



Daffodil
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An Internship Report
On
Recruitment and Selection practices of Unitech Products
(BD) Ltd.

Supervised By

Ms. Khadiza Rahman Tanchi
Senior Lecturer
Department Of Business Administration
Daffodil International University

Prepared By

Md. Nazmul Alam
Id: 162-14-670
Program: M.B.A. (HRM)
Department of Business Administration
Daffodil International University

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Internship Report on “Recruitment and Selection Process of Unitech Products (BD) Ltd”.

Letter of Transmittal

03rd January, 2019

Khadiza Rahman Tanchi

Senior Lecturer

Department of Business Administration

Daffodil International University

Subject: Internship reports submission on “Recruitment and Selection Practices of Unitech Products (BD) Ltd”

Dear Madam,

I am here by submitting you my internship report which is a part of the MBA program. It is a great honor to work under your supervision and active support.

This report is based on “Recruitment and Selection process of Unitech Products (BD) Ltd.” I have worked in “Human Resource Department” in UPBL under the direction of Mr. Fahd Ahmed, manager of Unitech HR. To make this report more reliable and logical I have collected most of the appropriate information by working there.

I tried best to put diligent effort for the preparation of this report. Any drawbacks or flaw may arise as I am very much a learner in this aspect. I will enthusiastically welcome any correction and suggestion about any view and conception spread throughout my report. I hope this report will attract your kind admiration.

Sincerely yours



Md. Nazmul Alam

Id: 162-14-670

Program: M.B.A. (HRM)

Daffodil International University

Acknowledgement

To complete this report at first I am thanking to my Almighty Allah for the kind blessing. I am so happy because I have completed this report successfully with many limitations. I have received sincere and cordial assistance from many corner by preparing this report.

I would also like to promptmy sincere gratitude and deepest thanks to our honorable superior **Khadiza Rahman Tanchi**, senior lecturer, Department of Business Administration of Daffodil International University (DIU) encouraged us to prepare and submit this report and who provides us guidelines and materials to organize the report. I also thank her for assigning us such a practical field work.

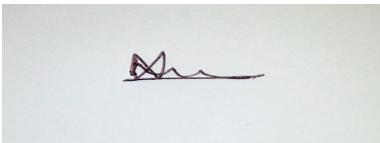
I would also like to thank Mr. Fahd Ahmed (Manager, Unitech Products (BD) Ltd) and also like to express my gratitude to Md. RezaulKarim, Head of HR Department.

Without their help it would not have been possible to prepare this report for me. I would also like to thank to all other officers and staffs for their kind cooperation during my internship period. I have tremendous support and assistance from many official of Unitech Products (BD) Ltd.

Student's Declaration

I am Md. Nazmul Alam ID: 162-14-670, hereby declaring the internship report entitled "Recruitment and Selection Practices of Unitech Products (BD) Ltd" is submitted to fulfill the requirements for the degree of MBA from Daffodil International University.

I also confirm that after the completion of three months this report is individually prepared by me by working in Unitech Products (BD) Ltd.



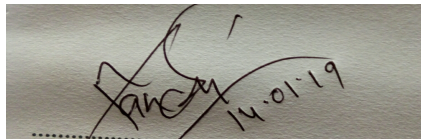
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Md. Nazmul Alam
ID: 162-14-670
Program: M.B.A. (HRM)
Daffodil International University

Certificate of Approval

This is certifying that Md. Nazmul Alam, ID: 162-14-670, Major in Human Resource Management (HRM), Program: MBA, Department of Business Administration, Daffodil International University (DIU) successfully completed his Internship Program entitled “Recruitment and Selection Practices of Unitech Products (BD) Ltd” Under my supervision the partial fulfillment for the award of degree in Masters of Business Administration (MBA), in Human Resource Management to the Daffodil International University.

The work hasn't published in any paper, journals or magazines. The report has been accepted as an authentic one



Handwritten signature and date: 14.01.19

.....
Khadiza Rahman Tanchi

Senior Lecturer

Department of Business Administration

Daffodil International University

Executive Summary

This internship report based on three months period program that I have successfully completed in Unitech Products (BD) Ltd under HR department from 20-09-2017 to 20-12-2017 as a requirement of my MBA program on Daffodil International University. Unitech Products (BD) Ltd established in 1999. It is a home appliance organization which manufactures and exports Air conditioners, Refrigerators, Televisions.

The goal of this report is to identify the concepts and theories that discussed in my educational program that can be practiced in the aspect of recruitment and selection process in a home appliance manufacturing business in Bangladesh.

As usual I have collected primary and secondary data to prepare this report. By my daily observation and interviewing the employees in the work I collect primary data and the secondary data received form employees working report, relevant books and websites.

Unitech Products (BD) Ltd is the finest category manufacturing company in Bangladesh. Their HR practices help them to achieve their objectives. Management update their employee by developing programs and introducing new training. This report focus on how the recruitment and selection practices have done. Finally this report allows to focus on concepts and theories used in the Unitech Products (BD) Ltd which relate with academic purpose.

Unitech's HR division is truthful and unbiased which creates a unique organizational environment. Though they ensures a friendly and caring working culture but they do not keep the CV properly. Even the regret letters are not sent to the applicants who are not certain after joining of the determinately selected candidates. As they have lessen of the human resource in HRD they have to recruit few better organized HR employee so that they can overcome their limitations.

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CHAPTER 01
INTRODUCTION

1.0 Introduction: MBA program is the integrated, theoretical and practical method of teaching major disciplines in the preceding years of their courses. As a student of Human Resource Management, as a potential human resource manager, it is very much necessary for me to know about recruitment and selection process of an organization. To undergo project program each participant has to prepare an Internee report on the particular topic related with the organization. Based on my practical experience as well as theoretical knowledge, I have accomplished the project report regarding the recruitment and selection process of UPBL. Proper recruitment and selection is very much essential for every business because every business depends on good quality employee.

1.2 Statement of the problem:

Now a day's business is very competitive so every organizations area looking for talent and extravert employee who belong to higher degree of adaptability quality. Business quality students are the main part of the organization. So to operate the business successfully we have to focus on the organization's recruitment and selection. It is the process where an organization can choose the right people for the right job. It is critical process because in this process there are many factors included.

1.3 Rational of the study

It is noted that the internship program has been becoming an integral part of the Master of Business Administration (MBA) course with the passage of time. Internship program has provided greater oppourtunity not only for the fulfillment of the requirement of MBA course but also provide practical knowledge about respective industry and business side.It is totally make linkage between theoritical and practical knowledge. Moreover, for the sake of better understanding and for convenience of the different stakeholders the rationale behind the internship program is stated here under.In addition, impact brief about the respective group and the company in particularly as viz: -

- To understand a company operations in order to theoretical vs. practical knowledge.
- To familiar with related industry and business operational procedures for the fabricated the practical knowledge in order to theoretical business expertise.

- Appraise about the basis of management in general sense of related industry.
- Make aware about the operational philosophy and system of the company.

1.4 Scope of the study:

The key focus of the study is to observe “Recruitment and Selection process of Unitech Products (BD) Ltd. In this report it has been tried to cover overview of Unitech Company’s recruitment and selection procedure. Also there are some possible references have been given to.

1.5 Objectives of the study:

Broad objectives

The key objective of this report is to explore the Recruitment and Selection Practices in the Unitech Products (BD).

Specific Objectives

- To know the overall human resource management practices by Unitech Products (BD).
- To assess the recruitment and selection process of Unitech Products (BD).
- To identify the methods or techniques of recruitment and selection process used by Unitech Products (BD).
- To analyze the problems regarding recruitment and selection process of Unitech Products (BD).
- To offer some useful recommendations that may use by the authority of Unitech Products (BD)

1.6 Methodology of the study

The study needs a systematical process from selection of the topic for the final report preparation. To accomplish the study of the data sources have to be collected and identified. They have to be classified, interpreted, consider and offered in a systematic way. The overall methodology process is given into the following paper in a form of flowchart that is followed in the study.

A. Selection of the topic: This topic of the study has assigned by my supervisor. To prepare a well-organized internship report, it was discussed with me before it was assigned.

B. Identify the data sources: To complete the study both necessary primary and secondary data were needed to identified which was essential.

1.7 Limitations of the study:

- Sometimes the authorities aren't caring to provide necessary information.
- Information were not up to dated.
- To get appropriate information the instrumental facilities were not enough.
- Some limitations like lack of information, necessary books, and missing records are the barrier of making accurate study.
- The worker of the organization were not available all the time as they were busy with their jobs, so it lead me a little time to consult with them.
- Short time span.
- Lack of experience.

CHAPTER 02
COMPANY OVERVIEW

2.1 Company Overview

Unitech Products (BD) Ltd. is a home appliance manufacturing company in Bangladesh. It established in 1999. Unitech is strong minded to be an organization who is making further progress by raising up their value as an enterprise. They are also contributing a modest effort to the maintenance of social welfare.

Unitech is situated in Savar, Dhaka, Bangladesh. It is a 53000 sq. ft. factory with fully automated modern Japanese made machinery. They have automated CNC turret punch, welding, shearing and bending machinery and powder coating line which is fully automated. To ensure the most precious specification of finishing Unitech is fully automated machineries equipped.

Unitech products is supervised by extremely trained and dedicated employees which is operate by skilled engineers. Technical expertise is the Unitech products key factor of success. The sound technical knowledge results bring out quality products with competitive price in efficiency in production process.

2.2 Mission & Vision

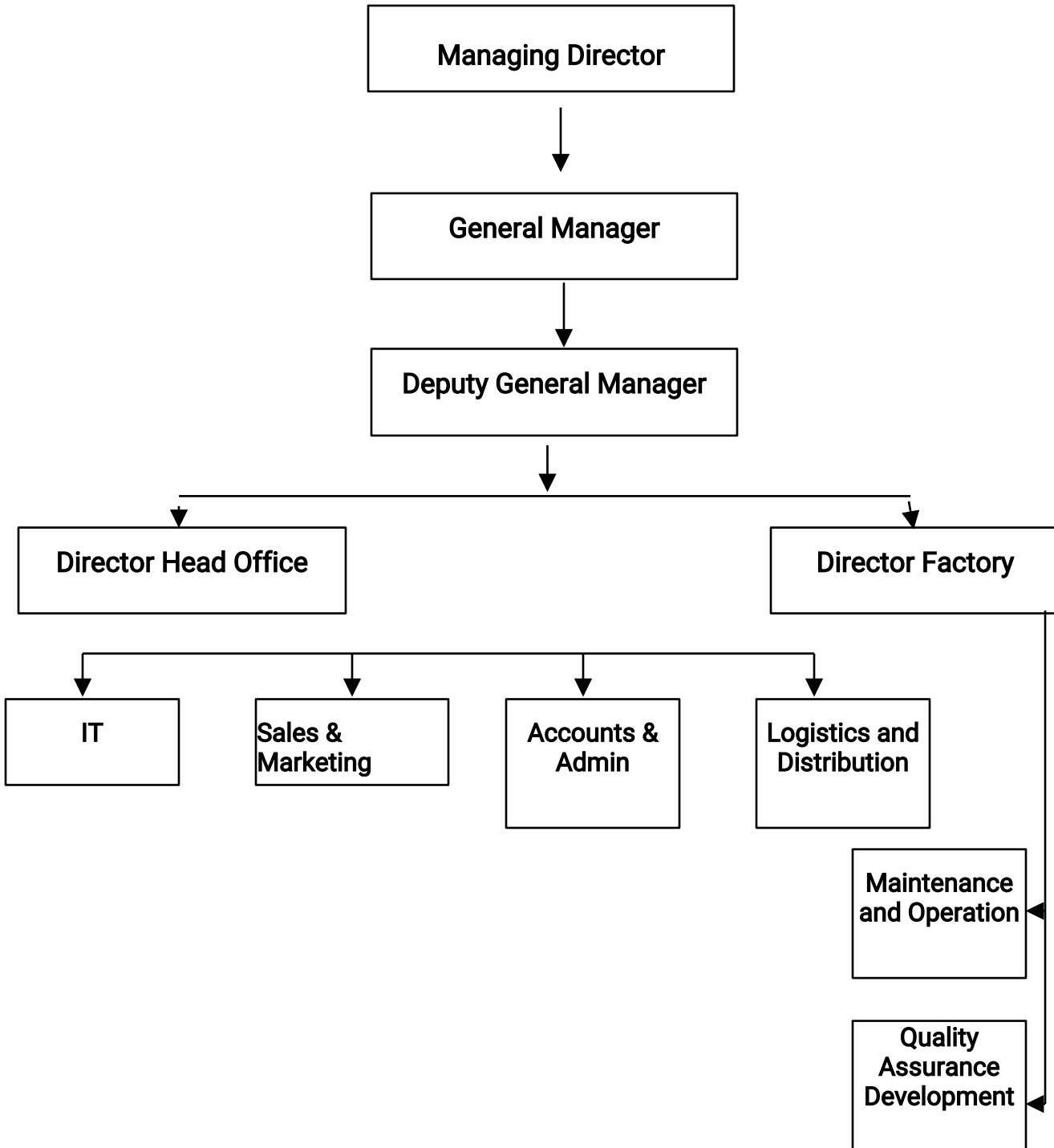
The mission of Unitech is to provide a high quality product for a solid foundation in Bangladesh. A homely atmosphere for the employee of the company for its employment. To produce a quality products Unitech provide their employee liberty to give their best and conveying high quality services to their customers for highest satisfaction. They work here with passion and accountabilities in co-operative union.

2.3 The objectives of the company are given below:

- Unitech secure highest customer satisfaction and provide standard products.
- Unitech provide strongest competitive service
- The entrepreneur skill of Unitech is high.
- They create employee with highest professional skills.
- Extension of facilities to customers has taken steps to supply to customers products in bulk through its bulk carries and also in form of ready mixed concrete direct to construction site corporate nature in management.

2.4 Strategy:

- Stiff price competition from the competitors
- Emergence of new players in the industry
- Emergence of large conglomerates with substantial capital investment capabilities.
- Rising levels of duties on imported components and raw materials.
- Increasing level of price of energy
- Increasing levels of marketing communications requirements in order to reach potential target audiences.



2.5 Figure: Management Structure

CHAPTER 03
LITERATURE REVIEW

3.1 Human Resource Management History

Human resource management's history is the compatible and strategic which approach most valued assets to the management of an organization. The people working there contribute to the achievement of the goals by collectively and individually.

The terms of "human resource management" and "human resources" have largely replaced the term "personnel management" as a description of the process involved in managing people in organizations. HR management is rapidly growing. HR management is both business practice and academic theory that addresses the theoretical and practical methods of managing workforce.

At the early 1990's Human Resource management has found. When there are more working machinery then the labor became less. The movement of scientific management has begun. Fredrick Taylor started the movement by writing a book about it. The titles is "The Principles of Scientific Management". The book stated "The Principle Objective of Management".

Functions of HRM

- Human resource planning
- Recruiting (internal and external)
- Employee socialization
- Safety and health
- Employee relations
- Job design
- Performance evaluation
- Rewards
- Job evaluation
- Compensation
- Discipline

- Counseling
- Orientation
- Employee training
- Management development
- Career development

3.2 HR Department's responsibility in Large Organizations

- HR planning and policy
- Organization planning and development
- Recruitment and selection, placement and termination.
- Job analysis
- Job evaluation
- Performance appraisal
- Compensation, employee benefits, bonus and profit sharing.
- Management development, orientation and training.
- Career planning
- Employee counseling

3.3 Recruitments

Recruitment is the process of attracting, screening and selecting qualified candidates for a job at any organization or business. It is undertaken by the recruiters.

3.4 Job Analysis

The right start for recruitment effort is to act a job analysis, to document the actual or proposed requirement of the job to be performed. Job analysis is composed of job description, job evaluation and job specification.

3.5 Internal Sources

Internal sources are contains with the following steps, these are:

Personal recommendations: When there is a vacancy in an organization the existing employees will possibly know some of their relatives or friends who might effectively fulfill the job vacancy. It could be highly effective for recruitment but it may offend another candidate who was wishing to consider for the job.

Notice board: It is very simple and appropriate way to pass an important message to the current employee. A job circular could be pinned to a notice board which should be placed in a suitable place so that a number of employees will see it and read it. The notice should be well designed for attention so that it will catch the employee eye so that they can read it and they can apply it they want. It will create the equal opportunity for all.

Newsletter: Newsletter could be a source of recruitment as there are many companies produce their own newsletter, magazines and journals for the employee. So when the employee read it and find if there any news about the job vacancy and aware of job opportunity.

Memorandum: This is probably the finest method of circulating update for the job opening is to send memorandum to department managers to check out to the teams. Or to write all staffs perhaps enclosing memoranda in wage packets if appropriate. However it can be a time consuming process to contact with employee individually. Especially if there is any large work force. It also should be kept in mind which way the memoranda is phrased out, so that the job appeals is likely to applicants.

3.6 External sources: External sources are discussed below:

Advertisements:When there is a vacancy in an organization, advertisements could be the best methods to use. Advertisements could be differ by the type of job. Some variety of advertisements is,

- Internet ads
- Newspaper ads
- Televisions and radio ads

Employment agencies:

- **Public agencies:**Most public agencies attract unskilled individuals or who have the minimum teaching.
- **Private employment agencies:** Private agencies are believed to propose positions to candidates of a higher level.
- **Headhunters:** Headhunters are actually specialized in mid-level and top level managerial employments.

Campus recruitment:In campus recruitment the recruiter visits reputed institutions to pick up job candidates having required professional or technical skills.

Professional organizations:Organizations like management associations, engineer's institutions, chamber of commerce and industries, which is external sources of recruitment.

3.7 Recruiting internally and externally

Internal Recruiting: When there is a vacancy arising, existing employees provide the internal sources and someone from the organization is transferred, upgraded or promoted or even demoted.

Advantages:

- The right candidates having requisite skills can be picked up by the management.
- Management has knowledge about the suitability of the candidate.
- The cost of recruiting is minimal.

Disadvantages:

- For incompetent candidates it may prove to be a blessing.
- It discourages entry for talented people.
- It may lead to backbiting among employees.
- Management is enforced to select candidates from a limited pool.

External Recruiting:

External source is when a recruiter hires candidates from outside of the organization.

Advantages :

- Candidates having special skills and good knowledge will get hired.
- The organizations have the freedom to select candidates with requisite qualifications.
- It helps the internal employees to do hard work and compete with new external candidates.

Disadvantages:

- It takes a lot of time to advertise, screen and select suitable employees.
- Hiring costs could go up significantly in tapping different sources of recruitments.

- There is no guarantee that the organization will be able to hire suitable candidates.

Selection: Selection is a process of selecting new candidates who got the relevant skill and knowledge to fulfill the jobs in an organization. The basic reason is to hire the qualified candidates who have the ability to perform the job successfully. After the recruitment process is over selection process is start.

Selection process: Selection includes a series of steps. Each candidates need to successfully cleared before the candidates proceeds to the next. Some organizations give the priority to emphasize interviews and reference checks while other give the priority to testing. Also a single interview might be sufficient for the position of lower level applicants, while for managerial job applicants interview may take by a number of employee.

Selection Process can be success:

1. Someone should have the authority to select. This authority comes from the employment requisition as developed by an analysis of the work-load and work force.
2. There employee may be compared i.e., a comprehensive job description and job specification should be available beforehand.
3. There must be sufficient number of a number of employees may be selected.



3.8Figure: Recruitment Process

CHAPTER 04
ANALYSIS

4.1 Overall HRM Practices of Unitech Products (BD) Ltd.

HRM is a process of planning, organizing, directing and controlling the functions of obtaining, maintaining, developing and encouraging a labor force.

Human resource management process is described below:

1. HR Planning
2. Requisition
3. Selection
4. Orientation training
5. Appraisal
6. Evaluation
7. Benefits
8. Compensation

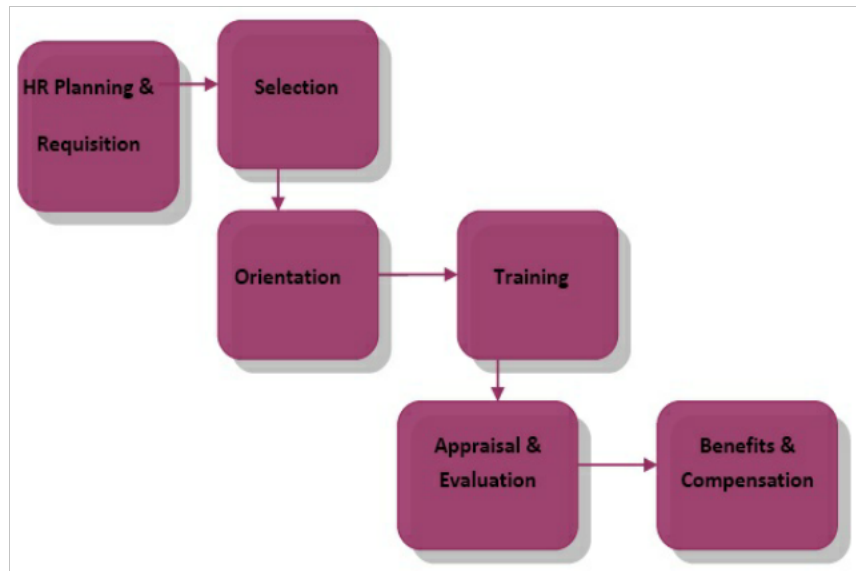


Figure 4.1: HR Management Process

4.2 Human Resource Planning in UNITECH:

Every organization has employment Planning. UNITECH has additionally its employment Planning. They conventionally forecast their personnel needs predicated on their mission, strategic goals & objectives & technological and other changes resulting in incremented productivity.

UNITECH is always probing for top-caliber people who want the flexibility and resources to grow in their vocation. If anyone is the kind of person who has always stood out, UNITECH offers a place where you can perpetuate to excel. In UNITECH there are thousands of diverse people from different culture and background working in a variety of different jobs in different fields. Here there is some requisites in the recruitment and Selection process of UNITECH-

- Merit is the sole criteria for selection.
- Attitude is given as much weight as functional competencies.
- Panel interview comprising of functional head of HR.
- Sources for recruitment are through campus, constants, employee referrals, internal job posting.
- Positions in Officer Cadre, GET and MT involve written tests.
- Antecedent verification is an integral part of our recruitment process.
- Medical fitness is pre-requisite for all positions.
- There is an equal opportunity employer and do not discriminate on the basis of race, sex, religion or community.

4.3 Current recruitment system of UPBL:

A responsibility for recruitment customarily belongs to the HR department. This department works to find and attract the capable applicants. Job description and designation provide the needed information upon which the recruitment process commences. The functions of the recruitment of UNITECH are given below:

- Need Assessment
- Defining the position description
- Checking the recruiting options
- Advertisement
- Screening and short listing applicants
- Written test
- Selection interview
- Employment decision
- Pre-employment medical check up
- Offer letter
- Orientation or Induction
- Placement
- Follow up

4.4 Source of Recruitment utilized by UPBL:

UNITECH make in three ways recruitment depending on the job category of the vacant position. Consequently, the recruitment process of this organization is relegated into three types, which are done predicated on the job grade/ group. These are as follows:

1. Entry level Management
2. Mid-level Management
3. Top level Management

4.4.1 Internal Source:

Internal sources of recruitment of Unitech are given below:

Job posting programs:

The purport of the job posting is to inspire employees to seek promotion and transfers the avail the HR department fills internal opening and meet employee's personal objectives. Not all job apertures are posted. Besides ingression level positions, senior management and top staff positions may be filled by merit or with external recruiting. Job posting is most mundane for lower caliber clerical, technical and supervisory positions.

4.4.2 External Sources:

All the above options being considered, organizations go for external recruiting when needed. Those who meet the best qualifications, skills, experiences and competencies required for the position should fill vacancies.

Advertisement:

Bdjobs.com is one of the main sources of Unitech Products (BD) Ltd (UNITECH) to collect CV of potential candidates. Unitech kept the identity open in their recent job advertisement when the quality of the candidate was a very consequential factor to consider. By revealing the UNITECH identify, the company endeavors to magnetize the best potentials among all the others.

Employee Referrals:

Employee referral encouraged existing employee to recommend their friends who is working in other organizations for a possible vacancy in future.

Employment agency:

UNITECH often recruit via renowned employment agency for non-management level to ensure the best talent for the organization.

Consulting of the CV bank:

Unitech often check their stored CV bank when they have a vacancy. If the job description matches with any candidate's quality then the candidates will get an invitation for interview.

4.5 Selection process:

Selection process is gathering information for the use of deciding and evaluating who should be employed in particular jobs.

Screening and short listing applicants:

The response to the advertisements are screened and sorted. The CVs and the Covering letters are judged.

Written test:

UNITECH believes that to select the desirable candidates it is proved that written test is effective and useful tool before the interview process.

Selection interview:

A preliminary interview is conducted which follows the elimination method. After that, the second interview takes place with a very few number of candidates. Then they determinately selected person is called for the final interview.

Reference Check:

Reference checks the person's character, quality of the work and suitability for the position by obtaining information and opinions. It is an opportunity to authorize the information received from the candidate via their curriculum vitae and the interview.

Employment decision:

When the candidate has no quandary with the verbally expressed terms and conditions of the job and the organization discussed and mentioned in the final interview, the candidates are offered an application blank. The candidate has to fill this blank and submit it to the company along with a resume.

Pre-employment medical check-up:

The selected person has to go through full medical checkup that assures her/his physical fitness to perform the job prosperously after submission of the application and the CV.

4.6 Joining of the Candidate:

The selected candidates are requested to submit their academic and working experience certificates and other related documents after successfully completing all selection process.

Offering the role:

Once the health check-up is done, the candidate is given an offer letter designating the job responsibilities, salary packages, utilities that will be provided by the organization.

Verbal offer:

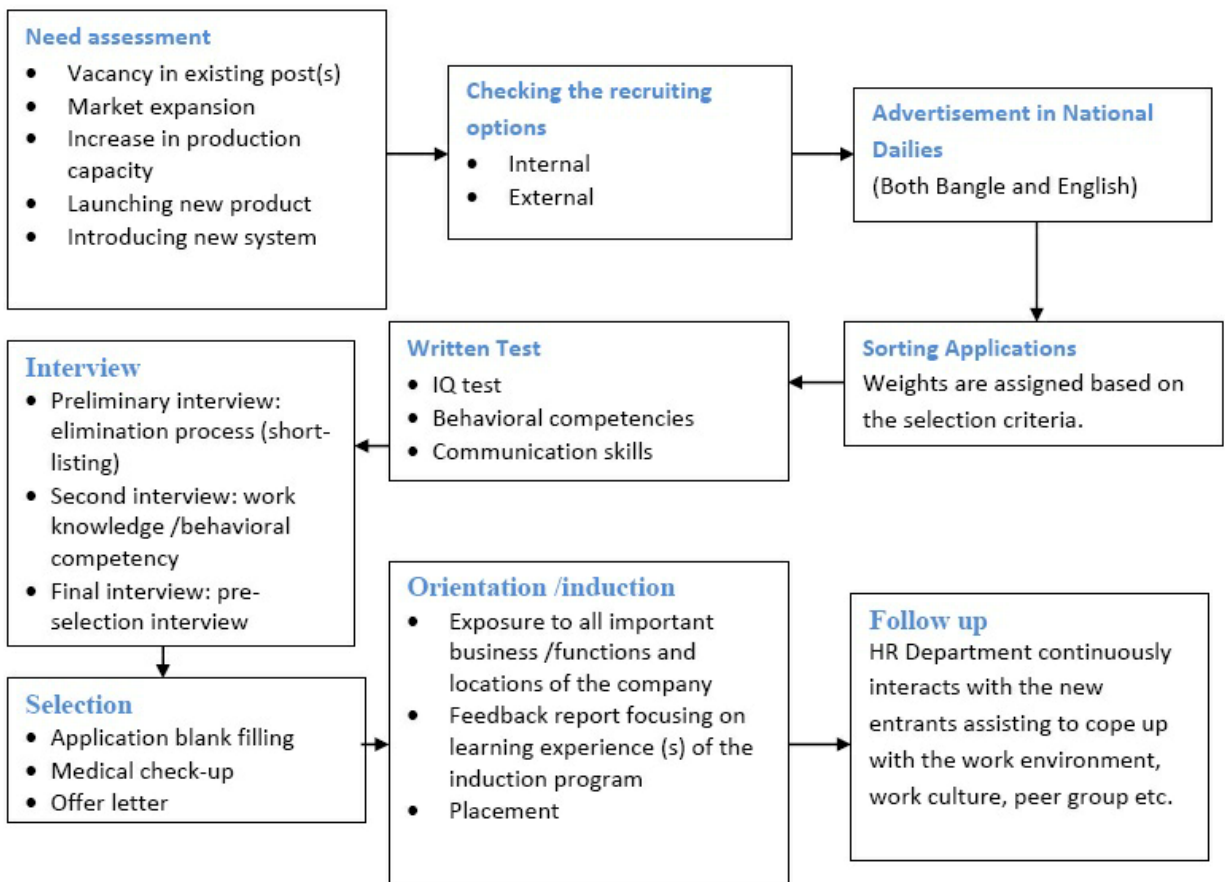
The verbal offer is the role to the candidate has given once the medical and reference checks that have been effectively completed. The discussion should cover the following:

- ✓ Tell the candidate that you would like to offer them in the role.
- ✓ Congratulate them.
- ✓ Tell them the remuneration package that is being offered, including superannuating.
- ✓ Ask them if they are happy with it.
- ✓ Ask them if they accept the position verbally
- ✓ Tell them that we will send them an offer letter and initial package.

Written offer letter:

A written offer letter must be forwarded to the candidate. If the candidate has verbally accepted the position, the proper letter of offer is organized. This letter supposed to be sent to the candidate within two days of making the verbal offer.

4.7 Summary of the Recruitment and Selection Process ofUnitech



CHAPTER 05

**FINDINGS,
RECOMMENDATIONS
AND CONCLUSION**

5.1 Findings

- The recruitment and selection process is pretty rational. Everyone in the HR divisions is truthful and unbiased which promotes the surroundings of responsibility.
- UNITECH has created a unique organizational environment and the overall HR division has ensures a friendly and caring working culture.
- UNITECH's HR planning is operative because it is considered more often according to the change in this fast moving industry.
- No study is conducted to rationalize the efficiency of the recruitment tests.
- Regret letters are not sent to the applicants who are not certain after joining of the determinately selected candidates.
- UNITECH always does not tested references appropriately, which may cause an earnest problem for the organization.
- HR division of UNITECH does not keep CV well.
- In their Recruitment and aptitude management, there are only three employees. Only three employees have done all the recruitment and selection process. This number of employees is not sufficient when work pressure is authentically high.

5.2 Recommendations

In UNITECH I collect the realistic knowledge of human resource management. Though it is my first experience, I collect some errors by discussing the HR personnel. So I would like to recommend about those errors as follows.

- Recruit well-organized human resource in HRD to lessen the work pressure.
- HR should response to the unsuccessful candidates after the interview.
- Online recruitment and selection process is not progressed. It must be improved.
- More focus to support existing employees than recruit new employee.
- HR recruitment and selection process must be considered to attract more competent workers for the organizations development.
- HR Division needs adequate space and resources to preserve CV and other papers.

5.3 Conclusion

Home appliance Industry has developed in Bangladesh at a significant rate. This industry consistently engenders job opportunities for highly skilled people. Companies are either directly or indirectly contributing largely towards raising the standard production. As one of the leading air conditioner manufacturer Unitech Products (BD) Ltd plays a very important role in the industry as well as in the national financial system. To be prosperous, persistent involvement and dedication of the organizations human resource managements is very much needed. To compete in the international as well as in local markets in undesirable situation the HR managers work has become much more complex in today's ever changing business environment. Developing plans in a dynamic situation demands significant analysis of the situation and strictly adhering to the core principal of the organization. Unitech products (BD) Ltd are decentralized organization and core values are esteemed by everyone within the organization, operating in dynamic situation is more facile than it seems. In this report, I have given my best to recognize Recruitment & selection procedures utilized by Unitech products (BD) Ltd. What and how they recruit & select their employees. In this report, simply my acquired knowledge from HR course and endeavor to fulfill with the techniques formula and systems followed by the company. The company in this industry should focus on quality product and quality accommodation to take this industry towards further prosperity. The Bangladesh Govt. should additionally be considerable and cooperative to avail the businesses grow.

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