



Daffodil
International
University

Internship Report

On

Employee Recruitment and Selection Policies and Practices of Kitty Industries Limited

Submitted To:

Professor Dr. Shibli Shahriar

Director, MBA Program

Faculty of Business & Entrepreneurship

Daffodil International University

Submitted By:

Md. Al-Amin Sarker

ID: 222-14-498

MBA 62th Batch

Major: Human Resource Management (HRM)

Submission Date: March 25, 2025

Letter of Transmitter:

To,

Professor Dr. Shibli Shahriar

Director, MBA Program
Faculty of Business & Entrepreneurship
Daffodil International University

Subject: Internship Report on “Employee Recruitment and Selection Policies and Practices of Kitty Industries Limited”

Respected Sir,

Following your advice, I am turning in my internship report on "Kitty Industries Limited's Employee Recruitment and Selection Policies and Practices." I am honored to submit this report on my three-month internship at Kitty Industries Limited, which took place at the Main Factory's Human Resources Department. This report was completed in order to fulfill the requirements of my internship at Kitty Industries Limited, the organization to which I was assigned. I've learned a lot from this experience in the company, and I put a lot of effort into writing this report.

Sincerely



.....

Md. Al-Amin Sarker
222-14-498
MBA Program
Major in Human Resource Management (HRM)

Acknowledgement:

I want to start by giving thanks to Allah. Without his blessing, I would not have been able to finish this report in time. Second, I would like to take this opportunity to sincerely thank Professor Dr. Shibli Shahriar sir for his unwavering support, his timely and kind assistance, and his insightful advice and suggestions that enabled me to prepare the internship report on "Employee Recruitment and Selection Policies and Practices of Kitty Industries Limited." Lastly, I would want to sincerely thank everyone who supported and encouraged me while I was writing the report.

Students Declaration:

Under the direction and supervision of Mohammad Shibli Shahriar, professor in the Department of Business Administration Faculty of Business & Entrepreneurship at Daffodil International University, I Md. Al-Amin Sarker hereby declare that I have completed the internship report titled "Employee recruitment and selection Policies and Practices of Kitty Industries Limited."

All references to other people's or organizations' work, as well as any information gleaned from other sources, have been properly referenced and cited. It should be noted that this work has not been submitted for review elsewhere.



.....

Md. Al-Amin Sarker
ID: 222-14-498
Program: MBA
Major: Human Resource Management
Daffodil International University

Certificate of Supervisor:

Md. Al-Amin Sarker, Id.222-14-498, Major: Human Resource Management, Program: MBA, Department of Masters of Business Administration, Daffodil International University, is hereby certified. Under my direction, I finished an internship report on "Employee Recruitment and Selection Policies and Practices of Kitty Industries Limited," which fulfills a portion of the criteria needed to earn an MBA. I hope his upcoming commencement goes well.



.....
Professor Dr. Shibli Shahriar

Director, MBA Program
Faculty of Business & Entrepreneurship
Daffodil International University

Executive Summary:

A manufacturer of electrical appliances and accessories, Kitty Industries Ltd. offers a range of designs and quality. To keep up with the current electrical design trends, our management, engineers, production, and research and development department are working tirelessly, all while ensuring that the quality of our goods is maintained. We always have the advantage of being able to predict the buyer's needs, which enables us to satisfy them appropriately. In a short period of time, Kitty Industries Limited has been able to secure a substantial portion of the market. The business currently sells its goods to different regions of the nation and aspires to grow into international markets; we are getting quite near to this goal.

This entire report, which I created, is based on Kitty Industries Ltd.'s employee recruitment and selection procedures under the heading "Employee recruitment and selection policies and practices." Finding out how Kitty Industries Ltd.'s hiring and selection procedures work was the aim of this study. Data for this research has been gathered from both primary and secondary sources. The recruitment and selection procedures used by Kitty Industries Ltd. are the exclusive focus of this study. Despite certain constraints, such as inadequate information and insufficient expertise, I have made every effort to make this report as educational as possible.

In this report, the overall Employee recruitment and selection practices at Kitty Industries Ltd. As discussed, Kitty Industries Ltd. constantly monitors, reviews and analyses its employee recruitment and selection. HR managers have to enquire about recruitment and selection practices. Proper documentation is required before Employee recruitment and selection practices. In this organization, Simple Random Sampling techniques were used on 40 personnel and Survey questionnaires were used to collect data for the study.

The basis on these, finding and recommendation has been given. In findings, it is reviewed that digital recruitment and selection practice ensures best fitted employees for the organization. It can be recommended that the Human Resource Department may initiate digital and online based recruitment and selection practices in order to get best fitted and technologically updated employees for Kitty Industries Ltd. Online Recruitment can protect candidate 's data security and privacy. So, the organization got started with Online based employee selection, it can also protect the data security and privacy of the candidates. In case of manual recruitment procedure, sometimes candidate 's data can be replicated and misused.

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Chapter-1

Overview of The Internship

1.1 Origin of the study

The MBA Internship program is a requirement for completing Daffodil International University's professional MBA program. It is carried out through the management studies department of the Faculty of Masters of Business Administration. Students who have finished all of the courses needed for the MBA program are qualified for an internship. I had the honor of working at the Kitty Industries Limited, Main Factory, one of the country's most renowned Electrical appliances manufacturer, during my internship. I gained knowledge of the practical applications of company operations that I had studied in the classroom throughout my three-month internship. My manager has requested me to help him with this. My article is titled "Employee Recruitment and Selection Policies and Practices" at Kitty Industries Limited" I think this course has given me an understanding of business fundamentals that are applicable to many other business domains. I am appreciative to be employed by a company with such a well-structured policy that it is standard procedure rather than merely black and white. I'm hoping the knowledge I've gained here will be useful for my next job.

1.2 Objective of the report

The objective of the study is segmented into two parts are given below:

Primary Objectives

The primary objective of the study is to evaluate the **Employee Recruitment and Selection Policies and Practices** of Kitty Industries Limited.

Secondary Objectives:

The secondary objective of the study:

- ❖ Identify the employee recruitment practices and policies of Kitty Industries Limited.
- ❖ To evaluate the selection practices and policies of Kitty Industries Limited.
- ❖ To identify certain issues with those techniques of Kitty Industries Limited.
- ❖ To offer some recommendations for resolving the issues.

1.3 Methodology

Throughout the internship, I gained practical experience that I used to prepare this report. This research is grounded in both real-world experience and a variety of literary works.

Sources of data:

To obtain the information we required directly from the source, we used office records, book reviews, informal interviews, close observation, internal circulars and publications from Kitty Industries Limited, and office records. There are two types of data sources used in this report. There are two types of sources: Primary and secondary.

Primary Sources of data:

Most of the data are secondary as this is descriptive research. Employees of Kitty and other staff members were personally interviewed to gather the majority of the data used in this case. Some instances of primary data sources are as follows:

- Engage in a face-to-face chat with the officers and staff.
- Exchange the officials' practical expertise.
- Examining the pertinent files that the concerned officers have sent in.
- An in-depth look at a select example.
- Discussion with the Manager.
- The Responsible person, as well as the head of the People Management Division.

Secondary Sources of data:

To theoretically frame the study conclusions, I consulted a variety of textbooks, research papers, journals, and publications by other writers. Determining the purpose of this study was to examine the functions of the Human Resource Management system. I get the data for this from

- Data from Kitty Industries Limited's archives, as well as other publications
- Thesis papers by other authors that are similar to mine
- Statements of Earnings
- Internet
- Annual Report of Kitty Industries Limited
- Human Resource Management Policies at Electric Industries.
- Auditing Reports
- Newspaper
- Regulations in the Workplace
- Service Regulations

1.4 Scope of the study

One of the renowned electric appliances manufacturers in Bangladesh, Kitty Industries Limited, aims to advance a stable and well-balanced industrial, social, and economic sector. Because I was an intern at the Factory, the study's focus was restricted to that location. The general management and HRM procedures of Kitty Industries Limited are discussed in this paper. The study's conclusions shed light on Kitty's approach to human resource management. Among other things, this study examines Kitty's background goals, organizational structure, culture, and values.

My office supervisor, Deputy General Manager (DGM) of Kitty Industries Limited -Banani Corporate head office and Assistant General Manager (AGM) of Kitty Industries Limited, gave me adequate assistance in collecting data and managing study resources.

1.5 Limitations of the study

In order to complete the report and meet its goals, I had to overcome a few obstacles. The study exhibits certain limitations, some of which are as follows:

During my internship period, in many parts of my inquiry, my performance was stuck in the lack of my experience.

Most of the employees are not very willing to give the answers of the question.

Most of the time the officers were busy and could not spend much time.

The information about the company's training strategy is very sensitive, so in some cases secondary data has been used.

CHAPTER-2

Company Overview

2.1 Profile of the Kitty Industries Limited

Electrical appliance and accessory manufacturer Kitty Industries Ltd. offers a range of designs and quality. Our management, engineers, production, and research and development departments are doing everything they can to keep up with the latest electrical design trends while, of course, ensuring that the quality of our goods is maintained. We are always able to predict the buyer's wants by being on their side, which enables us to satisfy them appropriately. Kitty Industries Limited has been successful in gaining a significant portion of the market in a short period of time. Presently, the business sells its goods to different regions of the nation with the goal of expanding to foreign markets, and we are getting very close to that goal.

- **Name of the Organization: Kitty Industries Limited.**
- **Status: Private Organization**
- **Inauguration of Factory: 2015**
- **Chairman: Md. Rashed Mahmud**
- **Managing Director: Md. Hasan Mahmud**
- **Number of Employees: 500 (Approximately)**
- **Corporate Offices: Kitty Industries Limited, Plot# 45/A, (1st Floor), Road# 04, Block# C, Banani, Dhaka-1213.**
Telephone: (08) 02 9820028
Email: info@kittyindustriesbd.com

2.2 Vision Statement of Kitty Industries Limited

"To be a leader in innovative and sustainable electric appliances in Bangladesh, enhancing everyday living with cutting-edge technology and exceptional quality, while committed to environmental stewardship and customer satisfaction."

Breakdown of the Vision Statement

1. Innovative and Sustainable Electric Appliances:
 - Emphasizing a commitment to innovation and sustainability in product development.
2. Enhancing Everyday Living:
 - Focusing on improving the daily lives of customers through reliable and advanced technology.
3. Cutting-edge Technology and Exceptional Quality:
 - Striving to incorporate the latest technology and maintain high standards of quality in all products.
4. Environmental Stewardship:

- Committing to environmentally friendly practices and products, highlighting sustainability as a core value.
5. Customer Satisfaction:
- Prioritizing the needs and satisfaction of customers, ensuring products and services meet or exceed expectations.

2.3 Mission Statement of Kitty Industries Limited

"Our goal at Kitty Industries Limited is to create and manufacture cutting-edge, premium electric appliances that improve our clients' quality of life. We are dedicated to providing outstanding customer service, operational excellence, and sustainability. Our goal is to lead the industry and make a positive impact on a better, more sustainable future by focusing on eco-friendly methods and continual improvement."

Breakdown of the Mission Statement:

1. Design and Produce High-Quality, Innovative Electric Appliances:
 - concentrating on developing innovative and high-quality items to satisfy changing consumer demands.
2. Enhance the Lives of Our Customers:
 - Ensuring that the appliances we produce improve the daily lives of the people who use them.
3. Commitment to Sustainability:
 - Prioritizing eco-friendly practices in both product design and manufacturing processes.
4. Operational Excellence:
 - Striving for efficiency and excellence in all aspects of operations to deliver the best products and services.
5. Outstanding Customer Support:
 - Offering excellent customer service to guarantee client loyalty and happiness.
6. Continuous Improvement:
 - Emphasizing the importance of ongoing development and improvement in all areas of the business.
7. Contribute to a Better, More Sustainable Future:
 - Recognizing the role of the company in contributing to global sustainability efforts and making a positive impact on the environment.

This mission statement articulates the core purpose and values of Kitty Industries Limited, highlighting its dedication to quality, innovation, sustainability, and customer satisfaction.

2.4 Products of Kitty Industries Limited

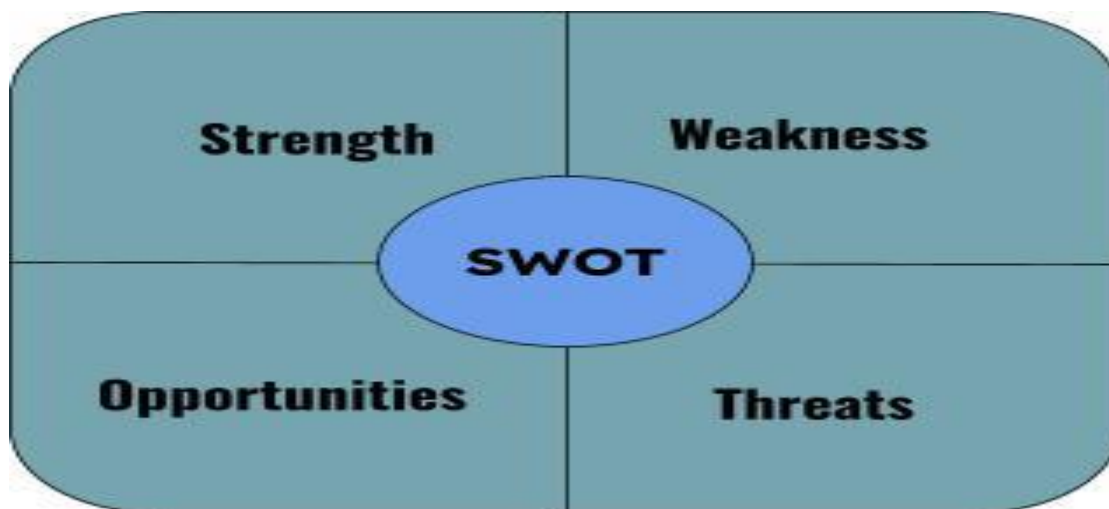
- Switch and Socket
- Travel Adapter & Plug Top
- Lamp Holder
- Kitty Box
- PVC Tape
- Cable Tie
- Cable Clip
- Screw & Nut
- Circuit breaker
- Kitty Lights
- Kitty Fan
- Extension Socket

Product Gallery





2.5 SWOT Analysis of Kitty Industries Limited



Strengths

1. Innovative Product Line
2. Strong Brand Reputation
3. Commitment to Sustainability
4. Exceptional Customer Service

Weaknesses

1. Expensive production costs
2. Limited Infiltration into the Market
3. Reliance on Important Suppliers
4. Narrow Product Range

Opportunities

1. Expansion into Emerging Markets
2. Technological Advancements
3. Increasing Environmental Awareness
4. Strategic Partnerships and Alliances
5. Diversification of Product Line

Threats

1. Intense Competition
2. Economic Fluctuations
3. Supply Chain Disruptions
4. Technological Obsolescence

In order to help with future strategic planning and decision-making, this SWOT analysis offers a quick overview of Kitty Industries Limited's strategic position by highlighting its internal capabilities and external environment.

2.6 Objectives of Kitty Industries Limited

1. Innovation and Product Development

Continue to innovate and provide superior, state-of-the-art electric appliances that satisfy changing consumer demands and tastes. To add new features and technologies, spend money on research and development (R&D). Encourage the product development team to be innovative and creative. Update and enhance current product lines on a regular basis.

2. Quality Assurance

Keep all items up to the highest standards of quality to guarantee dependability, longevity, and client pleasure. Establish frequent inspections and strict quality control procedures. Acquire the necessary credentials and follow industry guidelines. To find areas that need improvement, collect and evaluate consumer feedback.

3. Sustainability

Promote sustainability in the environment by adopting eco-friendly practices in manufacturing and product design. Use sustainable materials and energy-efficient technologies in products. Minimize waste and emissions through efficient manufacturing processes. Develop and promote products that reduce energy consumption and environmental impact.

4. Customer Satisfaction

Reach high client satisfaction levels by offering outstanding goods and services. Provide thorough warranty services and after-sales support. Survey customers frequently to learn about their needs and concerns. Teach customer care representatives how to solve problems and provide exceptional help.

5. Market Expansion and Growth

Expand market presence and increase market share both domestically and internationally. Identify and enter emerging markets with high growth potential. Develop strategic partnerships and alliances to enhance market reach. Invest in marketing and brand-building activities to strengthen market presence.

6. Operational Excellence

Optimize operational efficiency to reduce costs, improve productivity, and enhance profitability. Implement lean manufacturing techniques and continuous improvement

processes. Utilize advanced technologies for automation and process optimization. Train employees in best practices for operational excellence.

7. Employee Development and Well-being

Encourage a productive workplace that supports workers' development, contentment, and wellbeing. Provide staff with professional growth and training opportunities. Put in place regulations that support employee wellness and work-life balance. Acknowledge and honor the accomplishments and contributions of your staff.

8. Financial Performance

Achieve strong financial performance to support growth and innovation. Set and monitor financial targets for revenue, profit margins, and cost control. Diversify revenue streams through new products and markets. Maintain a healthy balance sheet and manage financial risks effectively.

9. Corporate Social Responsibility (CSR)

Actively contribute to the community and society by engaging in responsible corporate practices. Support local communities through charitable initiatives and volunteer programs. Ensure ethical practices in sourcing, manufacturing, and business operations. Promote diversity and inclusion within the workforce.

These objectives help Kitty Industries Limited stay focused on its strategic goals, driving success and sustainability in the competitive electric appliances market.

2.7 Management Hierarchy of Kitty Industries Limited

Kitty Industries Limited cannot function effectively without a distinct and well-defined management hierarchy. This organizational structure ensures that tasks are assigned correctly, that decision-making procedures are expedited, and that strategic objectives are successfully pursued. The management hierarchy is explained in great detail and is illustrated with a diagram below.



CHAPTER-3

Analysis & Evaluation (Theoretical Aspects)

3.1 Human Resource Management

HRM practices are essential to managing personnel to achieve the company's goals and preserve its culture. Effective HR managers may assist in both hiring new professionals with the abilities needed to advance the company's objectives and helping current employees grow and learn in order to achieve those goals. The collection of organizational actions aimed at luring, nurturing, and preserving a productive workforce is known as human resource management. Human resource management refers to the rules and processes necessary to perform the people-related or human resource components of management tasks, including hiring, screening, training, rewarding, and evaluating. Everything you own is the product of many hours of labour put forth by actual people. All products and services must be created with the assistance of humans. The most fundamental and economical resource used in building and manufacturing is human labour. For every firm to reach its full potential, skilled and knowledgeable workers are essential. Because men are the first of the five M's of management (man, money, machine, material, and methods), men are the main focus of human resource management. The saying "Every man is unique" refers to which of the five M's men is considered to be the hardest to deal with. And it's true that men are able to dominate over women because they are either lifeless, abstract, or too weak to think through and make the best decisions for themselves. Given that a firm is only as good as its employees, human resource management (HRM) is crucial to maintaining or improving the viability of the business. Additionally, HR Managers can monitor the state of the labor market to maintain the company's competitiveness. This could mean planning activities to avoid employee burnout, making sure benefits and compensation are fair, and adjusting job positions to meet market demands.

3.2 Human Resource Planning

The HRP process is what enables management to supply the right people in the right amounts at the right times to satisfy the organization's future demands for human resources. Additionally, management cannot start the hiring and selection process unless it has carefully reviewed the HR requirements. Additionally, HRP is necessary to successfully accomplish the organization's goals and plans. Actually, Human resource planning, which was once closely linked to the organization's long-term goals and plans, is now known as strategic HR planning. HR planning may appear to be a simple process of monitoring the organization's human resource needs, but in reality, the impact of the current workforce, the need to accomplish business objectives, and the labor market conditions can make it challenging for the HR manager. The following are just a few of the many ways that HR planning helps the business:

- HR managers are currently anticipating the workforce requirements rather than being surprised by the unexpected turn of events.
- Keep the business from falling into the shifting labor market trap, which has an equal impact on all sectors and industries.
- Be proactive because job market growth does not necessarily coincide with the organization's workforce needs, such as professional experience, talent requirements, abilities, etc.
- It may be challenging for businesses in a growth phase to locate the personnel, competencies, and skills required to meet their strategic objectives and be prepared to manage human resources needs.

- By considering corporate goals, HR planning makes it easier to identify, select, and develop the appropriate people or skills within the organization. Finally, to retain the company's competitive and talented staff.

3.3 Recruitment and Selection Process

During the recruitment procedure, I needed to locate individuals who fulfilled the company's requirements for qualifications and other things. Hire those who possess the necessary skills. It was crucial for the business to hire individuals who would contribute to its success.

Steps of Recruitment & Selection Process:

1. Publicize the role: Make it clear that you possess the talents and competencies needed for the position.
2. Resume screening: In accordance with the HR department's requirements, this phase seeks to identify candidates who are neither effective nor qualified for the position.
3. Phone interview: In practice, this stage entails speaking with the applicant via a mobile device.
4. Face-to-face interview: In this phase, the interviewer puts the candidate through a face-to-face conversation in a conference room while asking targeted questions.
5. Assessment: It is a measuring or predictive evaluation tool that makes it easy to ascertain whether a candidate is qualified for a certain position.
6. Secondary face-to-face interview: this is the interviewer's second meeting with the interviewee, where they ask each other questions and try to get a general explanation.
7. Job shadow: Assess the candidates' ability to interact with coworkers and fit in with the company's culture.
8. Verify the reference: It's important to verify whether the references provided by any specific candidates are genuine or accurate.
9. Job offer: Finally, give the position to the qualified applicant after examining each step of the hiring and selection process.

3.4 Recruitment

Recruitment is the process of finding the most qualified and potential candidates for a particular position. Every attempt is made by the human resources department to hire the best candidate for the business. If the possible applicants for a certain position are not identified, it will be challenging to select one.

- ✓ Evaluation of Needs
- ✓ Establishing the job description
- ✓ Examining the choices for recruitment
- ✓ Promotion
- ✓ Application screening and shortlisting
- ✓ Written and computer-based proficiency test
- ✓ Interview for selection (3-tier)
- ✓ The decision to hire (Application Bank)
- ✓ Pre-employment health examination
- ✓ The offer letter
- ✓ The orientation process
- ✓ Positioning

Sources of Hiring: The hiring process comes from two sources which are:

- A. Internal source of recruitment
- B. External source of recruitment

A) Internal recruiting:

The first step in creating a successful hiring process is creating and putting into operation an internal recruiting policy. This policy ought to impose limitations on managers in order to stop them from poaching employees from other managers or needlessly impeding the advancement of a qualified worker. The policy specifies how internal candidates are chosen and whether applying for an internal position will affect their current one. A corporation should outline whether an employee must remain in a position for a specific amount of time before applying for a new one, as well as offer guidance on how to advance to new roles.

- **Promotion & Transfer:** Following an evaluation of an employee's performance, the company may move them to a different location. Additionally, the company promotes certain employees depending on their performance, which includes measuring their growth in their role and the amount of work they put forth for the company. Although a promotion and a transfer are two separate things, both will benefit the employees based on their performance, expertise, and talents.

B) External Source:

Many reputable businesses always hire from inside. This shows that the business has not hired any other agencies to manage the hiring and selecting procedure. The HR department of a company efficiently oversees the process. Everything is done in one location.

- **Advertisement:** The company uses newspapers, websites, online job boards, job.com, job.bd, LinkedIn, senice.com, and other online social media platforms to market their hiring process. Therefore, job hunters can submit their resumes for any post using this technique. jobs agencies are also available to assist job searchers in obtaining jobs.
- **Employee recommendations:** Every firm has a large workforce. Employees occasionally recommend people to gather resumes or CVs.
- **Internship:** Based on an intern's performance, an organization may occasionally invite them to the selection process. In actuality, the company views interns as an internal resource.
- **Consulting the CV Bank:** Verify an applicant's suitability for the post before inviting them for an interview.
- **Posted resumes:** A candidate posted their resume in order to demonstrate their skills and talents for a position that would be a good fit.

3.5 Selection

The process of nominating and choosing the best candidates for the company is called selection.

- **Short-listing:** The ad responses are sorted and vetted. Both the cover letters and resumes are evaluated. In the covering letter, the quality of the letter (whether it is a typical response or individually adapted to the advertisement), the writing style and language, and the attention placed on the areas requested in the advertisements are evaluated. Depending on the department they were hired by, the candidates who made the short list are called for a written and computer skills test.
- **Interviewing:** Getting hired isn't always simple and fast. Interviewing for a job can take a long time. Receiving a job offer after one interview is usually the end of the story. Nowadays, a lot of businesses have a lengthy interview process that begins with screening interviews, which are frequently conducted over the phone, and ends with in-person interviews.
- **Screening interview:** A screening interview is a sort of job interview that is used to ascertain whether a candidate possesses the skills required to perform the position for which the organization is hiring. If the company does not begin with open interviews, in which a number of candidates are vetted at an open ring event, the procedure usually begins with a screening interview.

- **Background Check:** You can be subject to a credit check and/or background check before receiving a job offer. Or, before a corporation offers a job, a background check might be done. A job offer may be revoked or you may not receive one based on the information the firm finds during the background check.
- **Offer:** The candidate is given an application blank if they are in agreement with the terms and conditions of the position and the company that were mentioned and discussed during the final interview. The application blank is a typical format for employee data that contains all the details the company requires about the staff. The applicant must fill this out and send it to the business with their resume.
- **Offering the position:** After completing the necessary paperwork and a health examination, the candidate receives an offer letter outlining the employment duties, compensation, and utilities that the company will supply. The chosen applicant has the option to revoke the job offer even at this point. He or she is always free to talk about any issues that may come up with the compensation structure, other amenities, etc. HR's door is maintained open for any pertinent conversation.
- **Verbal Offer:** Following the successful completion of the reference and medical checks, the candidate receives a verbal offer of employment. The following topics should be discussed:
 - We inform the candidate that HR dept. is like to offer him / her the position.
 - Congratulate him / her.
 - Tell them the remuneration package that is being offered.
 - Ask him / her if they are happy with it.
 - Ask him / her if they verbally accept the position.
 - Tell him / her that we will be sending them a written letter of offer and introductory package.
- **Written offer letter:** A written offer letter sent to the applicant. The proper offer letter is drafted once the candidate has orally accepted the job. After making the verbal offer, the candidate receives this letter two or three days later. The chosen candidate also received the offer letter and an introductory package. On notice boards and/or online, an appointment notice will be posted at least one week before the person begins their new position.
- **Study Framework:** For any type of company, the recruitment and selection process are an essential component. stimulation of contemporary technology and the widespread implementation of all systems and controls. Therefore, the best return on investment cannot be achieved if the recruiting and selection process is not fair, modern, and efficient.

3.6 Function of HRM In Kitty Industries Limited

An essential component of Kitty Industries Limited's performance as a manufacturer of electric appliances is human resource management, or HRM. The HRM function includes a variety of tasks intended to efficiently manage the workforce of the business while making sure that it is in line with the aims and objectives of the organization. Here are the primary functions of HRM in Kitty Industries Limited:

1. Recruitment and Staffing

To satisfy the needs of the business, recruit and hire the best individuals.

- **Job Analysis and Design:** Define job roles, responsibilities, and qualifications.
- **Talent Acquisition:** Source, screen, and select candidates through various channels.
- **Onboarding:** Integrate new employees into the company effectively.

2 Compliance and Legal Management

Ensure compliance with labour laws and regulations.

- **Policy Development:** Develop and implement HR policies that comply with legal standards.
- **Legal Compliance:** Ensure all HR practices adhere to local, state, and federal laws.
- **Documentation and Record-Keeping:** Maintain accurate employee records and documentation.

By effectively managing these HR functions, Kitty Industries Limited can ensure that it has a motivated, skilled, and productive workforce that contributes to the business' expansion and achievement in the competitive electric appliance market.

3.7 Recruitment in Kitty Industries Limited

Recruitment is a critical function for Kitty Industries Limited, ensuring the company attracts and hires the best talent to drive its growth and maintain its competitive edge in the electric appliance market. The recruitment process at Kitty Industries Limited can be structured into several key steps to ensure efficiency and effectiveness. Here's a detailed outline of how recruitment can be conducted:

1. Workforce Planning

Determine employment requirements for the future and present based on workforce analysis and business objectives.

- Conduct workforce analysis to determine gaps and predict future hiring needs.
- Collaborate with department heads to understand specific skill requirements.
- Develop a recruitment plan aligning with the company's strategic objectives.

2. Job Analysis and Job Description

Provide a clear description of the duties and responsibilities of the open positions.

- Analyze jobs to determine essential duties, competencies, and requirements.
- Create detailed job descriptions outlining duties, required qualifications, and competencies.
- Ensure job descriptions are up-to-date and accurately reflect the role.

3. Finding Applicants

Attract a diverse pool of qualified candidates.

- **Online Job Portals:** Post job vacancies on popular job boards (e.g., LinkedIn, Indeed).
- **Company Website:** Advertise openings on the company's careers page.
- **Recruitment Agencies:** Partner with recruitment agencies for specialized roles.
- **Employee Referrals:** Encourage employees to refer qualified candidates.
- **Social media:** To reach a larger audience, make use of social media channels.

4. Application Process

Facilitate an easy and efficient application process for candidates.

- Establish an online application system to expedite the process of submitting applications.
- Ensure the application form collects relevant information while being user-friendly.
- Confirm that applications have been received and update candidates on their progress.

5. Screening and Shortlisting

Identify the most suitable candidates for further evaluation.

- **Resume Screening:** Review resumes to assess candidates' qualifications and experience.

- **Initial Interviews:** Conduct phone or video interviews to evaluate candidates' suitability.
- **Assessment Tests:** Use skill assessments or aptitude tests for roles requiring specific competencies.

6. Interview Process

Thoroughly evaluate candidates' skills, experience, and cultural fit.

- **Structured Interviews:** Standardized questions are used in structured interviews to guarantee uniformity and equity.
- **Panel Interviews:** Involve multiple interviewers to gain diverse perspectives.
- **Behavioral Interviews:** Assess candidates past behavior and experiences relevant to the role.
- **Technical Interviews:** Conduct technical assessments for roles requiring specific expertise.

7. Selection and Proposal

Select the best candidate and extend a job offer.

- **Reference Checks:** Verify candidates' qualifications and work history through reference checks.
- **Final Evaluation:** Review interview feedback and assessment results to make a final decision.
- **Job Offer:** Prepare and extend a formal job offer, including details of compensation, advantages, as well as the date of start.
- **Negotiation:** If required, be ready to discuss terms with the chosen applicant.

8. Onboarding

Ensure a smooth transition for new hires into the company.

- **Orientation Programs:** Hold orientation workshops to familiarize new employees with the policies, procedures, and culture of the organization.
- **Training Plans:** Develop initial training plans to help new employees quickly become productive.
- **Mentorship Programs:** Assign mentors to guide new hires through their initial period.

9. Continuous Improvement

Continuously refine and improve the recruitment process.

- **Feedback Collection:** Get opinions on the hiring process from hiring managers and new hires.
- **Process Analysis:** Regularly review recruitment metrics (e.g., time-to-fill, quality of hire) to identify areas for improvement.
- **Best Practices:** Stay updated with industry best practices and integrate them into the recruitment process.

Key Metrics to Track

- **Time-to-Fill:** The typical amount of time needed to fill a post.
- **Cost-per-Hire:** The total cost involved in hiring a new employee.
- **Quality of Hire:** The performance and retention rate of new hires.
- **Candidate Experience:** Insights from applicants regarding their hiring process.
- **Diversity Metrics:** The range of hires and candidates.

By following this structured recruitment process, Kitty Industries Limited can ensure that it attracts, selects, and retains top talent, thereby supporting its strategic goals and maintaining its competitive edge in the electric appliance industry.

3.8 Employee Selection Committee of Kitty Industries Limited

An Employee Selection Committee (ESC) at Kitty Industries Limited, an electric appliance manufacturer, is crucial for ensuring a fair, effective, and thorough recruitment process. This committee is typically responsible for evaluating candidates and making hiring decisions based on a collective judgement. Here's a detailed outline of the composition and functions of the Employee Selection Committee:

Composition of the Employee Selection Committee

1. HR Representative

- **Role:** Facilitates the recruitment process and ensures compliance with company policies and employment laws.
- **Responsibilities:**
 - Coordinate the recruitment activities.
 - Screen resumes and conduct initial interviews.
 - Provide insights on compensation and benefits.

2. Hiring Manager

- **Role:** Represents the department with the open position and ensures the selected candidate meets the team's specific needs.
- **Responsibilities:**
 - Define job requirements and expectations.
 - Conduct technical and role-specific interviews.
 - Assess the candidate's suitability for the position and team.

3. Department Head

- **Role:** Provides strategic oversight and ensures the candidate aligns with departmental goals and objectives.
- **Responsibilities:**
 - Participate in final interview rounds.
 - Provide input on strategic alignment and potential career growth within the department.

4. Technical Expert/Specialist

- **Role:** Assesses the technical competencies and expertise of candidates.
- **Responsibilities:**
 - Conduct technical assessments and interviews.
 - Assess the applicant's technical proficiency and problem-solving ability.

5. Peer Employee

- **Role:** Represents the perspective of future colleagues and ensures cultural fit.
- **Responsibilities:**
 - Participate in panel interviews to assess interpersonal skills and team compatibility.
 - Provide feedback on the candidate's potential fit within the team's dynamic.

Functions and Responsibilities of the Employee Selection Committee

1. Define the Selection Criteria

- Work together to identify the precise abilities, credentials, and qualities needed for the role.
- Develop a standardized evaluation rubric to ensure consistent assessment across all candidates.

2. Initial Screening

- Review applications and resumes to create a shortlist of applicants who fulfill the requirements.
- Conduct initial phone or video interviews to further narrow down the pool of applicants.

3. Interview Process

- Arrange several rounds of interviews, including evaluations of technical, behavioral, and cultural fit.
- Utilize structured interview questions to ensure fairness and consistency.
- Include practical assessments or case studies where relevant to evaluate real-world problem-solving abilities.

4. Evaluation and Feedback

- Collect and consolidate feedback from all committee members after each interview round.
- Use the predefined evaluation rubric to score and rank candidates objectively.

- Discuss and deliberate on each candidate's strengths, weaknesses, and overall fit for the role.
5. **Final Selection**
 - Reach a consensus on the top candidate(s) based on the comprehensive evaluation.
 - Ensure that the selected candidate aligns with both the technical requirements and the cultural values of the company.
 - Prepare a recommendation for hire to be reviewed and approved by senior management or the executive team, if necessary.
 6. **Background and Reference Investigations**
 - Verify the candidate's work history, credentials, and professional conduct by doing comprehensive reference checks.
 - Verify a candidate's background to make sure there are no red flags that might affect their suitability for the job.
 7. **Offer and Negotiation**
 - Collaborate with the HR representative to prepare a competitive job offer.
 - Engage in negotiations with the candidate to finalize terms of employment, ensuring mutual agreement and satisfaction.
 8. **Documentation and Reporting**
 - Document the entire selection process, including interview notes, evaluation scores, and final decisions.
 - Report the outcomes and rationale for the selection to relevant stakeholders within the organization.
 - Maintain records for future reference and compliance purposes.

Benefits of an Employee Selection Committee

- **Diverse Perspectives:** Ensures a well-rounded evaluation of candidates by incorporating different viewpoints from various committee members.
- **Reduced Bias:** Mitigates individual biases and promotes fairness in the selection process.
- **Better Decision-Making:** Combines expertise from HR, technical, and departmental representatives to make informed hiring decisions.
- **Enhanced Cultural Fit:** guarantees that the applicant is a good fit for the team dynamics and corporate culture in addition to possessing the necessary abilities.

By establishing a structured and collaborative Employee Selection Committee, Kitty Industries Limited can enhance the effectiveness of its recruitment process, leading to the selection of highly qualified and well-suited candidates for its electric appliance manufacturing roles.

3.9 Selection Process of Kitty Industries Limited

The selection process at Kitty Industries Limited, an electric appliance manufacturer, is designed to ensure the hiring of qualified applicants that share the company's technical requirements and cultural values. Here is a detailed step-by-step selection process:

1. Job Analysis and Preparation

Define the role and its requirements to attract suitable candidates.

- To find out what duties, abilities, and credentials are required do a job analysis.
- Create a detailed job description and job specification.
- Determine the selection criteria and metrics for evaluation.

2. Finding Applicants

Attract a diverse pool of qualified candidates.

- Post the job on various job portals, company websites, and social media platforms.
- Use recruitment agencies and headhunters for specialized roles.
- Promote the job internally and encourage employee referrals.

3. Initial Screening

Filter out unqualified applicants to focus on the most promising candidates.

- Examine cover letters and resumes to determine experience and basic criteria.
- Conduct initial phone or video interviews to evaluate communication skills and basic fit.

4. Assessment and Testing

Evaluate the candidates' technical skills and competencies.

- Administer relevant skill assessments, such as technical tests or practical tasks.
- Use standardized tests to measure cognitive abilities, problem-solving skills, and technical knowledge.
- Include psychometric tests to assess personality traits and cultural fit.

5. Structured Interviews

Deeply evaluate the candidates' suitability for the role and the company.

Panel Interviews: Conduct interviews with a panel including HR, hiring manager, technical experts, and potential peers.

Behavioral Interviews: Use behavioral questions to understand past experiences and predict future performance.

Technical Interviews: Conduct in-depth technical interviews to assess specific expertise and problem-solving abilities.

Cultural Fit Interviews: Assess the candidate's compatibility with the culture and values of the business.

5. Evaluation and Shortlisting

Select the most suitable candidates based on comprehensive evaluations.

- Consolidate feedback from all interviewers and assess using a predefined scoring system.
- Compare candidates against the selection criteria and metrics established earlier.
- Shortlist top candidates for further consideration and final rounds.

7. Reference and Background Checks

Verify the candidates' qualifications and background.

- Conduct reference checks by contacting previous employers and colleagues.
- Perform background checks to ensure there are no legal or ethical issues.
- Validate educational qualifications and professional certifications.

8. Final Interviews and Decision Making

Make a final decision on the best candidate for the role.

- Schedule final interviews with senior management or executive team if needed.
- Discuss and deliberate on the strengths and weaknesses of the top candidates.
- Make the final selection decision based on a consensus or majority vote from the selection committee.

9. Job Offer and Negotiation

Extend a formal job offer and negotiate terms of employment.

- Create a thorough employment offer that covers conditions such as pay and benefits.

- Extend the offer verbally and follow up with a written offer letter.
- Negotiate with the candidate on terms if necessary to reach a mutually beneficial agreement.

10. Onboarding and Integration

Ensure a smooth transition for the new hire into the company.

- Create and carry out a thorough onboarding program that covers job-specific training, corporate policies, and culture.
- Assign a mentor or buddy to help the new employee acclimate to the new environment.
- Set clear goals and expectations for the initial period and provide regular feedback.

11. Continuous Improvement

Enhance the selection process based on feedback and outcomes.

- Collect feedback from new hires, hiring managers, and interviewers about the selection process.
- Examine recruitment parameters including hiring quality, cost per hire, and time to fill.
- Implement improvements and best practices to refine the selection process continually.

By following this structured selection process, Kitty Industries Limited can effectively identify and hire top talent, ensuring the company's continued success and growth in the competitive electric appliance market.

Greetings and Overview

- 9:00 AM: Welcome session with HR and hiring manager
- 9:30 AM: Company overview presentation
- 10:30 AM: Break
- 10:45 AM: HR policies and procedures review
- 12:00 PM: Lunch with team members
- 1:00 PM: IT setup and systems training
- 3:00 PM: Departmental introduction
- 4:00 PM: Q&A session

3.10 Job searching of Kitty Industries Limited

1. Online advertising
2. Personal Reference
3. Official Career Portal
4. Internal Promotion
5. Walk In Interview

3.11 Discipline and rules of Kitty Industries Limited

Maintaining discipline and establishing clear rules are crucial for the smooth operation and success of Kitty Industries Limited, an electric appliance manufacturer. These guidelines ensure a respectful, productive, and safe workplace. Below is an outline of the key discipline and rules:

Discipline Policy

1. **Objective**
 - Ensure a fair and consistent approach to discipline.
 - Maintain high standards of conduct and performance.
 - Promote a positive and productive work environment.
2. **General Principles**
 - **Fairness:** Treat all employees fairly and consistently.
 - **Transparency:** Clearly communicate rules, policies, and consequences.
 - **Confidentiality:** Handle disciplinary matters with confidentiality and respect.
 - **Documentation:** Maintain accurate records of all disciplinary actions.
3. **Disciplinary Procedures**
 - **Informal Resolution:** Attempt to resolve minor issues informally through discussion and counselling.
 - **Formal Disciplinary Action:** Implement a formal process for more serious or repeated infractions, including:
 - **Investigation:** Conduct a thorough investigation of the alleged misconduct.
 - **Notification:** Provide written notice to the employee regarding the issue and the scheduled disciplinary meeting.
 - **Meeting:** Hold a disciplinary meeting where the employee can present their side.
 - **Decision:** Make a decision based on the findings of the investigation and the meeting.
 - **Documentation:** Document the proceedings and the outcome.
4. **Disciplinary Actions**
 - **Verbal Warning:** For minor offences, issue a verbal warning and document it.
 - **Written Warning:** For more serious or repeated offences, issue a written warning.

- **Suspension:** Temporarily suspend the employee with or without pay, depending on the severity of the infraction.

3.12 Rules and Code of Conduct

1. Attendance and Punctuality

- **Expectation:** Employees must report to work on time and maintain regular attendance.
- **Reporting Absences:** Notify supervisors of any absences as soon as possible.
- **Attendance Records:** Maintain accurate attendance records.

2. Workplace Behavior

- **Respect and Professionalism:** Treat all colleagues, customers, and stakeholders with respect and professionalism.
- **Harassment and Discrimination:** Zero tolerance for harassment, discrimination, or any form of bullying.
- **Dress Code:** Adhere to the company's dress code policy, which reflects professionalism and safety standards.

3. Performance and Productivity

- **Quality of Work:** Perform duties to the best of one's ability, ensuring high quality and efficiency.
- **Performance Reviews:** Participate in regular performance evaluations and address any areas for improvement.

4. Health and Safety

- **Safety Standards:** Comply with all health and safety regulations and procedures.
- **Reporting Hazards:** Report any unsafe conditions or practices immediately.

5. Use of Company Property

- **Proper Use:** Use company equipment, tools, and resources responsibly and for work purposes only.
- **Maintenance:** Take care of company property and report any damages or issues.
- **Confidentiality:** Protect confidential information and do not disclose it without proper authorization.

6. Substance Abuse

- **Prohibition:** Strictly prohibit the use of alcohol, drugs, or any controlled substances on company premises.
- **Testing:** Implement substance abuse testing policies where applicable.

7. Communication and Technology Use

- **Professional Communication:** Use company communication channels (email, phone, etc.) professionally.
- **Internet and social media:** Adhere to the company's internet and social media policies, avoiding inappropriate use.

8. Conflict of Interest

- **Disclosure:** Disclose any potential conflicts of interest promptly.
- **Avoidance:** Avoid any activities or relationships that could conflict with the company's interests.

3.13 Implementation and Enforcement

1. Training and Awareness

- **Orientation:** Provide new employees with comprehensive training on company rules and disciplinary procedures during orientation.
- **Ongoing Training:** Offer regular refresher courses and updates on any changes to policies and procedures.

2. Communication

- **Employee Handbook:** Provide an employee handbook outlining all rules, policies, and disciplinary procedures.
- **Regular Updates:** Communicate any changes to policies promptly through meetings, emails, or internal memos.

3. Monitoring and Compliance

- **Supervision:** Ensure supervisors and managers actively monitor compliance with company rules.
- **Audits:** Conduct regular audits to ensure adherence to policies and procedures.

4. Feedback Mechanism

- **Open Door Policy:** Encourage staff members to share their thoughts or concerns about workplace regulations.
- **Grievance Procedure:** Implement a formal grievance procedure to address employee concerns fairly and promptly.

By establishing and enforcing clear discipline and rules, Kitty Industries Limited can foster a respectful, safe, and productive work environment, ensuring that all employees understand the expectations and consequences associated with their conduct.

3.14 The Distinctions Between Selection and Recruitment

Recruitment	Selection
1. Recruitment is a positive process	1. Selection is a negative process.
2. There is no screaming in recruitment	2. We say "bye" during the choosing process
3. Actually, recruiting is the process through which company looks to draw in the most qualified applicants	3. There must have screaming in selection process.
4. The hiring process will not conclude with a final appointment.	5. The process of nominating and selecting the most qualified individuals or candidates for the organization is known as selection.
5. During the hiring process, we say "Hello."	5. The selection procedure will conclude with a final appointment.

Chapter 4 - Findings, Recommendations & Conclusion

4.1 Findings

1. I've discovered that this organization hires people based on perfect match. The hiring process is slowed significantly by this technique. Because it's rare for a business to find the ideal applicant.
2. HR does not have an online recruitment or assessment process, although they do collect resumes online.
3. Their pay scale is less than that of their rivals in the market. As a result, fewer people are dropping their resumes at Kitty Industries Ltd.
4. Finding qualified people is not as important as internal recommendations.
5. The scheduling can sometimes make the workload intolerable.
6. Kitty Industries Ltd. does not conduct hiring on campus. The corporation doesn't even highlight it because the management team believes it might not be beneficial.
7. Due to poor communication, many people leave their jobs after joining. Employees don't communicate with upper or middle management. Employees are frequently not even included in decision-making processes.

4.2 Recommendations

1. The human resources department's communication mechanism needs to be enhanced. For instance, HR should notify all employees by SMS and email if they are not chosen or fired.
2. To highlight in the written policy each of the key HR activities particularly Kitty Industries Ltd.'s hiring and selection procedure.
3. The pay range ought to be slightly higher to reflect the state of the market. Otherwise, the rate of employee turnover would gradually rise as workers leave for other companies that offer higher salaries.
4. This business ought to hire people on campus. where the business can quickly locate some possible personnel.
5. To reduce workload, HR should hire a few extra staff members.
6. To improve the accuracy of the output, HRIS must be upgraded.
7. To ensure that crucial documents are not overlooked, HR needs to be a little more organized as it handles them.

4.3 Conclusion

In Bangladesh, Kitty Industries Ltd. is a prominent business. It is a private limited corporation that serves the public by offering high-quality electric products from several well-known brands.

Kitty Industries Ltd. is a respectable company with a very easy and systematic hiring and selection procedure. It emphasizes hiring because it believes that the employees hired now will run the business tomorrow. Because of this, they are quite concerned about the growth of this company. They believe they can play an important role in achieving the organization's goal. In spite of this, Kitty Industries Ltd. is subject to some limitations concerning policy, HRIS, and other matters. If the present problems and HR operations are regularly fixed, Kitty Industries Ltd. will prosper in the future.

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