



**An Analysis of the Recruitment and Selection Process of BMIT
Solutions Limited**



BMIT Solutions Ltd.

Date of Submission: 23 October, 2024



**An Analysis of the Recruitment and Selection Process of BMIT
Solutions Limited**



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Date of Submission: 23 October, 2024

Letter of Transmittal

Date: 23 October, 2024

Professor Dr. Mohammed Masum Iqbal
Department of Business Administration
Faculty of Business & Entrepreneurship
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Subject: Submission of Internship Report titled “An Analysis of the Recruitment and Selection Process of BMIT Solutions Limited”.

Dear Sir,

I am pleased to inform you that I have completed my report titled "An Analysis of the Recruitment and Selection Process of BMIT Solutions Limited." This report has been prepared as part of the requirements for the MBA program.

The report is based on a comprehensive review of surveys, published reports, websites, and other relevant documents, including those obtained from the library. I have made every effort to address all pertinent issues within the constraints of the available information.

I trust that the findings will meet the course requirements and provide valuable insights. Should you require any further explanations or clarifications, please do not hesitate to reach out. I would be grateful if you could review and approve this work.

Thank you for your time and consideration.

Sincerely yours,



.....
Mst. Nusrat Jahan

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Program: BBA

Major in HRM

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Certificate of Supervisor

This to certify that the internship report entitled **An Analysis of the Recruitment and Selection Process of BMIT Solutions Limited** is prepared by Ms. Nusrat Jahan, ID No. 0242310004083076, as a requirement of the MBA program under the Department of Business Administration and the Faculty of Business and Entrepreneurship at Daffodil International University.

The report is recommended for submission.



.....
Professor Dr. Mohammed Masum Iqbal
Department of Business Administration
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Acknowledgement

First and foremost, I extend my heartfelt thanks to Almighty Allah for granting me the opportunity to successfully complete this report with good health and a sound mind.

I am deeply grateful to my supervisor, Professor Dr. Mohammed Masum Iqbal of the Department of Business Administration, for his invaluable guidance and support throughout this research project. His dedicated mentorship, unwavering cooperation, insightful suggestions, and encouragement were instrumental in shaping this report.

I also wish to express my sincere appreciation to the officers and employees of BMIT Solutions Limited for their assistance and cooperation. My deepest gratitude goes to them for their contributions.

Additionally, I am profoundly thankful to my family for their unwavering support and understanding throughout my studies.

Finally, I would like to thank all those who participated in my study and provided the necessary information to complete this research project. Your help has been greatly appreciated.

Executive Summary

This report was prepared during my internship at BMIT Solutions Limited and has provided me with valuable insights into the practical workings of a telecommunications company. BMIT Solutions Limited is a leading Internet Service Provider and IT solutions company in Bangladesh, specializing in broadband internet services via Fiber to The Home (FTTH) passive optical network technology.

The report is divided into five chapters. First Chapter contains the introductory part of the report which implies introduction, origin, objectives, scope, methodology and limitations of the study.

Second chapter includes the organizational profile of BMIT Solutions Limited and third chapter consists literature review of recruitment and selection process.

In fourth chapter analysis the recruitment and selection process of BMIT Solutions Limited detailing the methods of recruitment, recruitment and selection process, selection process of BMIT Solutions Limited, recruitment policy of BMIT Solutions Limited and analysis of questionnaire.

In five chapters discuss the problems like they do not utilize software to efficiently sort through applications, making it cumbersome to review resumes individually. The department primarily relies on two external sources—Facebook and family referrals—for gathering candidates, which limits their reach. Additionally, background and reference checks are often overlooked, raising concerns about candidate vetting. The final selection process is lengthy, potentially causing candidates to lose out on other job opportunities. Furthermore, the company has an age restriction for entry-level positions. Lastly, candidates who are not selected do not receive communication from the HR department.

In recommendations provide the solutions such as they can enhance its recruitment process by leveraging software tools to streamline application sorting based on specific requirements. Additionally, utilizing external platforms such as LinkedIn and job sites like Bdjobs.com and Chakri.com can broaden their candidate pool. It's essential for the company to thoroughly check applicants' personal references to ensure suitability. While their recruitment process is effective, it tends to be lengthy and could benefit from simplification to improve efficiency. Considering the age and experience of candidates can also be beneficial. To attract highly qualified entry-level employees, BMIT Solutions should consider increasing salaries compared to competitors. Finally, maintaining communication with unsuccessful candidates, such as sending follow-up emails, can enhance the overall candidate experience.

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Chapter-1

Introduction

1.1 Introduction

Human Resource Management (HRM) is a crucial organizational function that focuses on recruiting, managing, and directing the personnel within an organization. It encompasses various aspects such as compensation, hiring, performance management, organizational development, safety, wellness, benefits, employee motivation, communication, administration, and training.

HRM takes a strategic and comprehensive approach to managing people, workplace culture, and the overall environment. Effective HRM enables employees to contribute productively towards achieving the company's goals and objectives.

Traditionally, HRM roles were centered around personnel administration and transactional tasks, many of which are now outsourced. Today, HRM is expected to add strategic value, ensuring that employee programs have a measurable impact on business performance. This modern role involves setting strategic direction and using HR metrics to demonstrate value.

Among the various functions of HRM, recruiting and selection are particularly critical. Organizations implement diverse methods for these processes, including written exams, interviews, medical tests, and other assessment steps. Concord Engineering and Construction Limited, known for its success, also adheres to specific procedures for recruiting its employees, reflecting the importance of a well-structured HR process in achieving organizational success.

1.2 Origin of the Study

This report is a requirement for the internship program, which is a crucial component of the MBA degree curriculum. As per my supervisor's guidance, this report aims to provide a comprehensive analysis of the recruitment and selection process at BMIT Solutions Limited. It focuses specifically on these aspects of the company's HR practices to meet the objectives of the internship program.

1.3 Objectives of the Study

The objectives of the study are following:

- i. To illustrate the recruitment and selection policy of BMIT Solutions Limited;
- ii. To analyze and evaluate the process of recruitment and selection process of BMIT Solutions Limited;

- iii. To identify the problems related to recruitment and selection process of BMIT Solutions Limited;
- iv. To make some recommendations to solve the problems;

1.4 Scope of the Study

The scope of this study is confined to an examination of the company's practices. As an intern in the HR Department at BMIT Solutions Limited, my focus was primarily on the Recruitment and Selection Process. This report details the recruitment procedures and policies of BMIT Solutions Limited and offers a clear overview of the company's Human Resource Department.

1.5 Methodology of the Study

The methodology defines how we go through all the processes of research and how to proceed. Here include the steps of conducting the report and the explanation of the sources of data. This report has been prepared based on experience gathered during the period of internship.

1.5.1 Sources of Data:

For preparing the report, data were collected from two sources, namely, Primary source and Secondary source as described below:

i) Primary Data:

Primary data consist of information collected directly from respondents through methods such as surveys. In this context, primary data were obtained through a structured questionnaire survey. The process involved designing and distributing a questionnaire to employees from various departments within BMIT Solutions Limited.

ii) Secondary Data:

The Secondary data are:

- **Website Research:** Various websites were explored, including those of BMIT Solutions Limited.
- **HR Resources:** Access was made to HR-related websites and forums.
- **Internal Publications:** Internal documents provided by company officials were reviewed.
- **File Study:** Relevant files and reports were examined

1.5.2 Research Design:

The study is exploratory focusing on qualitative analysis and description. The report is based on primary sources of data as well as secondary sources of information. Interviewing the managers and officers of the Company, talking to the customers.

1.5.3 Population:

Data has been collected from current employees and interns at BMIT Solutions Limited. This data aims to provide insights into employee and intern experiences and identify opportunities for improvement within the organization.

1.5.4 Sample Size:

A total of twenty respondents participated in the study. Data were collected from this group of twenty individuals as part of the survey. Each respondent represents a data point that contributes to the overall research objectives.

1.5.5 Sampling method:

A convenience sampling method has been performed for selecting samples. Convenience sampling is a non-probability sampling technique where researchers select participants based on their ease of access or availability. In other words, individuals who are readily accessible to the researcher are included in the sample.

1.5.6 Method of Data Collection:

For data collection – The interview method was used. With the help of questionnaire interview was taken at BMIT Solutions Limited.

1.5.7 Data Analysis Technique:

MS Excel was used for data analysis. Using Microsoft Excel for data analysis involves various techniques and tools within the software to manipulate, visualize, and derive insights from data.



1.6 Limitations of the Study

In preparing and analyzing this paper, several challenges were encountered. A significant issue was the lack of available information. Employee engagement in various activities often limited their availability for detailed discussions. Additionally, the competitive nature of their work, which is financially driven, further constrained access to information. The specific limitations faced include:

- i. Limited sources of data.
- ii. Limited access to other HR activities at BMIT Solutions Limited, as involvement was primarily focused on recruitment and selection.
- iii. Inaccessibility of certain confidential information from HR officials.
- iv. The workload during the internship program posed a challenge in preparing the report.



Chapter-2

Organizational Profile

2.1 About BMIT Solutions Limited

Founded in 2011 as BMIT Solutions, the company rebranded as BMIT Solutions Ltd. in 2019 to enhance its service offerings and expand its presence in the IT/ITES sector. As an emerging software firm in Bangladesh, BMIT Solutions Ltd. specializes in developing world-class software tailored to meet the diverse needs of its clients.

The company is dedicated to advancing its expertise and achieving success through continuous improvement in performance and quality. BMIT Solutions Ltd. prioritizes delivering high-quality, precise products that accurately address client needs. By focusing on understanding and researching the specific requirements of each business and client, the company aims to build strong relationships and provide a wide range of accurate solutions.

2.2 Services of BMIT Solutions Limited

1. Data Solutions

BMIT Solutions Ltd. offers comprehensive data solutions designed to meet the varied needs of clients across different industries. Our data services include:

- 1) Data Management: Efficient handling, storage, and retrieval of large volumes of data to ensure that clients have access to accurate and timely information.
- 2) Data Analysis: Advanced analytical techniques to convert raw data into actionable insights, helping clients make informed business decisions.
- 3) Data Integration: Seamless integration of disparate data sources into unified systems, improving data consistency and accessibility.
- 4) Data Security: Robust measures to protect sensitive information from unauthorized access and potential breaches, ensuring data integrity and confidentiality.

2. IT Support

Our IT support services are tailored to help businesses maintain and optimize their technology infrastructure. We provide:

- 1) Technical Assistance: On-demand support for troubleshooting and resolving technical issues, ensuring minimal disruption to operations.

- 2) **System Maintenance:** Regular maintenance and updates to keep systems running smoothly and efficiently, reducing the risk of downtime.
- 3) **Network Management:** Monitoring and managing network performance to ensure reliable and secure connectivity.
- 4) **IT Consulting:** Expert advice on technology strategies and solutions that align with business goals and improve overall IT efficiency.

3. Digital Marketing

Our digital marketing services are designed to enhance online presence and drive business growth through various channels. We offer:

- 1) **Search Engine Optimization (SEO):** Strategies to improve website visibility on search engines, increasing organic traffic and search rankings.
- 2) **Social Media Marketing:** Engaging and managing social media platforms to build brand awareness, engage with audiences, and drive conversions.
- 3) **Content Marketing:** Creation and distribution of valuable content to attract and retain a clearly defined audience, fostering customer loyalty.
- 4) **Pay-Per-Click (PPC) Advertising:** Targeted advertising campaigns to drive traffic and generate leads through paid search engine and social media ads.

4. Graphic Design

Our graphic design services aim to create visually compelling and effective designs that resonate with audiences and strengthen brand identity. We provide:

- 1) **Branding and Identity:** Development of brand logos, color schemes, and visual elements that convey the brand's message and values.
- 2) **Marketing Collateral:** Design of promotional materials such as brochures, flyers, and banners that enhance marketing efforts and support business objectives.
- 3) **User Interface (UI) Design:** Crafting intuitive and aesthetically pleasing interfaces for websites and applications, improving user experience and engagement.
- 4) **Custom Graphics:** Creation of unique graphics for various needs, including social media visuals, infographics, and presentations.

2.3 Service Areas of BMIT Solutions Limited

1. Local

- 1) BMIT Solutions Ltd. is deeply committed to serving businesses within Bangladesh, providing tailored solutions that cater to the unique needs of local clients. Our local service offerings include:
- 2) Customized IT Solutions: We design and implement IT systems and solutions that address specific challenges faced by local businesses, enhancing their operational efficiency and competitiveness.
- 3) Local IT Support: On-site and remote technical support services are available to quickly resolve issues and ensure smooth functioning of IT infrastructure.
- 4) Community Engagement: We actively participate in local business events and collaborate with regional organizations to support and promote the growth of the local technology sector.
- 5) Local Digital Marketing: Targeted digital marketing strategies designed to reach local audiences, including geo-targeted SEO, localized social media campaigns, and region-specific content creation.

2. International

BMIT Solutions Ltd. extends its expertise beyond Bangladesh, offering services to a diverse range of international clients. Our international service offerings include:

- 1) Global IT Solutions: We provide scalable and flexible IT solutions that meet the needs of businesses operating in various global markets, ensuring compatibility and compliance with international standards.
- 2) Remote IT Support: Offering 24/7 remote technical support to address issues and provide assistance regardless of the client's location, ensuring uninterrupted service and support.
- 3) International Digital Marketing: Development of global digital marketing strategies that cater to different markets, including multilingual SEO, international PPC campaigns, and cross-border social media engagement.

- 4) Global Data Solutions: Implementation of data management and analysis solutions that support international operations, including data integration across different regions and compliance with global data protection regulations.

By focusing on both local and international markets, BMIT Solutions Ltd. ensures that clients receive high-quality, customized services that address their specific needs and help them achieve their business goals, whether they operate locally or globally.

2.4 Industry Expertise of BMIT Solutions Limited

a) Cyber Security Services

- Vulnerability Assessment and Penetration Testing (VAPT): Comprehensive evaluations to identify and address security weaknesses in systems, applications, and networks through simulated attacks and thorough analysis.
- Red Team Assessment: Realistic assessments that mimic sophisticated cyber-attacks to evaluate the effectiveness of security defenses and response strategies.
- Source Code Review: In-depth examination of source code to uncover vulnerabilities and ensure secure coding practices are followed.
- PCI-DSS Certification: Assistance in achieving compliance with the Payment Card Industry Data Security Standard to safeguard payment card information.
- ISO 27001:2013 Certification: Support in obtaining ISO 27001:2013 certification to establish a robust Information Security Management System (ISMS).
- SWIFT CSP Audit: Evaluation of compliance with the SWIFT Customer Security Programme to enhance security within financial transaction networks.
- SWIFT CSP Consultancy: Expert guidance on implementing and maintaining SWIFT CSP requirements to ensure secure financial transactions.

b) Implementation & Maintenance

- Information Systems Audit: Detailed audits of information systems to ensure effectiveness, compliance, and alignment with organizational objectives.
- Digital Forensics: Investigation and analysis of digital evidence to uncover and understand security incidents and breaches.

- Purple Team Service: Collaborative approach combining red and blue teams to enhance overall security posture through continuous testing and improvement.
- GDPR Compliance: Support in achieving compliance with the General Data Protection Regulation to protect personal data and privacy.
- Cyber Security Technologies & Products: Deployment and management of advanced security technologies and products to safeguard digital assets.

c) Cyber Security Technologies & Products

- Backup and Disaster Recovery: Solutions to ensure data protection and quick recovery in the event of system failures or disasters.
- Email Security Gateway: Protection against email-based threats such as phishing, malware, and spam.
- Web Security Gateway: Safeguarding web traffic and applications from online threats and attacks.
- Endpoint Security & EDR (Endpoint Detection and Response): Comprehensive protection for endpoints with advanced threat detection and response capabilities.
- Enterprise Firewall: Robust firewall solutions to defend against unauthorized access and cyber threats.
- Web Application Firewall (WAF): Protection for web applications by filtering and monitoring HTTP traffic to prevent attacks.
- Application Load Balancer: Efficient distribution of network traffic across multiple servers to ensure optimal performance and availability.
- Email Archiving: Secure and scalable solutions for archiving email communications, ensuring compliance and easy retrieval.

d) Infrastructure & Security

- Network Infrastructure: Design and management of secure and efficient network systems to support business operations.
- Network Forensics: Analysis of network traffic to identify and investigate security incidents.



- IT Security Data Center & Disaster Recovery: Implementation of secure data center solutions and disaster recovery plans to protect critical IT infrastructure.
- Servers & Storage: Provisioning and management of server and storage solutions to meet organizational needs.
- Networking Modular Infrastructure: Scalable and flexible network infrastructure solutions to support growing business requirements.

e) Marketing Services

- Digital Marketing: Comprehensive strategies to enhance online presence and drive engagement through various digital channels.
- Digital Commerce: Development of e-commerce solutions to facilitate online transactions and optimize customer experiences.
- Creative Strategy: Innovative approaches to crafting compelling marketing strategies and campaigns.
- Digital Branding: Building and managing a strong online brand presence through targeted digital branding efforts.
- UI/UX Service: Designing user interfaces and experiences that are intuitive, engaging, and aligned with user needs.
- Interface Design: Creating effective and visually appealing interfaces for applications and websites.
- 3D & Motion: Development of dynamic 3D and motion graphics to enhance visual communication and engagement.
- AR/VR Solutions: Implementation of Augmented Reality (AR) and Virtual Reality (VR) technologies to create immersive and interactive experiences.



Chapter-3

Literature Review

3.1 Meaning of Recruitment

Having skilled individuals in a team provides a significant competitive advantage for a business. Choosing the right person for a role can greatly enhance the overall performance and productivity of the team. Conversely, hiring the wrong person can lead to diminished performance, increased operating costs, lower morale, and higher staff turnover. Recruitment is therefore the process of identifying and hiring the most qualified candidate for a job opening, ensuring it is done efficiently and cost-effectively.

Organizations continuously need to recruit new employees to replace those who leave or are promoted, to acquire new skills, and to support organizational growth. Recruitment becomes even more critical during periods of low unemployment and strong economic growth, as companies compete to attract the qualified talent necessary for success. Recruitment is closely linked with HR planning and works in tandem with the selection process, which involves evaluating candidates for various positions. Without precise planning, organizations risk recruiting either the wrong number or types of employees. According to Edwin B. Flippo, recruitment is defined as "the process of searching for candidates for employment and encouraging them to apply for jobs within the organization."



3.2 Aim of Recruitment

To ensure that a group of appropriately experienced and qualified candidates applies for the job.

3.3 Objectives of Recruitment Policy

The goal of effective recruitment is to match the right person with the right skills to the job while adhering to best practices and legal requirements. The success of the recruitment process hinges on the effectiveness of each stage. According to Mamariarai (1998), a good recruitment policy should include specific elements to ensure its effectiveness.

3.4 Types of Recruitment

Recruitment can be divided into 2 types,

- i. Internal Recruitment
- ii. External Recruitment

Types of Recruitment

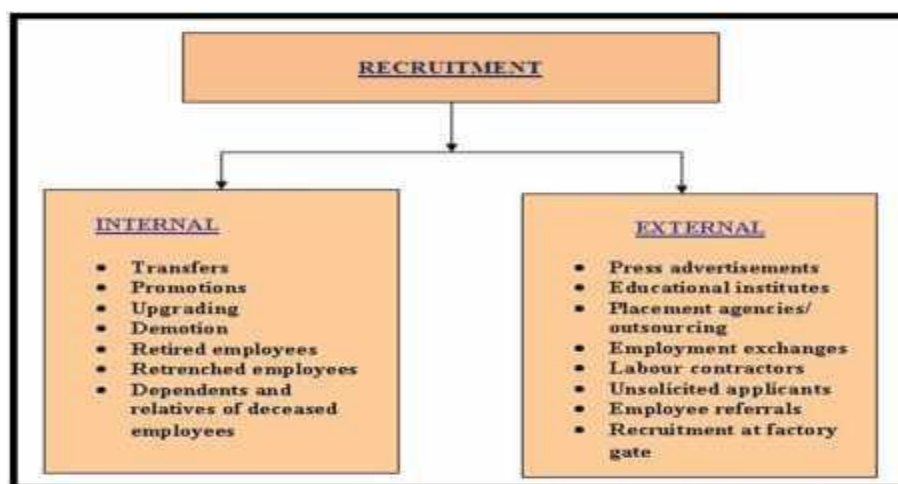


Figure- 1: Types of Recruitment

3.4.1 Internal Recruiting

An internal source of recruitment involves filling job openings by promoting or transferring current employees within the company. Employees who demonstrate excellent performance and meet the organization's standards may be considered for higher positions or other departments. If additional skills are required for the new role, the organization is often willing to provide the necessary training. This method simplifies the selection process since the management is already familiar with the employees' performance and capabilities.

Methods of Internal Recruitment

1. Promoting Top Talent: Advancing high-performing employees to higher-level positions within the organization.
2. Promotions: Moving existing employees to more senior roles or positions with greater responsibilities.
3. Internal Advertising: Announcing job openings through internal communication channels to encourage current employees to apply.
4. Transitioning Temporary Employees: Converting temporary staff to contractual positions.
5. Converting Contract Employees: Transitioning contract employees to temporary roles.
6. Permanent Employment for Temporary Staff: Offering permanent positions to employees who have previously worked on a temporary basis.
7. Freelance Opportunities for Retired Employees: Engaging retired employees for freelance or consultancy roles to leverage their experience and expertise.

Advantages of Internal Recruitment

Internal recruitment, or hiring employees from within the organization, offers several benefits:

- Simplicity and Efficiency: The process is straightforward, quick, and cost-effective compared to external recruitment.
- Reduced Training Needs: Internal candidates are already familiar with the company's operations and culture, minimizing the need for induction and training.
- Employee Motivation: Promoting from within motivates employees to work harder and enhances their commitment to the organization.
- Increased Loyalty: Internal recruitment fosters a sense of loyalty among employees, as they see opportunities for advancement within the company.
- Long-Term Retention: Employees who are promoted are more likely to remain with the company for extended periods.
- Increased Competition: Promotions create a competitive environment, encouraging employees to strive for higher positions and perform at their best.

Disadvantages of Internal Recruitment

- **Limited Innovation:** Internal recruitment may restrict the influx of new ideas and perspectives, as it does not bring in external candidates who might offer innovative thinking.
- **Scope Limitations:** Not all vacant positions can be filled internally, potentially leading to gaps in skills and expertise.
- **Employee Tensions:** There may be conflicts or dissatisfaction among employees who are promoted versus those who are not.
- **Vacancy in Original Position:** When an internal candidate is promoted or transferred, the position they vacate may remain unfilled, creating additional challenges.
- **Potential Demotivation:** Employees who are not promoted might feel unhappy and demotivated, affecting their performance and morale.
- **Risk of Discrimination:** There is a potential for biases related to caste, language, or religion affecting promotion decisions.
- **Increased Turnover:** Dissatisfaction among employees who feel overlooked or unfairly treated may lead to higher turnover rates.
- **No Opportunities for External Candidates:** Internal recruitment limits the chances for external candidates to join the organization, potentially missing out on fresh talent.
- **Reduced Innovation:** Relying solely on internal candidates may lead to a lack of fresh ideas and innovative approaches.

3.4.2 External Recruiting

External recruitment involves attracting candidates from outside the organization to bring fresh perspectives and drive better performance. External hires often offer new ideas and innovative solutions, and may bring a high level of energy and activity to address business challenges. While recruiting externally can be more challenging, it often has a positive impact on business compared to relying solely on internal sources.

Sources of External Recruitment

- **Job Portals:** Online platforms where job openings are advertised to a wide audience of potential candidates.
- **Social Media Recruitment:** Utilizing social media networks to reach and engage with prospective candidates.
- **Newspaper Ads and Magazines:** Placing advertisements in print media to attract job seekers.
- **Company Website:** Posting job vacancies on the company's own website to attract external candidates.
- **Campus Recruitment:** Engaging with educational institutions to recruit recent graduates and students.
- **Direct Walk-Ins:** Allowing candidates to visit the company in person to apply for job openings.
- **Recruitment Agencies:** Partnering with specialized agencies to find and screen candidates for various roles.
- **Employee Referrals:** Encouraging current employees to refer suitable candidates from their networks.

Advantages of External Recruitment

- **New Opportunities:** External recruitment opens up opportunities for both job seekers and experienced professionals, broadening the talent pool.
- **Enhanced Branding:** Attracting candidates from external sources can boost the organization's brand visibility and reputation.
- **Reduced Bias:** Hiring from outside the organization minimizes the risk of favoritism or partiality among existing employees.
- **Wider Selection Pool:** A larger pool of candidates increases the chances of finding the best fit for the role.
- **Strategic Advantage:** External hires with unique skills and experiences can contribute to advancing the business strategy and drive the organization forward.
- **Specialized Skills:** Ability to recruit candidates with specific skills or expertise that are needed for particular roles.

- **Innovative Ideas:** External candidates can bring fresh, innovative ideas and perspectives, fostering improvement and growth.
- **Increased Productivity:** New hires can enhance overall productivity by bringing in new skills and approaches to the organization.

Disadvantages of External Recruitment

- **Time-Consuming:** The external recruitment process can be lengthy and complex, involving multiple stages and extended timelines.
- **High Costs:** Recruiting externally generally incurs higher costs compared to internal recruitment, including advertising and agency fees.
- **Higher Compensation Demands:** External candidates often seek higher salaries and more benefits, increasing overall recruitment expenses.
- **Challenges in Sourcing Quality Candidates:** Finding and attracting high-quality candidates can be difficult, and the process may not always yield the best match.
- **Increased Salary Expectations:** External hires may demand higher remuneration and benefits than internal candidates.
- **Shorter Retention:** External candidates might leave the organization relatively quickly if they do not find the role or work environment suitable.

3.5 Factors Effecting Recruitment Policy

3.5.1 Internal Factors:

Internal factors within an organization that impact the recruitment process include:

1. **Efficiency of Interviews:** Time can be wasted if interviewers spend excessive time talking about the job or the organization rather than focusing on the candidate. Effective interviewing requires preparation and active listening, with the interviewer spending more time listening to the candidate than talking.
2. **Attention During Interviews:** Recruiters sometimes fail to fully engage with candidates. An effective interviewer should listen approximately 80% of the time to better understand the candidate's qualifications and fit for the role.



3. **Bias of Experience:** Managers who have achieved success in their roles might unconsciously use their own experiences as a benchmark for evaluating candidates. This approach can be limiting and may not accurately assess a candidate's potential.
4. **Future-Oriented Evaluation:** Interviews often focus on past experiences, but hiring should consider the candidate's ability to address future challenges. Interviewers should ask candidates to outline their plans for solving potential problems and adapting to future demands.
5. **Legal Considerations:** HR managers must be well-versed in legal requirements and ensure compliance throughout the recruitment process. Training for employees on legal matters is essential to avoid potential issues.
6. **Size of the Organization:** The size of an organization can influence the recruitment process. Larger organizations often find recruitment less challenging compared to smaller organizations due to their established processes and resources.
7. **Recruiting Policy:** An organization's recruitment policy, whether favoring internal or external sources, affects the recruitment process. Internal recruitment is often preferred as existing employees are familiar with the organization's culture and operations.
8. **Organization's Image:** An organization with a positive reputation can attract a larger pool of applicants. For instance, institutions like Daffodil International University are appealing to graduates due to their strong reputation.
9. **Job Image:** Just as the organization's image affects recruitment, so does the perception of the job itself. Jobs with competitive remuneration, favorable working conditions, and clear career development opportunities are more attractive to potential candidates.

3.5.2. External Factors

External factors that influence the recruitment process include:

1. **Demographic Factors:** Various demographic elements, such as gender, age, educational levels, literacy, and economic status, can impact recruitment. The availability and performance of potential candidates can be affected by these factors, as well as by employment opportunities provided by other organizations.
2. **Labor Market Conditions:** The dynamics of the labor market, including the supply and demand for specific skills, significantly affect recruitment. High demand for certain skills

relative to their supply can make recruitment more challenging, whereas an oversupply of skills can simplify the process.

3. **Unemployment Rate:** The unemployment rate in a given area influences recruitment. High unemployment rates make it easier to find qualified candidates due to a larger pool of applicants. Conversely, low unemployment rates can make it more difficult to recruit talent as the pool of available candidate's shrinks.
4. **Labor Laws:** Labor laws, shaped by central and state governments, reflect the social and political climate and affect recruitment. These laws govern compensation, work environment, safety, and health regulations. Changes in government can lead to changes in these laws, impacting the recruitment process.
5. **Legal Considerations:** Legal matters, including employment laws and regulations for specific groups (such as scheduled castes, scheduled tribes, and other categories), influence recruitment practices and policies.
6. **Outsourcing:** The impact of outsourcing on recruitment requires the human resources department to focus on core business functions while potentially shifting recruitment responsibilities to outsourced entities.
7. **Talent Pool:** The local talent pool affects recruitment. If the local community's talent pool changes due to migration or other factors, it can become more challenging to find suitable candidates. For instance, if local businesses leave an area, job availability decreases, and qualified candidates may seek opportunities elsewhere.
8. **Competition:** Organizations within the same industry compete for qualified candidates. Understanding what competitors offer and developing attractive compensation packages are crucial for attracting the necessary talent.
9. **Cost:** Recruitment involves costs, and organizations aim to use cost-effective methods. Lowering recruitment expenses while maintaining effectiveness is a key consideration for employers.
10. **Government Requirements:** Specific government requirements, such as the Quota system in Bangladesh for the family members of freedom fighters and tribal communities, influence recruitment practices and policies.

3.6 Elements in Recruitment process

- Recruitment Policy
- Recruitment style
- Developing sources of recruitment
- Methods of recruiting

3.7 Common Mistakes in Recruitment Process

- ❖ Incomplete Job Description: Failing to provide a detailed and comprehensive job description can lead to misunderstandings about the role and attract unsuitable candidates.
- ❖ Overlooking Corporate Culture: Underestimating the significance of corporate culture can result in hiring individuals who do not align with the organization's values and work environment.
- ❖ Poor CV Screening: Ineffective screening of candidates' CVs can lead to overlooking qualified individuals or inviting unsuitable candidates for further consideration.
- ❖ Focusing on Personality over Skills: Evaluating candidates based solely on their personality rather than their job skills and experience can lead to poor hiring decisions.
- ❖ Unprofessional Interview Conduct: Displaying a lack of professionalism during interviews can negatively impact the candidate's perception of the organization and hinder effective assessment.
- ❖ Inadequate Team Involvement: Failing to involve the relevant team members in the recruitment process can result in a mismatch between the new hire and the team's needs and dynamics.
- ❖ Absence of a Time Frame: Not establishing a clear timeline for the recruitment process can lead to delays and uncertainty, affecting both candidates and the organization.
- ❖ Inappropriate Interview Setting: Conducting interviews in an unsuitable or uncomfortable environment can negatively affect the candidate's experience and performance.

3.8 Meaning of Selection

Selection integrates considerations of a candidate's knowledge, skills, experience, and fit within the existing team culture. It is the process of identifying and choosing the most suitable candidate for a vacant position within an organization. Essentially, selection involves eliminating unsuitable applicants and selecting those who possess the necessary qualifications and capabilities to effectively fill the job roles.

While recruitment aims to attract a wide pool of job-seekers, selection is a more selective process that often involves rejecting candidates who do not meet the criteria. As noted by Pilbeam and Corbridge (2006), the recruitment and selection of employees are crucial to an organization's success. Getting these processes right is vital because poor selection decisions can diminish organizational effectiveness, undermine reward and development strategies, create unfair conditions for recruits, and cause frustration for managers dealing with unsuitable employees.

3.9 Selection Process

The employee selection process typically follows these steps:

1. **Preliminary Interviews:** This initial stage is designed to eliminate candidates who do not meet the organization's minimum eligibility criteria. During these less formal interviews, candidates' skills, academic backgrounds, family information, competencies, and interests are evaluated. Preliminary interviews, also known as screening interviews, provide a brief overview of the company and the job role, and assess the candidate's knowledge about the organization.
2. **Application Blanks:** Candidates who pass the preliminary interview are required to complete an application form. This form captures essential information about the candidate, including age, qualifications, reasons for leaving previous jobs, and relevant experience.
3. **Reference Checks:** References are used to verify past employment and clarify the accuracy of information provided in the interview or CV. While most reference checks are positive, they are not always sufficient to distinguish between candidates solely based on these evaluations.



4. **Written Tests:** Various written assessments may be administered during the selection process, including aptitude tests, intelligence tests, reasoning tests, and personality tests. These tests aim to objectively evaluate the candidate's potential and should be free from bias.
5. **Employment Interviews:** This one-on-one interaction between the interviewer and the candidate assesses whether the candidate is suitable for the job. Although employment interviews are time-consuming and costly, they are crucial for evaluating fit. To ensure effectiveness, interviews should be conducted in a distraction-free environment with honest communication between the interviewer and the candidate.
6. **Medical Examination:** A medical test is conducted to confirm the candidate's physical fitness, which helps reduce the likelihood of absenteeism once employed.
7. **Appointment Letter:** After finalizing the selection and conducting reference checks, the candidate is formally appointed through an appointment letter.

3.10 Common Mistakes in Selection Process

1. **Trusting First Impressions:** Managers often rely on their initial impressions of candidates, but it's important to delve deeper and assess candidates beyond these initial perceptions to make a well-informed decision.
2. **Evaluating on Incorrect Factors:** A frequent error is seeking candidates who mirror the traits of current successful employees or the interviewer. A candidate with complementary skills and personality may offer greater benefits to the team than one who is merely similar.
3. **Asking Irrelevant Questions:** Asking questions that do not relate to the job can waste time and fail to provide useful information about a candidate's qualifications. Avoid questions about personal or lifestyle matters, as they can lead to legal issues and do not aid in evaluating job fit.
4. **Talking Too Much:** The interview should focus on gathering comprehensive information about the candidate. Interviewers should avoid dominating the conversation to ensure they obtain relevant data needed for an informed decision.

Rating Errors

1. **Selective Perception:** This occurs when interviewers interpret candidates based on their own interests, experiences, and biases. It is essential to set aside personal biases and assess candidates objectively.
2. **Halo Effect:** This error involves forming a general impression of a candidate based on a single positive characteristic. For instance, if a candidate receives a high rating for leadership, it may unjustly influence the rating for other attributes like effort, despite evidence to the contrary.
3. **Contrast Effects:** This happens when interviewers compare candidates to each other rather than assessing them against the job's performance standards or established criteria. Such comparisons can skew evaluations and lead to inaccurate assessments.
4. **Projection:** This occurs when an interviewer assumes a candidate shares similarities with themselves. For example, if a candidate attended the same university as the interviewer, the interviewer might mistakenly believe the candidate has similar traits or qualities, influencing their judgment.

3.11 Ways of Making an Effective Employee Selection

1. **Determine the Need for a Temporary Employee:** When there is an urgent requirement for a new employee, hiring a temporary worker can be a viable solution. This approach avoids the pressure of hiring a less suitable permanent employee hastily. Implementing written employment contracts for temporary positions can prevent misunderstandings and potential legal issues at the end of the contract term. Additionally, temporary employment allows management to assess the individual's performance and fit within the organization, potentially leading to a permanent appointment if the candidate proves to be a good match.
2. **Complete a Job Analysis, Description, and Specification:** Effective employee selection relies on a thorough understanding of the job's components. Conducting a job analysis helps identify the tasks and responsibilities associated with the role. This process involves gathering information through interviews with current employees, supervisors, and other relevant stakeholders, as well as observing employees in similar positions.



Chapter-4

Recruitment and Selection

Process of BMITSL

4.1 Introduction

Human Resource Management (HRM) encompasses all management decisions and practices that directly impact or influence the organization's employees. In recent years, there has been a growing focus on how organizations manage their human resources. This increased attention stems from the recognition that employees are crucial to achieving organizational goals and that effective management of these resources is vital for organizational success. While humans have always been a part of organizations, formally recognizing them as a critical resource is a more recent development.

The evolution of HRM can be traced through four phases: the craft system, scientific management system, human relations approach, and the contemporary organizational science approach.

In our company, human resources are viewed as a fundamental component of corporate management aimed at achieving higher productivity. The company implements a comprehensive policy covering recruitment, training and development, motivation, organization, and retention of employees, all based on quality education, training, and practical experience.

4.2 Methods of Recruitment of BMITSL

There are two primary methods of recruitment:

Internal Recruitment Methods:

1. **Promotion:** Employees are promoted from one department to another, often with increased benefits and greater responsibilities. Promotions are based on the individual's efficiency and experience.
2. **Retired and Retrenched Employees:** Retired or retrenched employees may be rehired when there is a shortage of qualified personnel or an increase in workload. Rehiring these individuals can save time and costs, as they are already familiar with the organizational culture, policies, and procedures.
3. **Upgrading and Demotion:** Companies may upgrade or demote existing employees based on their performance. This process helps in aligning employees' roles with their capabilities and achievements.

External Recruitment Methods:

1. **Advertisement:** Advertisements are commonly used to recruit skilled workers, clerical staff, and higher-level positions. These ads can be placed in newspapers and on online job sites. They attract a large number of applicants with varying levels of quality.
2. **Labor Contractors:** Manual workers can be recruited through contractors who maintain connections with sources of such labor. This method is often used for recruiting workers for construction projects.
3. **Employee Referrals:** Many organizations have structured referral systems where current employees can recommend friends and relatives for job openings. This can be an effective way to find potential candidates.
4. **Recruitment at Factory Gates:** Unskilled workers may be recruited directly at the factory gates, often to fill in for absent permanent workers. High-performing temporary workers may be considered for permanent positions if available.

4.3 Recruitment and Selection Process of BMIT Solutions Limited

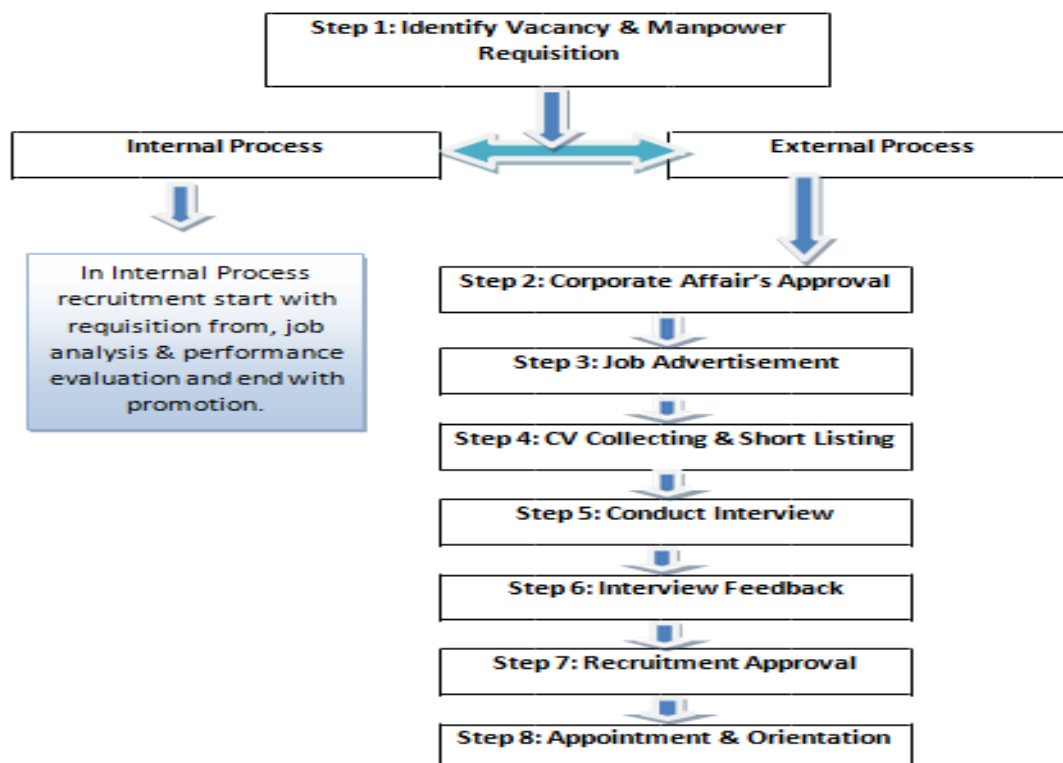


Figure: Recruitment & Selection Process



BMIT Solutions Limited is committed to providing equal employment opportunities to all citizens of Bangladesh. The company's policy is designed to attract, retain, and motivate a talented and skilled workforce while ensuring equal opportunities for career advancement for all employees. To achieve its goals, the company prioritizes the recruitment of highly qualified and capable individuals who are ready to meet the challenges necessary for the company's success. The human resources department plays a crucial role in attracting, retaining, and motivating these valuable employees. Therefore, developing and implementing a robust employment policy is vital for achieving the company's objectives and ensuring the effective management of its human resources.

1. Identify Vacancy and Manpower Requisition:

At BMIT Solutions Limited, the recruitment process begins with identifying vacancies caused by resignation, separation, dismissal, promotion, or transfer. The HR Planning team receives notifications of personnel requirements through a Manpower Requisition Form from the respective Division or Department Head, after obtaining approval from the Managing Director. This form includes details such as:

- Position Name
- Employment Type (New or Replacement)
- Employment Status
- Job Description
- Job Specification
- Job Location

The form outlines the qualifications and type of candidate needed, including education and experience. The department head justifies the need for recruitment, and if the position already exists within the company, the requisition is processed accordingly.

Existing Positions:

For existing positions, the HR Department is informed about vacancies, and the HR team reviews available records to check for qualified internal candidates or previously identified external candidates.

New Positions:

For new positions, the process involves:

1. Discussion with Head of HR: The Department Head discusses the new position with the Head of HR, providing a detailed job description and justification.
2. Approval Process: The manpower requisition is forwarded to the Managing Director for approval.
3. Recruitment: Upon approval, the HR department begins the recruitment process, considering internal transfers or promotions where applicable.
4. Budget and Consistency: All new appointments must align with the approved departmental budget and receive approval from both the Managing Director and the Head of HR. HR ensures consistency in grading similar positions across the company.

2. Corporate Affairs Approval:

After receiving the manpower requisition, HR prepares a manpower plan and organogram for the department, detailing current and newly created positions. HR also drafts a forwarding letter, status justification, and job description, sending these documents to the Corporate Affairs department for recruitment approval.

3. Job Advertisement:

With approval from Corporate Affairs, HR posts advertisements for the vacant or new position on newspapers and online job platforms. The advertisement includes:

- Company Name
- Position/Department
- Number of Vacancies
- Job Description: Duties, responsibilities, role, and departmental relation
- Required Certifications and Degrees
- Preferred Prior Experience
- Minimum Experience and Age
- Essential Skills: Organizational, communication, event planning
- Salary Range
- Job Location
- Application Deadline

4. CV Collection and Shortlisting:

HR collects and shortlists CVs received online, by mail, or internally based on educational qualifications and experience. Shortlisted CVs are then forwarded to the respective Department Head for further scrutiny and to schedule interviews.

5. Conducting Interviews:

The interview process involves:

1. Interview Scheduling: HR schedules interviews, including details of designation, time, date, place, interview panel, and candidate information.
2. Distribution of Schedule: The interview schedule is distributed to the interviewers, reception, and security.
3. Preparing Synopsis: HR prepares a synopsis for each candidate, summarizing their details, qualifications, experience, and previous employers.
4. Organizing Interview Room: On the interview day, HR ensures the interview room is prepared with necessary materials like candidate files, interview forms, and basic office supplies.

Testing Methods:

Depending on the job nature, BMIT Solutions Limited may use:

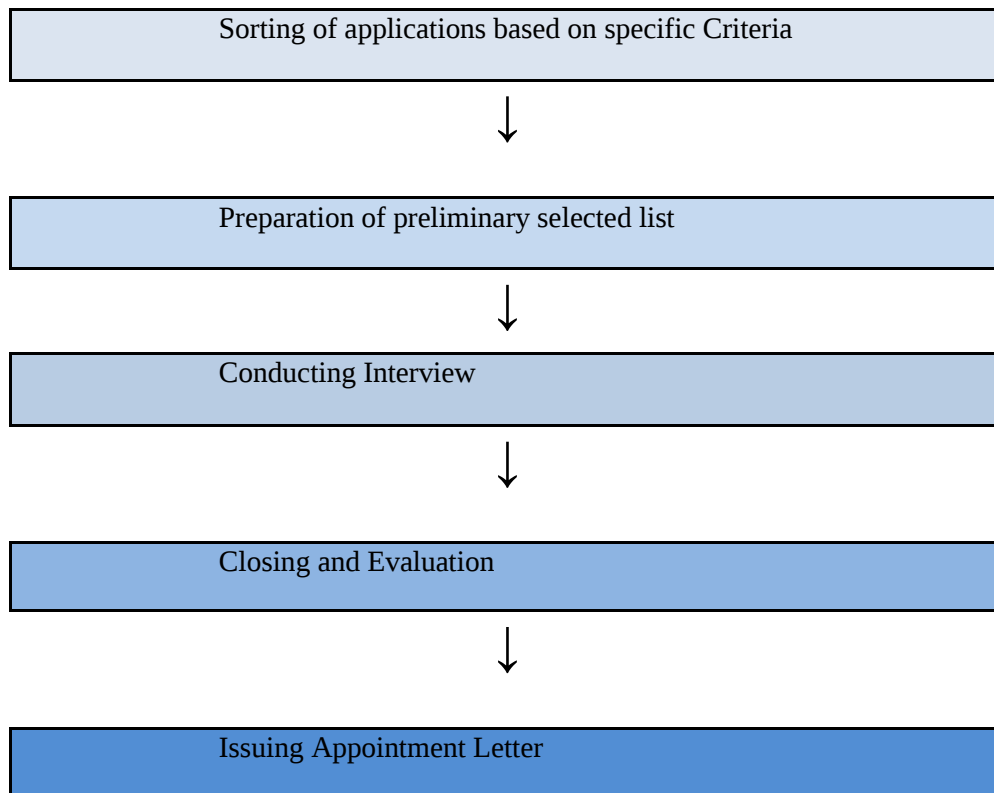
1. Written/Practical Tests: To assess general problem-solving abilities, mental capacity, specific task abilities, and relevant skills.
2. Viva Interviews: To evaluate communication skills, job knowledge, and suitability for the organization.

These tests measure:

- Ability to solve abstract problems and learning potential.
- Mental capacity for new challenges.
- Abilities for specific tasks, including verbal, numeric, and abstract reasoning.
- Personal characteristics like emotional stability, self-confidence, leadership qualities.

The goal is to ensure that selected candidates are suitable for their roles, whether clerical or mechanical.

4.4 Selection Process of BMIT Solutions Limited



Selecting the right candidate for a job is crucial for saving both time and money. The selection process includes thorough screening to evaluate all potential candidates who apply for the position.

1. **Interview Feedback** After interviews, the Human Resources (HR) department prepares detailed feedback on each candidate. The interview panel assesses and selects the most suitable candidate based on the interview results. The HR department provides a feedback form to the panel members, where they document the candidate's name, the position applied for, current salary (if applicable), expected salary, and comments. The form includes evaluations of the candidate's job knowledge, communication skills, accuracy in answering questions, and notice period required for joining. Typically, the Head of HR also adds comments on the interview form.

HR at BMIT Solutions Limited uses two types of interview feedback formats:

- **Note Feedback:** This format includes the panel members' names, interview date, and position. It provides a brief summary of the shortlisted candidates, including their name, current position, current employer, proposed position, years of

experience, educational background, present and expected salary (with negotiability), and notice period.

- **Scoring Feedback:** This format details the panel members' names, interview date, and position, along with the candidates' names, current position, current employer, academic qualifications, institution and passing year, age, current salary, expected salary, and notice period. The scoring feedback involves rating candidates based on:
 - Job knowledge (theoretical and practical)
 - Accuracy in responses relevant to the position
 - Communication skills
 - Suitability for the role

After preparing the interview feedback, the HR department sends it to the panel members for signatures and awaits further instructions.

2. **Recruitment Approval** Once the signed interview feedback is received, the HR department prepares a recruitment approval request for the selected candidate(s) and submits it to the Managing Director for final approval. Prior to this, the HR department negotiates the candidate's salary and benefits.
3. **Appointment and Selection** After receiving approval from the Managing Director, the HR department contacts the selected candidate to confirm their start date. Subsequently, the HR department issues an appointment letter on behalf of the management. On the candidate's joining date, the HR department conducts an orientation to familiarize them with the organization, its rules, and employee benefits.

4.5 Recruitment Policy of BMIT Solutions Limited

Human resources are recruited based on organizational needs. The decision to recruit is made collectively by the Directors and Heads of Departments from various company projects and sites. They evaluate whether the requested manpower is necessary and justify the need for recruitment.

Recruitment Policy:

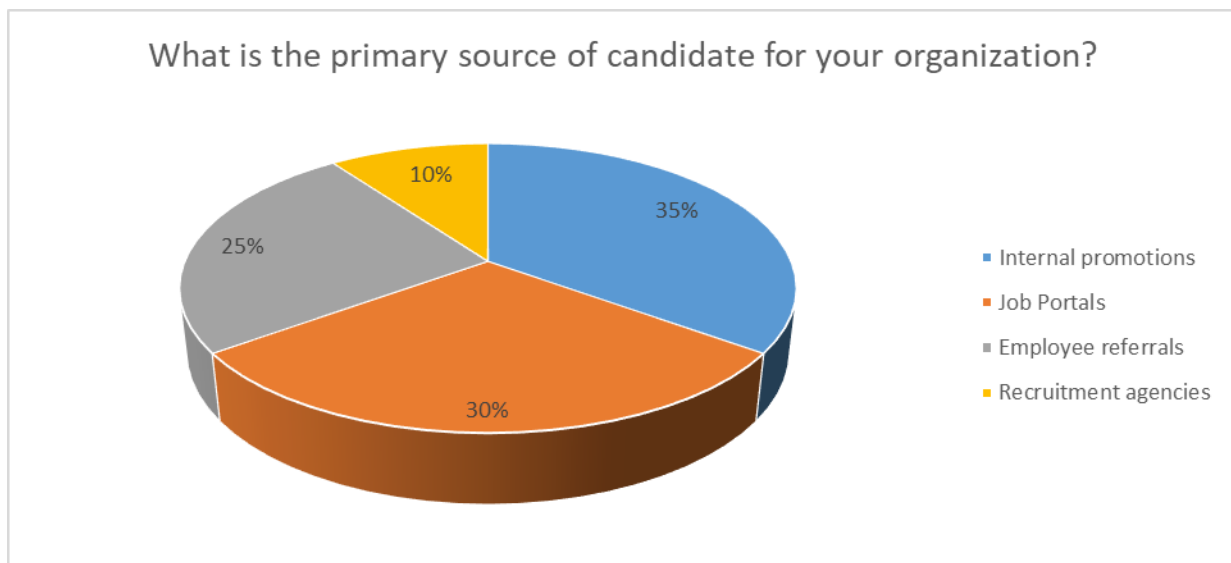
1. The interview board will consist of the following members:
 - The Head of the Department for the Position

- The Supporting Department Head
 - The Head of HRD
2. Newly recruited employees will undergo a probationary period of one year.
 3. Appointed employees are not permitted to engage in any other work or activities outside the company during office hours.

4.6 Analysis of Questionnaire

I have conducted a survey where I have included some questions to 20 random employees from sales departments to disclose employee's opinion of the “**An Analysis of the Recruitment and Selection Process of BMIT Solutions Limited**” The following are the analysis and findings of the survey:

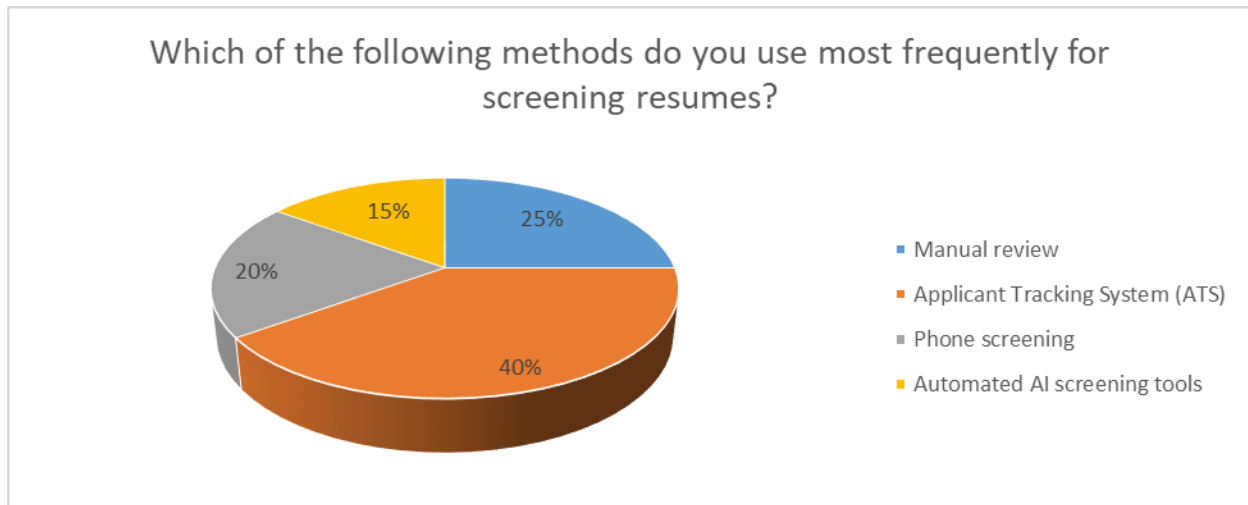
Question-1: What is the primary source of candidates for your organization?



Interpretation: The primary source of candidates for our organization is job portals, which account for 35% of applicants, indicating a strong reliance on online platforms to attract talent. Internal promotions follow closely at 30%, reflecting a commitment to employee development and advancement within the company. Recruitment agencies contribute 10%, suggesting a strategic approach to filling specialized or senior roles when necessary. However, employee referrals are notably low at 25%, indicating a potential area for improvement; enhancing the referral program could better tap into the networks of current employees and foster a more

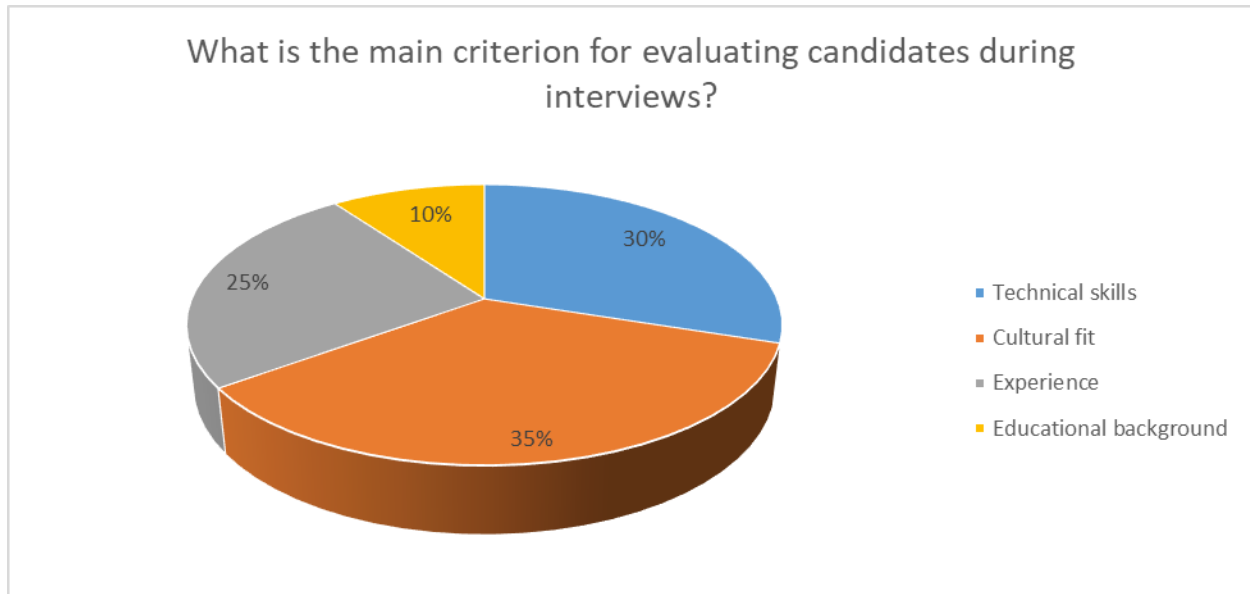
engaged recruitment process. Overall, while the organization effectively utilizes online job platforms and internal talent, there's room to strengthen the employee referral system to optimize candidate sourcing.

Question-2: Which of the following methods do you use most frequently for screening resumes?

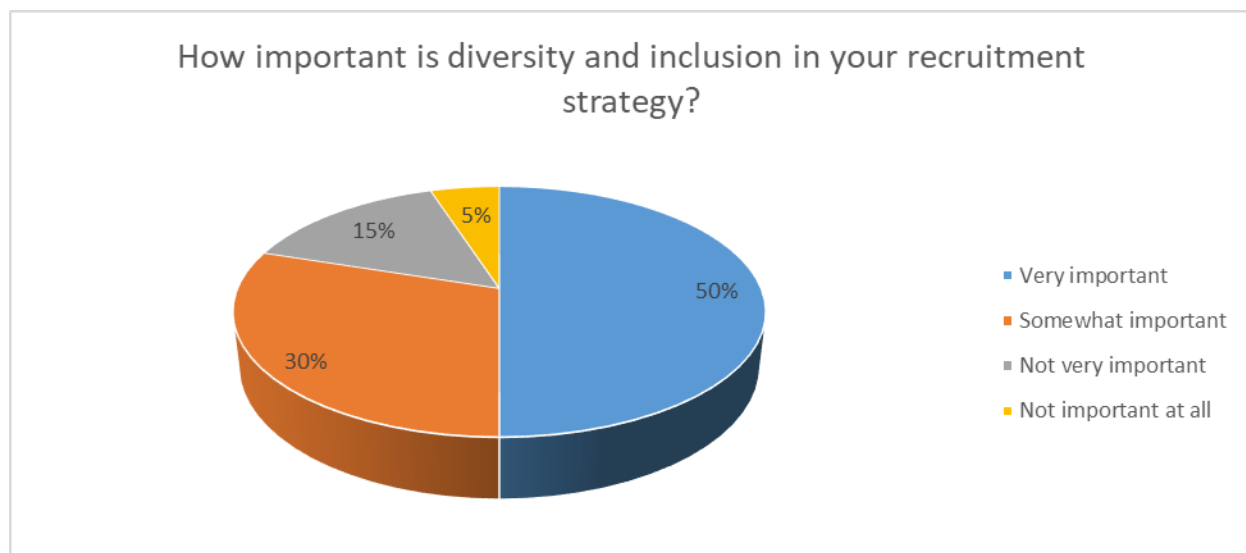


Interpretation: The most frequently used method for screening resumes in your organization is the Applicant Tracking System (ATS), utilized by 40% of respondents. This indicates a strong reliance on technology to streamline the screening process, allowing for efficient management of a large volume of applications. Manual reviews follow at 25%, highlighting the importance of human oversight in evaluating candidates. Phone screenings are employed by 20%, suggesting that initial candidate interactions are prioritized before deeper evaluations. Automated AI screening tools, while the least used at 15%, indicate an emerging interest in leveraging advanced technology to enhance the screening process. Overall, the combination of ATS and manual review reflects a balanced approach, effectively integrating technology with human judgment in talent acquisition.

Question-3: What is the main criterion for evaluating candidates during interviews?

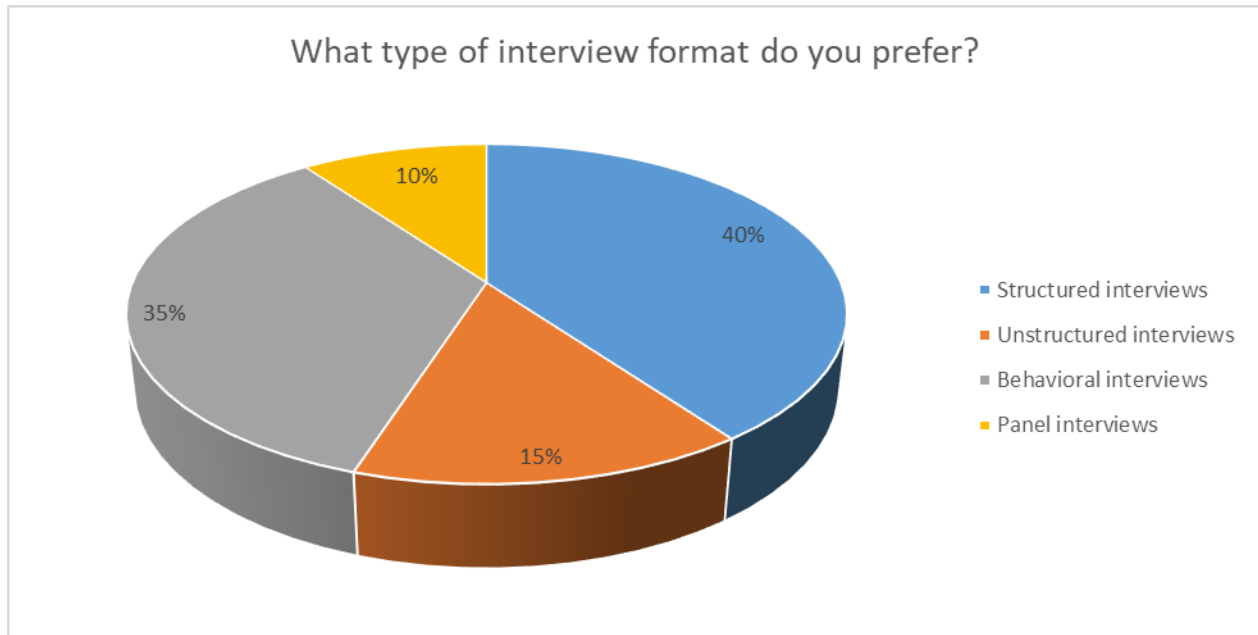


Interpretation: In evaluating candidates during interviews, cultural fit is the primary criterion, accounting for 35% of responses. This emphasizes the organization's commitment to ensuring that new hires align with its values and work environment, which can enhance team cohesion and employee satisfaction. Technical skills are also important, with 30% of respondents highlighting their significance, indicating that the ability to perform specific job tasks is crucial. Experience follows at 25%, reflecting the value placed on candidates' previous roles and responsibilities. Lastly, educational background is the least prioritized criterion at 10%, suggesting that practical skills and interpersonal compatibility are viewed as more critical than formal qualifications. Overall, this approach indicates a holistic evaluation strategy that balances technical competencies with the importance of cultural alignment.

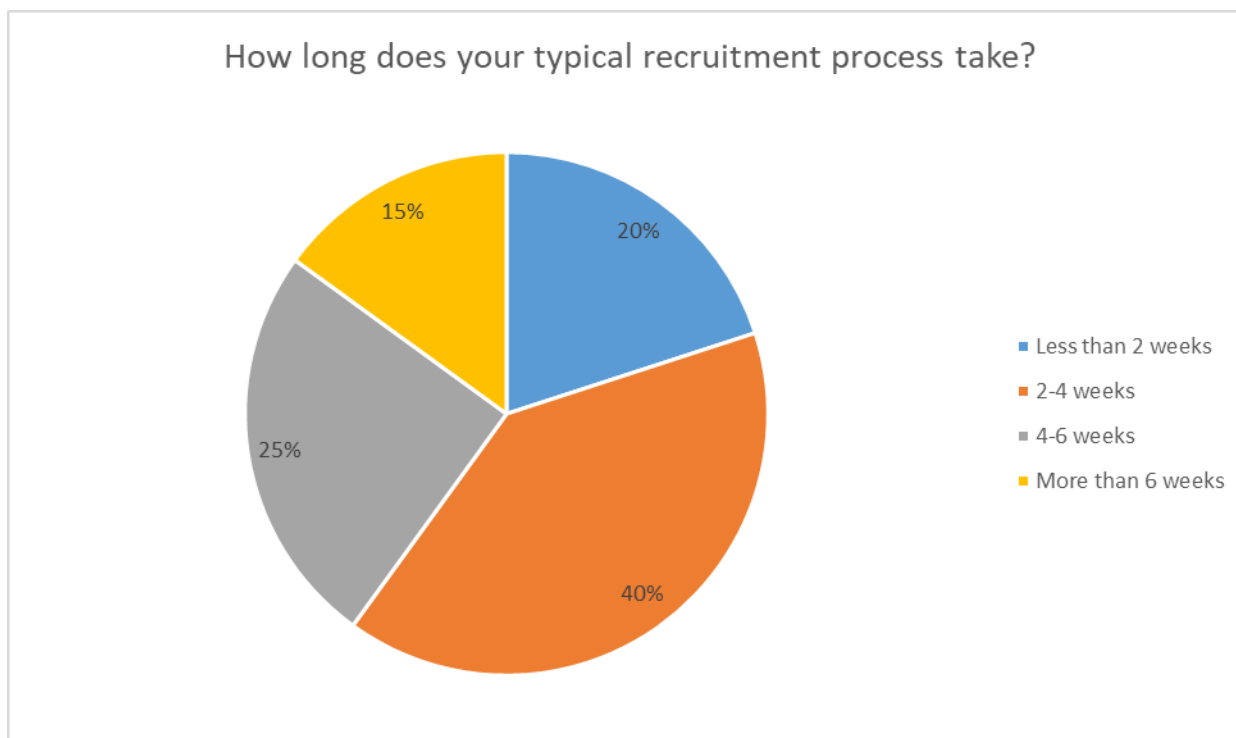
Question-4: How important is diversity and inclusion in your recruitment strategy?

Interpretation: Diversity and inclusion are viewed as crucial elements in the recruitment strategy, with 50% of respondents indicating they are "very important." This reflects a strong organizational commitment to fostering a diverse workforce, recognizing the benefits of varied perspectives and experiences in enhancing creativity and problem-solving. Additionally, 30% consider diversity and inclusion "somewhat important," suggesting that while it may not be the sole focus, it is still a valued aspect of the hiring process. Conversely, only 15% feel it is "not very important," and a mere 5% believe it is "not important at all," indicating that the vast majority of respondents acknowledge the significance of these values. Overall, this data highlights a positive trend towards prioritizing diversity and inclusion in recruitment, contributing to a more inclusive and dynamic workplace culture.

Question-5: What type of interview format do you prefer?

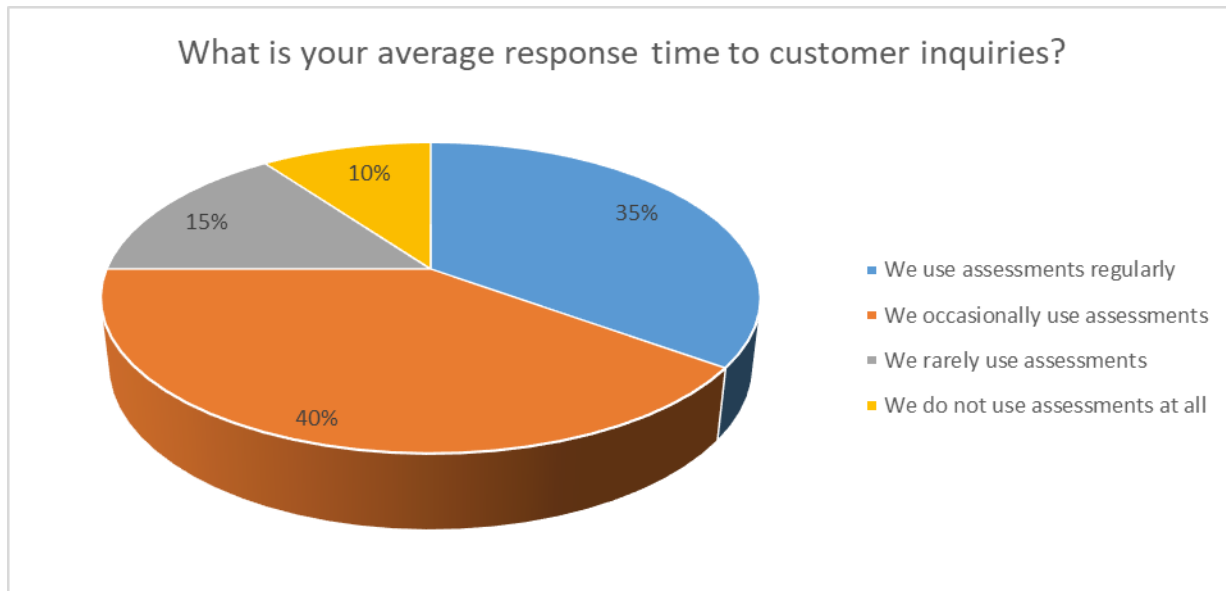


Interpretation: The preferred interview format among respondents reveals a clear inclination towards structured interviews, with 40% favoring this approach. This suggests a strong desire for consistency and objectivity in the evaluation process, allowing for a more systematic comparison of candidates. Behavioral interviews are also highly valued, with 35% of respondents indicating a preference for this format, which focuses on past experiences as indicators of future performance. In contrast, unstructured interviews receive less support at 15%, indicating that a more flexible and freeform style may not be seen as effective for assessing candidates. Panel interviews are the least preferred at 10%, possibly due to the complexity and potential discomfort of having multiple interviewers. Overall, this data highlights a trend towards structured and behavioral interviewing techniques, reflecting a commitment to thorough and fair candidate assessments.

Question-6: How long does your typical recruitment process take?

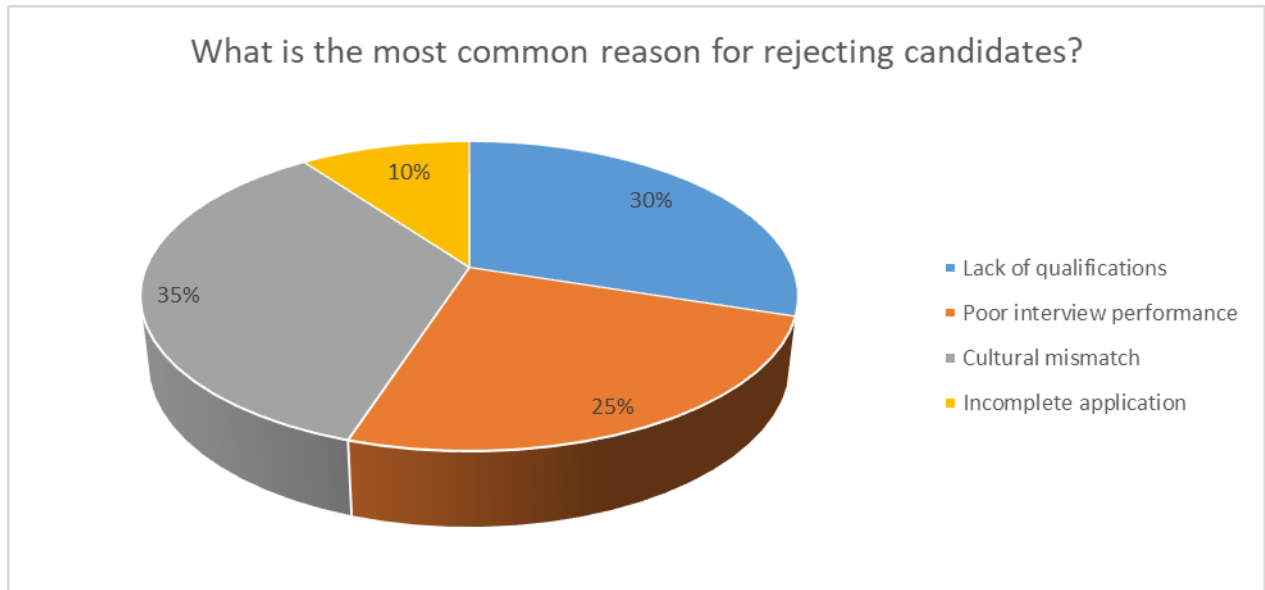
Interpretation: The typical recruitment process duration shows a strong tendency towards efficiency, with 40% of respondents indicating that it takes 2 to 4 weeks. This suggests that organizations aim to fill positions in a timely manner while allowing for adequate evaluation of candidates. Additionally, 25% report a duration of 4 to 6 weeks, indicating that some roles may require more thorough assessment. Only 20% of respondents have a recruitment process lasting less than 2 weeks, which suggests a more expedited approach may be limited to specific situations or roles. Meanwhile, 15% indicate that their process takes more than 6 weeks, possibly reflecting complexities in hiring for specialized or senior positions. Overall, this data highlights a balanced approach to recruitment, prioritizing both efficiency and thoroughness in candidate selection.

Question-7: Which of the following best describes your approach to candidate assessments?



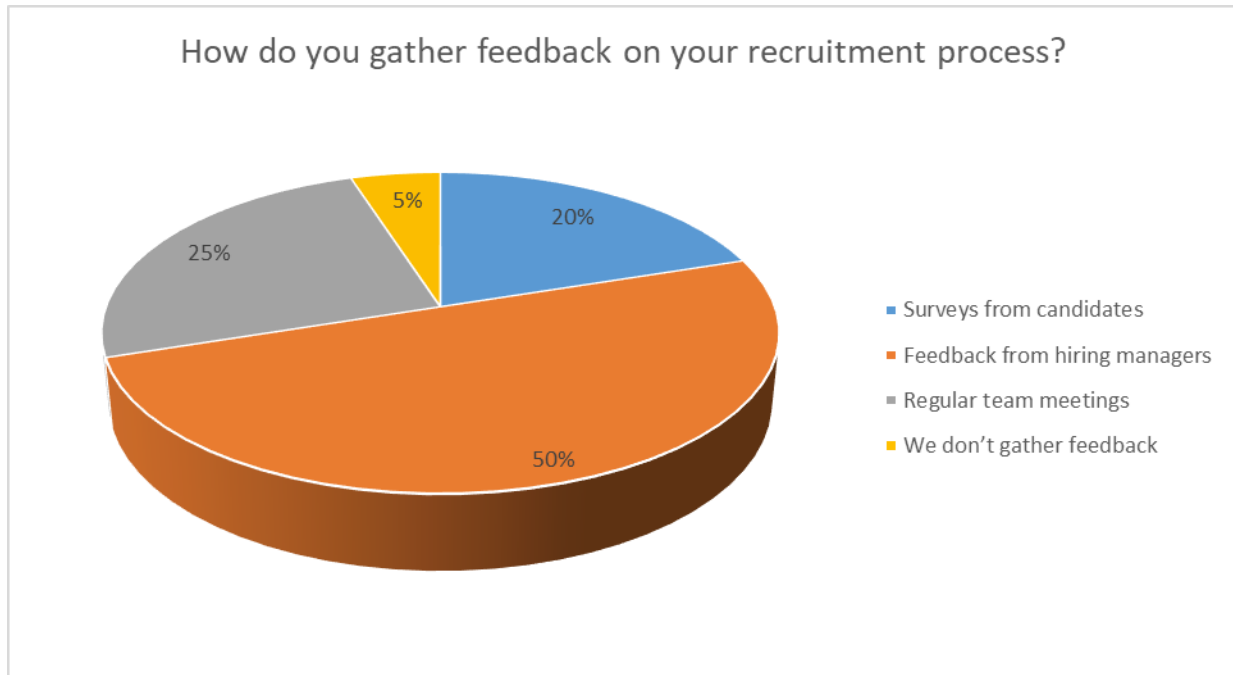
Interpretation: The approach to candidate assessments reveals a balanced integration of evaluation tools within the recruitment process. With 40% of respondents indicating that they occasionally use assessments, it highlights a flexible strategy that adapts to specific hiring needs while still valuing structured evaluation. Additionally, 35% report using assessments regularly, demonstrating a commitment to systematic candidate evaluation to enhance hiring decisions. Conversely, 15% indicate that they rarely use assessments, suggesting that some organizations may rely more heavily on traditional interview techniques. Lastly, 10% of respondents do not use assessments at all, indicating a preference for more informal evaluation methods. Overall, the data suggests a growing recognition of the importance of candidate assessments, with many organizations actively incorporating them to improve the quality and effectiveness of their hiring processes.

Question-8: What is the most common reason for rejecting candidates?



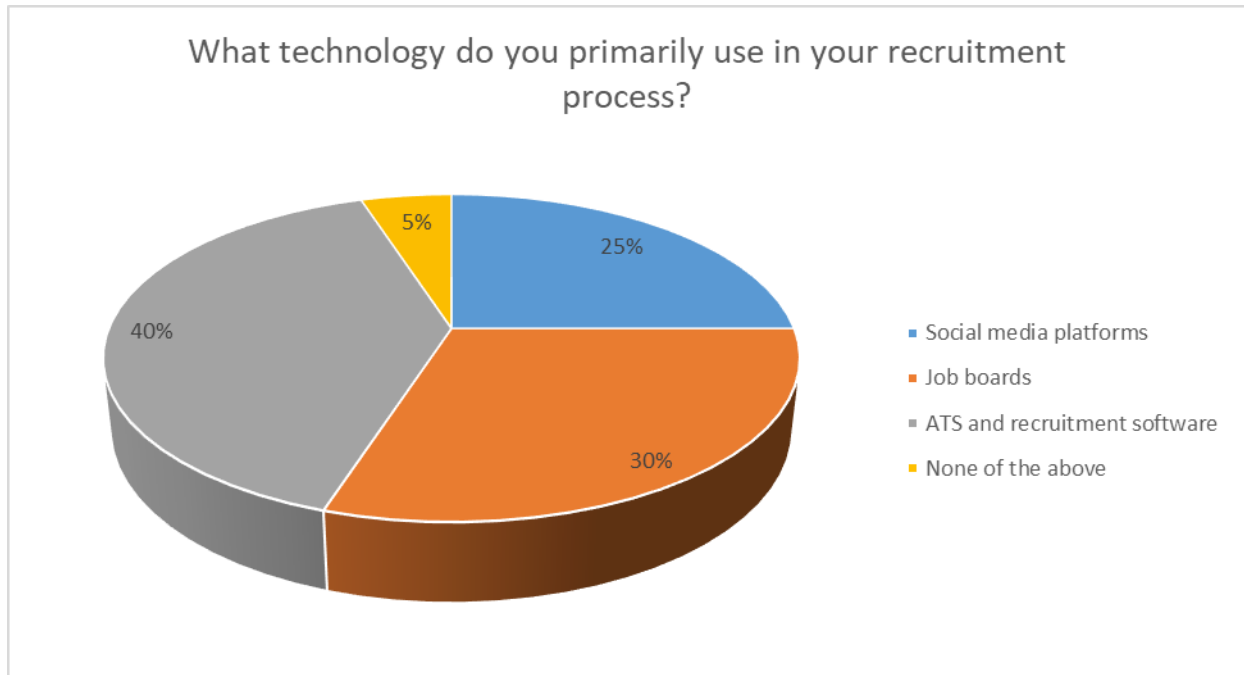
Interpretation: The most common reason for rejecting candidates is cultural mismatch, with 35% of respondents citing this as a key factor. This highlights the organization's emphasis on aligning new hires with its values and workplace environment, suggesting that cultural fit is prioritized alongside skills and qualifications. Following closely, 30% of respondents indicate that lack of qualifications is a significant reason for rejection, underscoring the necessity of meeting the essential skills and experience required for the role. Poor interview performance accounts for 25% of rejections, reflecting the importance of effective communication and interpersonal skills during the interview process. Lastly, 10% of respondents mention incomplete applications as a reason for rejection, indicating that thoroughness in the application process is also valued. Overall, this data reveals a holistic approach to candidate evaluation, with a strong focus on both cultural alignment and the requisite qualifications for success.

Question-9: How do you gather feedback on your recruitment process?



Interpretation: The approach to gathering feedback on the recruitment process indicates a strong reliance on insights from hiring managers, with 50% of respondents emphasizing this method. This highlights the significance organizations place on the perspectives of those directly involved in the hiring decisions, suggesting that their feedback is crucial for refining recruitment strategies. Regular team meetings are also utilized by 25% of respondents, fostering collaborative discussions that can enhance the recruitment process through shared experiences and insights. Surveys from candidates, while less common at 20%, demonstrate an understanding of the importance of candidate experience in shaping recruitment practices. Finally, only 5% of respondents indicate that they do not gather feedback at all, reflecting a commitment to continuous improvement in their recruitment efforts. Overall, this data illustrates a proactive approach to feedback, with a clear focus on the valuable input from hiring managers and team collaboration.

Question-10: What technology do you primarily use in your recruitment process?



Interpretation: The primary technology used in the recruitment process highlights a clear preference for ATS and recruitment software, with 40% of respondents relying on these tools to streamline and manage their hiring activities. This suggests that organizations value the efficiency and organization provided by these systems in tracking candidates and automating various aspects of the recruitment process. Job boards follow closely at 30%, indicating that traditional online job listings remain a vital source for attracting candidates. Social media platforms account for 25% of responses, reflecting the growing importance of these networks in reaching potential applicants and enhancing employer branding. Lastly, only 5% of respondents indicate they do not use any of these technologies, demonstrating a strong overall trend toward the adoption of technological solutions in recruitment. This data underscores a commitment to leveraging technology for effective talent acquisition, with a notable emphasis on ATS and recruitment software.



Chapter-5

Problems, Recommendations and Conclusion



5.1 Problems Identified

- 1) They do not use any software to short out the applications or resumes and sometimes it's hard to sort out the resumes one by one.
- 2) HR department focus only two external sources which is Facebook and family referral to collect resumes.
- 3) Most of the time it happens that the HR department do not run a back-ground check or reference check of the candidates.
- 4) Final selection Procedure is a bit lengthy compared to others company, as a result candidate might lose the other opportunities.
- 5) In BMIT Solutions Limited the entry level job applicants age is limited from 25 to 30 years, management are not interested to hire people who are more than 30 years.
- 6) Salary level for the entry level employee is not at satisfactory level comparing with others.
- 7) HR Division of BMIT Solutions Limited does not contact with those candidates who failed in their recruitment and selection process.



5.2 Recommendations

- 1) They can use a software where they can input their requirements and sort out the applications based on the requirements.
- 2) BMIT Solutions Limited can use other external sources like LinkedIn, Bdjobs.com, Chakri.com, Snaphunt etc. to collect resumes.
- 3) When recruiting an applicant for a certain position, BMIT Solutions Limited should carefully examine the Applicants personal references. significantly, candidates are able to see the work that has been assigned correctly.
- 4) BMIT Solutions Limited recruitment and selection process are very lengthy and time consuming with so many steps, though it's effective, it might be more efficient if they come up with less steps of recruiting candidates.
- 5) They can consider age regarding experienced candidates to recruit new employees.
- 6) BMIT Solutions Limited should increase salary for entry level job to recruit highly qualified employees compare to their competitors.
- 7) HR division should also communicate with failed candidates. At least, they can send an email on applicants' account.



5.3 Conclusion

BMIT Solutions Limited prioritizes providing substantial benefits to employees, ensuring a safe and conducive working environment, and fostering a supportive atmosphere for career development. Human Resource Management (HRM) plays a crucial role in the organization, focusing on the "people dimension" to assist in HR matters and contribute directly to the production of goods and services. The company is comprised of a dedicated and efficient workforce, and it recognizes the importance of acquiring knowledge, developing skills, and motivating employees to achieve high levels of performance and maintain their commitment to organizational goals.

While the selection process is effective, there is room for improvement to align it more closely with job requirements and profiles, ensuring that the primary objective of selecting the right candidates is met.

BMIT Solutions Limited boasts a disciplined, well-managed Human Resource Department (HRD) that aligns with modern standards through its use of technology and efficient workforce practices. The organization is experiencing rapid growth and success. The HR Department handles the workforce efficiently, ensuring that employees are recruited based on their academic and professional backgrounds. To further enhance performance, management should consider differentiating and promoting employees based on their performance, thereby evaluating and motivating them effectively. BMIT Solutions Limited can take pride in its successful business operations and significant contributions to the industrial landscape in Bangladesh.



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Appendix

Dear Sir/Madam,

As a student of Business Administration of Daffodil International University, the purpose of the questionnaire on “**An Analysis of the Recruitment and Selection Process of BMIT Solutions Limited**” for my internship report. I will appreciate your valuable time & support in answering the questions. All information collected will be kept strictly confidential and shall only be used for only research purpose of preparing internship report on Recruitment and Selection Process of BMIT Solutions Limited. Your kind cooperation will be highly appreciated.

Thanks in advance

Name : _____
Age : _____
Designation: _____
Gender : _____

1. What is the primary source of candidates for your organization?

- A) Internal promotions
- B) Job boards
- C) Employee referrals
- D) Recruitment agencies

2. Which of the following methods do you use most frequently for screening resumes?

- A) Manual review
- B) Applicant Tracking System (ATS)
- C) Phone screening
- D) Automated AI screening tools

3. What is the main criterion for evaluating candidates during interviews?

- A) Technical skills
- B) Cultural fit
- C) Experience



D) Educational background

4. How important is diversity and inclusion in your recruitment strategy?

- A) Very important
- B) Somewhat important
- C) Not very important
- D) Not important at all

5. What type of interview format do you prefer?

- A) Structured interviews
- B) Unstructured interviews
- C) Behavioral interviews
- D) Panel interviews

6. How long does your typical recruitment process take?

- A) Less than 2 weeks
- B) 2-4 weeks
- C) 4-6 weeks
- D) More than 6 weeks

7. Which of the following best describes your approach to candidate assessments?

- A) We use assessments regularly
- B) We occasionally use assessments
- C) We rarely use assessments
- D) We do not use assessments at all

8. What is the most common reason for rejecting candidates?

- A) Lack of qualifications
- B) Poor interview performance
- C) Cultural mismatch
- D) Incomplete application



9. How do you gather feedback on your recruitment process?

- A) Surveys from candidates
- B) Feedback from hiring managers
- C) Regular team meetings
- D) We don't gather feedback

10. What technology do you primarily use in your recruitment process?

- A) Social media platforms
- B) Job boards
- C) ATS and recruitment software
- D) None of the above



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