

Internship Report
on
Recruitment and Selection Process of
Skill Jobs

Date of Submission: 07 September, 2024



Daffodil
International
University

Internship Report
on
Recruitment and Selection Process of Skill Jobs

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Date of Submission: 07 September, 2024

Letter of Transmittal

Date: 07 September, 2024

To

Mr. Siddiquir Rahman

Assistant Professor and Head (In Charge)

Department of Tourism & Hospitality Management

Faculty of Business & Entrepreneurship

Daffodil International University

Subject: Submission of the Internship Report.

Dear Sir,

I have the pleasure to submit the internship report on “**Recruitment and Selection Process of Skill Jobs**”. I thank you for allowing me to do such practical oriented job. To prepare this internship report, I have tried to devote my best effort and conducted extensive literature review to find out the study relevant materials. I sincerely hope and believe that my report will secure your approval and serve its purpose. During the process of preparation due to various constraints there may be some mistakes. However, I apologize for all those and beg your kind consideration in this regard.

Finally, I hope that you would be kind enough to receive this report and bless me heartily.

Sincerely Yours,



.....
Sayid Md. Jobair

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Faculty of Business and Entrepreneurship

Daffodil International University

Declaration

I am Sayid Md. Jobair, hereby declare that this Internship report titled “**Recruitment and Selection Process of Skill Jobs**” is uniquely prepared by me. No part of this report has been previously submitted to any other university/college/institution/ organization for any academic certificate/degree/qualification.

I also confirm that, this report is only prepared to my academic requirement not for any other purpose. It might not be used with the interest of opposite party of the corporation.



.....
Sayid Md. Jobair

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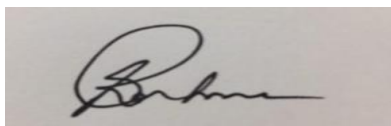
Faculty of Business and Entrepreneurship

Daffodil International University

Letter of Acceptance

This is to certify that Sayid Md. Jobair bearing **ID No. 0242220004083012** student of MBA Program, Daffodil International University, has completed the internship report under my supervision. He has worked with **Skill Jobs** as an intern and completed the report entitled “**Recruitment and Selection Process of Skill Jobs**” as a partial requirement for obtaining MBA Degree. He has completed the report by himself. He has been permitted to submit the report.

Sayid Md. Jobair bears a strong moral character and a very pleasing responsibility. It has indeed been a great pleasure working with him. I wish him all success in life.



.....
(Siddiquir Rahman)

Assistant Professor and Head (In Charge)

Department of Tourism & Hospitality Management

Faculty of Business & Entrepreneurship

Daffodil International University

Acknowledgement

In the beginning, I would like to thanks to my almighty Allah for his blessing and give the opportunity to pursue my master degree. And thanks to my lovely Parents for their valuable support and sacrifices. Because of that, without their support, I could not get the chance to pursue my bachelor degree.

And I would like to pay my gratitude to my organization supervisor “Mrs. Mithila”, Executive Manager – Talent Acquisition at Skill Jobs, for her wonderful support and guidelines to know the organizational activities. And so much thankful to other supporting members like, “Mr. Nirob, Mr. Nazmus Sakib, Mrs. Tamanna Mou” and all of my senior colleagues & teammates.

And also give special thanks to my honorable respected Academic Supervisor “**Siddiquir Rahman**, Assistant Professor and Head (In Charge), Department of Tourism & Hospitality Management, Faculty of Business & Entrepreneurship, for his kind support, guidance, help, and feedback to prepare my internship report paper. Without him, I could not accomplish my internship report that much easy.

I am also grateful to our university internship committee and the “CDC” for giving me an opportunity to join a wonderful organization. As if I could learn and get some valuable practical knowledge and experience, for that I could use or apply this knowledge in my future life and career.

And finally, I want to thanks to all of my supporting and helpful Academic teachers, friends and colleagues to encourage me to accomplish my meaningful academic Internship program successfully.

Executive Summary

I have made this report on the foundation of my three-month practical experience and knowledge at “Skill.jobs”. The internship program facilitated me to learn about the real and practical scenario of recruitment and selection process of Skill.jobs. In Bangladesh, there are about 25 online job portals and Skill.jobs is one of them. Skill.jobs is one of the popular online job portals in Bangladesh for their service. Skill.jobs is a job portal where they are performing at nationally and internationally. They have been working about 20+ years in the online job portal industry. They have about 15+ partners nationally and about 3 international partners. Now they are actively trying to fulfill the gap of skills and jobs. Skill.jobs has a training department to train the candidates or employees and make skilled. They are providing their practical training by face to face and online also. They have also fulltime support system for their customers and development team to upgrade their services to serve the best service for their clients. They have about 3 training partners for supporting their training service and some few of the features they have which are making the people’s life easier: 1). Career Doctor 2). Training 3). E-Learning 4). Employability Skill Development 5). E-Recruitment. The main goal of the internship course was to model practical life work setting and use them as real-world opportunity to apply knowledge gained and to progress all required skills such as, technical, analytical, interpersonal and potential qualities. I have prepared this report based on my experience and observation gathered from the company. My report is based on Recruitment & Selection process of Skill.jobs. After knowing the real scenario of “Skill.jobs” regarding their Recruitment & Selection Process a great deal of recommendation came up. I have also given recommendation and conclusion from my perspective which is to improve the environment of the company.

Table of Contents

	Particulars	Page Number
	Title page	i
	Letter of Transmittal	ii
	Declaration	iii
	Letter of Acceptance	iv
	Acknowledgment	v
	Executive Summary	vi
	Table of Contents	vii-viii
Chapters	Particulars	Pages
CHAPTER-01	Introduction	1-5
	1.1 Introduction	2
	1.2 Background of the Study	2
	1.3 Objectives of the Study	3
	1.4 Scope of the Study	3
	1.5 Methodology of the Study	4
	1.6 Limitations of the Study	4
CHAPTER-02	Company Profile	6-15
	2.1 Introduction	7
	2.2 Name Changing	7
	2.3 About Skill Jobs	8
	2.4 Company Vision	9
	2.5 Company Mission	9
	2.6 Skill Jobs Values	9
	2.7 Why Skill Jobs?	9
	2.8 Recruitment Service Package	10
	2.9 Professional Training and Development	11
	2.10 Skill Jobs Learning Approach	11
	2.11 The Unique Structure for Each Module	11
	2.12 Training Methodology	12
	2.13 Training Category	12

	2.14 Most Used Training Topic	12
	2.15 Professional Training Course	13
	2.16 Training Partners	14
	2.17 Departments of Skill Jobs	14
	2.18 Employment Policy of Skill Jobs	14
CHAPTER-3	Recruitment and Selection Process of Skill Jobs	16-26
	3.1 Recruitment and Selection Process	17
	3.2 Recruitment	19
	3.3 Classification of Recruitment	21
	3.4 Sources of Recruitment	21
	3.5 Selection Process	24
CHAPTER-4	Findings, Recommendations and Conclusion	27-30
	4.1 Findings of the Study	28
	4.2 Recommendations	29
	4.3 Conclusion	30
	References	31
	Plagiarism Results	32-33

Chapter-1

Introduction

1.1 Introduction

People are the most valuable asset of a company since they may create or ruin its fortunes. In today's highly competitive business world, putting the right people in the appropriate positions is critical to any organization's success. Personnel planning is now considered one of the most important operations in every organization. Human Resource Planning is a critical component of any organization's long-term success.

Human resources management is the most vital department of any company, and the recruitment and selection process are the most significant aspect of running a business. Employees at all levels, including operational, middle, and senior management, are hired through a recruitment and selection process. Job description, job selection, and job analysis are all functions that fall under the recruiting and selection process. All employees and management divisions are reviewed and recruited during the recruitment and selection process. If the recruiting and selection process isn't done correctly, the organization's performance will suffer, and it won't be able to find talented workers to meet market demand.

In this report, I've included information on the recruitment and selection process for "Skill Jobs" as well as an analysis of the existing position. I wrote this report and completed the partial program requirement under the supervision of my course supervisor Mr. Siddiquir Rahman. Every business must employ a number of approaches to ensure that the correct amount and type of people are empowered at the right time and in the right location to enable the organization to meet its objectives. During such times, talent recruitment and selection are critical. With a scarcity of talents and the rapid spread of new technology exerting significant pressure on how companies undertake talent recruitment and selection activities, a step-by-step strategic examination of recruitment and selection procedures is advocated. With reference to the contemporary environment, this study details the recruiting and selection process of Skill Jobs.

1.2 Background of the Study

This report is a requirement of the internship program which is an important part of the MBA degree requirement. My internship supervisor and respected course instructor Mr. Siddiquir Rahman, Assistant Professor and Head (In Charge), Department of Tourism & Hospitality

Management, Faculty of Business and Entrepreneurship, Daffodil International University, assigned me the topic “**Recruitment and Selection Process of Skill Jobs**”. I hope this report will be prepared on those aspects of the HR practices of Skill Jobs.

1.3 Objectives of the Study

This internship report has a number of objectives. All of the objectives are linked to the importance of this report. The Skill Jobs recruitment and selection process serves all of the information and aims. There are two types of objectives that have been established and directed all of the information in this report: broad objectives and specific objectives, which are shown below:

Broad objective: The first primary objective is to track the recruitment and selection process and activities of "Skill Jobs" The second goal is to understand their existing condition in the process, identify needed improvements, analyze current problems, identify performance gaps, and provide recommendations.

Specific Objectives: Completing various small and specific criteria of this report demonstrates secondary objectives. Fewer than two broad primary objectives secondary objectives are estimated and completed.

At the bellow those specific objectives are simultaneously showed:

- i. To analyze the recruitment process of Skill Jobs.
- ii. To explain the selection process of Skill Jobs.
- iii. To identify the problems related to recruitment and selection process of Skill Jobs.
- iv. To provide some recommendations based on identified problems.

1.4 Scope of the Study

The study will mainly focus on recruitment and selection process of Skill Jobs. The proposed study will cover the procedure & techniques followed by the HRD department. That means, in this study all the aspects of recruitment and selection process has been discussed. Moreover, the problems and proposed solutions of recruitment and selection process also have been conferred in this study.

1.5 Methodology of the study

Methodology defines how we go through all the processes of research and how have proceeded on. Here include the steps of conducting the report and the explanation of the sources of data.

This report has been prepared on the basis of experience gathered during the period of internship.

i. Nature of the study:

The study is exploratory in nature focusing on qualitative analysis and description. The report is based on primary sources of information. Interviewing the managers and officers of the organization, talking to the employees.

ii. Sources of Data:

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

iii. Secondary Data:

There are some secondary sources. Describe are which secondary sources:

- **HR Policies of Skill Jobs:** - This policy would outline the process for hiring employees, including job postings, interviews, and selection criteria. It might also detail procedures for internal promotions and transfers.
- **Websites:** - The websites are needed for collecting different information of Skill Jobs.
 - i. <https://skill.jobs/>
 - ii. <https://daffodil.family/>

1.6 Limitations of the Study

Although I have obtained warm cooperation from employees of Skill Jobs, they were too busy to help me sometimes. I have faced the following problems, which may be termed as the limitations / short comings of the study:

1. Most of the primary data were not in the form those can help in writing a study.
2. Secondary data is also very rare. It is just only the annual study and the website.

3. Confidentiality of data is another barrier that was confronted during the conduct of this study.
4. Lack of comprehension of the respondents was the major problem that created many confusions regarding verification of conceptual and theoretical perception.
5. Lack of availability of sufficient data.

Chapter-2

Company Profile

2.1 Introduction

In the beginning the name of Skill.jobs was JobsBD.com. At that time JobsBD.com was one of the leading job portals in the country which was established on July 09, 2000. JobsBD.com was improving the job search experience of job seekers and enabling employers with the latest recruitment solutions where they are always confident in the combination of new technologies and ideas. JobsBD.com formed a partnership with JobStreet.com in 2006 to bring its services to Bangladesh and share its expertise on the World Wide Web. JobStreet.com is a regional leader in online recruitment with strong presence in Malaysia, Singapore, Philippines, India, Japan, Hong Kong, Indonesia and Thailand. Jobsbd.com has enriched its relationship with JobStreet.com in a variety of ways, including streamlined business processes, advanced technology and fully expanded exposure to Bangladeshi job seekers in the international market. JobsBD.com worked as a strategic partner with JobStreet.com. But now they are helping Bangladeshi corporates find suitable candidates from the Asia Pan Pacific region through JobsBD.com through Skill.jobs. The company was committed to achieving their new mission statement and Skill.jobs by creating opportunities by attracting local and foreign employers to post their latest ads with the site. During the economic downturn which will be an open door for Bangladeshi job seekers to find more and more jobs. JobsBD.com is also committed to bringing the latest services to employers and helping them find the right candidates in the shortest possible time and within the financial bond.

2.2 Name Changing

After changing the name of JobsBD.com, the logo was also changed to Skill.jobs. At the time, JobsBD worked to bring humanity and opportunities to the job market to improve lives, businesses and communities worldwide. Their values include innovative solutions, customer value and customer choice, humanity, passion, transparency in everything and technology and conduct adequate research in the job professional world. And they have actively worked with their four features such as Recruitment Service, Professional Training and Development, Jobseekers Connect and Customized Solutions. At that time, they mainly actively and vigorously focused on recruitment services and professional training and development so that the employer could recruit committed and right candidates and the job seekers could find their suitable destination. They

have worked with a variety of corporate people for their development and have worked with numerous academic institutions to help them build the careers they desire.

2.3 About Skill Jobs

Skill.jobs are one of the unique and leading trusted online job portal sites in Bangladesh. Currently, Skill.jobs focus on the skills matrix through their 20+ experiences in the global job market, the needs, and expectations of modern organizations, technological advances, creating and supporting interested entrepreneurs, and the global job market. Initially, Skill.jobs were called JobsBD.com, the first online job portal in Bangladesh. Therefore, it is starting their journey anew under the name Skill.jobs, from April 2018.

Skill.jobs are now actively working and contributing to becoming skilled and experienced to bridge the gap between skills and work. Now there is a big dilemma in the business world and graduates are looking for job opportunities and companies are looking for the right people in the right place because they can meet their needs in the right way. But in this case, the candidates are suffering from a lack of proper skills and companies are looking for the right candidates who have the quality to handle the responsibilities. And Skill.jobs is working subtly to work in the job market through their valuable training and support.

Skill.jobs have a variety of professional development training and services. Skill.jobs are creating a wealth of skilled and experienced resources according to their needs and wants. They are supporting new graduates through training and lots of inspirational seminars or workshops. On the other hand, corporate people are getting help through their personal development courses and helping corporates with talent hunting or recruitment services according to their needs.

Currently, Skill.jobs are working with various reputed companies nationally and internationally. Candidates can work on global platforms through Skill.jobs.

2.4 Company Vision

Skill.jobs seek to be the leading trusted contact point for all types of recruitment solutions and skilled developers.

2.5 Company Mission

Help connect with skilled manpower, find the best employers, help start your own company, build your skills through technology, networks, and global partners.

2.6 Skill Jobs Values

- ✓ We are bridging with skills and jobs.
- ✓ We provide value to customers and customers.
- ✓ We have worked skillfully to acquire skills.
- ✓ We work with mankind and passion.
- ✓ We include technological advances and conduct adequate research in the job and professional worlds.

2.7 Why Skill Jobs?

The best hiring depends not only on databases and technology but also on connecting with people, adapting efficiently, and adapting to the culture every time. The best recruits must have an institutional understanding of empathy, sector experience, and their role in the recruitment process. That's why Skill.jobs have designed an integrated approach that makes your life easier:

- ✓ Efficient focused solutions
- ✓ Customized complete solution
- ✓ Global and international coverage
- ✓ World class service quality
- ✓ Helping them find more than just the best quality candidates
- ✓ To facilitate the process so that you can save time and money using the best technology
- ✓ To help you make better decisions to improve your return on investment.

Basically, we want you to be efficient and get hired.

2.8 Recruitment Service Package

Basically, they are offering four types of packages 1) Silver 2) Silver Plus 3) Gold 4) Platinum, and one-month trial for recruitment service.

1. Silver:

- ☐ General work (unlimited)
- ☐ Featured work
- ☐ CV Search

2. Silver Plus:

- ☐ General job
- ☐ Featured work
- ☐ CV Search
- ☐ Professional area
- ☐ Free stalls at job fairs

3. Gold:

- ☐ Featured work
- ☐ CV Search
- ☐ Professional area
- ☐ Front-page ads (one month)
- ☐ Training (1 nominated candidate)
- ☐ Free stalls at job fairs

4. Platinum:

- ☐ General Job
- ☐ Featured work
- ☐ CV Search
- ☐ Professional area
- ☐ First page ad (one month)
- ☐ Training (1 nominated candidate)
- ☐ Free stalls at job fairs
- ☐ Career festival
- ☐ Discount rates for career festivals.

Skill.jobs provide the most qualified candidates to help you get the best recruitment.

Broad Candidate Reach: Attract the most candidates, because your job ad is advertised across theSkill.jobs network, 1000 newspapers, partner sites, and their apps.

Distributed by Eligible Candidates: Receive Eligible CVs in two ways. Get 20 CVs with jobmatching or easy source candidates with their advanced matching technology.

Easy Candidate Communication: Automatically send emails to eligible target candidates' clients inSkill.jobs database.

2.9 Professional Training and Development

Training is a formal and well-planned process that brings manpower to the desired standards of skills and conditions. It helps a group of selected individuals to learn the skills needed to perform any task to maximize individual or group effort or performance for a goal or goal. Training is a means of ensuring that certain tasks are performed in a predetermined manner. It is now the demand and requirement of any industry for growth and productivity. It is a part and parcel of all brand companies.

2.10 Skill Jobs Learning Approach

They believe that it is very important for a trainer to determine the method first and then go for training. They focused on the following:

- ✓ Question-based participatory learning.
- ✓ Qualification-based education.
- ✓ Results-based method.

2.11 The Unique Structure for Each Module

- ☐ Introductory topic.
- ☐ The worst practices in the industry (global and local).
- ☐ Best practices in the industry (global and local).
- ☐ Focus on needs and skills.
- ☐ Align goals and missions.

- ☐ Customized practice in line with vision.

2.12 Training Methodology

- ☐ Focus on performing rather than knowing.
- ☐ Emphasis is placed on hand training.
- ☐ Person-centered training method to make each person competitive.
- ☐ Training is monitored and feedback is given on an individual basis.
- ☐ Demonstration using various modules, multi-media, audio visual and instruments intensively.
- ☐ Intelligence sessions among participants.
- ☐ Hand out for participants.
- ☐ PowerPoint slides for participants.
- ☐ Interactive discussion and competency-based exercises.
- ☐ Icebreakers, games, and case studies.

2.13 Training Category

- ☐ Certification course (maximum 36 hours) during sorting.
- ☐ Professional based certification course (3 months or 4 months).
- ☐ Long-term course (minimum 6 months or maximum 1 year).
- ☐ Day-to-day or day-to-day program.
- ☐ Off-session training for the organization.
- ☐ Customized training for the organization.
- ☐ Workshop program.
- ☐ Seminars.

2.14 Most Used Training Topic

1. Leadership and management:

- ☐ Supervise skill development.
- ☐ Inspires yourself and others.

- ☐ Setting strategic goals
- ☐ Outdoor Team Building Retreat.
- ☐ E Coaching for leadership.
- ☐ Development of leadership skills.
- ☐ Change management.
- ☐ Development of management skills.

2. Productivity:

- ☐ Time management.
- ☐ Stress management.

3. Communication skills:

- ☐ Business English and communication.
- ☐ Communication in the workplace.
- ☐ Presentation skills.

4. Human Skill Development:

- ☐ Interpersonal skills
- ☐ Conflict management
- ☐ Cross-culture communication skills

5. Sales and customer service:

- ☐ Cosmetics and etiquette for professionals
- ☐ Salesmanship
- ☐ Customer service excellence
- ☐ Win-win negotiation skills

6. Other issues:

- ☐ Creative problem solving
- ☐ Corporate social responsibility
- ☐ Training of trainers.

2.15 Professional Training Course

To develop their skills, Skill.jobs is also offering some professional training courses for 3 months or 4months. See the training list below:

- ✓ Advanced Microsoft Excel training.
- ✓ Freelancing with digital marketing.
- ✓ Web design and development including freelancing.
- ✓ Real-life software development course.
- ✓ Programming with C ++ and Java SE.
- ✓ Real-life application development with Python.
- ✓ Android Applications and Development.

2.16 Training Partners

Skill.jobs have three training partners:

- ✓ HRDI
- ✓ Arif Academy of Visual Arts (AAVA 3D) and
- ✓ Career Development Center (CDC).

2.17 Departments of Skill Jobs

At Skill.jobs, they have several departments to manage their activities so that they can function properly and each department is working under the supervision of the chairman and director of Skill.jobs.

The skills section is given below:

- ✓ Department of Business and Development.
- ✓ Department of Training and Development.
- ✓ HR Department.
- ✓ Department of Finance and Accounts.
- ✓ IT and Software Department.

2.18 Employment Policy of Skill Jobs

Skill Jobs Employment Policies are based on the subsequent concepts:

- The institution believes that every employee, regardless of gender or socio-economic status, has the right to be treated with respect and dignity.

- Each employee has the right to fair compensation and job opportunities in exchange for good job skills and competencies, commitment, loyalty, personal interest, and best efforts. Based on the employee's performance review, the institute's need, and the institute's financial status, advancement, promotion, and training are given.
- The Skill Jobs intends to take affirmative action, particularly in recruitment, training, and subsequent career building that can contribute to a more enabling environment for women so that they can take up more equal and more challenging roles in the institute, while giving equal opportunity to all and specifically to promote gender equality and development.
- Skill Jobs is committed to addressing the tactical as well as strategic demands for women's wellness, advancement, and empowerment in acknowledgment of the unique and varied roles that women play in society and of their situations.
- Employees are encouraged to support one another in having a positive outlook on their jobs and the organization.
- To boost and raise employee morale, the institute will show that it is committed to defending the rights of its employees.
- The institute is committed to developing its human resources in order to fulfil its mission and set goals, and it will work to investigate and employ all potential HRD techniques.
- According to Skill Jobs, gender and development can help promote more equitable and fair involvement in all areas of the institute, especially from the bottom up to the decision-making level.
- The Skill Jobs has a policy of educating both men and women to ensure that women fully participate in efforts to bring about gender equality.
- The personnel are required to follow all current Skill Jobs service rules, regulations, policies, and guidelines as well as any new ones that may be implemented in the future.

Chapter-3

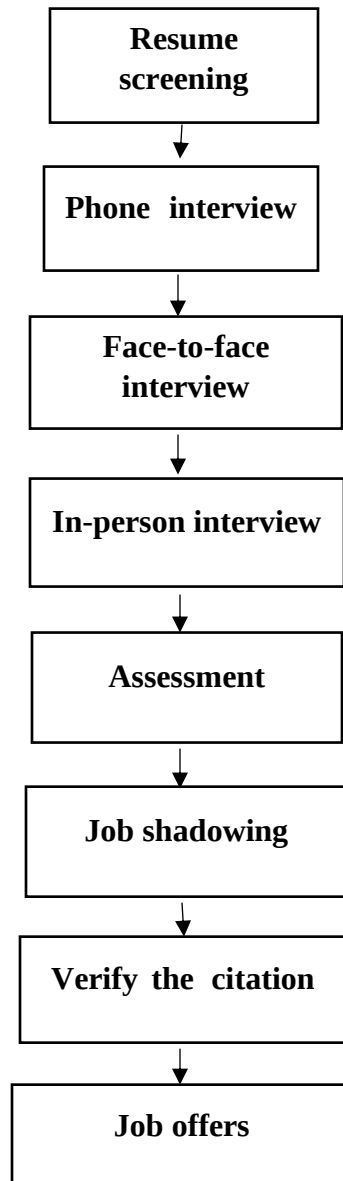
Recruitment and Selection Process of Skill Jobs

3.1 Recruitment and Selection Process

Recruitment: Recruitment is the procedure of finding persons by enough criterion & quantity and inspires them to smear for trades. From other viewpoint it is procedures of classifying, hiring qualified applicant for job post, in most apt and lucrative method. According to Edwin B. Flippo, “Recruitment is the procedure of probing the applicants for engagement and stimulating them to apply for jobs in the business”. According to Robins, “The ideal recruitment effort will attract a large no of fit applicants who will take the job if it is offered. A good recruiting package should attract the capable & not attract the unqualified. This dual objective will minimize the cost of procedure sing unqualified applicants”. So, employment is continuous procedure where the firm tries to develop a pool of capable candidates for forthcoming humanoid incomes needs smooth never the less exact posts not exist. Regularly the actions initiates when recruits are hunted & tops once their suggestions are acquiesced.

Recruitment is the process of actively seeking, attracting, and selecting qualified candidates to fill job vacancies within an organization. It involves various steps, including job analysis, sourcing candidates, screening applications, interviewing candidates, and ultimately making hiring decisions. The primary goal of recruitment is to identify and hire individuals who possess the necessary skills, qualifications, and attributes to fulfill the requirements of the job and contribute to the success of the organization. Effective recruitment strategies are essential for ensuring that companies attract and retain top talent, thereby driving organizational growth and success.

Selection: Selection refers to the process of evaluating and choosing the most suitable candidate from a pool of applicants who have applied for a job vacancy within an organization. It involves assessing candidates' qualifications, skills, experience, and suitability for the position based on predetermined criteria established by the hiring organization. The selection process typically includes various stages such as resume screening, interviews, assessments, reference checks, and background verification. The ultimate aim of selection is to identify the candidate who best fits the requirements of the job and aligns with the organization's culture and values. Effective selection processes help ensure that the organization hires candidates who have the potential to contribute positively to its success and achieve its goals.



I had to find people who met the qualifications I needed for the organization during recruitment. Finding the right individuals with the correct qualifications is crucial for the business' success. When advertising the post, be clear and emphasize the qualifications needed for the position.

- A. Resume screening: In this step, you'll genuinely aim to weed out any candidates who aren't qualified or effective for the job, as specified by the HR department.
- B. Phone interview: In this step, the interview is actually conducted through the candidate's cell phone.

- C. Face-to-face interview: in this stage, the interviewee is spoken to directly in a conference room while the interviewer is asking specific questions.
- D. In-person interview: In this stage, the interviewer speaks with the subject directly in a conference room while asking specific questions.
- E. Assessment: It is a predictive evaluation or measurement tool through which it is simple to determine whether or not the candidate is qualified for the specific role. Second face-to-face interview: The interviewer meets with the subject a second time and asks questions and seeks a general explanation
- F. Job shadowing: During this phase, assess whether or not the candidates can assimilate the company's culture and interact with coworkers.
- G. Verify the citation: Checking references is essential since references can either accurately or falsely represent a candidate's background.
- H. Job offers: Lastly, after examining each phase of the recruitment and selection process, give the position to the qualified candidate.

3.2 Recruitment

Finding the most qualified and promising candidates for a post is called recruitment. The HR department makes every effort to entice the most qualified individual to the company. Because it will be more difficult to choose a candidate for a particular position without first recognizing the potential candidates for that post.

1. **Need Assessment:** Need assessment, also known as needs analysis or needs assessment, is a systematic process of identifying and evaluating gaps between current and desired states within an organization. It involves gathering data and information to determine what resources, skills, or interventions are required to address specific challenges, achieve objectives, or improve performance.
2. **Defining the position description:** Defining a position description is a crucial step in the recruitment process as it outlines the responsibilities, qualifications, and expectations for a specific job role within an organization.

3. **Checking the recruiting options:** Checking the recruiting options involves assessing and selecting the most effective methods for attracting and sourcing qualified candidates for a job vacancy.
4. **Advertisement:** A job advertisement, also known as a job posting or job listing, is a public announcement created by an employer to attract potential candidates for an open position within their organization. It typically contains information about the job title, company, location, job description, qualifications, responsibilities, and any other pertinent details related to the position.
5. **Applications screening and short listing:** Applications screening and shortlisting is a critical stage in the recruitment process where the hiring team evaluates received applications to identify the most qualified candidates for further consideration.
6. **Written and computer test:** Written and computer tests are often used in the recruitment process to assess candidates' skills, knowledge, and abilities relevant to the job role.
7. **A 3-tiered selection interview:** A 3-tiered selection interview is a multi-stage interview process that involves three distinct rounds of interviews with increasing depth and complexity.
8. **Employment decision:** The employment decision stage is the final step in the recruitment process where the hiring team evaluates candidates' performance throughout the selection process and makes a decision regarding who to hire for the position.
9. **Medical Checkup:** The medical checkup for job applicants serves to ensure that candidates are physically and mentally fit to perform the duties of the job safely and effectively. It helps identify any existing medical conditions or health concerns that may impact their ability to fulfill the job requirements.
10. **Offer letter:** An offer letter is a formal document issued by an employer to extend a job offer to a candidate who has been selected for a position within the organization.
11. **Orientation:** Orientation, also known as onboarding, is the process of integrating new employees into the organization and familiarizing them with their role, the company culture, policies, procedures, and other relevant information necessary for success in their new position.

12. **Placement:** Placement refers to the process of assigning or allocating individuals to specific roles or positions within an organization based on their qualifications, skills, experience, and organizational needs.

3.3 Classification of Recruitment

Skill Jobs employees will be categorized as listed below:

Permanent: An employee who has successfully completed their probationary period and was then confirmed as a regular employee of Skill Jobs.

Probationer: An employee hired to fill a permanent position who has not yet finished his or her probationary period.

Temporary (Contract): It includes all appointees who are employed at Skill Jobs for a limited time only to complete specific tasks as well as those whose primary employment is not at Skill Jobs.

Casual: An employee without fixed employment, (casual basis) with daily wage.

Apprentice/Intern: An apprentice or intern is a student who receives compensation while undergoing training.

3.4 Sources of Recruitment

There are two sources of recruitment

- A. Internal
- B. External

A. Internal Sources of Recruitment:

Making and implementing an internal recruitment policy is the first step in developing a successful hiring procedure. This policy should impose restrictions on managers to prevent them from stealing workers from other managers or unnecessarily delaying an employee's career advancement if he meets the requirements for an open position. The policy outlines what internal candidates can anticipate from the hiring process and whether applying for a position internally will have an impact on their present ones. A business should specify if an employee must hold a

position for a set period of time before applying for one elsewhere in the organization and should provide advice on how to move to new positions.

Internal recruitment involves filling job vacancies with existing employees within the organization rather than seeking candidates externally. Here are some common sources of internal recruitment:

- i. **Internal Job Postings:** Organizations often advertise job openings internally through company intranet portals, bulletin boards, or internal communication channels. These postings provide employees with opportunities to apply for vacant positions and advance their careers within the organization.
- ii. **Employee Referrals:** Employees may refer colleagues or acquaintances for job openings within the organization. Employee referral programs incentivize current employees to recommend qualified candidates, fostering a culture of internal mobility and employee engagement.
- iii. **Succession Planning:** Succession planning involves identifying and developing internal talent to fill key leadership positions within the organization in the future. By grooming high-potential employees for advancement, organizations ensure a pipeline of qualified candidates for critical roles.
- iv. **Talent Management Programs:** Talent management programs focus on identifying, nurturing, and retaining top performers within the organization. These programs may include initiatives such as leadership development programs, mentorship opportunities, and career coaching to support internal career progression.
- v. **Internal Talent Pools:** Organizations maintain internal talent pools or talent databases containing information about employees' skills, qualifications, career aspirations, and performance. HR departments use these talent pools to match internal candidates with suitable job opportunities as they arise.
- vi. **Promotions and Transfers:** Promotions involve elevating employees to higher-level positions within the organization as recognition of their performance and potential. Transfers allow employees to move laterally to different departments or locations to gain new experiences and skills.
- vii. **Cross-Training and Job Rotation:** Cross-training initiatives and job rotation programs expose employees to different roles, functions, and departments within the

organization. This not only enhances employees' skill sets but also increases their readiness to take on new responsibilities or fill vacant positions.

- viii. Performance Management Process:** Performance evaluations provide insights into employees' strengths, areas for development, and potential for advancement. HR departments and hiring managers may use performance appraisal data to identify high-performing employees suitable for internal job opportunities.

By leveraging internal sources of recruitment, organizations can capitalize on the knowledge, skills, and expertise of their existing workforce, promote employee engagement and retention, and build a culture of internal mobility and career development.

B. External Sources of Recruitment:

Numerous reputable companies always conduct internal hiring. This indicates that the company does not contract with any other organizations to handle its hiring and selecting procedures. An organization's HR department effectively manages the procedure. The procedure is centralized throughout.

i. Advertisement:

Newspapers, websites, online job boards, LinkedIn, Senice.com, and other online-based social networks are used by the organization to market the hiring process. So, using this system, job seekers can submit their resumes for any open positions. Additionally, there are some employment agencies that assist job seekers in finding employment.

ii. Employee Referrals:

Any organization has a large number of employees. Employees occasionally provide recommendations for gathering resumes or CVs.

iii. Internship:

Basis on intern's performance, organization calls intern to the selection process. Organization considers them as internal source.

iv. Consulting the CV Bank:

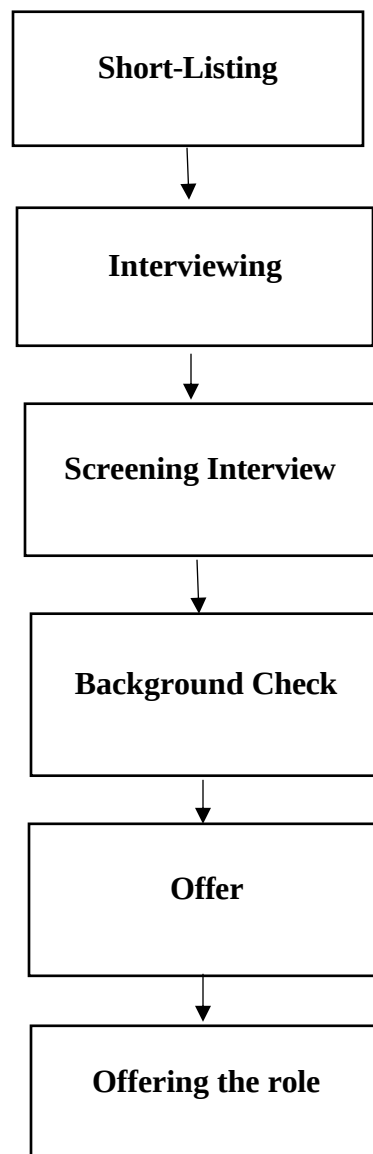
Before selection for the interview, check the applicant's capability for the role.

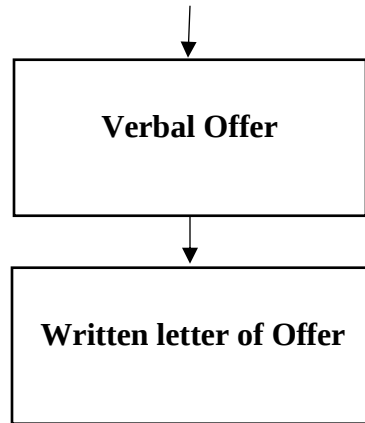
v. Posted CV's:

A candidate submitted his/her resume for a position to demonstrate their skills and abilities.

3.5 Selection Process

Selection is the process of recognizing and choosing the best candidate out of several potential candidates for a job. The candidates who are not suitable for the job are eliminated. For selection, the candidates have to give several employment tests and interviews. At every step, many are shortlisted and some move on to the next round until the right candidate is found. The process of selection begins with going through the applications and continues even after the offer of employment, acceptance, and joining of the candidate. The reason for this is that the selection process is concerned with the evaluation of the employee's performance potential, just like in any other.





i) Short-Listing:

Sorting and screening are done on the answers to the adverts. Both the cover letters and the resumes are evaluated. Aspects of the covering letter that are examined include the writing style and language used, the emphasis placed on the areas requested in the adverts, and the quality of the letter (whether it is specifically customized to the advertisement or merely a conventional response). The candidates who made the shortlist are invited to take the written exam and the computer skills test (based on the department where they were hired).

ii) Interviewing:

Getting hired isn't always quick and simple. The hiring procedure can take a while. Getting a job offer after one interview is usually a thing of the past. Currently, a lot of businesses have a lengthy interview process that begins with screening interviews, which frequently occur over the phone, is followed by in-person interviews.

iii) Screening Interview:

A screening interview is a particular kind of job interview that is used to ascertain whether the applicant possesses the skills required to perform the position for which the organization is hiring. If the organization does not begin with open interviews when numerous candidates are vetted at an open ring event, a screening interview is often the first interview in the employment process.

iv) Background Check:

An employment offer might be subject to a credit and/or background check. Or, a company might run a background check before extending an offer of employment. You might not receive a job offer or the job offer might be withdrawn depending on what the employer discovers during the background investigation.

v) Offer:

The candidate is given an application blank if they agree with the job's specified terms and conditions and the company that were mentioned and discussed in the final interview. The application blank is a typical format for employee data that contains all the details an organization requires about its staff. This form must be filled out by the applicant and submitted to the business with a CV.

vi) Offering the role:

The candidate receives an offer letter outlining the compensation package, job responsibilities, and utilities that will be provided by the company after all the paperwork and a health check-up are completed. The chosen candidate still has the option to decline the employment offer at this point. He or she is always free to talk about any issues that may come up with the wage structure, other facilities, etc. HR's door is always open for any pertinent conversation.

vii) Verbal Offer:

We tell the candidate that HR dept. is like to offer him / her role. After successful completion of the reference and medical checks, the candidate is verbally offered the post.

viii) Written letter of Offer:

A letter of offer that is sent in writing to the candidate. The proper letter of offer is prepared once the applicant has orally accepted the employment. Within two or three days of making the verbal offer, this letter is delivered to the candidate. In addition to the letter of offer, an introduction package was also given to the chosen applicant. An appointment notice will be posted online or on notice boards at least one week before the employee starts in their new role.

Chapter-4

Findings, Recommendations and Conclusion

4.1 Findings of the Study

- 1) Management typically makes candidate selections independently, often without seeking feedback from other members of the interview board.
- 2) Skill Jobs frequently recruit interns to manage their workload, but many of these interns become unemployed again after completing their internship.
- 3) Skill Jobs utilize both internal and external recruitment sources, but they have a preference for hiring experienced candidates from external sources.
- 4) The job description for certain positions is unclear, often requiring employees to perform tasks unrelated to their departments.
- 5) Skill Jobs do not use any software to sort applications or resumes, making it challenging to review them individually.
- 6) Skill Jobs relies solely on two external sources, Facebook and family referrals, to collect resumes.
- 7) The HR department does not conduct background or reference checks for candidates following new recruitment.
- 8) The HR department of Skill Jobs does not reach out to candidates who were unsuccessful in the recruitment and selection process.

4.2 Recommendations

- 1) Need to implement a formal feedback mechanism that utilizes a standardized scoring rubric, allowing all interview board members to share their insights and evaluations of candidates.
- 2) Skill Jobs can recruit the intern as a regular employee who has better performance. It will encourage them to do the work as well as create a positive image of the organization.
- 3) By promoting internal employees and implementing succession planning for vacant positions, Skill Jobs can greatly motivate its current employees.
- 4) Skills Jobs should review existing job descriptions for accuracy and clarity, aligning them with the organization's current needs, and involve employees in the process to gather insights about their roles.
- 5) Skill Jobs can implement software that allows them to input their requirements and sort applications based on those criteria.
- 6) Skill Jobs can expand its resume collection by utilizing additional external sources such as LinkedIn, Bdjobs.com, Chakri.com, Snaphunt etc.
- 7) When recruiting for a specific position, Skill Jobs should thoroughly evaluate applicants' personal references to ensure that candidates can accurately understand and fulfill their assigned responsibilities.
- 8) The HR department should communicate with unsuccessful candidates by sending them an email to acknowledge their application status.

4.3 Conclusion

It is important to know the difference between academic theoretical learning and practical corporate culture or activities to enhance the student experience. So, I joined Skill.jobs as an intern in a three- month internship program and I learned a lot of practical knowledge. This experience will help me develop my career and my potential in the practical field.

Skilled jobs are doing so well in solving the problem of unemployment and creating efficient resources for our country. Not just our country, they are working with international companies to resolve their recruitment hurdles. They are helping newly graduated candidates achieve their personal career goals and contributing to solving the unemployment problem in our country.

Finally, through my report paper, you can find out what the current state of the job market is and how online job portals are working or actively contributing to building a bridge with jobs and skills. My report further describes how Skill.jobs are creating job opportunities.

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