



Internship Report
On
Human Resources Activities of SQ Celsius Limited

Submitted to

Md. Azmol Hossain
Senior Lecturer
Department of Business Administration
Uttara University

Submitted by

Shafiqul Islam
ID: 2201061062
51st (Continued with 54th) Batch
Program: MBA for BBA
Department of Business Administration
Uttara University

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Internship Report

On

Human Resources Activities of
SQ Celsius Limited

Letter of Transmittal

September 28, 2021

Md. Azmol Hossain

Senior Lecturer

Department of Business Administration

Uttara University

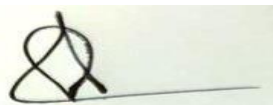
Subject: Submission of the Internship Report.

Dear Sir,

I would like to thank you for approving this invaluable topic. The study has given me the opportunity to get a deeper insight and use my theoretical knowledge in practical knowledge. This is to inform you that I have successfully completed my Summer-2021 internship at **SQ Celsius Limited**. Here I am working in Human Resources Department, as an Executive, HR. It has been a great pleasure to work under such a friendly and helpful supervisor who is the principal of this institute in a smooth, cordial environment. The study focuses upon various relevant Human Resources Department factors. I have provided some key findings and analysis and suggested some implementable recommendations.

I would try my best and shall be obliged to provide you with any clarification regarding the report.

Sincerely Yours,



Shafiqul Islam

ID: 2201061062

51st (Continued with 54th) Batch

Program: MBA for BBA

Department of Business Administration

Uttara University

Letter of Authorization

It gives me immense pleasure to certify that the projected internship report **Human Resources Activities of SQ Celsius Limited** has been completed by Shafiqul Islam, ID No.2201061062, student of MBA for BBA from 51st (Continued with 54th) Batch, Uttara University under my supervision and guidance. As far as I know, this is an internship report paper made as part of MBA program which has not been published in any journal or submitted to any institution or department for any degree or diploma.

I do hereby accept it and fully recommend the internship report for evaluation.

.....

Md. Azmol Hossain

Senior Lecturer

Department of Business Administration

Uttara University

Student's Declaration

I am Shafiqul Islam, ID No.2201061062, student of MBA for BBA from 51st (Continued with 54th) Batch, hereby declare that presented report of my internship titled “**Human Resources Activities of SQ Celsius Limited.** It is uniquely prepared by me internee at SQ Celsius Limited. I confirm that, the report is only prepared for my academic requirement under the guidance of Md. Azmol Hossain, Senior Lecturer, Department of Business Administration, Uttara University.



.....
Shafiqul Islam

ID: 2201061062

51st (Continued with 54th) Batch

Program: MBA for BBA

Department of Business Administration

Uttara University

Supervisor's Declaration

It is my pleasure to certify that Shafiqul Islam, ID No.2201061062, student of MBA for BBA from 51st (Continued with 54th) Batch of Uttara University, has completed the internship program at SQ Celsius Limited on “**Human Resources Activities of SQ Celsius Limited**” successfully with acceptable performance under my supervision. I wish him success in his life.

He is permitted to submit the report.

.....
Md. Azmol Hossain

Senior Lecturer

Department of Business Administration

Uttara University

Acknowledgement

This report, based on three months study, is the part of MBA program, which helps me to gather practical information, which is necessary for my future life. I would like to express my deep respect to my honorable academic supervisor Md. Azmol Hossain, Senior Lecturer, Department of Business Administration, Uttara University for giving me his valuable time and all the necessary guidance, which inspired me to prepare this report.

During this period I have gone through the various departments of SQ Celsius Limited and especially gathered knowledge about the Human Resources department with their great cooperation. In preparing the report I receive active cooperation from the Manager, HR Admin & Compliance departments, Accounts & Finance, Operation, Production and others Relevant Logistic Department and staff of SQ Celsius Limited. I am grateful to the Accountant of SQ Celsius Limited who helped me by supplying many kinds of necessary information. This report suffers from many shortcomings although I have exerted my best effort while preparing this report. I seek excuse for the errors that might have occurred in spite of the best of my efforts.

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Executive Summary

SQ Celsius Limited is one of the most developing group of companies of Garments Industries. SQ Celsius Limited has Five of the businesses Unit. This report has been prepared on “Human Resources Activities of SQ Celsius Limited. This report also contains the product and service offerings of SQCL, Vision, mission, objectives and other associated topics. In this report I have discussed why did I chose the topic in the background part. I set the following objectives for my report: (1) To know about the Human Resources department of SQ Celsius Limited, (2)To know Human Resources activities of SQ Celsius Limited, (3)To know Recruitment policies of SQ Celsius Limited and (4) To know the Recruitment activities of SQ Celsius Limited. Both primary and secondary data were used in my report. Primary data were mainly collected through direct interview and face to face conversation whereas secondary data were collected from company’s website, www.sqgc.com and www.wikipedia.com, prospectus of SQ Celsius Limited, and related research books and papers. Collected data were organized and analyzed by Microsoft excel. Recruitment Process, Administration Process, Payroll Process, Compliance Activities, Health and Safety Activities Etc. were the major findings of the report. And recommendations were made on the above mentioned findings.

Chapter-01: Introduction

1.1 Background of the study topic:

I have done my major in human resource management from Uttar University. There I have completed 1 year of the theoretical part of the MBA Program. Now the rest of the practical part I have completed from HR department of SQ Celsius Limited. This practical part will be evaluated by my honorable academic supervisor. For that reason I have prepared this report on the basis of my practical experience and submitted to my supervisor. The topic of the report is “an overview of overall HR activities in SQ Celsius Ltd. As a part of my internship program for my MBA I got the opportunity to do my Project in a garments manufacturing company named SQ Celsius Ltd. My internship period started from May 20th and ended at 20th August 2021. In SQ Celsius Limited I was assigned in the Human Resource department. My organizational supervisor is Mr. Kazi Iqbal Hossain (Head of HR). My project topics covered the aspects of the HR department and the various issues related to it in respect to the company. The topic was approved by my internship supervisor Md. Azmol Hossain (Senior Lecturer, Department of Business Administration, Uttara University). My project was on the Human Resources Activities in SQ Celsius Limited.

In this era of competition where there is no room for error, efficiency in production plays a great part. Efficiency in all aspects, passion for gaining advantage is the key for survival and growth. In all trade there's a saying it's the people who make all the difference. In readymade garments (RMG) sector human resource play a vital role. In this study I would like to share my experience by working with a RMG company named SQ Celsius Limited. In internship my project was in a broader perspective HR management. I have conducted a small research work on HR driven efficiency.

1.2 Why did I choose this topic for preparing my internship report?

HR professionals have a unique perspective into the businesses they work for due to the nature of their jobs. Not only do they have a strong understanding of an organization's priorities and challenges, but they also have the ability to influence the future of the company based on the employment decisions they make.

1.3 Objectives of the Study:

Broad Objective:

The main objective of this report is to have an assessment about human resources activities of SQ celsius limited.

1.4 Specifics Objectives:

- To know the recruitment and selection procedure of SQ celsius limited.
- To know the training and development procedure of SQ celsius limited.
- To know the performance appraisal procedure of SQ celsius limited.
- To know the employee's benefits and facilities procedure of SQ celsius limited.

1.5 Limitations of the Study:

SQ Celsius Ltd. is an apparels industry. Here we have the production pressure for ensuring the on time shipments. That's why we can't conduct the training sessions are not sufficiently. Because of working pressure sometimes the responsible concerns can't able to look after the health – safety * hygiene issues, I think we have to give more & more attention on this issue. Here employee turnover rate is high. And as a HR Personnel I think we have to reduce it by more & more counselling & motivating them and build a strong interpersonal relationship.

Chapter-02: Company Profile

2.1 A Brief Description of the organization:

SQ Celsius Ltd. started its journey in garment industry in 2002 with interests in fabrics manufacturing and trading. SQ group is a 100% export oriented composite garments industry. The company is constantly providing customers across the world with garment sourcing solution, with manufacturing facilities. SQ group is a privately owned company.

It is often the idea of challenging the status quo that powers you forward. That idea, complemented with self-belief and a positive spirit, saw the birth of SQ in 1993. Almost on impulse and proving the adage true - life can and does begin at forty - Muhammad Ghulam Faruq left the comfort of his job at The World Bank/FAO to tread the uncertain path of entrepreneurship.

Armed with confidence, determination, and the ability to think big, Mr.Faruq rented a space in Dhaka and pioneered a modern knitwear manufacturing business with only 160 machines. SQ, which quite simply is Superior Quality, was set on motion. The business lived this portrayal to the core, and soon the yields that came out of it, earned standing and were favored by the high street retailers.

The drive continued and resulted in further expansion of knitwear and accompanying yarn and piece dyeing facilities. In time, SQ ventured into much awaited product diversification - Lingerie Shirt and Sweater.

Two decades on, Bangladesh has matured as an apparel sourcing destination and SQ has evolved as a brand for the article. The journey carries on, bringing in the new generation to sustain continuity.

2.2 Vision:

The vision of the company to become a premier industrial group of Bangladesh by increasing it's production and export volume with unique high activities for development.

2.3 Mission:

- Maintaining high standard of business ethics.
- Corporate practice in management system.

2.4 Strength:

- Strong& talented Board of Directors.
- Good reputation (National & International Level).
- Nice Infrastructure.
- Strong capital base.
- Well-structured organizational setup.
- Dynamic management and quick decision making.
- Skilled human resource.
- Quick and quality service delivery to the customers.
- Strong interpersonal relationship.

2.5 Weaknesses:

- Inadequate work force.
- Lack of training facilities.
- Delay in decision making in certain areas.
- Frequent layout change in work..
- Inadequate supervision and monitoring.
- Asset limitation in some cases.
- Gap between production policy and practice.
- Lagging behind The top management to lower management.

2.6 Opportunities:

- Market leadership.
- Growth of the foreign orders.
- Perform more quickly services.
- SMS banking.
- Own technology.
- Scope of expanding business.
- Scope introducing new products like pant.

- Implementation of corporate environment management.

2.7 THREATS:

- Political instability.
- Intense competition.
- Government rules and regulation.
- Economical variation.
- Establishing rules and procedures
- Find out and select appropriate candidates
- Establishing and maintaining good standards of working environment.

2.8 Description of internship work-related section/department/division

2.8.1 HR planning and forecasting:-

In simple words, HR or human Resource management is managing all the people of the organization in such a way that a bridge could be maintained between top level-mid level and lower levels of an organization. According to Mr. Jack Welch, “Every person who leaves goes on to represent your company. They can either bad-mouth or praise.” Organization needs employee or worker to accomplish its mission and vision or company’s goal. To make this happen HR professionals use different techniques that starts with the very first procedure ‘Man Power Planning and Forecasting’.

2.8.2 Recruitment:

Over the past decade, researchers have stressed the fact that the recruiters should be more observant towards the first phase of the recruitment process as it can prove to be very crucial in terms of selecting the right people to do the job(Barber, 1998; Rynes, 1991). Barber (1998) argued that the initial phase of recruitment may be the most critical stage since individuals that do not apply are rarely exposed to the later, more interpersonally intensive, phases.

2.8.3 Training & Development:

Training make the bridge between the organizational requirement & employees skills & job role. On the other hand development is the continuous improvement process to make solid & perfect ones individual skills.

2.8.4 Benefit and compensation:

Therefore, this is undoubtedly the most important factor affecting job satisfaction. Benefits are always a great way to motivate the employees. In terms of HR it actually means to pay the job holders for doing their job. Compensation also covers the aspects of intangible benefits such as holiday benefits, payment appraisals, bonuses etc.

2.8.5 Succession Planning:

- Identify key positions considering size of business, growth potential, organizational complexity etc.
- Create success profile for selected positions.
- Review succession planning process in terms of readiness, individual competences versus success profile, prioritization and analyze the gaps.
- Identify and formulate action plan to close the gap.

2.8.6 Work Environment:

In this era of globalization where there can be mixed culture in a company the work environment is quite important. The employee relationships can affect the company's performance. As most employees spend a significant part of their day working, the environment of their workplace is also a very important factor affecting their job satisfaction. Job environment includes physical aspects of the workplace like working conditions, availability of resources as well as coworker's behavior, politics etc.

2.8.7 Recruitment & Selection:

The major function of HRD in every organization is to recruit and select personnel according to the needs of the company. In the same manner, the major function of this department is recruitment and selection of manpower. This is done according to the rules and regulations of the company. After every employee is recruited, he/she joins the HRD of the company from where they are placed to the required or vacant position where they are needed. Based on manpower budget HR department recruit employees.

Here we maintain a proper guided recruitment policy, which are shown in Bangla.

2.8.8 This policy and procedures aim to achieve the following objectives:

- Recruit staff with the appropriate skills, both technical and personal, in order to meet the Company's current and future needs.
- To ensure that staff appointed to posts involving teaching responsibilities are qualified to carry out such duties or are working towards an appropriate qualification.
- Work to a fair and effective recruitment procedure, which is consistent with employment legislation and the Company's equal opportunities policies and practices.
- Develop and enhance the public image of the Company, both as an employer and as a quality provider of education and research.

2.8.9 RECRUITMENT KEY CONSIDERATIONS

a. Justification for Recruitment

- Before recruitment begins, the following will be given consideration...
- Is it necessary to fill the vacancy?
- Does the role require changes in duties and responsibilities?
- Is it appropriate to evaluate the grade of the post?
- Could the work be accommodated in other ways?
- What terms and conditions are being offered for the post? Are they appropriate and consistent with the rest of the Company?
- Are there any staff 'at risk'? Staff at risk within the organization must be given first consideration for any vacancy prior to an external / internal advertisement being placed.

Chapter-3: Data Collection and Processing

3.1 Data description: Data source & variables:

Data was collected through previous documents, archival records and highly dependent on observation. Main source of data is open ended interview and observation. To find out the system loop hole and inefficiency I had to stay long hours with the factory and its employees.

3.2 Primary Data Sources:

I have collected primary data from the workers & Different employees & analyze the damage physically as I am working in here. The research itself is mainly of Qualitative research. In the qualitative part it is actually an unstructured, exploratory research methodology based on small samples indented to provide insight and understanding of the HR Practices of Human resource Department.

3.3 Secondary Data Sources:

I gathered information from the journals and yearbook. They don't have that much information given in the internet.

3.4 Data Collection Methods:

Collected information is processed by the use use of computer system. Detailed analysis, working variables and working definitions are embodied in the report.

3.5 Primary Data Collection Methods:

The sources are as follows Face to Face conversation with the executive and officers of the organization.

- Informal conversation with the Clients, officers and employees.
- Practical work exposures from the different desk of the various HR department and others.
- Relevant file study as provide by the officers concern.

3.6 Secondary Data Collection Methods:

The secondary sources data and information are:-

- By study annual report of SQ Celsius Limited Human Resources Department.
- By study Bangladesh Labor Law.
- By study associates and staffs personal file.(Personal information Collect, Interview process, Appointment letter, Increment Letter, Leave Record System and others relevant documents).
- Separation process. (Resign, Termination, Retrenchment, Removal, Discharge, Misconduct, Retirement, Death.

3.7 Data Processing and Presentation:

Collected data were organized and analyzed with the help of Microsoft excel.

Chapter-4: Discussion on the Study Objectives

Objectives No -1

➤ 4.1 To know the recruitment and selection procedure of SQ celsius limited.

The major function of HRD in every organization is to recruit and select personnel according to the needs of the company. In the same manner, the major function of this department is recruitment and selection of manpower. This is done according to the rules and regulations of the company. After every employee is recruited, he/she joins the HRD of the company from where they are placed to the required or vacant position where they are needed. Based on manpower budget HR department recruit employees.

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- To ensure that staff appointed to posts involving teaching responsibilities are qualified to carry out such duties or are working towards an appropriate qualification.
- Work to a fair and effective recruitment procedure, which is consistent with employment legislation and the Company's equal opportunities policies and practices.
- Develop and enhance the public image of the Company, both as an employer and as a quality provider of education and research.

Objectives No-2

➤ 4.2 To know the training and development procedure of SQ celsius limited

Basically Training bridge the among the organizational requirement & employees skills. It's a continuous improvement plan of employee's skills. Training helps to develop the skill of employees. The company gives utmost importance in training to build up quality manpower at each and every level. It regularly organizes various training courses at different training institutions. Among the organization different department organize different training issues and topics. And HR department conduct all the training program.

From the beginning of the joining of a new employee HR department conduct "Induction Training" for all level of employee's. After that we introduced them with company's rules & regulation.

Especially SQCBL HR department conduct 4 special & important training program for all department's stuffs & workers.

These are....

- BBW (Benefit for Business & Worker): - Production & Work Method related.
- Better Life Training Program: - Focused on - Safe& Sound life style related.
- Health & Safety.
- First Aider, Firefighting & rescue.
- Compensation and benefits.

Objectives No-3

➤ 4.3 To know the performance appraisal procedure of SQ celsius limited.

The purpose of this policy is to establish a system for the appraisal, development, and documentation of all regular staff /employee performance of SQ Celsius Ltd.). The goals of performance appraisal are:

- To ensure that the quality and quantity of work performed by SSL staff members.
- To allow for continuous communication between supervisor and employee about job performance.
- To offer the supervisor and employee the opportunity to develop a set of expectations for future performance.
- To provide the opportunity for the supervisor and employee to assess the employee's past

performance.

- To provide for future development of the employee.
- To provide supporting documentation for pay decisions, promotions, transfers, grievances, complaints, disciplinary actions, and terminations.

Objectives No-4

- **4.4 To know the employee's benefits and facilities procedure of SQ celsius limited.**

Different kinds of benefits and facilities for the employees of the company are maintained by the HRD as per the written rules and regulations of the "Bangladesh Labor Law".

Some of the benefits that are given to the employees are.....

- Festival Bonus.
- Maternity Benefits.
- Medical Facilities.
- Loan Facilities.
- Leave Encashment Benefits.
- Incentives & Production Bonus.

Chapter-5: Important outcomes & Recommendations

SQ Celsius Limited is one the potential Garments industries of the Garments sector Beraiderchala, Maona, Sreepur, Gazipur. It was wonderful experience working at SQ Celsius Limited Human Resources Department. The employees of the organization very helpful for me. In spite it was not a job to find so many things during the very short period of the practical orientation program. Now I would like present my observation and give my opinion to improve the Human Resources service and make their employees more satisfied.

5.1 Outcomes from Human Resource Department:-

Outcomes of SHRM are manifold. Outcomes may be both satisfactory and unsatisfactory. SHRM outcomes may be satisfactory if all activities are done properly and as per desire of the organization. On the other hand, outcomes may not be satisfactory if various barriers are created on the path of SHRM activities.

- New recruitment circulars not circulate by online.
- Training schedule or calendar not implemented.
- Performance appraisal not maintain.
- Tiffin facility no available.
- Employee engagement not implemented.
- Associates and staffs are work excessive working hours.
- Award & rewards not implemented.
- Poor Administration Controlling Power.

5.2 Recommendations: -

- New Recruitment circulars need to circulate by online.
- Training schedule or calendar need to implement and maintain effectively.
- Performance Appraisal need to continue regular yearly basis.
- Need to ensure Tiffin facility.
- Employee engagement implement and maintain effectively.
- Associates and staffs need to reduce excessive working hours.
- Award & rewards implement and maintain effectively.
- Administration Controlling Power need to increase.

5.3 Conclusions: -

There is no end to development in any sector of an organization. There is always a room for development. Every organization must take the benefit of this scope. The company has established itself as a garments manufacturer of high reputation with a customer profile that includes some of the best names in the business. With a view to analyzing the status of **SQ Celsius Limited** maintain Bangladesh labor law properly. Human resource management is the process of acquiring, training, appraising, and compensating employees, and attending to their labor relations, health and safety, and fairness concerns. It's true that any individual who works in Human Resources must be a "people person." Since anyone in this department deals with a number of employees, as well as outside individuals, on any given day, a pleasant demeanor is a must.

Chapter-6: Internship Experience

6.1 Experience Related To Work:

SQ Celsius Ltd. is a great place for developing ones career properly. Here working environment is too good to sustain. It create the opportunities to work with malty cultured employees under one shade. Here we work lots of foreign employees. From here we can learn lots of technical issues. SQ brings together a diverse and talented workforce. SQ create the opportunities for us & its team the resources and opportunities which we need to make the impact. By giving a natural motivation to challenge the status-quo and Stand Tall, SQ invites people to join here for a rewarding career and share our passion for growth and success.

SQ Celsius Ltd. Provides lots to internal & external training for its employees so that everyone can meet the challenges of globalization & sustain in competitive business market. These specialized training helps us to meet the organizational requirements properly.

Here we have strong& talented HR personnel's to maintain the company's rules & regulations according to the Bangladesh labor law. Here we maintain a strong & time based recruitment policies & procedures to recruit talented workforce. By providing effective training and retraining programs we ensure greater productivity, efficiency and effectiveness of the employees.

SQ group itself is a brand in home & abroad. It's a big organization which create the values of its products & employees. It's a green certified factory in Bangladesh. Lots of foreign buyers & delegates come & visited the factory in very month. Here we work with C&A, M&S, Sainsbury, K-Mart, H&M, Next Tesco other reputed giant buyers. SQ Group contribute in the economic growth & development of our country.

Chapter-7: References & Appendices

7.1 References:

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