



**“An Evaluation of The Recruitment and Selection Process of
Daffodil International University (DIU)”**

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Date Of Submission:

Letter of Transmittal

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To,

Professor Dr. Mohammed Masum Iqbal
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Subject: **Submission of Internship Report on “An Evaluation of The Recruitment and Selection Process of Daffodil International University (DIU)”**

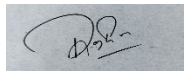
Dear Sir,

With due respect, I would like to state that it is a matter of great pleasure and honor for me to submit my internship report on “**An Evaluation of The Recruitment and Selection Process of Daffodil International University (DIU)**” to fulfill the requirements for the MBA program. It was both a delight and a challenge as well for me to work under your direct supervision and I can never repay my indebtedness to you.

This consignment was of great worth and appeal, as it helped me work on my analytical skills abilities and practical knowledge in the field of Financial Institution of Bangladesh. In preparing this report, I have tried my level best to include all the relevant information to make the report informative and comprehensive.

Therefore, I would like to convey my heartfelt thanks and sincere appreciation in recognizing your valuable contribution for allowing me to successfully prepare the report by providing thoughtful selection, guidance and inspiration, despite your busy schedules. I shall be glad to answer any queries that you may have in this regard.

Sincerely Yours,



.....
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Approval Certificate

This is to certify that the internship report entitled “An Evaluation of The Recruitment and Selection Process of Daffodil International University (DIU)” is prepared by Rayhan Hasan, ID: 192-14-3025, as a requirement of the MBA Program under the Department of Business Administration and the Faculty of Business and Entrepreneurship at Daffodil international University.

The report is recommended for submission.



Supervisor,
Professor Dr. Mohammed Masum Iqbal
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Acknowledgment

First & foremost of all, I would like to convey my heartiest gratitude and total devotion to Almighty Allah for blessing me with the ability, strength, patience as well as keeping me active in performing my internship report tasks successfully.

A special debt is due to my respectable teacher, Professor Dr. Mohammed Masum Iqbal, Dean, Department of Business Administration, Daffodil International University who has been my academic supervisor for the course of MBA. He was kind enough to allocate his valuable time to provide me with his humble guidance, motivational thoughts, ample & applicable directions for the successful preparation of this report.

I am also extremely grateful to all the officials of Daffodil International University (DIU), who have sacrificed their valuable time in providing me necessary information and made detailed comments that have contributed to the planning of this report and internship program. In addition, I gladly acknowledge the valuable cooperation and assistance I have received from the staff of the DIU. It will be really unfair if I do not thank them because without their cooperation, we cannot do anything.

I am also grateful to my Family for their continuous support throughout preparing my report.

Executive Summary

This report evaluates the recruitment and selection process at Daffodil International University (DIU), a leading private university in Bangladesh. The study examines DIU's structured approach to hiring, from job analysis and advertisement to interviews and onboarding. The process emphasizes merit-based hiring to ensure alignment with DIU's mission of academic excellence and innovation.

The process is well-organized, transparent, and effective at attracting qualified candidates, particularly for academic and specialized roles. Structured steps like written tests, interviews, and reference checks ensure the selection of skilled professionals.

This report has been prepared through extensive discussion with officials. Both qualitative and quantitative data collection procedure has been utilized in this report. The qualitative data was collected by informal discussion with the officers, employees and customers of Daffodil International University. Which briefly reveals the “Recruitment and Selection Process of DIU, the objective of this report is to learn about the overall evaluation of recruitment and selection procedure of the Daffodil International University. To assess the current selection and recruitment policy of DIU. To examine the Recruitment & Selection process followed by Daffodil International University and to find out the weaknesses of the current Recruitment & Selection policy. The DIU recruiting process ensures that for every position available in this sector, there are a sufficient number of qualified applicants. DIU has some selection processes. After the recruitment process completes DIU selects people from applicant peoples by using those processes. In this report I have found that DIU takes a smooth process in recruitment and selection.

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CHAPTER ONE

Introduction

1.1 Introduction

Daffodil International University (DIU) is a leading private university in Bangladesh, established in 2002. Located in Dhaka, DIU is known for its commitment to quality education, innovation, and research across various disciplines. The university offers a wide range of undergraduate and postgraduate programs, including business, engineering, computer science, health sciences, and humanities, aiming to equip students with both technical skills and ethical values.

To evaluate the recruitment and selection process of Daffodil International University (DIU), it's essential to first understand the objectives and principles guiding these processes in a higher education institution. Recruitment and selection are critical in maintaining DIU's standards, as they ensure that qualified and motivated professionals join the team to support the university's mission of providing quality education and research opportunities. The recruitment and selection process at DIU typically involves several stages, from identifying the need for new hires, posting job announcements, screening applications, conducting interviews, to making the final hiring decisions. The goal is not only to attract skilled candidates but also to select individuals who align with the university's values and long-term goals. Evaluating this process involves examining each stage to ensure its effectiveness, fairness, and alignment with best practices. This includes assessing how DIU sources candidates, the methods used to assess applicant qualifications, the selection criteria, and any potential biases. A thorough evaluation helps DIU improve its recruitment strategy, attract a diverse and talented workforce, and create a positive and competitive educational environment.

1.2 Background of the Study

Daffodil International University, a prominent private institution in Bangladesh, has seen rapid growth since its establishment. The university offers a wide array of undergraduate, postgraduate, and research programs, attracting students nationwide and internationally. To maintain its reputation and quality of education, DIU must have a robust recruitment and selection process for hiring qualified faculty, administrative staff, and support personnel.

DIU's recruitment and selection processes involve various steps, including job analysis, advertising, screening, interviewing, and final selection, all designed to ensure that candidates are suitable for the university's needs. Evaluating this process can help DIU identify strengths and areas for improvement, ensuring it remains competitive in attracting talent and continues to uphold high standards of academic and operational excellence.

By examining the recruitment and selection procedures at DIU, this study seeks to identify how these processes influence the quality of hires, the institution's organizational culture, employee satisfaction, and retention rates. Additionally, the study will provide insights into potential challenges and suggest strategies for refining DIU's recruitment framework, thereby enhancing its ability to meet future educational demands

1.3 Scope of the Study

The scope of the study on the recruitment and selection process at Daffodil International University (DIU) includes evaluating the methods used to attract candidates, the steps involved in selecting them, and the criteria for assessment. It will assess the efficiency and effectiveness of the process, including timelines, stakeholder involvement, and any challenges faced. The study will also explore the impact of the recruitment and selection process on the university's performance and provide recommendations for improvements.

1.4 Objective of the Study

The study was carried out with the following objectives:

1. To analyze the job analysis and position approval process at DIU
2. To examine the recruitment methods employed by DIU.
3. To evaluate the selection criteria used in the interview and assessment process.
4. To make some recommendations to improve the recruitment and selection process of DIU.

1.5 Methodology of the Study

To evaluate the recruitment and selection process at Daffodil International University, you can follow a structured methodology. Here's an outline that you can consider:

1.5.1. Research Design

Type of Study: Descriptive and analytical study to evaluate the processes and effectiveness of recruitment and selection at Daffodil International University.

Approach: Mixed methods approach, combining qualitative and quantitative research.

1.5.2. Data Collection Methods

Primary Data:

Surveys/Questionnaires: Distribute questionnaires to HR personnel, hiring managers, and employees involved in the recruitment process. Questions should focus on various aspects like efficiency, transparency, and satisfaction with the process.

Interviews: Conduct one-on-one interviews with HR managers, recruiters, and selected employees to gain deeper insights into the recruitment strategy, challenges, and decision-making processes.

Focus Group Discussions: Organize group discussions with staff and faculty to gather opinions on the recruitment process and its impact on organizational culture.

Secondary Data:

Document Review: Analyze internal HR documents, such as recruitment policies, job descriptions, advertisements, selection criteria, and any performance reports on the recruitment process.

Annual Reports/Performance Reviews: Look at the university's HR performance and recruitment statistics over the past years to identify trends and effectiveness.

1.5.3. Data Analysis Techniques

Qualitative Analysis: Thematic analysis for interview and focus group data. Identify common themes, challenges, and strengths within the recruitment process.

Quantitative Analysis: Use statistical tools (e.g., SPSS, Excel) to analyze survey responses, including descriptive statistics like frequency distributions and mean scores to assess satisfaction and effectiveness.

1.5.4. Evaluation Criteria

Recruitment Efficiency: Time taken to fill positions, cost per hire, and overall satisfaction with the recruitment timeline.

Selection Effectiveness: Quality of candidates selected, fit with organizational culture, and long-term performance.

Stakeholder Satisfaction: Feedback from candidates, employees, and HR staff regarding the process's transparency, fairness, and communication.

Compliance: Adherence to university policies, legal standards, and ethical considerations during recruitment.

1.6 Limitations of the Study

When evaluating the recruitment and selection process at Daffodil International University (DIU), several limitations may arise in the study:

Limited Access to Data: The study may be restricted by the availability of internal recruitment and selection records, especially if access to sensitive or proprietary information (like internal assessments, candidate feedback, or hiring decisions) is limited.

Sample Size: A limited number of participants from DIU may be involved in the study, whether it's HR staff, hiring managers, or candidates, which could skew the findings and limit generalizability.

Bias in Responses: Respondents (whether employees or candidates) may provide biased answers based on their personal experiences, perceptions, or the desire to present themselves or the university in a positive light.

Time Constraints: The study's timeframe may not allow for an in-depth evaluation of long-term effects of the recruitment and selection process on employee performance or retention.

Changes in Practices: If DIU is in the process of updating or modifying its recruitment and selection policies, the study may only reflect a snapshot of the process rather than an accurate, evolving picture.

External Factors: External factors, such as changes in government policy, economic shifts, or the education sector's growth, could impact the recruitment process and may not be easily accounted for in the study.

Cultural and Contextual Differences: The recruitment and selection process at DIU may be influenced by specific cultural or regional factors, making it difficult to generalize findings to other institutions or regions.

Lack of Comparative Data: Without benchmarking DIU's practices against similar institutions, the study may not fully capture areas where DIU excels or falls short compared to industry standards.

CHAPTER TWO

UNIVERSITY PROFILE

2.1 History

Daffodil International University (DIU) is a private university in Bangladesh, founded in 2002 by the Daffodil Family. It aims to provide quality education and foster innovation in various fields. The university offers undergraduate and postgraduate programs in areas like engineering, business, and social sciences. DIU has been known for its emphasis on practical knowledge, modern teaching methods, and strong industry connections. Over the years, it has gained a reputation for its academic excellence and commitment to producing skilled graduates ready for the global job market.

Table: At a glance Daffodil International University

Name	Daffodil International University
Essence	Shaping the Future of Education
Chairman	Md. Sabur Khan
Nature of Business	Higher Education
Legal Form	Private University under the Private University Act, 2010
Year of Incorporation	2002
Registered Office	Dhanmondi
Website	https://daffodilvarsity.edu.bd/
Affiliation	University Grants Commission (UGC)

2.2 Vision

Daffodil International University (DIU) aspires to become a preeminent hub for excellence in higher education by generating qualified professionals who will support the socioeconomic advancement of the country and the world. DIU aims to offer quality education through modern teaching methods, state-of-the-art infrastructure, and strong industry connections, promoting research and innovation for a brighter future.

2.3 Mission

The mission of Daffodil International University (DIU) is to provide world-class education to students while promoting research, innovation, and professional development. DIU aims to equip students with the knowledge, skills, and values necessary to thrive in a rapidly changing global society. The university focuses on fostering academic excellence, creating opportunities for career growth, and contributing to the social and economic development of the country through high-quality education and community engagement.

2.4 Objectives of Daffodil International University

Daffodil International University (DIU) in Bangladesh aims to provide high-quality education and contribute to the development of society. Some of its key objectives include:

Offering Quality Education: DIU strives to offer world-class education to students, focusing on academic excellence and practical skills development.

Research and Innovation: The university promotes research, innovation, and the creation of new knowledge to address the challenges of society and the economy.

Industry Collaboration: DIU aims to build strong links with industries, fostering partnerships that benefit students through internships, practical training, and job placements.

Global Exposure: The university seeks to provide global exposure by encouraging international collaborations, exchange programs, and by offering a diverse learning environment.

Community Development: DIU focuses on social responsibility, guiding students to contribute to their communities and tackle societal issues through projects and initiatives.

Promoting Sustainable Practices: The university emphasizes sustainability in various fields, preparing students to address environmental, social, and economic challenges.

These objectives reflect DIU's commitment to producing skilled, socially responsible, and globally competitive graduates.

2.5 Strategies

Daffodil International University (DIU) in Bangladesh focuses on several key strategies to enhance its educational offerings and institutional growth. Here are some of the prominent strategies:

Academic Excellence and Innovation: DIU strives to provide high-quality education by adopting modern teaching methodologies, integrating technology, and offering industry-aligned programs. The university places a strong emphasis on research and development to foster innovation.

International Collaboration: DIU actively seeks partnerships with universities and institutions around the world. This helps enhance global exposure for students, staff, and faculty, as well as promoting cross-border research and exchange programs.

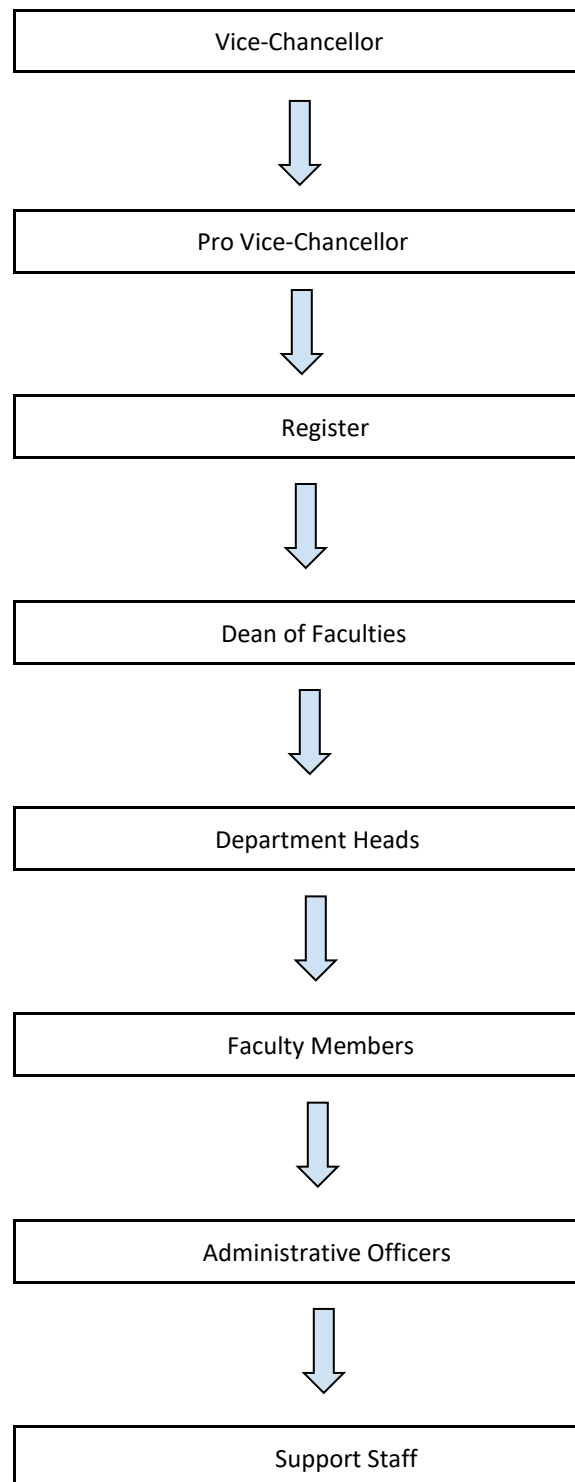
Industry Linkages: The university maintains strong ties with various industries, ensuring that its curriculum is relevant to the demands of the job market. This strategy also facilitates internships, job placements, and cooperative research opportunities for students.

Sustainability and Social Responsibility: DIU focuses on sustainable practices, encouraging eco-friendly initiatives and the promotion of social responsibility among students. This includes efforts to reduce the environmental footprint and engage in community-oriented projects.

Digital Transformation: The university is integrating digital technologies across all operations, from virtual classrooms and online degree programs to e-governance and digital resources, ensuring a seamless learning experience.

Entrepreneurship Development: DIU encourages entrepreneurship by providing students with resources and guidance to start their own businesses. This includes dedicated centers, workshops, and mentorship programs.

2.6 The Daffodil International University's management hierarchy



CHAPTER THREE

Analysis of Recruitment and Selection Process of DIU

3.1 History of Human Resource Management

Human Resource Management (HRM) is a vital component of any organization, ensuring the effective and efficient management of people to achieve strategic goals. At Daffodil International University (DIU), HRM is central to fostering an environment where academic excellence, research innovation, and operational efficiency thrive. The university's mission to provide quality education and prepare its students for a competitive global landscape heavily relies on the contribution and well-being of its human resources, including faculty, administrative staff, and researchers.

DIU operates in a rapidly evolving educational sector where technological advancements, globalization, and increasing demands for quality education present unique challenges. Managing human resources in this context requires a strategic approach that goes beyond traditional HR functions. It involves recruiting skilled professionals, providing opportunities for growth and development, and creating a work environment that promotes collaboration, innovation, and inclusivity. These efforts are crucial for maintaining DIU's reputation as a leading institution in Bangladesh and ensuring its sustainability in the long run.

The university's HRM system must address challenges such as attracting and retaining top talent, adapting to modern educational technologies, and fostering diversity and inclusion within the institution. In a highly competitive market, DIU must ensure that its faculty and staff are motivated, supported, and equipped with the tools and knowledge they need to excel. At the same time, HRM must focus on aligning individual goals with the institution's broader mission to create a sense of shared purpose and commitment.

By investing in employee training and development, DIU can ensure that its workforce remains adaptable and innovative, capable of meeting the changing demands of the education sector. A focus on employee well-being, work-life balance, and recognition of contributions further enhances satisfaction and retention, which are critical for long-term success. Moreover, HRM at DIU serves as a bridge between the administration and its employees, fostering open communication, resolving conflicts, and building a culture of trust and collaboration.

In essence, HRM at DIU is not just an administrative function but a strategic enabler of institutional growth and excellence. It ensures that people remain the heart of the university's operations,

driving innovation, quality education, and a dynamic organizational culture. As DIU continues to evolve in a competitive academic landscape, its HRM practices must remain innovative and adaptive, prioritizing the growth and development of its most valuable asset—its people.

3.2 Responsibility of HR Department in Daffodil International University

The Human Resources (HR) Department at Daffodil International University (DIU) is responsible for various key functions to ensure the smooth operation and growth of the institution. These responsibilities typically include:

Recruitment and Staffing: Managing the recruitment process for faculty, staff, and administrative positions, ensuring that the university hires qualified candidates.

Employee Onboarding and Orientation: Organizing orientation programs for new employees to familiarize them with university policies, culture, and their roles.

Training and Development: Providing opportunities for employees' professional growth through training programs, workshops, and skill development courses.

Performance Management: Implementing performance appraisal systems to assess and enhance employee productivity, providing feedback, and setting goals.

Compensation and Benefits: Overseeing payroll management, benefits administration, and ensuring that the university offers competitive salaries and benefits packages.

Employee Relations: Handling employee grievances, fostering a positive work environment, and ensuring compliance with labor laws and university policies.

Policy Development and Compliance: Developing HR policies, ensuring adherence to university regulations, and maintaining legal and ethical standards.

Workforce Planning: Assessing staffing needs and ensuring that the university has the appropriate number of employees for its academic and administrative functions.

Health and Safety: Ensuring a safe working environment for all staff and faculty members, including addressing any concerns related to workplace health and safety.

Conflict Resolution: Mediating conflicts between employees, faculty, or staff, and working to resolve issues in a way that supports a positive and productive workplace.

Succession Planning: Identifying and preparing future leaders within the organization to fill key roles when necessary.

The HR department at DIU plays a vital role in supporting the university's mission by managing its human capital effectively and ensuring a productive, motivated, and legally compliant workforce.

3.3 Recruitment

Recruitment is the process through which organizations find and hire individuals to fill job openings. It begins with identifying the need for a new hire, followed by attracting candidates, typically through job postings, advertisements, or recruitment agencies. Once candidates apply, the organization screens resumes and conducts interviews to assess their skills, qualifications, and suitability for the role. After selecting a candidate, the organization extends a job offer, and if accepted, the candidate is hired. Finally, the new employee undergoes onboarding, where they are introduced to the company culture, processes, and their specific role. The goal of recruitment is to ensure that the right person is hired for the right job, contributing to the company's success.

3.3.1 Functions of Recruitment

- Identifying staffing needs.
- Attracting qualified candidates.
- Screening and shortlisting.
- Selecting the right candidates.
- Hiring and onboarding.
- Building a talent pipeline.
- Ensuring compliance.
- Cost and time efficiency.

3.3.2 Factor Affecting Recruitment:

Internal Factors:

- Company size
- Recruitment policy
- Job requirements
- Company reputation
- Growth opportunities
- Internal promotions and transfers

- **External Factors:**

- Labor market conditions
- Economic conditions
- Supply of skilled professionals
- Competitor strategies
- Technological advancements
- Legal and regulatory environment
- Social and cultural factors

3.4 Recruitment Process of DIU

3.4.1. Pre-Recruitment Phase

This phase involves planning and preparation to ensure recruitment is systematic and aligned with organizational needs.

Job Analysis:

Purpose: To identify the skills, qualifications, and experience required for a position.

Process: Involves understanding the job's responsibilities, duties, and outcomes.

Application at DIU: The HR department may collaborate with department heads to analyze teaching, administrative, or research positions and their specific requirements.

3.4.2. Preparing Job Responsibilities:

Purpose: To outline the specific tasks and expectations for a role.

Process: Writing a detailed job description that includes roles, expected outcomes, and required qualifications.

Application at DIU: This ensures candidates understand their role, whether it's academic (lecturing, mentoring) or non-academic (administrative support, IT services).

3.4.3 Position and Manpower Approval:

Purpose: To secure organizational approval for filling a vacancy.

Process: Submitting a proposal to senior management or HR leadership for review and budget approval.

Application at DIU: Approval might involve verifying that the position aligns with DIU's strategic goals, including student-teacher ratio or operational efficiency.

3.5 Employee Onboarding

3.5.1 Job Requirement

This initial phase involves identifying the need for recruitment. The steps include:

Identifying the Vacancy: The department that requires new personnel submits a request to the HR department, indicating why the position is necessary. This could be due to an expansion, resignation, or the creation of a new role.

Job Analysis: The responsibilities, tasks, and requirements of the role are analyzed. This includes technical skills, academic qualifications, experience levels, and behavioral competencies.

Preparing a Job Description: The HR department drafts a clear job description and specification, which outlines:

- Job title
- Duties and responsibilities
- Educational qualifications

- Required skills and attributes
- Reporting structure and salary range
- This clarity ensures that the university attracts candidates aligned with the role.

3.5.2 Job Advertisement

The job is advertised across various platforms to attract suitable candidates. The steps include:

- Publishing on the university's official website and internal portals for wider visibility.
- Posting on job boards like Bdjobs.com, which are popular in Bangladesh, and sharing the vacancy on professional networks like LinkedIn.
- Promoting the vacancy on social media platforms (e.g., Facebook, Instagram) to reach younger and tech-savvy professionals.
- Utilizing traditional channels like newspapers for maximum outreach, especially for senior roles.

The advertisement includes:

- Position title, duties, and expectations.
- Required qualifications, skills, and experience.
- Application deadline and submission process.
- This ensures that the announcement reaches a diverse audience.

3.5.3 CV Screening & Sorting

Once applications are received, the HR department begins the screening process:

Sorting Applications: HR filters applications to separate those meeting the basic criteria from those that do not. This involves reviewing:

- Educational background
- Relevant work experience
- Skills outlined in the CV

Preliminary Evaluation: Applications are ranked based on the quality of credentials. This step ensures that only the most qualified candidates proceed to the next phase.

3.5.4 Invitation Mail, Phone Call & SMS to the Candidates

Shortlisted candidates are contacted for the next steps in the recruitment process. The communication methods include Email, Phone Call & SMS Notifications.

This ensures that all candidates are informed promptly and accurately.

3.5.5 Inviting Board Members

The HR department organizes the recruitment committee by inviting board members or a selection panel. Their roles include:

- Designing evaluation criteria for the selection stages.
- Overseeing and ensuring a fair and unbiased process.
- Participating in interviews and decision-making.

The board may consist of senior faculty members, department heads, and HR representatives.

3.5.6 Written Exam/Aptitude Test/Computer Literacy Test

This phase evaluates the candidates' knowledge, skills, and abilities through different types of assessments like Written exams, Aptitude tests, Computer literacy tests etc. This step ensures that only candidates with the required competencies advance further.

3.5.7 Answer Scripts Checking

Once the tests are conducted, the answer sheets are evaluated:

Evaluation Criteria: A grading system is applied based on predefined benchmarks.

Panel Review: Faculty or panel members review the scores to ensure accuracy.

Result Compilation: Scores are compiled, and top-performing candidates are identified.

The results determine who will be shortlisted for the next phase.

They are also some processes like Shortlisting, Viva (Interview), Technical Knowledge, Communication Skills, Behavioral Competencies, Motivation, Invitation Mail, Phone Call & SMS

to the Candidates (Repeated), Assessment Sheet Preparation, Reference Checking, Appointment Approval.

3.6 Post-recruitment

3.6.1 **Goal Defining and Setting**

Once a new employee is recruited, it is crucial to align their objectives with the institution's strategic goals. At DIU, this step involves:

- Clearly identifying the employee's responsibilities and the desired outcomes for their role.
- Setting measurable, time-bound targets that align with their job description.
- Ensuring the employee understands the institution's mission, vision, and values to work effectively towards common objectives.

Regular communication between the supervisor and the employee to clarify expectations and establish performance benchmarks. This process helps the new employee focus on their priorities and contributes meaningfully to DIU's overall growth.

3.6.2 **Issuing Offer Letter, Joining Letter, and Job Description**

This step formalizes the recruitment process by providing key documents:

Offer Letter: Outlines the terms and conditions of employment, including salary, benefits, and probation details.

Joining Letter: A formal letter acknowledging the employee's agreement to join the organization.

Job Description (JD): Provides a detailed overview of the employee's roles, tasks, and key performance indicators (KPIs). At DIU, this ensures clarity and reduces ambiguity regarding the employee's duties, responsibilities, and expectations from day one.

3.6.3 Creating a Personal File

DIU maintains comprehensive records of every employee. This step involves:

- Collecting and organizing all necessary documents, including educational certificates, national ID, previous work experiences, and references.
- Storing information like bank details, emergency contacts, and signed contracts.
- Ensuring compliance with legal and institutional requirements for documentation. The personal file serves as an official repository for all data related to the employee, which can be accessed when required.

3.6.4 Sending GoEdu Courses from the Chairman

DIU is known for integrating technology and innovation in education. In this step:

- The Chairman, as a thought leader, may recommend or assign curated GoEdu courses to new employees.
- These courses aim to develop professional and personal skills, providing a foundation for growth within the university.
- It reinforces a culture of continuous learning, reflecting DIU's emphasis on professional development and its leadership's direct involvement in employee success.

3.6.5 IT and Logistic Support

To ensure a smooth onboarding experience, DIU prioritizes logistical preparedness:

- Providing access to the necessary tools and technologies, including laptops, software access, office supplies, and seating arrangements.
- Offering IT assistance for setting up official emails, virtual platforms, and university-specific systems.
- Ensuring the new hire has the infrastructure to perform their role seamlessly from day one. This step reflects DIU's commitment to operational efficiency and employee readiness.

3.6.6 Providing Employee Credentials

DIU equips employees with all the essentials to integrate them into the institutional framework. This includes:

Employee ID: A unique identifier for internal and external communication.

ID Card: Official identification for access to campus and university facilities.

Corporate Email: Access to official correspondence and communication channels.

Corporate SIM: If applicable, a dedicated SIM card for work-related communication.

SmartEdu Credential: Login credentials for DIU's SmartEdu platform, a hub for internal resources, training modules, and administrative tools. By providing these essentials, DIU ensures the employee can engage fully with the institution's systems and stakeholders.

3.6.7 Biometric Attendance Registration

DIU employs biometric systems to track attendance, ensuring accurate and reliable records. This involves:

- Registering the employee's biometric data, such as fingerprints.
- Integrating this data into the attendance management system.
- Allowing both the employee and HR department to monitor attendance records efficiently. This step fosters accountability and simplifies payroll management through automated attendance tracking.

3.6.8 Defining Job Engagement by Supervisor

The supervisor plays a key role in integrating the employee into their team and workflow:

- Assigning specific tasks and responsibilities that align with the job description.
- Setting short- and long-term goals for the employee.
- Scheduling regular check-ins to discuss progress, address concerns, and provide feedback.

3.7 Recruitment Mistakes

There are certain businesses that should be avoided when implementing their hiring strategy. For instance, a lot of companies have the skills they need, but they are now too busy searching for qualified employees to fill open positions. Others try using mirrors to replace their lost staff. Some employers try to discover the ideal personnel without having the talent to conduct interviews, or they remember to include their employees in the recruiting team.

3.8 Selection

The goal of employee selection is to assign qualified candidates to open positions. It is an approach that blends organizational needs with person abilities and proficiency. In the words of Dale Yoder, "Selection is a Practice by which candidates are divided into class-those who will be offered employment and those who will not." Effective selection is possible. The company will receive employee performance by choosing the most qualified applicant for the required work. Also, the firm has less issues with staff turnover and absence. The institution will save time and money by choosing the best applicant for the required work throughout the proper screening and selection processes. All applicants are tested for the job, however even though there are two phases of employment practice, the selection process should be distinct from the appointment. Since it increases candidates' motivation to apply, the recruitment process is seen as a good practice. Information sourcing is all that it is. Since the candidate is unfit, the election is canceled as a bad practice. Prior to hiring employees, practice. The finest candidates who possess the requisite abilities, skills, and expertise for the position are chosen.

3.9 Selection Process of DIU

The Employee selection Practice takes place in following order-

3.9.1 Preliminary Interview or Screening

Academic, and it's used to weed out applicants who don't fit the organization's minimal requirements. The first interview looks at the candidate's attributes, interest, efficiency, and family status. The first interview was not as well-designed as the official and final one. The candidate has briefly described the organization and duties of the position; the amount of information about the candidate's company is also looked at.

3.9.2 Application Form

The application form must be completed by the candidate who passed the first interview. Candidates have records of their age, education, reasons for leaving prior positions, experience, and other details.

3.9.3 Employment Tests

Written Tests: A variety of tests, including aptitude, skill, IQ, logic, and personality tests, are administered as part of the selection process. Potential candidates are assessed using these tests.

Aptitude or potential ability test: Tests of aptitude or potential ability are frequently used to gauge a candidate's aptitude for picking up new skills or career paths. They can inform us if they believe our selected applicant is qualified for the position, which may be mechanical or secretarial.

Intelligence Test: Permits the determination of the psychological capacity to handle new challenges and steps.

Mechanical Aptitude Test: Assessing an individual's ability to learn a certain kind of mechanical task. It can be useful in determining a person's aptitude for visual insight, detective motion manual abilities, visual motor coordination or integration, and particular visualization.

Psychometric tests: This test measures a capability to do an appointed job.

Personality tests: The basic or non-intellectual nature of this exam has been developed in order to measure its qualities. To put it another way, they look closely for how someone's standard system, emotional response, maturity, and motivation can adapt to the illnesses of everyday life, as well as how their self-image aligns with their value.

3.9.4 Comprehensive Interviews

Most firms use interviews as a key component of their hiring process since they allow them to assess the candidate's selection and demonstrate their skills and personality. This is an opportunity for an employer to assess them and make sure the candidate's organization and location are correct. Based on consideration, the goal of an interview is to extract as much information as possible from the candidate about the nature of the work.

3.9.5 Background Checks and Enquiries

The offer of an appointment is contingent to security checks and references. After a candidate's application references are approved, a security check will take place. Depending on how long the candidate has been overseas, security checks may take a while.

3.9.6 Medical examination

Medical examination is conducted to ensure the physical fitness or capability of potent workers. It will reduce the chances of employee absence.

3.9.7 Final Selection Decision

A candidate is now deemed eligible for appointment if they pass the employment test and interviews and are not disqualified by the emergence of unfavorable information in the background check or physical examination. Who extends the employment offer? For administrative reasons, an employee component ought to be suggested. However, they merely have an administrative role. The department manager in charge of the available post shall make the final decision about the appointment. After a reference check, the candidate was officially appointed with a letter of appointment.

3.10 Job Descriptions of DIU

Academic Positions

- **Lecturer:**

- Prepare and deliver lectures
- Assess students' coursework and exams.
- Conduct research and publish findings.
- Provide academic advising and mentoring to students.

- **Assistant Professor:**

- Develop course materials and deliver lectures.
- Supervise students' research projects.
- Engage in scholarly activities and publications.
- Contribute to departmental administrative tasks.

- **Associate Professor:**

- Lead advanced research projects.
- Publish scholarly work in academic journals.
- Mentor junior faculty and students.
- Serve on academic and administrative committees.

- **Professor:**

- Provide leadership in research and teaching.
- Develop and implement academic policies.
- Supervise doctoral and postgraduate students.
- Represent the university in academic forums.

- **Dean/Head of Department:**

- Oversee departmental operations.

- Develop and implement academic programs.
- Manage faculty and staff in the department.

Administrative Positions

- **Registrar:**

- Manage academic records and registration processes.
- Ensure compliance with academic policies.
- Oversee scheduling of courses and examinations.

- **Admission Officer:**

- Coordinate student recruitment and admissions.
- Process application evaluations and interviews.
- Assist in marketing and outreach initiatives.

- **Finance Officer:**

- Manage budgets, accounts, and financial records.
- Prepare financial reports and audits.
- Ensure compliance with financial regulations.

- **HR Officer:**

- Handle recruitment, training, and performance management.
- Manage employee benefits and grievances.
- Develop and enforce HR policies.

- **IT Officer:**

- Maintain and troubleshoot university systems.
- Ensure cybersecurity and data integrity.
- Provide tech support to staff and students.
- Technical and Support Roles

- **Library Staff:**

- Manage library resources and assist users.
- Organize library events and workshops.

- **Lab Technician:**

- Assist in setting up lab equipment.
- Ensure safety protocols in labs.
- Provide technical support to students and faculty.

- **Maintenance Staff:**

- Handle repairs and maintenance of facilities.
- Ensure cleanliness and safety across the campus.
- Security Personnel
- Monitor and safeguard campus premises.
- Ensure compliance with security protocols.

- **Security Supervisor:**

- Implement and monitor campus security protocols.
- Coordinate with external security agencies if needed.
- Train security staff to handle emergencies effectively.

3.11 Recruitment and Selection Practice of DIU

Daffodil International University (DIU) follows a structured recruitment and selection process that emphasizes merit-based hiring, ensuring the best candidates align with the university's values and goals. The process typically involves multiple stages, including an online application system, written exams, and interviews. Additionally, candidates may be asked to demonstrate their skills in a practical setting, such as a demo class, depending on the role. DIU values qualities such as innovation, leadership, and responsibility, aligning with its overall culture of inclusiveness and ethical practice.

3.12 Recruitment Practice of DIU

Recruitment practices in DIU, particularly in government and educational sectors, often involve both online applications and walk-in interviews. For instance, posts under the National Health Mission and Smart City Limited frequently call for candidates to submit applications by a specified deadline, while specific roles like doctors, engineers, or administrative staff are often filled via walk-in interviews held at government offices.

Local government job listings, including positions such as multi-tasking staff and professors, are typically offered on a short-term contract basis. The application process for such roles usually includes a submission deadline, and for medical roles, interviews are often conducted at designated locations like the Collectorate.

Additionally, salary data for recruitment-related roles, such as recruitment practice leads, indicates competitive pay rates, with professionals in such roles earning substantial salaries depending on their expertise and location.

3.13 Recruitment of officer at Entry Level

The posts of employees and recruitment criteria can vary significantly depending on the organization. Here's a general framework describing common employee roles and recruitment criteria across different levels in a company:

1. Executive/Leadership Roles

Examples: CEO, Directors, General Managers

Responsibilities: Strategic planning and decision-making. Overseeing business operations, financial performance, and corporate governance. Representing the organization in key stakeholder meetings.

Recruitment Criteria: Qualifications: Master's degree (e.g., MBA, relevant technical degrees) or equivalent experience.

Experience: 10+ years in senior management roles.

Skills: Leadership, strategic thinking, decision-making, and industry expertise.

2. Managerial Roles

Examples: Department Managers, Project Managers, HR Managers, Marketing Managers

Responsibilities: Managing teams and ensuring departmental goals are met. Planning, executing, and monitoring projects or department activities. Performance management of team members.

Recruitment Criteria: Qualifications: Bachelor's or Master's degree in a relevant field (e.g., Business, HR, Marketing).

Experience: 5–10 years in a relevant field, with proven leadership experience.

Skills: Team management, problem-solving, and communication skills.

3. Specialist/Technical Roles

Examples: Engineers, Software Developers, Designers, Analysts, Accountants

Responsibilities: Providing expertise and technical skills to support operations and projects. Developing and implementing specialized solutions. Data analysis, process improvement, or financial reporting.

Recruitment Criteria: Qualifications: Bachelor's or Master's degree in the relevant field (e.g., Engineering, IT, Finance).

Experience: 2–5 years of relevant experience (entry-level roles may accept fresh graduates).

Skills: Strong technical knowledge, problem-solving, and analytical skills.

4. Operational/Support Roles

Examples: Administrative Staff, Customer Service Representatives, Technicians

Responsibilities: Supporting day-to-day operations and ensuring smooth workflow. Providing customer service or handling logistical tasks. Maintaining equipment or infrastructure.

Recruitment Criteria: Qualifications: High school diploma, vocational training, or relevant certifications.

Experience: Entry-level roles often require minimal experience, but prior experience is preferred for senior support roles.

Skills: Communication, organizational abilities, and attention to detail.

5. Entry-Level/Internship Roles

Examples: Trainees, Assistants, Interns

Responsibilities: Learning and gaining experience under supervision. Assisting with tasks or minor projects. Supporting teams with basic responsibilities.

Recruitment Criteria: Qualifications: Bachelor's degree (completed or ongoing) or vocational training.

Experience: Not typically required; enthusiasm and eagerness to learn are valued.

Skills: Basic knowledge of the field, adaptability, and willingness to develop skills.

3.14 Mode of Recruitment and Selection process of DIU

The recruitment and selection process in Diu typically involves identifying the staffing needs within the region's administrative or private organizations and attracting qualified candidates to fill these roles. For government roles, the process generally begins with job notifications or advertisements published through official portals or local newspapers. Applications are then invited from eligible candidates, followed by preliminary screenings based on qualifications and other criteria.

For private sector recruitment, companies may rely on direct applications, recruitment agencies, or job fairs. The selection process generally includes stages like written tests, skill assessments, and interviews to evaluate candidates' competencies and suitability for the role. The final selection is often based on merit and performance in these assessments. The process aims to ensure transparency, efficiency, and alignment with the specific job requirements.

3.15 Restrictions about Recruitment in DIU

Here are some possible restrictions related to recruitment in Daffodil International University (DIU), often followed by academic institutions. Please confirm whether these points align with your query or require further customization:

- **Minimum Academic Qualification:**

Candidates must meet specific academic criteria (e.g., bachelor's, master's, or higher degrees relevant to the position).

- **GPA Requirements:**

Minimum GPA thresholds are often enforced for faculty or administrative roles (e.g., no third division or equivalent).

- **Work Experience:**

Certain roles require a specific number of years of experience in teaching, research, or administrative tasks.

- **Publication Requirements:**

For faculty positions, there may be a requirement for published research in recognized journals.

- **Age Limit:**

Some positions may have age restrictions (e.g., administrative roles or junior faculty positions).

- **Background Check:**

Applicants may undergo a verification process regarding their previous employment, academic credentials, and references.

- **Adherence to DIU Policies:**

Candidates must agree to uphold the university's rules, code of conduct, and values.

- **Skill Requirements:**

Specific technical or interpersonal skills may be mandatory for certain roles (e.g., IT skills, teaching methodologies, or language proficiency).

- **Probationary Period:** Selected candidates might undergo a probationary period before permanent appointment.

CHAPTER FOUR

Findings, Recommendations and Conclusion

4.1 Findings of the Study

The recruitment and selection process at Daffodil International University, like any system, may have some disadvantages. These could include:

Time-consuming process: The recruitment process might be time-consuming, with multiple rounds such as written tests, interviews, and background checks. This extended timeline can lead to candidate frustration and may cause the university to lose top talent who accept offers from other institutions.

Lack of Candidate Feedback: Candidates who are not selected may not receive detailed feedback about their performance, which can hinder their professional growth and leave them with an unclear understanding of why they were not chosen.

Limited Use of Technology: While DIU's process is structured, there may be limited use of modern recruitment technologies, such as AI-driven tools or applicant tracking systems. This could make the process slower and more prone to human error, especially with a large number of applicants.

Subjectivity in Decision-Making: Despite clear criteria, the selection process may still involve subjective judgment during interviews or evaluations, which can lead to biases in hiring decisions.

Inconsistent Candidate Experience: The recruitment process may vary slightly for different candidates, leading to an inconsistent experience. Some candidates might face delays or lack communication, which can affect the university's employer brand.

Overemphasis on Formal Credentials: The process may prioritize formal qualifications over practical experience or potential, which might overlook candidates who could be a good fit for the university's culture but lack traditional credentials.

These disadvantages can be mitigated through improvements in communication, the integration of technology, and more consistent feedback and evaluation practices.

4.2 Recommendations

Here are some recommendations to improve the recruitment and selection process at Daffodil International University (DIU), based on common best practices and principles in HR management:

1. Enhance Job Analysis and Description

Recommendation: Ensure that job descriptions are detailed, accurate, and up-to-date. Job roles should be clearly defined with specific skills, qualifications, and expectations.

Benefit: Clear job descriptions help attract the right candidates and reduce misunderstandings during the hiring process.

2. Broaden Recruitment Channels

Recommendation: Utilize a mix of recruitment channels, including online job portals, social media (LinkedIn, Facebook), and career fairs. Consider tapping into alumni networks for referrals.

Benefit: Expanding the reach increases the diversity and quality of candidates applying for positions.

3. Leverage Technology for Screening

Recommendation: Implement Applicant Tracking Systems (ATS) or other HR technology tools to automate the resume screening process and ensure consistency in candidate evaluation.

Benefit: Technology speeds up the recruitment process, reduces human bias, and ensures all candidates are evaluated based on the same criteria.

4. Improve Interview Structure and Training

Recommendation: Standardize interviews by using structured interview guides. Train interviewers on how to conduct fair and unbiased interviews.

Benefit: Structured interviews ensure that candidates are evaluated based on competencies and reduce interviewer bias.

5. Incorporate Behavioral and Situational Assessments

Recommendation: Use behavioral or situational interview techniques to assess candidates' problem-solving abilities, teamwork, and adaptability.

Benefit: This helps evaluate a candidate's suitability for the role beyond their technical skills.

6. Promote Diversity and Inclusion

Recommendation: Actively promote diversity in recruitment practices by ensuring job ads are accessible to diverse communities and by implementing unconscious bias training for recruiters.

Benefit: Diversity brings varied perspectives, enhancing the workplace environment and aligning with global trends toward inclusivity.

7. Improve Candidate Experience

Recommendation: Simplify the application process, provide clear instructions, and communicate promptly with candidates throughout the hiring process.

Benefit: A positive candidate experience enhances the university's reputation and increases the likelihood that candidates will accept job offers.

8. Evaluate and Implement Pre-Employment Testing

Recommendation: Introduce skill assessments or psychometric testing, especially for roles that require specific technical or cognitive skills.

Benefit: This ensures that candidates have the necessary skills and abilities before moving to the next stage in the process.

9. Improve Feedback Mechanism

Recommendation: Provide timely feedback to candidates, especially to those not selected, regarding why they were not chosen. Consider a standardized feedback form for candidates.

Benefit: Constructive feedback helps candidates improve and maintains a positive image of the institution, fostering goodwill.

10. Retention Strategy Integration

Recommendation: Integrate retention-focused strategies in the recruitment process, such as assessing candidates' long-term career goals and aligning them with DIU's opportunities for growth.

Benefit: Ensuring alignment between candidate expectations and organizational opportunities helps in reducing turnover and improving long-term employee engagement.

4.3 Conclusion

The recruitment and selection process at Daffodil International University is generally well-organized and transparent, ensuring that the hiring process is fair and accessible to a wide range of applicants. It effectively attracts qualified candidates, particularly for academic and specialized roles, and aligns well with the university's overall goals. However, there are areas where the process can be enhanced, such as improving communication with candidates throughout the selection stages and providing more detailed feedback to those who are not selected. Despite these areas for improvement, the process remains efficient, ensuring that the university is able to hire individuals who fit both the qualifications and the cultural values of DIU.

The recruitment and selection process at Daffodil International University is a structured system that strives to ensure fairness and attract qualified candidates. However, there are several areas where it could be enhanced to further streamline the process and improve the candidate experience. The process can sometimes be lengthy, which may result in losing strong candidates who secure other offers. Additionally, the lack of detailed feedback for unsuccessful applicants can leave candidates uncertain about areas for improvement. The process also appears to rely on traditional methods, with limited integration of modern recruitment technologies that could increase efficiency and reduce human error. Moreover, there may be an element of subjectivity in decision-making, which could lead to biases. While the recruitment process is designed to align with the university's goals, it could benefit from a more consistent and tech-driven approach that ensures a smoother, more transparent experience for all candidates. By addressing these challenges, DIU could strengthen its recruitment process, making it more effective and appealing to top talent.

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