An Intership Report

On

Human Resource Management System Of NZ TEX GROUP

Submitted To:

Department Of Business Administration

Sonargaon University (SU)

Green Road,Dhaka -1215

Submitted By:

Mahmudur Rahman Abdullah Al Emon

ID:BBA2001019058

Program:BBA

Major: HRM

Deparment of Business Administration

Sonargaon University (SU)

Green Road,Dhaka-1215

Submitted for the partial fulfillment of the degree of Bachelor of Business Administration

Date of Submission: May-08-2024

An Intership Report

On

Human Resource Mangement System Of NZ TEX GROUP

Supervised by:

Dr.Md.Masud Rana

Head

Department Of Business Administration

Assistant Professor of Accounting

Sonargaon University

Submitted By:

Mahmudur Rahman Abdullah Al Emon

ID:BBA2001019058

Program: BBA (Major in HRM)

Bachelor of Business Administration

Sonargaon University (SU)

Submitted for the partial fulfillment of the degree of Bachelor of Business Administration

Date of Submission May-08-2024

Letter of Transmittal

Date: May 7, 2024
To
Dr.Md. Masud Rana
Associate Professor
Sonargaon University

Subject: **Submission of Internship Report on "Human Resource Management System of NZ TEX GROUP"**

Dear Sir,

With great pleasure, here I submit my internship report on "Human Resource Management System of NZ TEX GROUP" that you have approved & assignedas a compulsory requirement. I have tried my level best to focus on the original scenario of "NZ TEX GROUP" with full of effectiveness & efficiency.

I have really learned a lot and have gained valuable experience and knowledge while collecting information for the report. It was certainly a great opportunity for me to work on this real life project to actualize my theoretical knowledge ofthis course in the practical arena and some more which is out of this course.

I also tried to write and study on 'HR functions at NZ TEX GROUP.' withspecial eye on organizational as well as managerial skill which I was assigned during my internship. The report also holds thoughtful review of the human resource management in the NZ TEX GROUP.

Sincerely Yours,

_____

Abdullah Al Emon
ID- BBA2001019058
Sonargaon University

PREFACE

Today we are very much involved in the business era. Only book-based knowledge is not enough to cope with real business environment. Effective combination of theoretical knowledge with practical. experience is the key to success. Considering this, internship program is included in the degree Bachelor of Business Administration (BBA) from the Department of Business Administration Sonargaon University.

I have selected the **NZ TEX GROUP**.to conduct my internship program which runs for three months only. I tried my best to collect relevant and significant data as much as possible and prepare the report with my best effort. I regret for any undue mistakes in this report. If the report do little support to any student, teacher, researcher or analyst, I may consider my effort does not go in vain.

DECLARATION

I do hereby declare that this report entitled "**Human Resource Managemant System Of NZ TEX GROUP** , submitted by me to Sonargaon University, for the degree of Bachelor of Business Administration is an original work.

I also declare that the report has not been submitted earlier either partly or wholly to any other University or Institution for any Degree, Diploma, Associate-ship, Studentship, Fellowship and other similar title or prizes.

_____

Abdullah Al Emon
ID:BBA2001019058
Department of Business Administration
Sonargaon University

Letter of Acceptance

This is to certify that Mahmudur Rahman Abdulla al Emon, ID No: BBA2001019058, Department of Business Administration, has completed his internship report titled on"Human Resource Management System of NZ TEX GROUP. Bhulta Gawsia Factory" under my supervision as a part of partial requirement for obtaining Bacholer of Business Administration (BBA) degree in HRM Major. This report can be accepted for evaluation.

I have gone through the report and found it's a well written report. He has completed the report by himself. I wish him every success in life.

_____

Dr.Md.Masud Rana
Assistant Professor
Department of Bussiness Administration
Sonargaon University

Acknowledgement

First of all I want to thank my supervisor Mr. Anwar Salim (Director- NZ TEX GROUP)for guiding and advising me during my internship at NZ TEX GROUP. It could quite impossible to make this report without his guidelines.

Then I would like to thank my University Supervisor,DR.Md. Masud Rana for helping me for bringing my internship report to complete on "Functionality of HR Department at NZ TEX GROUP".

I would like to express my gratitude to all the faculty and staff members of Sonargaon University. This report is a fulfillment of the four years I have spent here and the essence of all that I have learnt.

I also thank my colleagues who helped me by providing informative instructions. I was closely attached with them during my internship term.Without them this project would have been very difficult.I also thank myparents,and some friends

Who kept on this long process with me, always offering support.Finally,I also express my sincere gratitude to all those who participated to prepare the report.

Executive summary

As part of my BBA program, I have completed my three months internship Program from a well known industry named “NZ TEX GROUP”. Duringmy internship period in “NZ TEX GROUP”, I have gained valuableknowledge and experience in the field of Human Resource. So based on mylearning and experience from the organization I have completed my internshipreport on “the Functionality of HR Department” activities of “NZ TEX GROUP”. In this paper I have tried to focus and analyze the core HumanResource functions of “NZ TEX GROUP” and what kind of value addedservices they are providing to their employees. In the report I have discussedwhat kind of activities I have done describes in details. The services include CVscreening, Data entry, Job posting, Assist in interviews, help candidate in thetime of joining, assist how they do trained and developed to the new employeeand managers, try to motivate and instruct their employees to do job, helpapprenticeship training of employees, assist development program teachesspecific administration and organization techniques.In NZ TEX GROUP, human resources process is very strict and confidential especially focuses on human resource functions of employees. I tried to focus on company’s training procedure of worker level and managerial level. Tried to focus on job evaluation procedure to ensure employee’s promotion and financial benefits. In case of training I have tried to explain the different area of Data Collection,Analysiss Finding. These are: current situation of recruitment, how to advertise and attract candidates, succession planning etc. In methodology I have mentioned 15 population size and 5 sample size. In recommendations how the industry can improve and also give some suggestions. In this report the problems, scope, limitations and various analyses are also done. In this report I have also tried to analyze the benefits of these services as well as my learning from the organization. From my personal point of view the learning aspect was fruitful and the experience there will help me in the future.

TABEL OF CONTENTS

S.L.	PARTICULARS	Page
Letter of Transmittel	Letter of Transmittel	1
Preface	Preface	2
Student Declaration	Student Declaration	3
Letter of Acceptance	Letter of Acceptance	4
Acknowledgement	Acknowledgement	5
Executive Summary	Executive Summary	6
Chapter 1	Introduction	
1.1	Introduction to Report	7
1.2	Objectives of the Study	7
1.3	Origin of the report	7
1.4	Methodology	8
1.4.1	Secondary data analysis	9
1.4.2	Primary data analysis	10
1.4.3	The sampling design process	11
1.5	Scope of the report	10
1.6	Limitations	12
Chapter 2	Organaization Overview	
2.1	Overview	13
2.2	Vision ,mission statment & Values	14
2.3	Key Facts about NZ TEX GROUP	15
2.4	HRM of Alliance Capital , Units in HR Division	15
2.5	Leave Managemant	16
2.6	Product and Services	17
2.7	HISTORY Of NZ TEX GROUP	18
Chapter 3	Job Description	
3.1.1	Role and Responsibilities	18
3.1.2	Organizational analysis	19
3.2	Personal experiences	19
Chapter 4	Data Collection,Analysiss Finding	
4.1.1	Procedure	20

4.1.2	**Current Recruitment Process**	21
4.1.3	**Succession planning**	22
4.2	**SWOT ANALYSIS**	23
4.2.1	**STRENGTHS**	24
4.2.2	**Weakness**	25
4.2.3	**Opportunities**	26
4.2.4	**THREATS**	27
4.3	**PLEST Analysis**	28
4.3.2	**Legal Factors**	28
4.3.3	**Economical Factors**	29
4.3.4	**Socio-cultural Factors**	30
4.3.5	**Technological Factors**	31
Chapter 5	**Findings of the Report**	
5.1	**Overview of the Company**	32
5.1.1	**Key facts about NZ TEX GROUP**	33
5.1.2	**Production Process**	33
5.1.3	**Costing**	34
5.1.4	**NZ TEX GROUP's responsibility to Work Environment**	35
5.2.1	**Orientation and training**	36
5.2.2	**Reviewing the organization's current manpower and resources**	37
5.2.3	**Maintaining the employee attendance**	38
5.2.4	**Reviewing the HR policy**	39
Chapter 6	**Recommendations**	
6.1	**Recruiting more HR personnel**	40
6.2	**Providing more facilities to increase job satisfaction**	41
6.3	**The HR should monitor the line managers properly**	42
6.4	**Introduce service employee career development**	43
	Conclusion	44
	References	45

Chapter -1
Introduction

1.1 Introduction to Report

I have done my major in human resource management from Sonargaon University. There I have spent four years of the academic studies of the BBA. Now I have completed the internship part at NZ TEX GROUP Garments Limited. This practical part will be evaluated and capable by my honorable academic supervisor. For this reason I have successfully completed my report towards attaining my BBA degree and submitted it to my academic supervisor. The topic of my report is "Functionality of HR Department at NZ TEX GROUP". As a part of my internship program for my BBA I got the opportunity to do internship in a garment company named NZ TEX GROUP. Myinternship term starts from 1st January and 25th April at NZ TEX GROUP, I was assigned in the Human Resource department. My organizational supervisor was Mr. Anwar Salim who works as a production director in NZ TEX GROUP. My thesis paper topic covered the mixed aspects of different versatile ranks of the HR department and the variousissues related towards the welfare of the company. The topic of my Internship was approved by my Academic supervisor Md. Masud Rana (Associate Prof. of Sonargaon University).

1.2 Objectives of the Study

The objective of the report is to discuss the Human Resource Policy in NZ TEX GROUP in relation to Human Resource practices.

1. Specific objectives include the following: To find out the problems regarding recruitment , safety, employee relations, compensation and benefits, compliance and training and development practices

2. To resolve problems of managing talent pool
3. To make the departments leaner and target-oriented.

4. Whether RMG is maintaining any written human resources policies.
5. Whether there is any discrimination in their functions of HRM.
6. Are they playing fair rule in the process of recruitment, selection, safety, employee relations, compensation and benefits, compliance, training and development, and performance appraisal.

1.3 Origin of the report

The report is a necessary requirement for the completion internship of my BBA program. Topic has been chosen by me as I put much thought into choosing best the possible internship option to benefit my academic studies. As I am an HR Major, it has proved a good choice for me because it gave me an opportunity to learn some HR Process in practice.

1.4 Methodology

Type of data collected for the report:

1.4.1 Secondary data analysis:

In this report I have basically focused on secondary data analysis. This means the information of this report has been collected from company database and company past record files. Also data collected from Human Resource Manual and textbooks from various libraries.

1.4.2 Primary data analysis:

For the main prospect of my report I have decided to use primary data analysis. For this I have structured a small survey using the "descriptive research design" in the perspective of Data Collection,Analysiss Finding department of the company .Ialso interviewed my supervisor Md. Anwar Salim, Head of Production who totally involved with employee relations and talent management.

The research itself is both the mixture of Quantitative & Qualitative research:

In the qualitative part it is an unstructured, exploratory research methodology based on small samples indented to provide insight and understanding of the selection and recruitment department's activity.

But in case of qualitative side I have used structured questioner method and used standard sample size from the population of the wholeData Collection,Analysiss Finding department As I have mentioned before the research design I have used in this analysis is "Descriptive Research Design"

Under descriptive research design we know there are two

types of methods are normally used they are:

1. **Survey method:**The survey method collects the required information with the help of questionnaires, checklists, rating scales, inventories, and interviews. Surveys can be undertaken using email, telephonic calls, or direct interaction with respondents**.**
2. **Observation method:** The observation method in psychology involves directly and systematically witnessing and recording measurable behaviors, actions, and responses in natural or contrived settings without attempting to intervene or manipulate what is being observed.

For my analysis I have used the survey method. This method works by obtaining information based on questioning of respondents. Respondents areasked a variety of questions regarding their behavior, intentions, attitudes, awareness and motivations. Questions are basically asked either verbally or in writing or both in same time. In this case I have decided to use the structured questioner format and asked the questions both verbally and allowed them to write the answers. I followed also the observation method, where I have learned many things by the official environments and colleagues. Observation also based on personal experiences shared by the fellow in the Group.

1.4.3 The sampling design process:

I have developed the sample number for my research by using the structure below which explains how I have determined the sample size of the human resource functions department of the company.

Defining the target population



Selecting the sampling technique



Determining the sample size

Step 1.

First of all in determining the target population I have decided to use the people working in the human resource functions of NZ TEX GROUP.

Step 2.

In the selection of the sampling technic, I have decided to use the probability sampling technique. More specifically I have used the systematic sampling technique under the probability sampling.

Sampling Technique  Probability sampling  Systematic sampling

Step 3.

In determining the sampling size as my research is small and only considering the human resource functions of NZ TEX GROUP. So the size of thesample is 5 and total population of HR is 15.

1.5 Scope of the report

The report entirely discusses the current service offered by “NZ TEX GROUP” and how they perform different HR practices at NZ TEX GROUP”.The report discusses the current resource policies of the NZ TEX GROUP. at its top, mid and entry management level employees. The work is not based on any other garment manufacturing factory otherwise mentioned, or does not include blue collar labor force at NZ TEX GROUP. Also, it does not try to discuss or conclude on any policies that does not affect the recruitment of management employees at any rate.

1.6 Limitations

a) The study is undertaken considering ins and outs of the Human Resource practices based on the Human Resource Manual of NZ TEX GROUP, and on personal experiences shared by the fellow in the Group. Personal biases and inconsistencies in the HR Manual with the current practices may be possible setbacks.

b) A relatively short period of internship may also be a reason to possiblyoverlook certain misunderstandings or unfound details that may be of valued importance.

c) Unavailability of data could be due to engagement of the current employees in NZ TEX GROUP. Experienced employees could have provided the required data.

d) A good number of entrepreneurs are themselves ignorant about using the HR.

Chapter -2

Organaization Overview

2.1 Overview

Bangladesh is one of the largest readymade garments (RMG) exporters in the world. NZ TEX GROUP is one of them. NZ TEX GROUP is an organization of five different strategic business units; of which, one (NZ TEX GROUP washing plant) have been launched in the reporting year and thus, it expanded both vertically and horizontally. The core business unit is NZ TEX GROUP Garments Limited which is a woven apparel manufacturing factory. There are separate units for poly, carton, sewing thread & accessories as well as printing and embroidery. The group isalso planning to expand their new building with another 31 lines production unit in the year 2016 to 2017 that will contribute more to the national economy.

At present, NZ TEX GROUP employs approximately 6000 employees. As a worker the organization is committed to pay at least twenty percent more wages than the legal government requirement and helps the workers to have a better lifestyle. Moreover, annual profit sharing scheme with the workers is also put into action and thus the organization celebrates its success with the workers and makes them feel like owners of the company. As a compliant factory, free lunch is provided for all the employees of the group. Hence a friendly relationship is maintained with the workers promoting an excellent work environment.

This year, the annual turnover is over $85 million which is an increase of 25% on the last year's revenue. The groups has also achieved a number of awards and thus earned recognition in the global arena. One of the recent award was the received from Germany (C@A Sourcing Bangladesh) – 10th Feb, 2014 for the best vendor of the world due to on time garment delivery, good quality ofproduct and services.

2.2 VISION, MISSION STATEMENT & VALUES

2.2.1 Vision:

"To be the most regarded company in Bangladesh by 2015".

2.2.2 Mission:

- Provide on time quality services
- Concentrate on employee welfare
- Friendly working environment through open communication & mutual respect
- Encourage initiative, innovation and teamwork
- Committed for cleaner and greener environment.

2.2.3 Values:

- Customer satisfaction
- Commitment
- Integrity
- Fairness
- Innovation
- Environment.

2.2 Key Facts about NZ TEX GROUP

Some important facts about NZ TEX GROUP are given below

Name of Company	NZ TEXTILE GROUP
Legal Form	Stock Exchange Limitted
Date of Commencement	A Visionary Journey Since 1982
Registered Office	Corporate Office Gulsan-1. 2 Road.No.2, Dhaka 1212
Web Page	http://www.nztexgroup.com/
Managing Director	Saleudh Zaman Khan (jitu)
Company Secretary	
Auditor	Md.Rubel Talukder- Audit Executive NZ TEZ GROUP

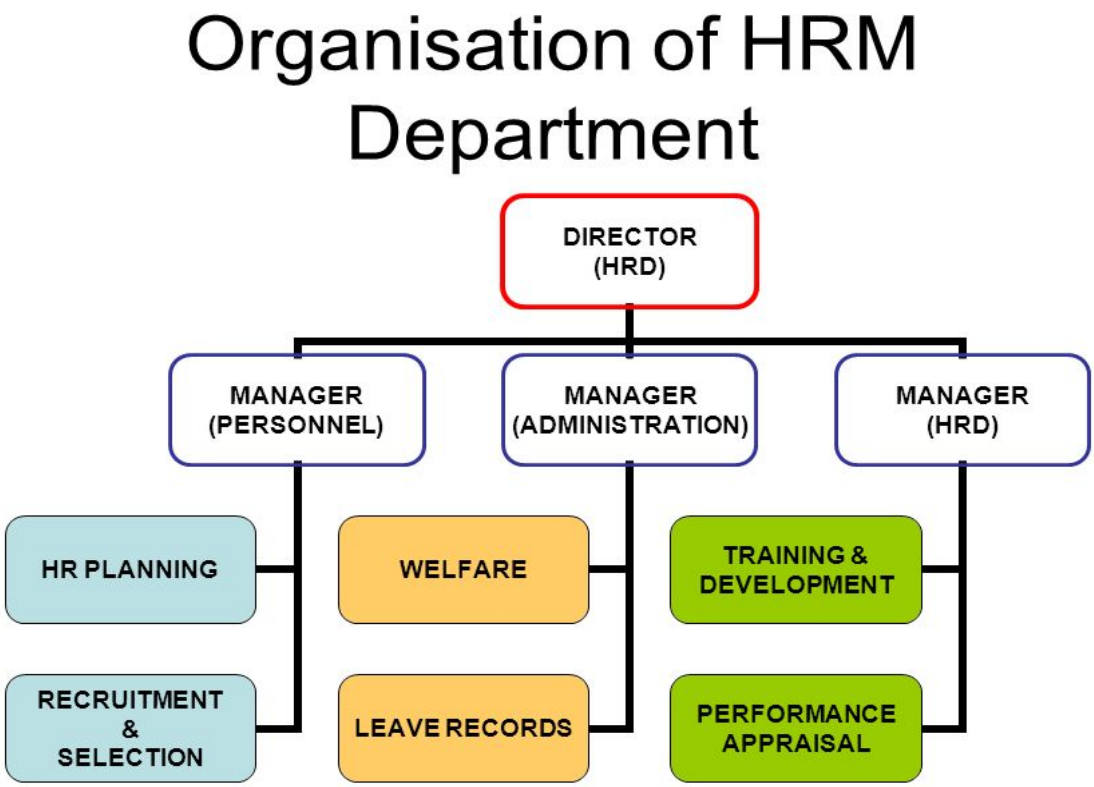
2.3 HRM of Alliance Capital

During my internship i was mainly assign in HR department. NZ TEX GROUP always determine what jobs need to be done, and how many and types of workers will be required. So, establishing the structure of the asset management company assists in determining the skills, knowledge and abilities of job holders. To ensure appropriate personnel are available to meet the requirements set during the strategic planning process. It believes that the quality work comes from quality workers who are well motivated and ready to take challenge to provide better service.

Units in HR Division :

There are Three units in Human Resource Duvusion of NZ TEX GROUP

- ✓ HR Staffing
- ✓ HR Operation
- ✓ Training & Development



2.4 Leave Management:

Leave is earned by duty. Leave cannot be claimed as a matter of right, and leave admissible under the service rule of Alliance Capital Asset Management Ltd may be granted by the Managing Director or his authorized person, who may refuse leave, grant leave for a shorter period than applied for, revoke leave of any description and recall an employee before the expiry of the leave.

One Officer is looking after the leave matter of employees and keeping leave records. Employees of Alliance Capital Asset Management Ltd are enjoying following kinds of leaves-

Earned Leave :	20 days in a year as per service rule of NZ TEX GROUP
Casual Leave:	10 days in a year
Sick Leave:	14 day in a year + conditional additional sick leave allowed by the mgt As per service rule of NZ policy
Maternity Leave:	24 weeks for each issuse up to two children.
Leave Without pay:	15 days once during the service life.
Paternity Leave:	5 days.
Bereavenment Leave:	5 days.
Study Leave:	As per the rule of the organization.

2.5 Product and Services

In NZ TEX GROUP their main product is Basic Pant, Shorts, Bermuda,Capri, HeavyCargo Shorts, Heavy Cargo trousers, Chino Pants, Infant's Trousers, Jeans Trousers, Skirts, Stretch Trousers, Swimming Trunks, Three Quarter Pants, Zip-off trouser, Joggers Pant, Overall, and Dungarees .In addition , they also produce the Blazers, Vest, Denim Jackets, Unlined Jacket and Quilted Jacketetc. Their main buyer is C & A, Terranova, Gymboree, Crazy8, Bel &Bo, Kiabi, H & M and Charles Vogele. So, they are very sincere about their Quality, services, and commitment their on time garment delivery.

2.6 HISTORY

NZ TEX GROUP is a fast growing privately owned apparel manufacturing company in Bangladesh. Their first business was Garment Accessories that have been established in 1993. After that they have established the Garments Units in 1998. They have total 3 Units / 34 Lines. Their yearly turnover was US $85 Million in 2014 and they are trying to achieve the target $100 Million 2015. Moreover, they are going to expand their business for the upcoming year that plans are mentioned in my Internship report below:

- 21 more production lines: will be started within July 2016
- 10 more production lines: will be started within May 2017
- Washing Unit : will be started within Decm2017
- ETP (Effluent Treatment Plant): will be started within Decm 2017

Chapter-3

Job Description

3.1 Job Description:

3.1.1 Role and Responsibilities:

Provide support to all the training projects and help in the executive search projects. Also provide support to the other sectors as well. In my 3 months of work experience I go through different responsibilities, one to one conversation, team meeting etc. I also screened the CV's of the candidates; short listed them, and called them for interview, job posting in BD jobs and so on. Assist HR Manager in recruitment of Management staffs, Intern. Short-list the CVs from available sources. Arrange interview date, time, and venue and panel for interview and coordinate accordingly.

3.1.2 Organizational analysis:

From my experience in "NZ TEX GROUP" I have learnt the demand of human resource outsourcing, executive search, data entry and training in the business world. By working with them in various projects I have learnt that nowa day's employers are looking for fast and efficient means of HR related solutions. So HR is continuously developing. "NZ TEX GROUP" has proved to be one of the leading providers of such HR services and accomplisheda lot of success in very short period of time. HR in this kind of industry recently established. But it doing a great job and authority also understand the necessityof Human Resource Department.

The team of "Employee Relation and Talent management" may be a small team in comparison to number but the work efficiency is incredible and very organized in nature. This is one of the main factors of their success.

3.2 Personal experiences:

It has been a great privilege to have worked in an industry like “NZ TEX GROUP”. It is a big industry in comparison with other company’s activities or production and also in comparison to other industry of its kind; it isa very good work place. What I have admired the most is that during my time in the company I had the learning scope. There is a great potentiality to learn many of the HR aspects with wide vision. As an intern I was assigned under in charge of HRD and worked under one of my senior colleagues. Although I was assigned under the recruitment program, but I also screened the CV’s of the candidates; short listed them, and called them for interview, job posting in BD jobs and so on. Assist HR Manager in recruitment of Management staffs, Intern. Short-list the CVs from available sources. Arrange interview date, time, and venue and panel for interview and coordinate accordingly.

With the full support and permission of my supervisor I helped all the HR departments and the senior associates in various projects. They did not treat me as an intern rather they allowed to those tasks which their employees often do. I have helped my team by working beside them in various projects and corporate presentations. The time which I have spent with the HR team has led me to understand a lot of HR issues which managers and top level management has to dealt with all the time and ways to solve them by creating and effective guideline. I have also learnt some of the different type of informal tasks like arranging application form, information form, interview rating form etcconducted in various types of organizations and how industry to industry recruitment can differ. It has given me a valuable insight to a lot of issues which big organizations face and how organizations such as “NZ TEX GROUP” helps them in solving recruitment related problems. I have seen that a lot of banks, financial institutions and Media are working with “NZ TEX GROUP”. Normally setting up a recruitment program

takes a lot time and hard work; first we must find out the requisition from different department. Then if wethink we need new employee then arrange for the interview. There are two ways of hiring –external and internal hiring. Sometimes we contact HR consultancyfor Hear hunting. Different type s of hiring programs, based on their level of the designation. A recruitment session could last to 3-4days or even an entire week sometimes. In case of candidate search, the experience was very insightful and interesting. I had the opportunity to work in many important tasks like-help them joining the candidates in a new post. I had to check their original documents, certificates, medical reports, national ID and so on for verification though this process I learnt a lot about different job description formats of different big companies. Before making phone calls and offering job to the candidates it is essential to learn about the job post and its responsibilities. In short it is essential to study the job description format provided by the client company. This has helped me to learn about the various posts and level of jobs exists in the market, the requirements and qualifications. These are some of the valuable knowledge which I couldn't have learnt if I had not participated in such projects.

I was also associated in CV entry activity of the organization. I played a major role in sorting out the CV's which comes from BD jobs and other sources every day. It is important to sort and store the CV's to the database of NZ TEX GROUP" for future use. During my time in the organization I also learntto write official mail. The entire experience was very insightful and I had learnt a lot from my experience during this internship period.

Chapter-4

Data Collection,Analysiss Finding

4.1 Data Collection, Analysiss & Finding

This Data Collection,Analysiss Finding Policy has been framed with the view of recruiting and selecting people who have a strong desire to achieve TheNZ TEX GROUP's vision, and who will assist us in achieving the business results. Themain difference between Data Collection,Analysiss Finding is recruitment is positiveprocesses where candidates are attracted for the post apply there. On the otherhand selection is a negative process where competition arises and candidatescompete with each other and meritorious candidates get job.

Recruitment is the process of searching the candidates for employment and stimulating them to apply for jobs in the organization whereas selection involves the series of steps by which the candidates are screened for choosing the most suitable persons for vacant posts.

4.1.1 Procedure

Minimum requirements are detailed
Throughout this policy and include:

1. The position is defined and justified by the requisitioning Business Unit Head

Function Head and authorized and processed by Human Resource Department.

2. The position is advertised unless a person has been identified through the succession planning process or other business requirements.

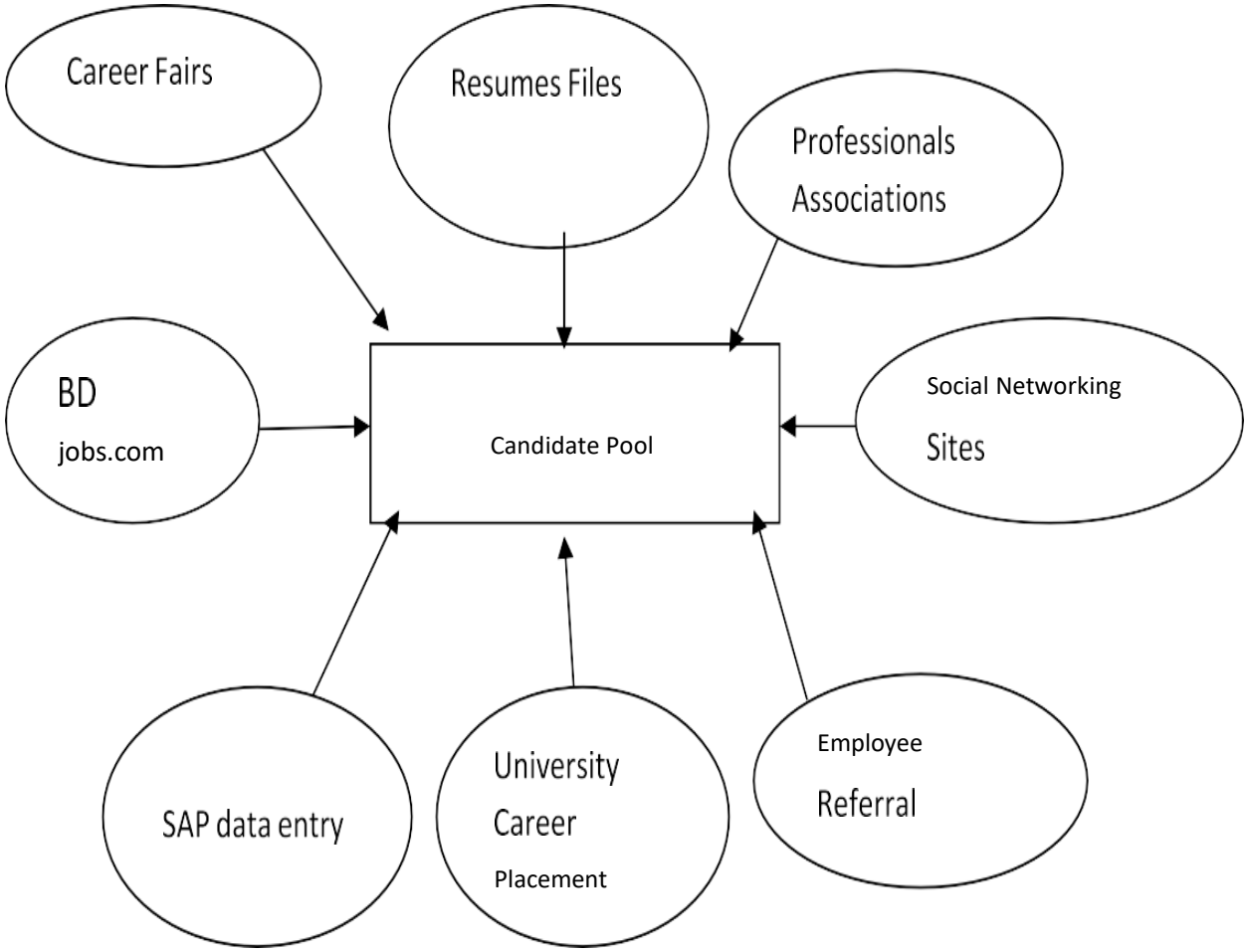
3. The Business Unit Head / Function Head are involved in the Data Collection,Analysiss Finding decision. As a minimum, at least one other person from the Business Unit/Function, competent in the recruitment process, should assist beside the authorized person from HR Department.

4. Pre-requisite skills, qualifications, experience, competencies and other The NZ TEX GROUP's or legislative requirements are met and documented

5. At least 2 reference checks and medical checkup are completed and documented

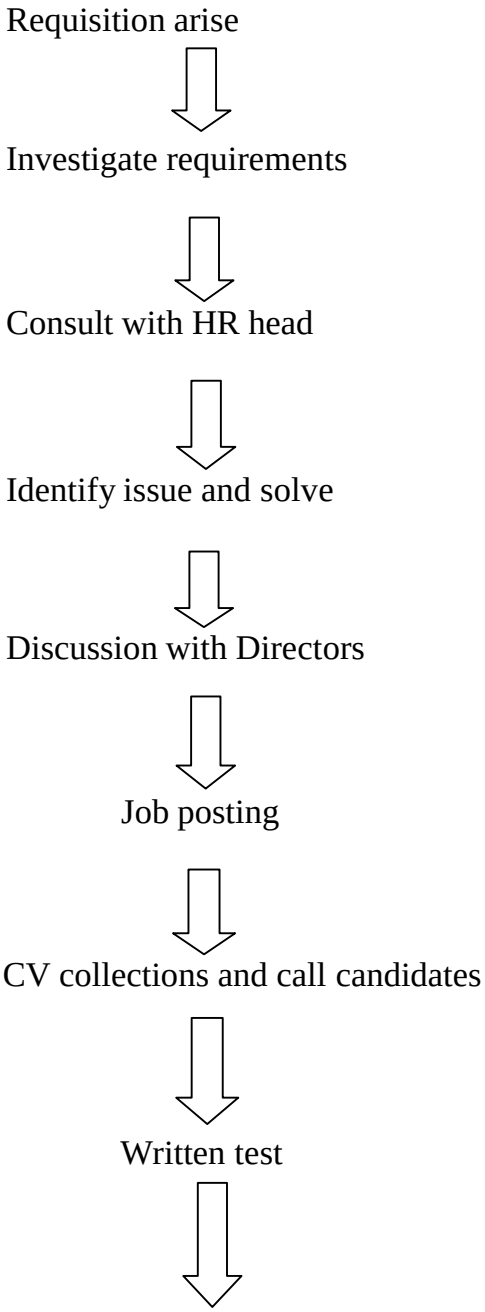
6. Offers are approved and made by Head of Group HR and in some special cases by the Managing Director.

7. All people, whether internally or externally recruited, are inducted through employee orientation program.

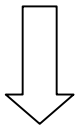


The process explains how pools of candidates are generated from different sources. It is impossible to collect all the candidates of different category and experience using only one source. These sources are proved to be very usefuland effective for finding the right amount of capable people.

Executive & candidate selection process:



Interview



Medical Report checks up and reference checks

4.1.2 Current Recruitment Process:

When a vacancy comes about within the approved establishment and it is deemed necessary to fill in the vacancy, the Employee Requisition Form has tobe completed and a copy of it has to be sent to HR Manager, Talent Management at the Corporate Office who finds out if there is any suitablecandidate already working in the Group for whom a transfer to the vacant position would mean either a promotion or better prospect promotion. HR Manager, Talent Management returns the Requisition Form with his commentsto the requiring department at the earliest.

4.1.3 Succession planning:

The "NZ TEX GROUP" has succession planning which is a tool to assistwith planning Group's future people needs. Within the succession planning process, potential successors are identified for certain management positions. When such a position becomes vacant, an individual may be approached about the vacancy. However, this may not preclude advertisement, or consideration of people who respond to that advertisement. Vacant positions not filled throughthe succession process are advertised. Recruitment Standards for different positions will be available with the HR Department which should be strictly adhered to and no deviation there from should be made without the approval of the Head of Group HR.

It is the responsibility of the Head of Group HR to review and update the Recruitment Standard from time to time. Such standards would not be applicable to existing employees but for promotion cases, the set standardsexcept the educational qualification should be considered.

Each HR Head / Top level management has involvement in the selection process, since their assessments of employee performance directly influence the HR Function operations.

However, the following guidelines to be followed in the promotion selection process:

- Promotions will be based upon merit.
- Evaluations must be job-related.
- Supervisors must consider as many potential candidates as necessary to assure high quality candidates.
- Management retains the right to select or not select candidates from any source it considers appropriate

Employees may be moved to different Business Units / Functions/ departments by transfer or promotion. If the move is not a promotion then the transfer should not cause an increase in salary.

4.2 SWOT ANALYSIS:

SWOT analysis means strengths, weakness, opportunities and threats.

4.2.1 STRENGTHS

Good Owner Structure:

Bangladesh is very rich in garments industry. NZ TEX GROUP Group is one of reputed Garments industries in Bangladesh. They have their own garment unit in Rupgonj at Narayangonj. They have good corporateoffice with own building at Uttara, Sector-6, house no- 9 road no-3. They have also own Accessories division that is the company's biggest strength.

Financial Soundness:

CEO Mr. Salim is the main planner of the group. Under his dynamic leadership, the group has already been exceeded US$100 Million turnovers mark & employed more than 6000 people. The salary structure is better thanother organization.

Skilled Human Resource:

There are two part of Human Resource Department. Almost 20 expert human resource people Works in this department.

High Ethical Standard:

"NZ TEX GROUP" is strictly following its ethical standard to keep thequality of products and manpower. If the candidates do not have sufficient quality they are not recruited though they have strong references.

Corporate Social Responsibility:

The group has launched a '0-5 Year Child Health Clinic', conducted quarterly 'eye camps' to serve the poor, and sponsored expensive medical machineries and

donates fund to a rotary club, donates the garments for the workers, established an auditorium in a local school etc. on its endless effort to serve the society. NZ TEX GROUP has established the school beside the factory premises so that worker kids can study without paying anything for schooling purpose. Their CSR (Corporate Social Responsibilities) activities include Social, Educational, Health Care, and Environmental.

Equal Employment Opportunity:

The Company will maintain a policy of nondiscrimination with all employees and applicants for employment. All aspects of employment within the Companywill be governed on the basis of merit, competence and qualifications and will not be influenced in any manner by religion, caste or region.

4.2.2 Weakness:

In NZ TEX GROUP management, employees from different places and universities are existed. There are various departments' like-Fabrics, Accessories, Dying,

HR, Washing, and NZ TEX GROUP guest house etc. Here, employees are from Textile University, BGMEA, DU, and National University etc.That's why, sometimesthere may be lack of understanding due to cultural gap. Human resource department should alert to solve misunderstanding of other departments.

There is another major problem in this industry. As it is a garments industry, all garments production units is in same area. Sometimes some labor tries to break law and try to create dispute. This chaos is quickly spread out to other production unit. What HR does is, they intentionally turned down those labors that can create problem.

4.2.3 Opportunities

New and Better Agreement:

NZ TEX GROUP Group and CRP-Bangladesh signed a memorandum of understanding (MoU) to help the physically challenged persons. They also signed MoU in reputed universities for internship or attract fresh graduates. They can involve with new agreements so that people can know about this company. Sometimes their HR department organizes various corporate presentations in manyuniversities. New International Gateway:

As NZ TEX GROUP only export garment products so they are high about their Quality. Often foreign buyers visits Woven manufacturing units and observe quality.Often various agreements are signed by them like- H@M. Those meetings are arranged by HR. There is also more opportunity for marketing people to go foreign country to meet the buyer and can negotiate the price in the spot.

4.2.4 THREATS

Upgraded Technology Used by Competitors:

In our country garments industry is well established. So, there are lots of other competitors is in this industry. If they negotiate with prices and give there product in low prices it can be a major problem. Their main competitor is India.Because in India the labor cost is not much high. So they can easily sell their products in cheaper prices.

Political Instability:

Political instability is another threat because, with the change of Government, policies are also changed. So, this is difficult for any organization who deals with foreigners.

Risky Position of Valuable Resource and equipments:

As it is a garments industry, so many raw materials like cotton, thread and dyeing stuff etc is imported from different countries. In these sectors efficient employees should be hired. If timely it is possible to communicate them itbecomes a great problem. Some necessary equipment are also needed for HR Department like- Computer, Laptop, Printer etc.

4.3 PLEST Analysis:

4.3.1 Political Factor:

NZ TEX GROUP basically check out the political situation where they wantto export i.e. in case of selecting export country. They also consider other political issues like-

- Stability of those countries political environment
- Government's overall economic policy and changes in policies
- Government's position on marketing ethics
- Government view culture and religion

Government involvement in regional trade agreements After analyzing all these political issues they go for exporting as well asrunning operation business where they match with and also get benefit by generating more revenues.

4.3.2 Legal Factors:

NZ TEX GROUP is also aware of legal an issue that is why, they go for legal factor analyzing of the exporting countries.As we know that Statutes governing commerce vary by country, so it's essential to understand how they will affect on their exportactivities.

4.3.3 Economical Factors:

NZ TEX GROUP also analyzes the economic factors of the exporting country. They mainly consider the state of the economy in whichthey are planning to enter. They look at-

- Interest rates
- GDP growth
- Purchasing power
- Inflation rates

Employment levels taxes and fees on foreign countries

a. The cost of employee benefits

b. Long-term economic prospects.

Generally, they come across about those countries economic condition, because achieving success in international businessmainly depends on the economic condition of country. If economy goes well, they hope to run business effectively.

4.3.4 Socio-cultural Factors:

The social and cultural influences on business of exporting country may be very

different from those of importing country. Cultures vary from different perspective like- dressing habit, language, religion based and so on. Based on these they enter into new market where they can provide standard quality product.If culture varies, they have to go for modification. So prior to exporting, they identify the cultural factors Attitudes to foreign products and services after analyzing these issues they enter in to new market and develop product for them. For example- in exporting countries like – UK, USA, China etc countries company think about their choice they are Christians and like to wear gown in wedding. But in our country, ourtradition is not wearing gown in wedding.

4.3.5 Technological Factors:

Technological advances are one of the easiest ways of gaining advantage over competitors. The use of technology is vital to competitive advantage. So, NZ TEX GROUP also seeks for new technologyto use in those countries. So they consider these issues. Like-:

- Technology help reduce the cost products and services
- Technology offers them a new way to communicate with buyers.

Electronic and social Media available advertise their industryname and products

\

Chapter-5

Findings of the report

5.1 Overview of the Company

“NZ TEX GROUP.” started its journey as a full-fledged Garmentsproducing industry back in the year 1998 with a view to manufacturing readymade garments and exporting their product to Europe, and America. Today, NZ TEX GROUP is a company having 34 production lines and is a member of 100% export oriented garment industry.

The Company is increasingly supplying its customers and thus end users across the globe with garment sourcing solution. They have good manufacturing unit with reasonable prices. The garment industry occurred and set up in Bangladesh in 1980 for the sake of skillful sewing quality, cheap labor and for the ability of assembling, in particular, desired quality garments (making readymade garments) for end users. Since, all factories have been employing all-out efforts to achieve excellence in their production and increase their capability.Bangladeshi garment manufacturing companies have leaded through in last 3and half decades that is truly very good. NZ TEX GROUP has also been looking for the dream of a large number of American and European apparel companies to supply the quality readymade garments to reach the satisfaction level in every step of production. There were few local entrepreneurs who knew and hadpassion and knowledge about international trade. Even the readymade garments sewing started with

manually operated small “Singer sewing Machine”. Butover the years both on personal and business ethical ground, to ensure qualitythe entrepreneurs were made to install multifunctional sewing machines. “NZ TEX GROUP” also walked this path for the professional excellenceand is equipped with modern technology in all their operations. So this is the small overall overview and background of both NZ TEX GROUP and Bangladeshi Garments’ establishment.

5.1.1 Key facts about NZ TEX GROUP

The total number of employees at the Head Office is 75 and the personnel consist of a versatile variety of HR officers, Merchandisers, Marketing officers, Liaison Officer and on top of all the upper level managers. But we know that itis always a continuing process to retain and open new wings for the smooth functioning and expansion of the company.

5.1.2 Production Process

A readymade garment factory is basically the production unit for making and finishing of attire largely from fabric form. Most of the buyers of NZ TEX GROUP are from Europe and USA. NZ TEX GROUP has met the desired satisfactory level of the European customers which has helped them to make itself a credible Garment for them and the existing buyers turned into loyal customers. The production goes on according to the buyers’ demands and specifications about fabrics,garments’ style and measurement size, sewing, weight, buttons, cuffs and packaging etc. In the garments’ production process the skillful workers sew everything according to the wish of the customers and finally they bring out the picture of complete uniform. Each step of production process goes through very careful quality inspection and garments are shipped to the destinations afterproper quality check and clearance. The quality and the certified measurements are again

checked by the quality control inspectors of the respective foreign customers. According to my study I hardly found that any shipment was cancelled from the buyer's side due to quality issues and any irregularities. Ithas all been possible and has come to happening due to the effort of our hard working human resources to attain the professional excellence.

5.1.3 Costing

To study the cost of producing a garment, all inclusive things are considered like such as fabric consumption, fabric GSM, color, print, embroideryaccessories, sewing charge, and other additional expenses that are required inthe production process.

Mission

"Supplying quality garment products for the whole world."

Vision

"To be the leading garment manufacturer in Bangladesh by 2020"

5.1.4 NZ TEX GROUP's responsibility to Work Environment:

Safety need for the workers is a mandatory issue to maintain in all the organizations. But due to lack of safety measures and arrangement, accidents occur sometimes in some factories. Some important causes of the accident are given below-

- Routes are blocked by storage materials
- Lack of space allocation for escape routes
- No provision for emergency lighting
- Doors, opening along escape routes, are not fire resistant.

● Doors are not self-closing and often do not open along the direction of escape.

● Adequate doors as well as adequate staircases are not provided to aid quick exit

● Fire exit or emergency staircase lacks proper maintenance

● Parked vehicles, goods and rubbish on the outside of the building obstruct exits to the open air

● Fire in a Bangladesh factory is likely to spread quickly because the principle of compliance is practiced. Now every compliance factory must have to buy fire door to maintain the compliance as well as worker safety.

● Lack of awareness among the workers and the owners about the safety issues

But now the situation is becoming much improved and we found, all the surveyed garment factories are fulfilling the requirement of emergency exit. It is provided in all the cases, signage is present and fire fighting equipments are upto date, a departure from the past. Even fire drill is held once in a month in most the factories including NZ TEX GROUP.

Next to its security measures, the factory is well equipped and furnished with enough fire-fighting equipment, fire alarms systems and trained personnel for facilitating emergency evacuation. All of which contribute to minimizing the fire-risks. At NZ TEX GROUP, the factory environment, with excellent lighting and ventilation, is one of the very best of its kind in Bangladesh. The company always prioritizes the safety of their staff and workers.

5.1.5 Human resources inventory

It actually gives us an idea of how many employees are present in the company, such as what are the skills, abilities, interest, skills and qualifications of the present employees. The personnel inventory allows the HR managers to perceive the organization's present employee strengths and weaknesses against the future requirements. When the decision is made to recruit new employees, information must be gathered on each position. At the same time they must establish minimum requirements so that suitable applicants can be hired. This information is developed through job analysis, job description and jobspecification. In garment sector the job analysis is done by surveying the skill requirements needed to be an eligible employee from the line managers. Their feedback from past and experience determine the job analysis. Job description isa written summary of the scope, function, duties, responsibilities and relationships involved in a job. Job descriptions help management to select, orient, and compensate employees effectively.

5.1.6 Human Resource forecasting:

Training

In garment industry, people go through thousands of communications every day. It requires good number of training sessions because these people will have to communicate with foreigners as well. Now, the goal of training efforts for the employees is to make them acquire the ability which will be applied in their day to day activities.

Training is very crucial issue as the whole industry is very labor extensive. At NZ TEX GROUP, employees are provided with complete scale of training orientation which they will apply in the professional operations. It helps them to carry out their duties day in, day out. Take one example of impact of training. In the garment

industry, the deadline is very strict and any failure in meeting thedeadline often results in the cancellation of orders. At NZ TEX GROUP, in training sessions, one very important message to the staff remain that they have to get done with their jobs in time, no delay is allowed. They are trained accordingly with technical know-how and motivation. If this practice would not be there, the company would potentially not be able to meet the time points and thus would lose a good amount of orders and subsequently the buyers would retreat from NZ TEX GROUP. So, here it proves the importance of training.

Compensation:

At NZ TEX GROUP, the size of compensation package for a new employee largely depends upon the amount of experience and apparent potential they show through the recruitment process. For others, usually, there is a certain salary structure reviewed bi-annually according to the overall performance of the company. However, performance is the other measure that sets the bar of compensation for individuals. Every employee goes through challenge to achieve the professional experience. Works are best done under pressure. People and employees are all engaged with pressure but those who can live upto the challenge are rewarded with hefty compensation package.

Succession Planning:

NZ TEX GROUP has a succession planning process that assists the organization tomake planning for the company's future needs. Within this process, potential successors are identified for specific positions. When such a position becomes vacant, to fill that void, an individual may be approached from the existing employees who has been performing well all the way through up to that point in that department, though this may not always rule out advertisement for people

to come from outside the organization. Vacant positions not filled through the succession process are that's why advertised and recruited after a thorough process.

Human resources inventory

It actually gives us an idea of how many employees are present in the company, such as what are the skills, abilities, interest, skills and qualifications of the present employees. The personnel inventory allows the HR managers to perceive the organization's present employee strengths and weaknesses against the future requirements. When the decision is made to recruit new employees, information must be gathered on each position. At the same time they must establish minimum requirements so that suitable applicants can be hired. This information is developed through job analysis, job description and jobspecification. In garment sector the job analysis is done by surveying the skill requirements needed to be an eligible employee from the line managers. Their feedback from past and experience determine the job analysis. Job description isa written summary of the scope, function, duties, responsibilities and relationships involved in a job. Job descriptions help management to select, orient, and compensate employees effectively. At NZ TEX GROUP, it can be very effective as it is a labor intensive and labor oriented manufacturing section. For example, when a line manager is hired, that person is given the responsibility of his line and he will be held accountable for it. Job specification is a profile that interprets the basic traits and qualities needed in someone who couldefficaciously uphold and perform a given assignment. Job specification helps managers to determine an applicant's fitness for a certain position by defining qualifications for education, training, experience, and behavioral qualities the person must have to perform throughout his job career.

5.2.1 Orientation and training

First week I was introduced to NZ TEX GROUP's HR and Merchandising department.I had to visit different managers and departments to figure out how the garment factory works and how all the department gets coordinated. How Brands Supply chain, Brand, Customer Development are interrelated. As an intern of HR I had gone through HR activity with meticulous details. At the same time how to interrelate all the info's from several departments andreport it to the HR head.

5.2.2 Reviewing the organization's current manpower and resources

While I was in the organization I had to visit regularly the organization to review the organizational current manpower and resources. Competitive pricing is the pre-requisite for getting an order. Every order comes up with a technical sheet. In a technical sheet of a order everything are specifically mentioned. Like the embodiment of the fabrics, raw material of the fabric, dying formulation and dying process. Design, swatch, team, packaging and all small technical aspects. Cost estimation is very intricate thing. First thing is that, find out the fabric requirement for production, check that production floor is free for production, trim all other required things. Next thing is ask the suppliers for their price. In many cases buyers have their nominated suppliers. In that case we have tocommunicate with the suppliers as the price of all raw materials. Buyers arevery serious about the quality of the raw material and compliance standard of the manufacturer. Quality and worker compliance is very important for their brand value. After examining fabric requirement and per yearn costing we quote the price to the buyer. All time the lowest price bidder wins. In addition to the price previous performance, quality, delivery before schedule is also very important to get order. The least price plays

the most vital role forget the order. Costing estimation has got some system. First thing is that fabric cost estimation, cost associated with other accessories. CM that is cutting and making cost is the margin of the company. In CM is included with all expenses related factory. How many machine hours required for all the production is also required for the costing. I participated in how to collect buyer's requirement. Nowadays the business model of big brands has changed. Most of the RMG brands outsource their requirements to low cost production abduction destination. As we know that cheap, available and skilled RMG workers make Bangladesh one of the most preferred RMG production destinations in the globe. We basically supply our products to western Brands. By season they used to change their fashion, color, style. Before the season they procure their inventory. Most of the time they go value for money supplier. They expose their requirement to their supplier that is different garments companies ask for price quote. Lowest bid with the compliance wins the contract. Another thing that can happen is some garments factories used to select by different brands as their regular supplier. Collecting buyer's requirement is a very important task for the business. Keeping in touch with the buyers' agent or directly with the buyer is the key for survival followed by the growth. Merchandiser follows up everything. After getting work order suppliers send pre-production sample to us. They have to send to the buyer for approval. Or sometimes they suggest for testing in local laboratory. After approval from laboratory buyer confirms us togo ahead the start the production.. When raw materials are in house we have togo for a quality inspection of raw materials. After approved by our local QC (quality control) inspector we finally approve the raw materials for production.As a merchandiser we have to communicate all update to the buyer or buyers' local agent. I monitored how the whole production process works from scratch. From collecting the fabrics till the finished product. I also went to the fabric warehouses situated in different units our garments. I saw how a pattern is being made, how the product is sewed, how the swatch is made, how it is packed and loaded to the covered van.

5.2.3 Maintaining the employee attendance

During my duty I had to make sure that all the workers of that line were present by keeping the count and meeting their demands. I also kept in contact with the line manager to keep the production record per hour. In the garments sector overtime is a very common issue. So many a times when there was overtime I also stayed late and kept the records. I sometimes also kept the records of the supplies coming in the factory such as fabrics, accessories, needles etc. I wasalso involved in the salary distribution. During the salary distribution things get very rough. But throughout my whole internship experience I was mainly involved with HR department and the recruitment process. NZ TEX GROUP has zero tolerance on unnoticed absenteeism as it hampers the production process a lot. The top management follows as per t labor law imposed by the Bangladeshi government. The law states that any employee who wants to take a leave must inform the Supervisor .Irregular attendance or tardiness will not be tolerated and may result in termination. Employees who will be late or absent from workmust inform their Supervisor at least two (2) hours prior to normal starting time. Employees will only be paid for the number of days worked. Employees must sign in the attendance register personally while entering the work place.

5.2.4 Reviewing the HR policy

My entire treatise is mainly focused on qualitative study based on observations of the whole garments' HR department throughout my whole experience one very crucial element that I noticed is that the female workers are the backboneof the garments industry. But ironically the turnover rate was very high. A high employee turnover rate can be pernicious for any organization. High turnover rates can create a lack of staff to complete essential daily functions of a company. In addition, high turnover rate can cause a loss of productivity as new employees take some time to get up to tempo, particularly in complex jobs. During my internship period I also reviewed the HR policies of the company.The HR policies are as follows:

Standard Conduct

Employees are expected to conduct themselves on the job in a manner that contributes to operating effectiveness, productivity, safety and a harmoniouswork environment. If employees do not meet the company's expectations of performance and/or conduct, corrective action, up to and including termination may be taken. It is within management's discretion to determine what measure would be appropriate under each circumstance. does not employ mandatory progressive steps of corrective action. To monitor all the activities the authority has installed cameras all around.

Harassment Policy

Nowadays this is a major issue and if any such incident takes place it can ruin the reputation of the company. So it is strictly monitored by the authorities. But if any employee feels that he or she is subjected towards any such behavior then that person is free to complain it to the authority. For business owners, implementing an anti-harassment policy is a crucial step in creating a safe and respectful work environment for employees. For instance, a business owner may include in their policy that any form of harassment will not be tolerated, and employees found to have engaged in harassing conduct will face disciplinary action, up to and including termination. This proactive measure can help employers take proper actions quickly when claims of harassment are brought to light and can help defend legal actions from employees who feel harassed while at work.

Chapter-6

Recommendations

Although the HR activities of NZ TEX GROUP Garments is doing a great job at the present, but there is scope to enhance development both internally and externally. To streamline and strengthen the overall activities of the factory the following areas have been identified:

6.1 Recruiting more HR personnel

Currently the company has 20 HR employees. As in this company there is a huge need of HR then there should be more HR personnel hired in order to make the HR team more stronger and so that the employees can be handled for smoothly and all the operations in the company functions properly.

6.2 Providing more facilities to increase job satisfaction

More facilities should be given in order to increase the job satisfaction in the company. It is a fact that if the employees are happy then they will feel more motivated towards work and thus increase the productivity in the long run.Many facilities can be provided to the labors such as health benefits, occasional arrangements during festivals, air conditioning, health care and more importantly day care centers for the female employees who have children. The Reporting Officers must be more cooperative, cordial and friendly to HR department.

6.3 The HR should monitor the line managers properly

According to my observation I have found out that one of the main reasons of the employee turnover is because of the line managers. The line managers make them go through a lot of hassle. The lines managers also take bribe fromm them for appointing them or introducing them to the HR.

6.4 Introduce service employee career development

At first, the employees' requirements and needs should be fulfilled and then they can become aware of their customer's needs. We learn from this that it will reduce employee turnover and can contribute to increased customer satisfaction. This segment also talks about the empowerment of the employees. It is important because it increases employees' latitude in performing their dailytasks including so figuring out customer problems and handling service failures and it is related to increased frontline service employee performance.

Conclusion:

In conclusion I can say that this internship report is really essential for every student of business studies to get idea about garment industry. By completing this report I have got overall idea of RMG sector and these may be helpful to know about the technical and management knowledge of garments industry also these sector related organizations. This is a huge sector and yet to discover the whole.I want to thank my department Head for giving me great opportunity of learning. This Internship program will help me in the further challenges of life. I try my best to make this project enriched with lots of apparel related documents. NZ TEX GROUP garment is really a good experience for me because every person of there so much helpful, cooperative and given me the proper methods of practical learning. So, at last, there is a hope of eradicating all the obstacles and become the leader of garment industries in near future.

From my thesis part, I have learned lots of HR related things that is being practiced in garment sector and also known this RMG sector is a larger contributing in our national economy as well as their people's improvement of livelihood & increase efficiency & effectiveness.On the other hand, each and every company in garments sector should have proper and well planned HRM policies and their practices in their every functional level of operation.Then we can ensure to get a more developed & economically strong country of us.

References:

- Company profile of NZ TEX GROUP
- Files and Documents of NZ TEX GROUP
- Data collected by Head office.
- Discussion with Supervisor.
- Various article about HRM.
- Internet and pervious reports.