are shown below:

- Time Limitation: To complete the study, time was limited by two months. It was really very short time to know details about the overall recruitment and selection procedure of an organization.
- Inadequate Date: Because of the unwillingness of the busy key persons to provide the required information, necessary data collection became hard. The employees are extremely busy to perform their duty.
- Lack of Record: Unavailability of sufficient written documents as required for making a comprehensive study. In many cases up-to-date information was not available.
- Lack of experiences: Being a temporary member and a first hand researcher of the organization. It was not possible on my part to express some of the sensitive issues as it requires.

Chapter 02

An Overview of Suvonkar Auto Rice Mill

2.1 Background

The public food operation of Bangladesh is based on a set of policies and an organizational structure designed to carry out these policies.

The system is administered through the Ministry of Food, with Secretary as its administrative head. The Ministers of Food, Agriculture, Finance, Planning and the Head of State make major policy decisions at the highest level. Initiations for changes in policies come from any of these ministries, even though the Food Ministry conducts the formal processing. The Secretary initiates the formulation of policies and maintains overall supervision of the system. The Director General of Food (DGF) as head of the Food Department manages the system; the primary organization consists of a number of branches entrusted with the task of distribution, procurement, storage and movement, finance and accounts and inspection and control.

There are dozens of flour mills and hundreds of rice mills in the country, the majority of them being localized to their area of activities. There are also many biscuits factories, some being directly linked to a flour mill; and rice distributors.

It was thus inappropriate to evaluate only a small selection of those factories and impossible to assess a significant and geographically adequate number.

2.2 Milling Company Suvonkar Auto Rice Mill Major Rice Mill (BD)

M/S Suvonkar Auto Rice Mill is a proprietorship concern. Since the proprietorship has no separate legal entity it was difficult to separate transactions of the business and the owners. CRAB has not awarded any entity rating to the Proprietorship due to lack of authentic information of personal incapacities and separate legal entity. Mill loan

rating of the Proprietorship has been assigned based on owner's profile, business risk, financial status and Mill loan terms and conditions.

2.2.1 Key Rating Drivers

Rating Positives

- Experience of the proprietor
 - Proximity of paddy growing areas
 - Long term relationship with suppliers and Customers
- #### Rating Challenges
- Highly fragmented nature of industry
 - Seasonal working capital intensive and low profitability nature of industry
 - Succession planning

2.2.2 Profile of Suvonkar Auto Rice Mill

M/S Suvonkar Auto Rice Mill (hereinafter referred as 'M/S Suvonkar or 'the Firm') is a proprietorship concern ventured by Mr. Uttom Kumer Dey in 2010 and engaged in the business of rice milling and trading. The Business is situated at Uttar Gosaipur, Dinajpur Sadar, Dinajpur.

The ratings take into consideration M/S Suvonkar business profile along with the experience of the proprietor, financial planning, location advantage and current leverage position. However, the ratings are constrained by limited succession planning, highly fragmented and competitive nature of the industry, low profitability nature of industry and limited information

System. M/S Suvonkar is a medium size rice milling concern with an installed capacity of 4MT per hour. Due to location advantage (paddy growing area) the business is blessed with regular customers; however, major risks envisaged by the proprietor are the seasonal price fluctuations of paddy and rice. Moreover, power disruption, frequent hike in fuel price also affected its operation in 2013. M/S Suvonkar procured paddy from the local markets and commissioned

agents and sells it to some of its fixed buyers who have been procuring for a long time. The mill has an attainable sales size of around BDT 300-320 million from the sales rice and other by products. CRAB estimates that the Firm has net profit margin of 3%-5% and EBIT/Interest ratio of 1.7x based on the assumption criteria. Growth funding of the Business is moderate as the Firm is gradually expanding its operation and does not have any recent expansion plan. The information system is weak and the Firm maintains sales book and purchase book for internal purpose only which somehow limits the scope for in-depth financial analysis.

Company Name & Address	Contact Names & Email / PHONE
M/S Suvonkar Auto Rice Mill Uttor Gosaypur	Title: Manager Name: Sankar Roy
Latitude (N/S Decimal Degrees) 25,62195 Longitude (E/W Decimal Degrees) 88,63898	Email: n/a Tel: 01719420343 Fax: n/a Web: n/a

Summary of Role and Services: n/a	Facilities
Parking area inside compound m ²	40
Drainage (Good / Fair / Poor / Non	Good

Existent)	
Fire Fighting Equipment (Yes / No)	No

Milling Equipment

Origin of Machinery	Year of Mfg	Year of Installation	Condition
China, India and local (Total Number : 04)	2010	2010	Good

Other Equipment or Machinery Installed

Type of Equipment	Yes/No	Number	Owned	Comments
Fortification Feeder	-	-	-	-
Bag Cleaning Plant	-	-	-	-
Moisture Tester	Yes	01	Yes	n/a
De-stoning Plant	-	-	-	-
Metal Extractor	-	-	-	-

Staffing

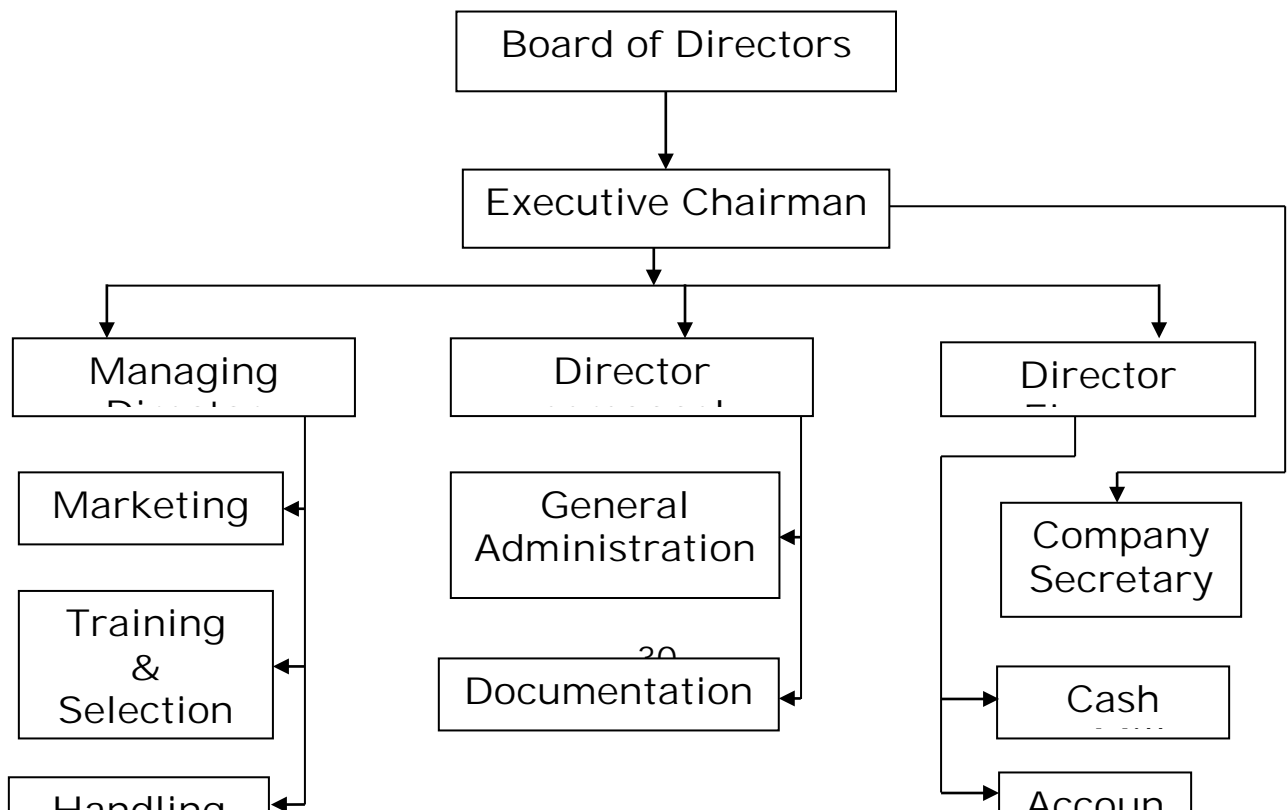
Number of full time skilled workers	08
Number of full time laborers	15

Building

		Length (feet)	Width (feet)	Height (feet)
Building - Wheat Mill		300	250	30
Building - Maize Mill		n/a	n/a	n/a
Walls	Brick			
Roof	Metal			

Floor	Concrete			
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Cracks in walls or roof (Yes / No)	Outside	Inside
Signs of rodent activity (Yes / No)	n/a	n/a
Signs of birds entry (Yes / No)	Yes	Yes
Damaged gutters/drains(Yes / No)	Yes	n/a
Signs of moisture (Yes / No)	n/a	n/a
Adjacent Vegetation(Yes / No)	Yes	n/a
Cleanliness (Good / Poor)	Yes - Cut	n/a
	Fair	n/a



Chapter 03

Theoretical Aspects

3.1 Definition of Human Resource Management

Management of human resources is that function of all enterprises which provides for effective utilization of people to achieve both the objectives of the enterprise and the satisfaction and development of the employees.

HRM refers are those activities undertaken by an organization to utilize its human resource effectively. These activities would include at least the following.

- Human resource planning
- Staffing (recruitment, selection, placement)
- Performance management
- Training and Development
- Compensation
- Industrial relation

3.2 Human Resource Planning

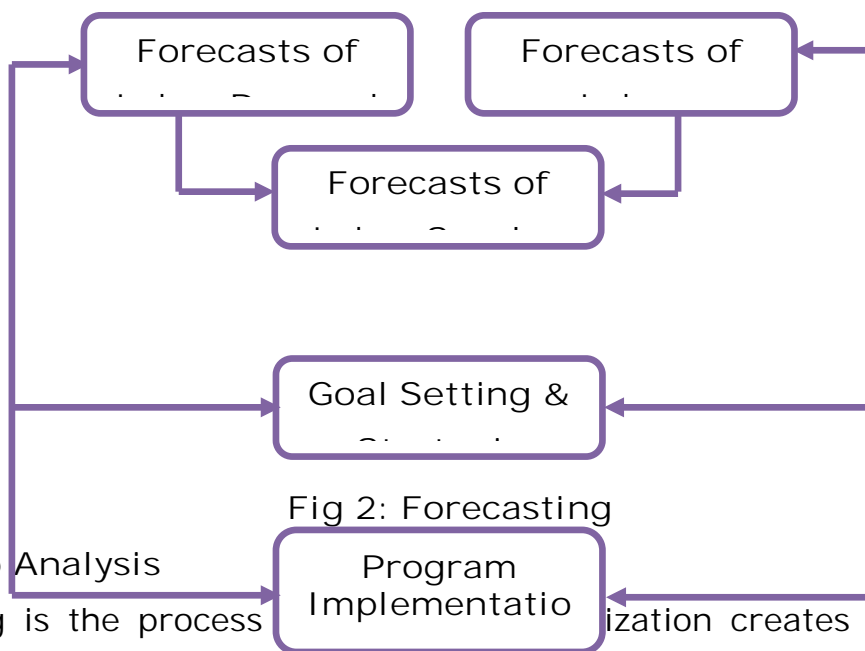
Human Resource Planning is one of the most important elements in a successful HRM program. Human Resource Planning is the process by which an organization ensures that it has the right number and kinds of people, at the right place, at the right time, capable of effectively and efficiently completing those tasks that will help the organization achieve its overall objectives.

3.2.1 Forecasting

The first step in the planning process is forecasting. In personal forecasting, the HR manager attempts to ascertain the supply of and demand for various types of human resources. The primary goal is to predict areas within the organization where there will be future labor shortages or surpluses.

Forecasting, on both the supply and demand sides, can be done using either statistical method. Statistical methods are

excellent for capturing historic trends in a MILL's demand for labor, and under the right conditions they give predictions that are much more precise than those that could be achieved through subjective judgments of a human forecaster. On the other hand, many important events that occur in the labor market have no historical precedent; hence, statistical methods that work from historical trends are of little use in such cases. In these situations one must rely on the pooled subjective judgments of experts, and their "best guesses" might be the only source from which to make inferences about the future. Typically, because of the complementary strengths and weaknesses of the two methods, companies that engage in human resource planning use a SARM forecast approach that includes both statistical and judgmental components.



3.3 Job Analysis

Staffing is the process of identifying and filling the organization's jobs. Staffing creates a pool of applicants and makes a choice from that pool to provide the right person at the right place at the right time to increase the organizational effectiveness. Staffing includes the recruitment, selection, and socialization of employees.

- Preparation of job description:

Job description is a written summary of tasks, duties and responsibilities of a job. The job holder is required to

discharge the duties and responsibilities and perform the operations listed in job description.

□ Preparation of job specification:

Job specification is a written statement of personal attributes in terms of traits, skills, training, experience needed to carry out the job.

3.4 Definition of Recruitment and Selection

3.4.1 Recruitment

Recruitment is the process of searching for prospective employees and encouraging them to apply for job in an organization. It is the process of finding and attracting qualified people for job.

3.4.2 Selection

Selection is the process of finding out those candidates from the large pool of candidates who possess the necessary qualification and qualities to perform a job effectively. Choosing the right person for the right job is the main goal of selection.

3.5 Training & Development

Training & Development is any attempt to improve current or future employee performance by increasing an employee's ability to perform through learning, usually by changing the employee's attitude or increasing his or her skills and knowledge."

3.6 Compensation

1. Dale Yoder: "Compensation is paying people for work."

2. Edwin B Flippo: "The function of compensation is defined as the adequate and equitable remuneration of personnel for their contributions to the organizational objectives."

3. Bentham: Compensation is the value of work of the employees according to the agreement between employer and employee.

4. John Dunlop has explained the concept of compensation / wages from three stand points: a. wages determined the standard and volume of services of employees of market. B. Compensation influences distribution of employment of industries, firms and professional organizations by impact on cost and c. Compensation has performed some important activities like supply of active media through which technological facilities have been scattered through the economy.

5. R. S. Schuler: Compensation is such an activity through which organization on the basis of its ability and within law reasonably assesses the contribution of employees directly and indirectly for the distribution of financial and non financial remuneration.

3.7 Sources of Recruitment

When a person is needed to fill a vacant organizational position, the individual may come from inside or outside the organization. Some organizations prefer to recruit from within, since this helps in enhancing employee morale, loyalty and motivation. Other organizations prefer to recruit externally to prevent in-breeding and to encourage new ways of thinking. Although recruitment policy varies from organizations to organizations. There are mainly two sources of recruitment. These are:

- Internal sources
- External sources

3.6.1 Internal Sources of Recruitment

Internal sources include the current work force that is those who are already on the pay roll of the organization. Whenever any vacancy occur somebody from within the organization is promoted or demoted to fill the vacant post. Sometimes "sideways" appointments may be made by transferring somebody of similar seniority from another department. The major internal sources of recruitment are as under.

□ Promotions and Transfers:

The most important source of filling vacancies from within is through transfers and promotions. A transfer is a lateral movement within the same grade, from one job to another. On the other hand promotion involves movement of employees from a lower level position to a higher level position.

□ Job postings:

In job posting, the organization publicizes job opening on bulletin boards, electronic media and similar outlets.

□ Employee referrals:

Employee referral means recommendation from a current employee regarding a job applicant.

3.6.2 External sources of Recruitment

Organizations usually go to external sources for lower entity level jobs, for positions whose specifications cannot be met by present personnel, for diversifying into new avenues and for merging with another organization. Among the external sources, following are included.

□ Advertisements:

Today all forms of media advertising are used in recruiting employees. Most typical are newspaper, trade and professional journals, radio and television. When an organization desires to communicate to the public that it has a vacancy, advertisements are one of the most popular method used.

□ Internet ads:

In this age of go Summarization prospective candidates for specialized jobs in large organizations may be attracted through internet ads. Such ads do have world wide access to highly qualified people having internet connections.

□ Newspaper ads:

Ads in newspapers may be published without much of a lead time. It has flexibility in terms of information and can conveniently target a specific geographic location.

□ Television and radio ads:

These ads are more likely to reach individuals who are not actively seeking employment, they are more likely to stand out distinctly, they help the organization to target the audience more selectively and they offer considerable scope for designing ads creatively.

□ Public Employment Agencies:

The main function of these agencies is closely used to unemployment benefits. The benefits in some states are given only to individual who are registered with their state employment agency. Public employment exchanges are regarded as good source of recruitment for unskilled, skilled or semiskilled jobs. The job seekers get their names registered with employment exchanges managed and operated by the central and state governments. The employers notify the vacancies to be filled in by such exchanges and the exchanges refer the names of prospective candidates to them.

□ Private Employment Agencies:

In the technical and professional areas private agencies are providing great services. They maintain files of both individuals interested in employment and organizations seeking new personnel. They provide variety of vocational interest and aptitude testing in order to better understand the candidate's ability to perform in a particular line of employment. The major difference between public and private employment agencies is their image. That is, Private agencies are believed to offer positions to applicants of a higher caliber.

- Campus recruitment:
Sending an employer's representatives to college campuses to screen potential applicants and create an applicant pool from the recent graduate is called campus recruiting. It is an important source of management trainees, promotional candidates and professional and technical employees.

- Walk-ins and Write-ins:
Companies generally receive unsolicited applications from job seekers at various points of time. Walk-ins are job seekers who arrive at the HR department in search of a job. Write-ins are those who send a written inquiry. Both groups normally are asked to complete an application blank to determine their interests and abilities.

- Open House:
A relatively unusual technique of recruiting involves holding an open house. People in the adjacent community are invited to see the MILL facilities, have refreshments, may be view a film about the MILL.

- Head Hunting:
The third agency source consists of "head hunting", management consulting or executive search firms. Agencies of this type are actually specialized private employment agencies. When a person of particular talent or rare expertise is required, the head hunters search out somebody already in employment and induce him to change jobs. Although this practice is considered unethical; however it is generally accepted that it may be the only option open where particular types of experience are required.

3.7 Recruitment process

External recruitment process involves a systematic procedure from sourcing the candidates to arranging and conducting many resources and time. It should be willing to learn and strive for further professional and personal development.

External Recruitment process carried out in several steps:

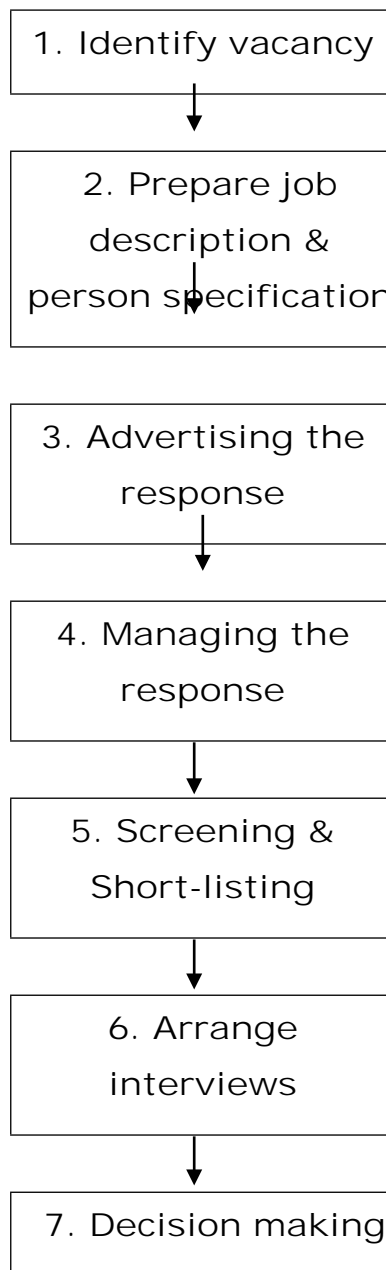


Fig 3: Recruitment process

3.7.1 Identify vacancy

The recruitment process begins with the human resource department receiving requisitions for requirements for any department of the Milling. These are as follows:

- Posts to be filled
- Number of persons
- Duties to be performed
- Qualifications required

3.7.2 Prepare job description and person specification

Job description is not a legal requirement but it will help to decide what type of person is being sought and to write the job advertisement. The person specification includes a person's essential and desirable knowledge, experience and skills for a successful applicant to have in a job advertisement.

A job description should include:

- the job title
- the main duties and purpose of the role
- information about the MILL and what it does
- the job location

3.7.3 Advertising the vacancy

Job openings can be advertised by job posting, that is, a strategy of placing notices on manual and electronic bulletin boards, in Mill newsletters and through office memoranda. Referrals are usually word-of-mouth advertisements that are a low-cost-per-hire way of recruiting.

Traditionally, advertising is seen as a person specification; Advertising helps the HR professionals of the organizations to concentrate on the strategic functions and processes of human resource management routing work.

Using the Internet is faster and cheaper than many traditional methods of recruiting. Jobs can be posted on Internet sites for a modest amount (less than in the print media), remain there for periods of thirty or sixty days or more - at no additional cost - and are

available twenty-four hours a day. Candidates can view detailed information about the job and the organization and then respond electronically.

3.7.4 Managing the responses

The *Recruiting* Manager is responsible for deciding the process. Using a mix of top-line technology and proven recruiting expertise, Resume Response is a highly reliable solution to efficiently manage key processes: candidate sourcing, assessment, screening and communication.

3.7.5 Short-listing

Talent management software is used by companies to screen, track, and manage applicants for employment as known as short-listing. Also known as talent management, talent management technology, talent management solutions, talent management system and applicant tracking system. Talent management solutions include applicant tracking, candidate assessment, employee appraiser, and compensation and performance management.

Applicant tracking systems provide following Tips:

1. Resume Writing: Applicant tracking systems work best with text and resume should be designed accordingly.
2. Use Online Job Applications.
3. Resume Font: There are a few reasons important to keep resume simple.
4. Format of Cover Letter: Depending on the hiring organization either it viewed on not.
5. Resume File Format: The file format may vary based on the Millapplicantsystem.

3.7.6 Arrange interviews

Job interview is typically a one-on-one interview between the applicant and a hiring manager. The interview will ask questions about the

applicant's experience and skills, work history, availability, and the qualifications the mill is seeking in the optimal candidate for the job. Interview can be a more in-depth one-on-one interview with the person; it can be a day-long interview that includes meetings with mill staff.

Types of Interview:

1. Open Interview
2. Screening Interview
3. Phone Interview
4. Dining Interview

3.7.7 Decision making

Cognitive processing has a primary role in decision making. The regulation and knowledge of cognition, affects decision making in a consistent and predictable way. Data collection involved four strategies on managerial decisions have received little attention.

- (1) A hiring ratio used to report hiring outcomes
- (2) Five hiring scenarios provided a measure of manager's ability to select the most appropriate candidate.
- (3) A 52-item instrument designed to assess knowledge of cognition and regulation of cognition
- (4) Demographic data relating to expertise and experience in hiring.

3.8 Selection Process

Selection is a decision making process. The number of steps in the selection process and their sequence will vary, not only with organization but also with the type and level to be filled. The steps that are typically comprise the selection process. Reception of application, screening, application blank, interview, employment test, references, physical/medical examination, final selection, placement.

1. Reception of Applicants

2. Preliminary Interview
3. Filling an Application Blank
4. Employment Tests
5. Interview
6. References
7. Provisional Selection
8. Medical/Physical Examination
9. Final Selection by the Concerned Department
10. Placement

Chapter 04

The Human Resource
Practice
of Suvonkar Auto Rice
Mill

4.1 Introduction

Human Resource is a term used to describe the individuals who comprise the workforce of an organization, although it is also applied in labor economics to, for example, business sectors or even whole nations. Human resources is also the name of the function within an organization charged with the overall responsibility for implementing strategies and policies relating to the management of individuals (i.e. the human resources). This function title is often abbreviated to the initials 'HR' in simple terms, an organization's human resource management strategy should maximize return on investment in the organization's human capital and minimize financial risk. Human Resources seeks to achieve this by aligning the supply of skilled and qualified individuals and the capabilities of the current workforce, with the organization's ongoing and future business plans and requirements to maximize return on investment and secure future survival and success. In ensuring such objectives are achieved, the human resource function purpose in this context is to implement the organization's human resource requirements effectively but also pragmatically, taking account of legal, ethical and as far as is practical in a manner that retains the support and respect of the workforce.

4.2 Key functions of SARM

SARM may set strategies and develop policies, standards, systems, and processes that implement these strategies in a whole range of areas. The following are typical of a wide range of the organizations:

- Recruitment, selection, and on-boarding (resourcing)
- Organizational design and development
- Business transformation and change management
- Performance, conduct and behavior management
- Industrial and employee relations

- Human resources (workforce) analysis and workforce personnel data management

4.2.1 Compensation, rewards, and benefits of SARM

Training and development (learning management) Implementation of such policies, processes or standards may be directly managed by the HR function itself, or the function may indirectly supervise the implementation of such activities by managers, other business functions or via third-party external partner organizations.

4.2.2 SARM strategy

SARM strategy pertains to the means as to how to implement the specific functions of SARM. An organization's HR function may possess recruitment and selection policies, disciplinary procedures, reward/recognition policies, an HR plan, or learning and development policies; however all of these functional areas of SARM need to be aligned and correlated, in order to correspond with the overall business strategy. An SARM strategy thesis an overall plan, concerning the implementation of specific SARM functional areas. An SARM strategy typically consists of the following factors:

"Best fit" and "best practice" meaning that there is correlation between the SARM strategy and the overall corporate strategy. As SARM as a field seeks to manage human resources in order to achieve properly organizational goals, an organization's SARM strategy seeks to accomplish such management by applying firm's personnel needs with the goals/objectives of the organization. As an example, a firm selling cars could have a corporate strategy of increasing car Summarize by 10% over five year period. Accordingly, the SARM strategy would seek to facilitate how exactly to manage personnel in order to achieve the 10% figure. Specific HR functions, such as recruitment and selection, reward/recognition, an HR plan, or

learning and development policies, would be tailored to achieve the corporate objectives.

Close co-operation (at least in theory) between HR and the top/senior management, in the development of the corporate strategy. Theoretically, a senior HR representative should be present when an organization's corporate objectives are devised. This is so, since it is a firm's personnel who actually construct a good, or provide a service. The personnel's proper management is vital in the firm being successful, or even existing as a going concern. Thus, HR can be seen as one of the critical departments within the functional area of an organization.

Continual monitoring of the strategy, via employee feedback, surveys, etc. The implementation of an HR strategy is not always required, and may depend on a number of factors, namely the size of the firm, the organizational culture within the firm or the industry that the firm operates in and also the people in the firm. An SARM strategy can be divided, in general, into two facets the people strategy and the HR functional strategy. The people strategy pertains to the point listed in the first paragraph, namely the careful correlation of SARM policies/actions to attain the goals laid down in the corporate strategy. The HR functional strategy relates to the policies employed within the HR functional area itself, regarding the management of persons internal to it, to ensure its own departmental goals are met.

4.3 Objective of human resource management in SARM

The objectives of SARM human resource management, in an organization, is to obtain maximum individual development, desirable working relationships between employers and employees and employers and employees, and to affect the molding of human resources as contrasted with physical resources. The basic objective of SARM is to contribute to the realization of the organizational goals. However, the specific objectives of human resource management are as follows: To ensure effective utilization of human resources, all

other organizational resources will be efficiently utilized by the human resources.

To establish and maintain an adequate organizational structure of relationship among all the members of an organization by dividing of organization tasks into functions, positions and jobs, and by defining clearly the responsibility, accountability, authority for each job and its relation with other jobs in the organization.

To generate maximum development of human resources within the organization by offering opportunities for advancement to employees through training and education factor of the manager.

To ensure reconciliation of individual/group goals with those of the organization in such a manner that the personnel feel a sense of commitment and loyalty towards it.

To identify and satisfy the needs of individuals by offering various monetary and non-monetary rewards. In order to achieve the above objectives, human resource management undertakes the following activities: (i) human resource planning, i.e., determining the number and kinds of personnel required to fill various positions in the organization. (ii) Recruitment, selection and placement of personnel, i.e., employment function. (iii) Training and development of employees for their efficient performance and growth. (iv) Appraisal of performance of employees and taking corrective steps such as transfer from one job to another. (v) Motivation of workforce by providing financial incentives and avenues of promotion. (vi) Remuneration of employees. The employees must be given sufficient wages and fringe benefits to achieve higher standard of living and to motivate them to show higher productivity. (vii) Social security and welfare of employees.

4.4 Human resource planning of SARM

Human resource planning is the process of an organization ensures that it has the right number & kind of people, at the right places, at the time, capable of effectively & efficiently completing those tasks

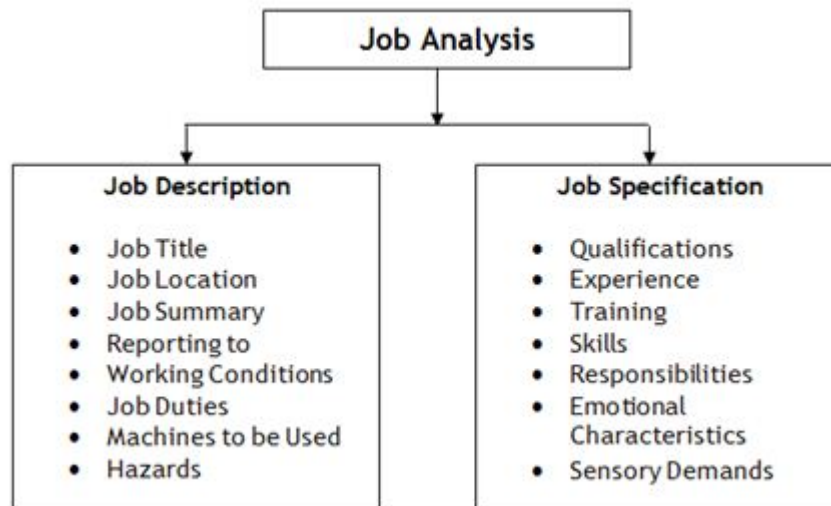
that will help the organization achieve its overall objectives. The organization is concerned with people activities, getting & keeping people which are the crucial part of SARM. The Mill industry should be encouraged to install available machinery, where it can be shown to be economic, in order to strengthen industry confidence in it to maintain the interest of potential manufactures in this area. Co-operative investigating by Mill production & management for manufacturing should be encouraged into the optimum mode of employment of the machinery type under development, with a view to defining production systems based on these machines rather than their potential for substituting existing operations.

4.5 Human resource management of SARM

Human resource management function within an organization that focuses on recruitment of, management of, and providing direction for the people who work in the organization. SARM can also be performed by line managers. Job analysis is primary tool in personnel management. In this method, a personnel manager tries to gather, synthesize and implement the information available regarding the workforce in the concern. A personnel manager has to undertake job analysis so as to put right man on right job. SARM is the organizational function that deals with issues related to people such as compensation, hiring, performance management, organization development, safety, wellness, benefits, employee motivation, communication, administration, and training. SARM is also a strategic and comprehensive approach to managing people and the workplace culture and environment. Effective SARM enables employees to contribute effectively and productively to the overall company direction and the accomplishment of the organization's goals and objectives.

4.5 A Brief Discussion About job analysis process in SARM

1. Job description
2. Job specification



The information collected under job analysis is:

Nature of jobs required in a concern.

- Nature/ size of organizational structure.
- Type of people required to fit that structure.
- The relationship of the job with other jobs in the concern.
- Kind of qualifications and academic background required for jobs.
- Provision of physical condition to support the activities of the concern. For example- separate cabins for managers, special cabins for the supervisors, healthy condition.

4.5.1 Advantages of job analysis in SARM

Job analysis helps the personnel manager at the time of recruitment and selection of right man on right job.

It helps him to understand extent and scope of training required in that field.

It helps in evaluating the job in which the worth of the job has to be evaluated.

In those instances where smooth work force is required in concern.

When he has to avoid overlapping of authority- responsibility relationship so that

Distortion in chain of command doesn't exist.

It also helps to chalk out the compensation plans for the employees.

It also helps the personnel manager to undertake performance appraiser effectively

A personnel manager carries analysis in two ways:

1. Job description
2. Job specification

4.5.2 Job description of SARM

A job description is a list that a person might use for general tasks, or functions, and responsibilities of a position. It may often include to whom the position reports, specifications such as the qualifications or skills needed by the person in the job, or a Summary range. Job descriptions are usually narrative, but some may instead comprise a simple list of competencies; for instance, strategic human resource planning methodologies may be used to develop competency architecture for an organization, from which job descriptions are built as a shortlist of competencies.

Is an organized factual statement of job contents in the form of duties and responsibilities of a specific job? The preparation of job description is very important before a vacancy is advertised. It tells in brief the nature and type of job. This type of document is descriptive in nature and it constitutes all those facts which are related to a job such as:

Title/ designation of job and location in the concern. The nature of duties and operations to be performed in that job. The nature of authority- responsibility relationships.

Necessary qualifications that is required for job.

Relationship of that job with other jobs in a concern.

The provision of physical and working condition or the work environment required in performance of that job.

4.5.3 Advantages of job description in SARM

- It helps the supervisors in assigning work to the subordinates so that he can guide and monitor their performances.
- It helps in recruitment and selection procedures.
- It assists in manpower planning.
- It is also helpful in performance appraisal.
- It is helpful in job evaluation in order to decide about rate of remuneration for a specific job.
- It also helps in chalking out training and development programmes.

4.5.4 Job specification of SARM

Also known as employee specifications, a job specification is a written statement of educational qualifications, specific qualities, level of experience, physical, emotional, technical and communication skills required to perform a job, responsibilities involved in a job and other unusual sensory demands. It also includes general health, mental health, intelligence, aptitude, memory, judgment, leadership skills, emotional ability, adaptability, flexibility, values and ethics, manners and creativity, etc

Is a statement which tells us minimum acceptable human qualities which helps to perform a job. Job specification translates the job description into human qualifications so that a job can be performed in a better manner. Job specification helps in hiring an appropriate person for an appropriate position. The contents are

- Job title and designation
- Educational qualifications for that title
- Physical and other related attributes
- Physique and mental health
- Special attributes and abilities
- Maturity and dependability

- Relationship of that job with other jobs in a concern.

4.5.5 Advantages of job specification of SARM

- It is helpful in preliminary screening in the selection procedure.
- It helps in giving due justification to each job.
- It also helps in designing training and development programmers.
- It helps the supervisors for counseling and monitoring performance of employees.
- it helps in job evaluation.
- It helps the management to take decisions regarding promotion, transfers and
- Giving extra benefits to the employees

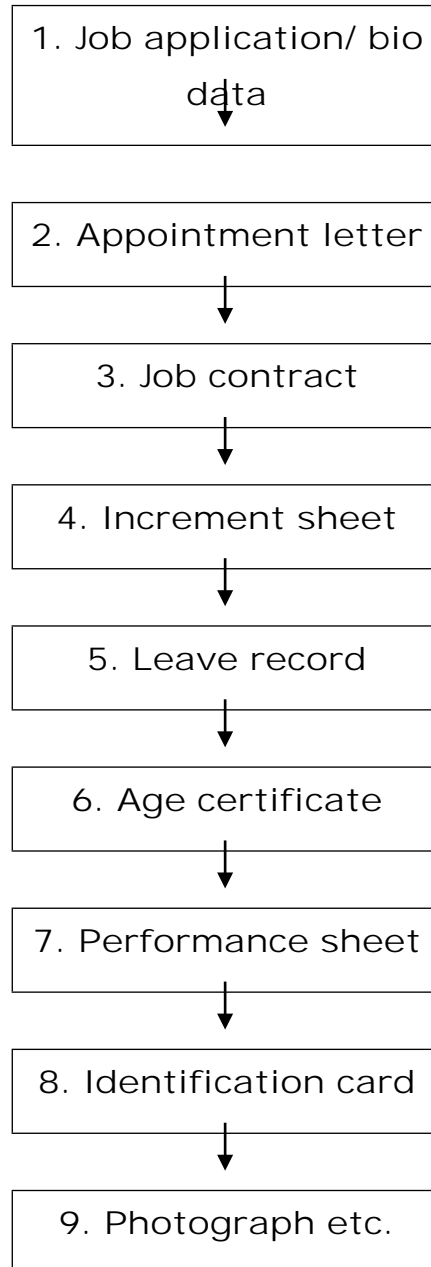
4.6 HR model in Suvonkar Auto Rice Mill



Employee Testing & Selection Process in SARM

4.7 Final recruitment of SARM

Employee Personal information are collected & saved in personal file of employee:



4.7.1 Popular sources of recruiting employee included

- Internal search.
- Advertisement.
- Employee referrals. / Recommendation.
- Employment agencies.
- Temporary rental services.

- Schools, colleges & universities.
- Professional organization.
- Casual or unsolicited applications
- External search.

4.8 After you have read result this chapter, you should be able to-

Describe why selection and placement must consider both person-job and person-organization fit.

Diagram the sequence of a typical selection process.

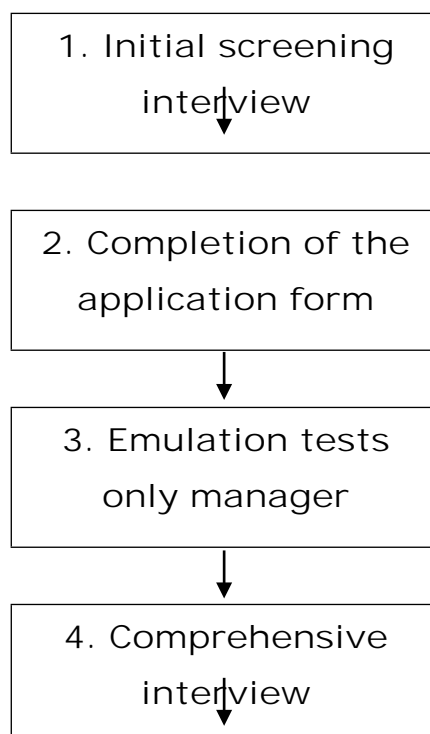
Identify three types of selection tests and legal concerns about their uses.

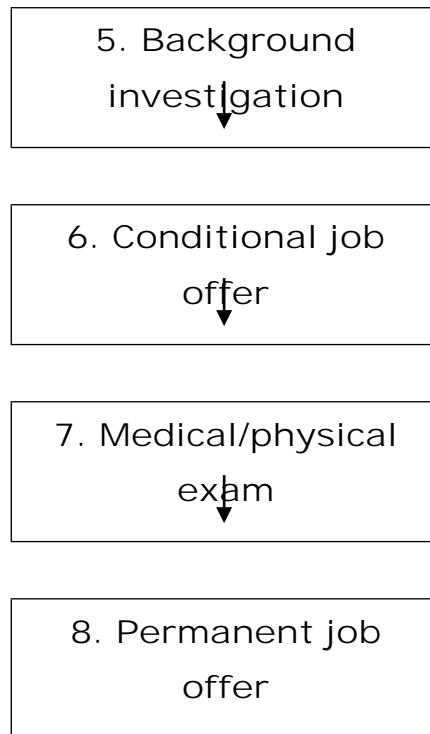
Discuss several types of selection interviews and some key considerations when conducting these interviews.

Explain how legal concerns affect background investigations of applicants and use of medical examinations in the selection process.

4.8.1 The selection process

Typically consists of eight steps in SARM:





4.8.2 Employee screening of inquiries

Based on job description and job specification, some of the respondents/applicants can be eliminated.

The provision of screening interviews

The screening interviews are an excellent opportunity for management to describe the job in enough detail so the candidates can consider whether they are really serious about making application.

4.8.3 The comprehensive approach in SARM

- Comprehensive selection approach puts applicants through all the steps in the selection process before making a decision.
- Assesses both strengths and weaknesses and is considered more realistic.
- Now it's up to the candidate
- The candidate now has to decide whether this is the job for him or her.
- Applicants who are not hired this time will still form an impression about
- The company.

- Management should assure the selection process leaves them with a
- Favorable impression of the company.
- Suggestions for making your interviews as an applicant successful are:
- Do some homework on the company.
- Get a good night's rest the night before.
- Dress appropriately.
- Arrive for the interview a few minutes early.
- Use a firm handshake.
- Maintain good eye contact.
- Take the opportunity to have practice interviews.
- Thank the interviewer at the end of the interview and follow up with a Thank you note.

4.9 Training & development

- Initial screening interview.
- Completion of the application form.
- Employment test.
- Comprehensive interview.
- Background investigation.
- Physical examination.
- Final employment decision

Chapter 5

Compliance Issue for Suvonkar Auto Rice Mill workers

5.1 Historical development of compliance initiatives

Mill labor practice & workers exploitation are very common especially in the developing countries. In 1990s continuous reports by human rights group & media in the USA & Europe created tremendous consumer on sweatshop labor practices. The famous American coffeehouse china standard was applied in 1995 when its outlets picketed because workers rights were abused in the Central American coffee fields. Nike, Reebok, Philip van hessen, the gap & other major companies have experienced numerous protest about conditions in factories abroad, where their products were manufactured in sweatshop conditions,. Now retailers & manufactures did not like to take risk damaging their reputation of their brands, in respect of workplace abuse. So they have developed compliance codes. Bottoms line reality. Compliance codes have become a fact of life for virtually all exports in Bangladesh to market produces in the developed countries SARM just try to follow this rules and regulation.

A. Wages & working hours.

1. Minimum wages. As per minimum wage ordinance of Bangladesh for mill Workers- minimum rate is taka, 8000 per month.

Provided that the trainee /apprentice will get @ tk, 500 per month.

Their training period will be not more than three months and after training they will be absorbed in grade no-7 in the concerned department & will enjoy the minimum wages @ take 8000 per month.

That is:

A. Basic wage =taka, 5000

B. House rent allowance =tk, 2000 (25% of basic wage)

C. Medical allowance total =tk, 1000

1. Working hours: normally hour is 08 (eight) over day & it may be up to 09 (nine) hours but not more than 60 (sixty) hours per in a week & on an average 56 hours per week in a year.

2. Underage workers: no child who was not completed 14 (fourteen) years of age shall be required or allowed to work in factory.

3. Overtime pay: if any worker is required to work for more than 8 (eight) hours in a day or former than 48 (forty eight) hours in a week, that will be treated as overtime hours, provide that including overtime the total hours of work of an adult worker shall not exceed 10 (ten) hours per week in a year.

4. Overtime pay: where a worker works in factory for more then 8 (eight) hours in a day or more then 48 (forty eight) hours in a week, he shall in respect of overtime work, be entitled to allowance at the rate of twice his ordinary rate of his wages

5. Special law applying to woman: no women shall be allowed to work in a factory except between 7 am to 8 pm. Provided that the government may be notification in the official gazette in respect of any class or classes of factory & for the whole year of any part thereof decide the working hours for women between 5 am & 8:30 pm.

6. Special law applying to youth: if any child who has competed his 14 (fourteen) years of age or any adolescent work in a factory, the manager of the factory has to keep the fitness certificates of that worker from certifying surgeon & child or adolescent worker has to carry a taken of fitness while on duty. No child or adolescent shall be required or allowed to work in a factory- 1.

For more than 05 (five) hours in a day & 2.

Between the hours of 7 pm & 7 am. An the period of work of all children employed in a factory shall be limited sit in two shirts shifts which shall not overlap or spread over more than seven & half hours each.

■ Weekly holiday: no adult worker shall be required or allowed to work in a

Factory on Sunday or a Friday as the case may be unless- he / she have had or will have a holiday for a whole day, or one of the three days immediately before or after that Sunday or Friday.

■ provided that no substitution shall be made which will result in any worker

Working for more than 10 (ten) days consecutively without a holiday for whole day

Ref: sec-51 of factories acts 1956.

Compensatory weekly holiday: if any worker is deprived from weekly holiday he has to grant the equal number of compensatory holiday within that month or within next 02 (two) months.

Ref: sec-52 of factories acts 1956.

Intervals for rest or meal: no adult worker in a factory shall be liable to work either for more than six hours in any one day unless he has been allowed an interval of at least one hour during that day for rest or meal. For more than five hours in any one day unless he has been allowed an interval of at least half an hour during that day for rest or meal: or for more than eight & half hours unless he has an interval under clause (a) or two such intervals under clause (b) during that day rest or meal.

Ref: sec-54 of factories acts 1956.

Night shift

: where an adult worker in a factory works on a shift which extends beyond midnight- In this case holiday for a whole day shall mean a period of twenty-four consecutive hours beginning from the end of this shift & The following day for him shall be deemed to be the period of twenty-four consecutive hours beginning from the end of this his shift & the hours he has worked after midnight shall be counted towards the previous day.

Ref: sec-56 of factories act 1956.

■ extra allowance for overtime: where a worker works in a factory for more than

Nine hours in a day or more than forty eight hours in a week

Chapter 6

Recommendations

6.1 Problem and recommendation of SARM

The Mill industry should be encouraged to raise its managerial & technological standards. Consultants & cad companies employed have effective services offer. But as conventionally employed their resources would be inadequate & means of more rapidly tilling available knowledge need to be developed. This approach should be adopted on a sufficient scale to rise the productivity of the industry should be adopted on a sufficient scale to rise the productivity of the industry during the initial period of accelerated development work towards improved quality systems.

The Mill industry should be encouraged to install available machinery, where it can be shown to be economic, in order to strengthen industry confidence in it to maintain the interest of potential manufactures in this area.

Co-operative investigating by Mill production & management for manufacturing should be encouraged into the optimum mode of employment of the machinery type under development, with a view to defining production systems based on these machines rather than their potential for substituting existing operations.

6.2 Compliance issues of the factory:

I make a compliance audit check list to check out the compliance issues. After getting the information I think SARM. Failed in compliance.

The headings of my check list are as follows:

- Child labor.
- Forced labor.
- Health and safety.
- Freedom of association.
- Discrimination.
- Disciplinary practices.
- Working hours.

- Remuneration.
- Environment
- Drug interdiction.
- Management system

1. I want to recommend that in this Mill should expand a human resource management. This department controls that kind of factor. The HRM section reviews the job design, compliance issue, productivity time & other relative importance.

2. The industry can provide extra facility or the employee those who are wanting to learning for something.

3. Industry can also collect the graduates & other skill resources those who are educated in this sector. The educational institute & the industry can provide the student for research & internship serve in this sector. Those kinds of activity help the apparel industry for upgrades

In every time & match with the changing fashion business world. 4.

4. In the production level we can apply the job rotation for reduce the boringness from the inner side of the worker. Effective communication & active motivation create a smart industrial environment in the Mill.

Chapter 7

Conclusion

7.1 Conclusion

The "best practice" company has the most intense communications which are broad, continuous and involve multi-directional employee contact. Communications with employees is "a given", and is formal, focused and on-going responsibility. Communications are not done as an "extra". "Talk of the Week" where all the employers are asked to participate and give their word and opinion about their superiors helping to bridge the gap.

Our company is never satisfied. Our company focus not only getting it right but doing it better. It is intensely dependent on feedback from all sources as the prime basis of its continuous improvement philosophy. Risk Taking An initiative taken that every employee can walk out of the office at 6.00 p.m. helping them to balance both professional and personal life. In Bangladesh prospective HRM practice is only the well structure organization Suvonkar Auto Rice Mill is a structure organization but they will not strongly practices in HRM when they will strongly practice in HRM then it more improve their business in future in another think is they will well utilize their fund then the business is more span not only domestically but also the internationally.

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