

An Analysis

on

Recruitment & Selection Process to Export Manpower: A study on The Intralink .



Prepared For

Mr. Mahbub Parvez

Associate Professor

Department of Business Administration

Faculty of Business and Entrepreneurship

Daffodil International University

Prepared By

Md. Nazmul Hossain

ID: 171-14-2278

Program: MBA (Regular)

Major: HRM

Batch: 46th

Department of Business Administration

Daffodil International University

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Letter of Transmittal

Date: 25th March, 2019

Mr. Mahbub Parvez
Associate Professor
Department of Business Administration
Faculty of Business and Entrepreneurship
Daffodil International University

Subject: Submission of Internship Report.

Sir,

It is a great pleasure to submit the report titled “**An Analysis of Recruitment and Selection Process to export Manpower: A study on The Intralink**”. I have prepared the report based on my practical experience and I have tried my best to complete the study in a proper way despite some limitations. This report is based on my observations during the 3 Month long practical experience at the Intralink manpower export process. I hope you will find this report meaningful. I also expect that proper assessment will be given on my report considering the limitations of this study. Within the time limit, I had to prepare this report as comprehensive as possible. But there may be some unwanted mistakes for which, I beg your kind consideration.

Your instruction and advice is always inspiring me to research in future.

Sincerely yours,

.....
Md. Nazmul Hossain
ID: 171-14-2278
Batch: 46th
Program: MBA (Regular)
Department of Business Administration
Daffodil International University

LETTER OF APPROVAL

This is to certify that the internship report titled “**An Analysis on Recruitment and Selection Process to export Manpower: A study on The Intralink**” has been prepared by **Md Nazmul Hossain, ID: 171-14-2278** Department of Business Administration, Faculty of Business & Entrepreneurship, Daffodil International University under my supervision. The data / information presented in this internship report are authentic. Thus, the report has been accepted for presentation.

I wish him all success in life.

.....
Mr. Mahbub Parvez
Associate Professor
Department of Business Administration
Faculty of Business and Entrepreneurship
Daffodil International University
Dhaka-1207, Bangladesh.

Acknowledgement



I would like to thank specially to **Mr Mahbub Parvez** (Associate Professor at Daffodil International University) for his valuable advice and guideline to prepare the report.

The report topic is **“An Analysis on Recruitment and Selection Process to export Manpower: A study on The Intralink”** which helps me to learn the Bangladeshi recruiting agency activities.

In preparing my report, I have taken great assistance and support from employees of **The Intralink”** at **147/A-1, Monipuripara (2nd floor) Airport road, Tejgaon Dhaka-1215.**

It was an excellent part of my educational background where I got opportunity to apply my knowledge to discover some HRM factors through practical experience.

Executive Summary



This report is prepared as the requirement of the Internship of MBA program at Daffodil International University. This report focuses three months working experiences in 147/a-1, Monipuripara (2nd floors) Airport Road, and Tejgaon Dhaka-1215. This report will give a clear idea about the operational strategies, overall activities and the recruitment and selection process to export manpower of The Intralink. The report mainly consists of three part and four chapters. In Chapter-1, Introduction of the report consists of origin of the report, objectives, methodology of the report and also some limitations in doing the report. In chapter-2, the report defines about the background, rationale, objectives & ideology of Profile of The Intralink, mission, vision, products, management structure, organizational structure, and business principles and others. In Chapter-3, provides brief idea about the functions of Evaluation of Recruitment and Selection Process to export manpower of The Intralink, which includes Recruiting Process of The Intralink, Types of Recruiting, Job Applications, Preliminary Phone Interview, Face to face Interview and Selections, Steps in the Hiring Process, Medical Processing, Manpower Export, Visa Application Form, Manpower Export to KSA are described here. Import performance from different point of view is presented in this chapter. In Chapter-4, Findings, Recommendations & conclusions are drawn.

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CHAPTER ONE

Introduction



1.1 Background of the report:

Bangladesh is the most densely populated country in the world. Still there are a lot of opportunities to develop this country. Bangladesh is a developing country. The population of this country is asset as well as burden for us if the government can not make them as skilled. Not only skilled people but also enough employment and business opportunities are needed for the actual development of Bangladesh. Now the total population of Bangladesh is above 16 crores. Bangladesh Government is highly dependent on foreign remittances. A huge portion of unskilled labor of Bangladesh are working in different countries in the World. This report is based on Bangladeshi workers recruitment and selection process for foreign countries.

1.2 Origin of the study:

The Intralink is a recruitment agency where I got opportunities to work in different section. Internship program is based on any project and specific activities of the company by which one can learn from a report. I have spent more than 90 days in The Intralink. Here I have worked in every section and tried to know the full process of the recruitment. The report topics are guided by my University supervisor of MBA (Masters Of Business Administration) department. As per my supervisor instruction I have made the report on recruitment & selection process to export manpower.

1.3 Objectives of the study

The main objective of this report is to find the factors and activities regarding recruitment and selection process to export manpower through The Intralink.

Some specific objectives are mentioned below:

- To identify the Recruitment and Selection procedure of exporting manpower by The Intralink.
- To know the different types of selection process maintained by The Intralink.
- To know the annual financial performance of The Intralink.
- To make some recommendations on the basis of the findings.

1.4 Methodology of the study:

It has been used primary, secondary and external sources for preparing the report.

Primary Sources:

- 1 Workers, customers, candidates & historical data.
- 2 Practical experience, sharing knowledge among the company employee.

Secondary Sources:

❖ Internal Sources:

- The Intralink Company Profile
- The Intralink Annual Report.
- Business principal report
- Research & development section

❖ External Sources:

- Various types books and articles regarding the manpower & recruitment.
- Newspapers & Magazines
- Research report, website source.

1.5 Limitations of the study:

- As an internee I was unable to obtain indispensable experiences of different departments.
- Details of many aspects of the services of M/S the Intralink have been skipped in this report due to various constraints, including time and space, security reason.
- One of the main barriers in writing this report was the confidentiality of data. Though I had access to lot of information regarding the performance of the organization, I was unable and not authorized to use this information due to legal restrictions.

CHAPTER TWO

Organizational part of The Intralink



2.1 Organizational part:

The intralink is now the leading recruitment agency in Bangladesh. This agency has been working to manage the unskilled labor to skilled labor as well as provide job in the abroad. This institution is contributing to earn foreign remittance from workers by managing the job in the different countries in the world.

The Intralink primarily was limited but developed rapidly, we started with aspiration to help jobless people connect to employers and find jobs to a one-stop-shop. Intralink recruitment agency is a model and efficient company in the industry. our continuous commitment to our customers has earned us recognition for being a reliable agent across the country.

The Intralink employees are young and energetic. They have developed themselves remarkably. Even some employees are working abroad for marketing and sourcing activities.

2.2 History:

Established in the year 1980, The Intralink Ltd has offices in two countries and conducts business all over the world with its Headquarter located in Dhaka, Bangladesh. With over four decades of experience in employment consultancy and manpower recruitment, The Intralink is the leading agency when it comes to manpower. The Intralink gained the leading position of human resource export of Bangladesh. We are proud of our position. The company also played a vital role in developing stillness of the personal in their sophisticated fields and our client has been well satisfied with us. The Intralink has gained a wide range of experience in this field for decades. It is recognized as the leading organization in manpower export and it was possible due to the relentless effort of its employee, their devoted hard work and strategic management. I believe that The Intralink will be always try to develop themselves and make them as role model in the recruitment agency in Bangladesh.

2.3 Philosophy:

The philosophy of The Intralink is to select & recruit the right people for the foreign company. The main thing is that The Intralink should be quite different from other recruitment agencies in Bangladesh. The Intralink always try to grow up as a leader in the industry rather than a follower. The main focus will be in the area of service & satisfaction, continuous effort being made the unskilled labor to skilled labor where the people will dependent on themselves as well as the better solution for foreign companies according to their needs and demand.

The primary objective of establishing The Intralink all over the country is to develop as well as the application of man power principles in the business sector. We have a collection of selected workers in various categories with details in our website so that, our client can choose worker as per their demand. With this, we have built a courteous and professional relationship with all of our Clients.

2.4 Mission :

The mission of establishing The Intralink all over the country is to Promote as well as the application of man power in the specific workforce. We have a collection of selected workers in various categories with details in our website so that, our client can choose workers as per their demand. With this, we have built a courteous and professional relationship with all of our Clients.

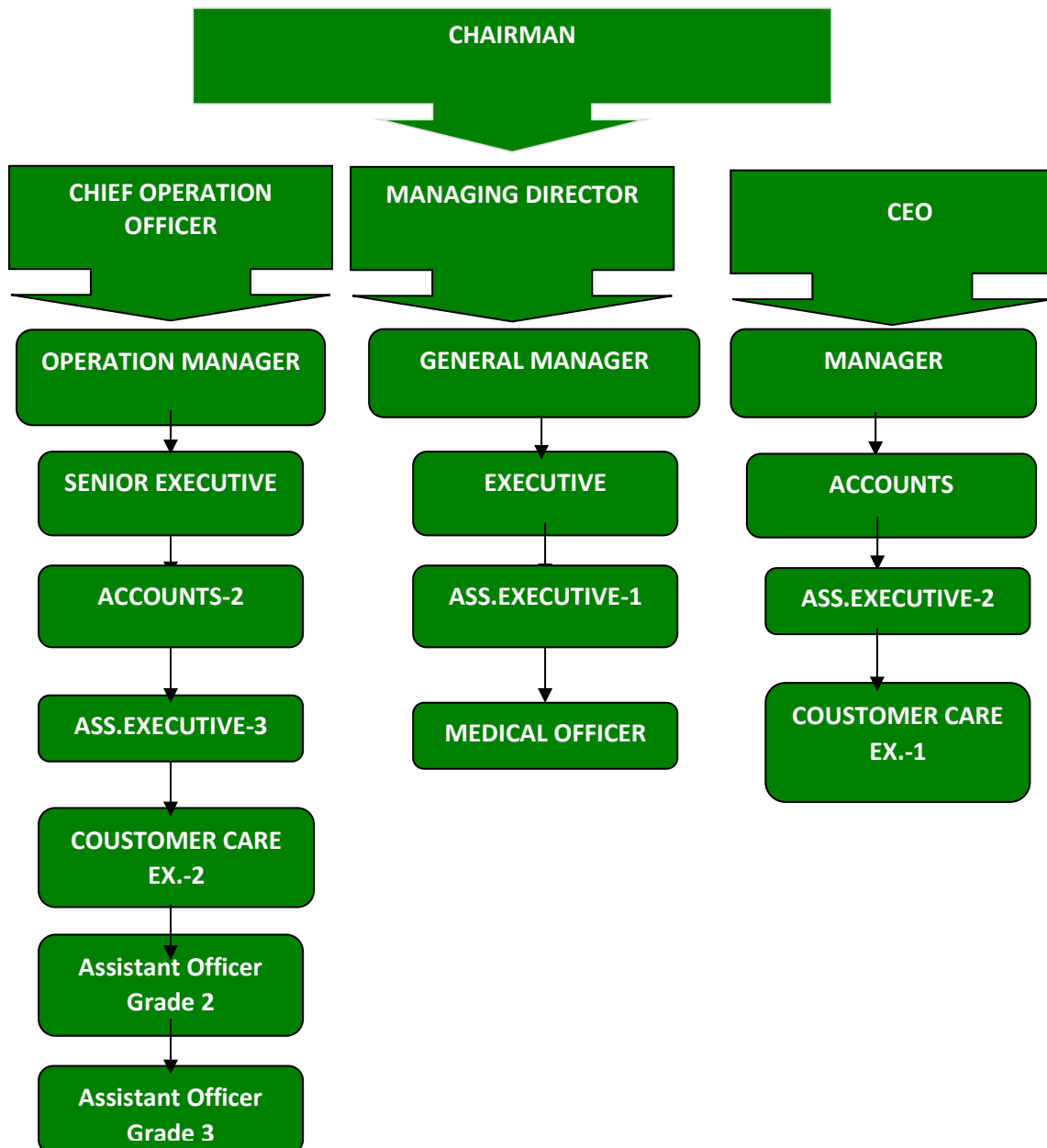
2.5 Vision:

We are promised to uphold the principles of Integrity, better service, hardworking, innovation and Professionalism for our Clients & business concerns. We find to offer manpower recruitment solutions which help both the employer and the employee; and be a corporate recruiter who is dependable, honest and committed. We believe ourselves as ideal corporate manpower recruiting agency. We create a bridge for the rest of the world for a border-less search and placement business model where candidates can be sourced and placed wherever

the perfect employee-employer match be found globally. We offer different types of workers like skilled, semi-skilled, educated, unskilled, white, Black etc for all kind of manpower solution.

2.6 Company Organogram:

The corporate structures of The Intralink are given in following feature-



2.7 Products & Services:

Being a pioneer in providing HR Service, Recruitment, Construction Works, Catering manager Steward, Waiter, Room boy, Cook, Cook Helper ,House Keeper, Barman, Laundryman, Barber, Butcher, Electrician, Cable jointer, Welders, Mason, Brick Layer, Plasterer, Tiles Fitter, Steel Fixer, Rod Binder, Plumber, Pipe Fitter, Carpenter, Civil, Electrical, Mechanical, Automobile, Marine, Textile, Pump Operator, Painters, Aluminum Fabricators, Goldsmith, Tailors, Spinners, Weavers, Receptionist, Housekeeping , Bar tenders, Barman, Salesman, Commas , Chef de Parties, Supervisors, Waiters, Waitresses, Storekeeper, Attendants, Cook, Restaurant Managers, Chef and many moraine Qatar, Kingdom of Saudi Arabia , and Bangladesh. Also recruit genuine workers from South Asia & African Region like Bangladesh, Nepal, India, Sri Lanka, Pakistan, Philippines, Kenya, and Ghana etc.

Delivering its service utilizing:

1. Experienced and professional team who has deep understanding of the market and customer needs.
2. International Best Practices in recruitment, services and construction field.
3. Professional Foreign Recruitment partners handling recruitment.
4. Excellent customer services
5. Not compromising the quality of services.
6. Humanized relationships with valuable workers.

Our Valuable Client:

Kudu Restaurant: Kudu (Arabic: كودو *Kudu*) is a large fast food chain in Saudi Arabia. Kudu was established in 1988 and has over 350 branches in all over Saudi Arabia with more than 6000 employees from different nations. It is also available in Bahrain. The first branch opened in Riyadh on 16 April 1988 on 30th street. Kudu serves burgers and sandwiches, which are popular with Saudis, but its specialty is sandwiche.

National Agriculture Development Co. (NADEC): NADEC is the largest company specialized in the production of processing Dairy based products, beverages & other foods items was established in 1981. Nadece has also agricultural products. They have a huge area

of land where they produce wheat, rice, vegetable etc. More than 6000 workers have been working now where 70% employees & workers are from 30 different countries of the world. This company products have been exported to all middle east zones even Asian Countries.

National Aquaculture Group(NAQUA): NAQUA is the largest fish producing company in the World. The company covers more than 180 sq km. More than 7000 employees and workers are working now. The company export their fish products to all over the World. This company has been providing Housing, Hospitals, Bank, Shopping Mall, Entertainment centers etc for the employees and workers.

Taxi Restaurant: Taxi restaurant Kitchen includes variety of healthy Sandwiches and Burgers. Taxi Restaurant chain located in the city of Riyadh, and delivery service covers so many areas of the city. They have another branch of Indian Spicy. Taxi restaurant is based on first food but Indian spicy is a casual dining where Indian & Chinese foods are available.

Dala Water and Juice: Dala Juice Factory is one of the leading & distinct manufacturers and distributors of long life juice products in the Kingdom of Saudi Arabia. We endeavor to use the best ingredients & processing technologies in our products to ensure a proper blend of both taste & quality.

Al Herfy Restaurant: Herfy is a major fast food restaurant chain in Saudi Arabia and one of the largest in the Middle East, surpassing international chains in terms of presence. It has a total of more than 400 restaurants and 5000 employees throughout Saudi Arabia. It also has many subsidiaries including Herfy Bakery and a soon to be built meat processing plant. It has been an entirely Saudi-owned company since its inception. Recently in Bangladesh they opened 2 Branches in Banani & Gulshan Area.

2.8 Financial Performance of The Intralink



The financial performance of The Intralink is growing always. With the passage of time the company's performance is upward. Here it can be discussed about 03 nations manpower performance and Revenue.

From Bangladesh the highest number of workers go to **KSA (Kingdom Of Saudi Arabia)** for job. It has been evaluated last five years number of candidates sent by The Intralink and how much revenue had been gained by The Intralink is explained. In 2013 This Company had sent 1925 workers where revenue was 57.75 Million, 1947 workers in 2014 and Revenue was 58.41 Million, 2103 workers in 2015 and Revenue was 67.30 Million, 2575 workers in 2016 & Revenue was 72.10 Million, 2896 workers in 2017 and Revenue was 81.08 Million.

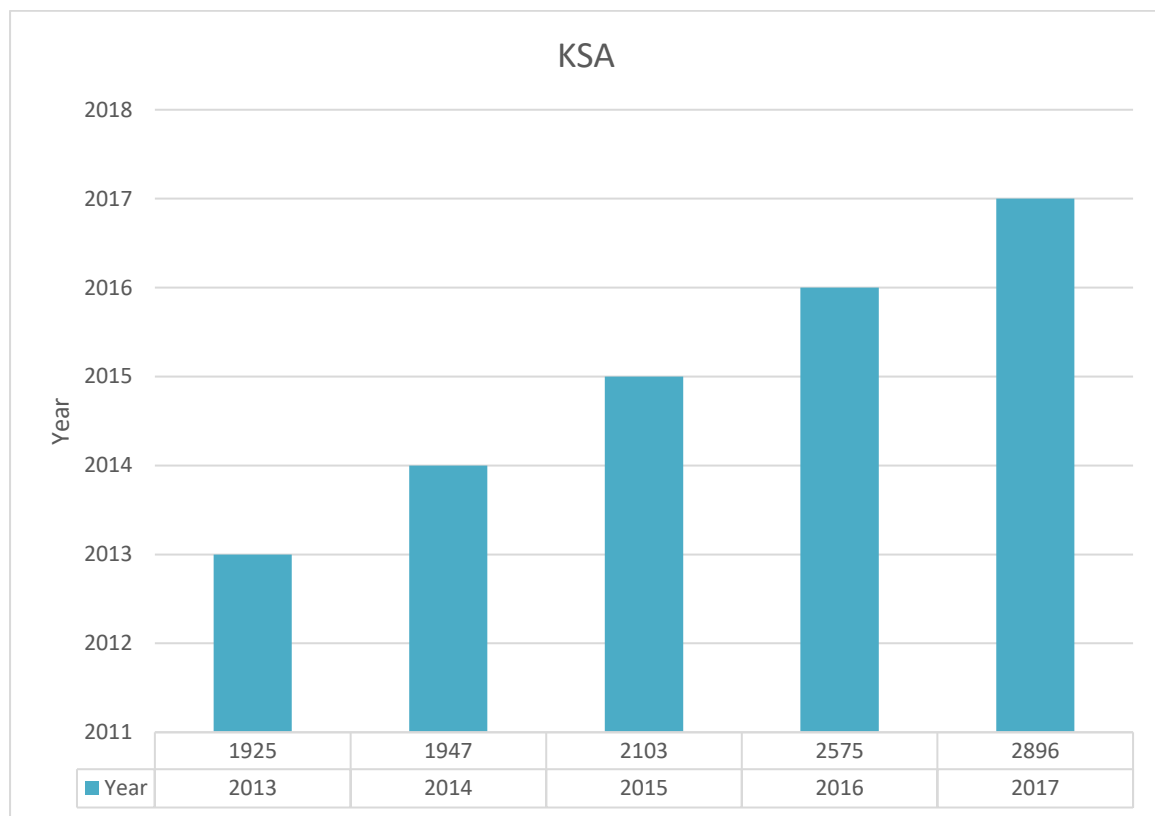


Figure: Last 5 years ksa performance

UAE (United Arab Emirates) is also popular place for workers. It has been evaluated last five years number of candidates sent by The Intralink and how much revenue had been gained by The Intralink is explained. In 2005 This Company had sent 836 workers where revenue was 25.08 Million, 1160 workers in 2006 and Revenue was 29 Million, 1650 workers in 2007 and Revenue was 49.75 Million, 1780 workers in 2008 & Revenue was 49.84 Million, 1996 workers in 2009 and Revenue was 55.88 Million.

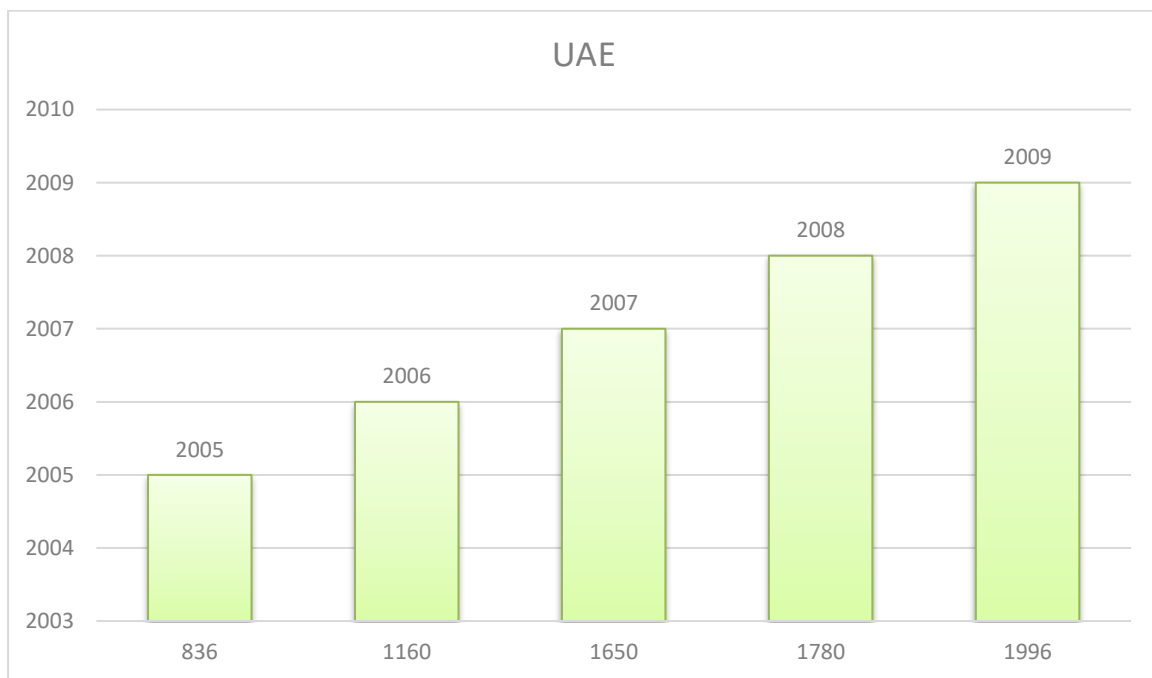


Figure: Last 5 years UAE performance

There is a problem regarding UAE recruitment for last 8 Years(2010 to 2018) from Bangladesh. Still it is stopped due to some complexity between Bangladesh and UAE. In this time Bangladesh has lost a huge amount of foreign remittances. Our Government has taken initiatives to restart the recruitment. We hope very soon the new recruitment will started.

Qatar is a very small country but there is a lot of job opportunities for skilled & unskilled labor. There is a huge demand for Qatar construction labor, Gardener, Driver and fast food restaurant workers. The Intralink has sent 1521 workers in 2011 and Revenue was 42.58 Million, 1610 workers in 2012 and Revenue was 46.69 Million, 1856 workers in 2013 and Revenue was 53.82, 1890 workers in 2014 and Revenue was 56.70 Million, 2512 workers in 2015 and Revenue was 62.80 Million.

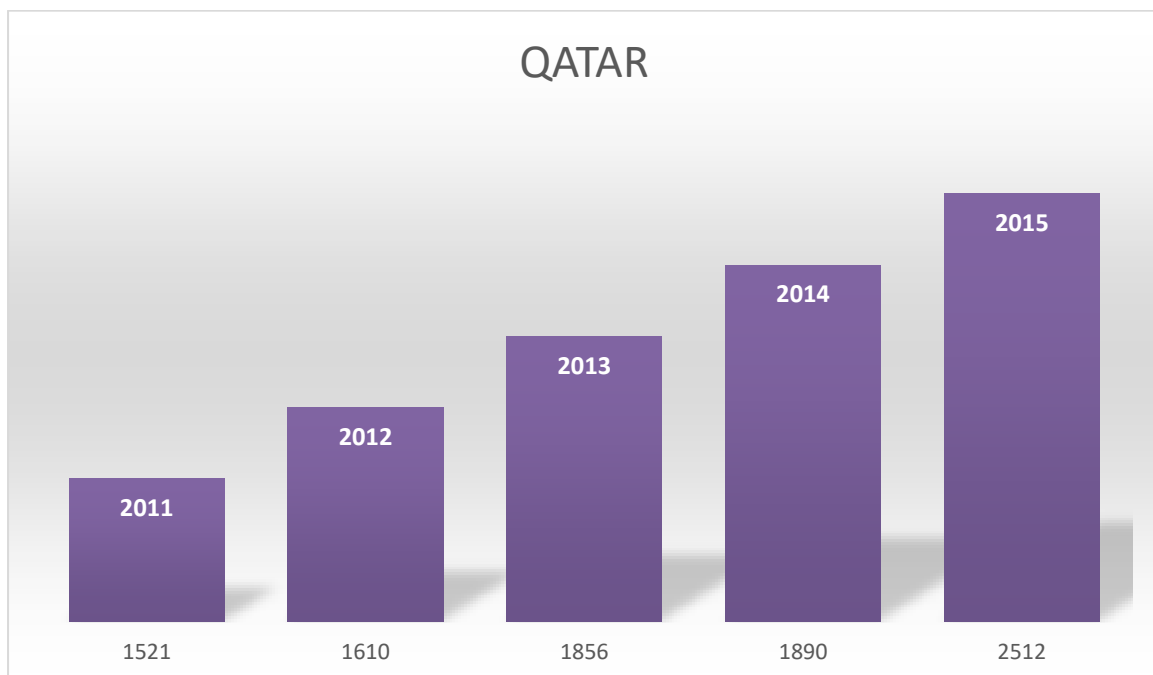


Figure: Last 5 years Qatar performance

2.9 SWOT Analysis:

Strength:

- The Intralink creates satisfaction & value through customer service.
- This company believes excellency can bring success. And Success makes profit ultimately.
- The Intralink has own training center for workers skill development.
- Marketing and representatives are available in the foreign countries
- Wide range of candidate's source across the country.
- Strong relationship with agents and concerned people of manpower sector.

Weakness:

- It takes long time to process visa for candidates.
- Recruitment agencies have less control over the agent's activities.
- Money transfer to other countries is very difficult for recruitment agencies.
- Recruitment agencies cannot get proper IT support.

Opportunities:

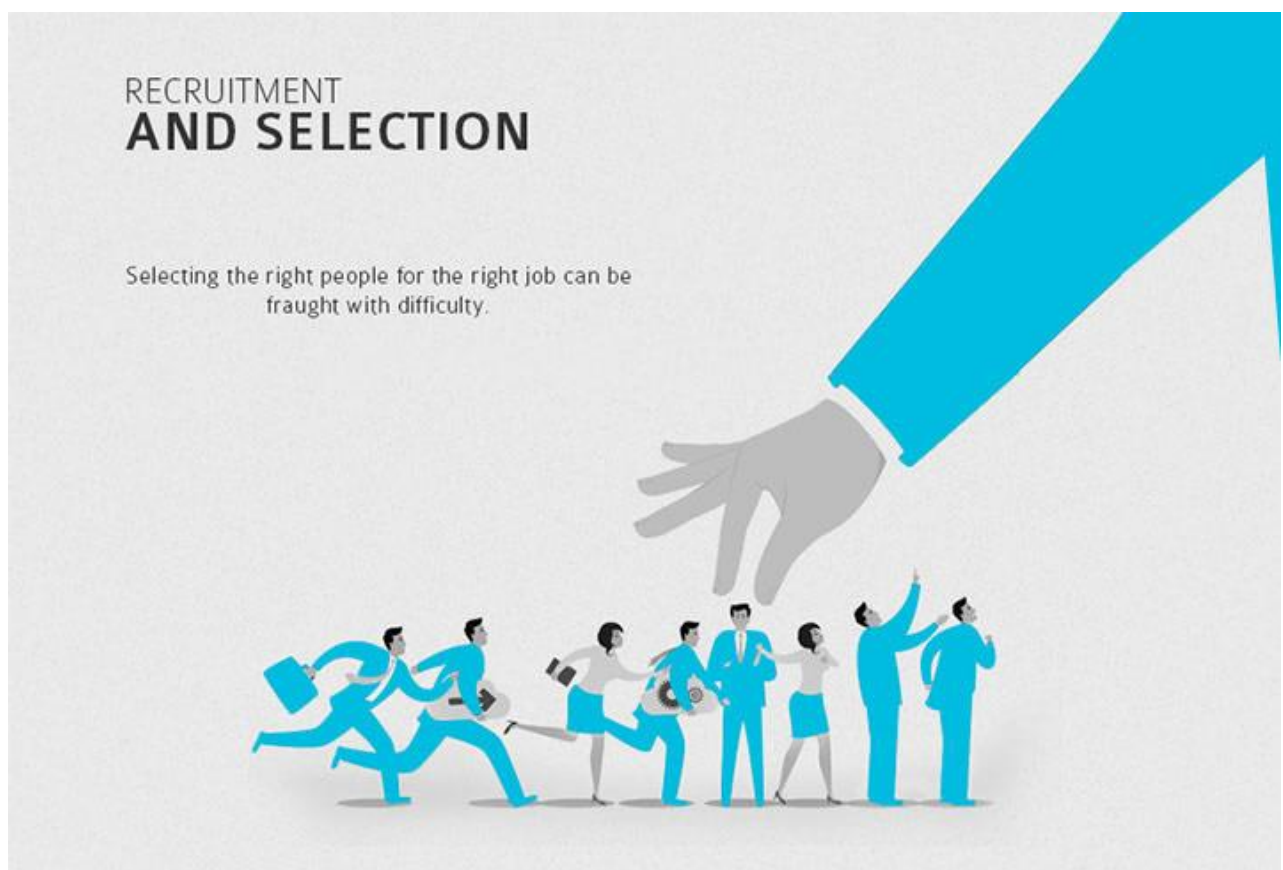
- A huge number of potential people in labor market for any kind of lower level work.
- Increasing demand for skilled and unskilled labor in the abroad.
- Remittances help increase people purchasing power.
- Unemployed and poor people are becoming self-dependent.
- Most of people know about remittances and they are interested to work anywhere in the world.

Threats:

- Government rules & regulations are complex and changing frequently.
- Brokers can cheat with the candidates in the name of Recruiting agencies.
- Foreign company can stop to recruit people if the Agencies fail to process visa in time.
- Sometimes other agencies take the project through under table power.

CHAPTER THREE

Recruitment and Selection Process of The Intralink to export Manpower



Recruiting Process of The Intralink:

To hire a worker for any job position, Agencies need to follow some sequential hiring process. At first Recruiting agencies get the company new demand of jobs. Foreign company declares and specify the job description and labor benefits. Even they also provide a time frame for project completion. Then Recruiting Agencies start to search the candidates through advertising, brokers source, online source. The Intralink always collect the candidate's application those who are interested to go abroad. It has a data base system by which they can sort out and filter the candidates as per company demand. For example; if the fast food restaurant company wants the workers from Agency, it is supposed that they have to provide good looking and educated workers. In this case The Agencies arrange the eligible candidates for the interview.

3.1 Recruitment types:

Actually, recruitment types indicate the sourcing, promotions, advertising, employee referrals etc. But In case of recruitment agencies it is followed only external source of hiring. Recruitment agency covers only external sourcing like advertising, campus recruitment, employment exchanges, labor contractors. Every year many labors and employee come finish their contract with company and return Bangladesh. Foreign companies also declare their demand for manpower. Bangladeshi recruitment agencies contact with them and place new employment for the interested group of people.

3.2 Job Applications:

Initially Agencies collect the CVs from agents and candidates. When it comes any new employment offer from foreign companies, then the agencies advertise the offer. Interested people come to the office and drop their Cvs and passport. Sometimes company wants the information about the candidate's data base of potential worker by which company set the interview media, time and criteria in future.

3.3 Initial Interview:

It is obvious things that company needs to verify the candidates background, work experience & achievements. In this case phone interview helps to sort out right and eligible applicant for the companies. HR manager can choose quick and better candidates for interview and selection. Now a day's phone initial interview through phone is very effective instrument for conducting the selection and recruitment process.

3.4 Face to face Interview and Selections:

Face to face interview is an essential part and parcel for Human Resource Managers. Usually Employers, Owners and HR managers can get the right impression about target employee or workers. They are able to assessment the real facts and background of the candidates as well as the workers capability and potentiality. Thus, they can utilize the workforce as per company mission and vision. This method is more effective interview technique of selecting right people.



Figure: Face to face interview

All companies provide a criterion for candidate's age, skin color, height, weight and positive attitude. Interviewer can check directly of labor requirements through face to face interview.

3.5 Hiring Process of the Workers

Job Application Process:

In this case interested candidates submit applications with passport, picture, Biodata, experience certificate etc. For middle east countries most of the candidates are construction labor, Restaurant worker, Cleaner, Delivery driver, Heavy Driver, General labor. Some applicants may have foreign experiences. Educational background is maximum H.S.C or below S.S.C.

3.6 Interview Process:

Foreign companies' representatives come to Bangladesh for conducting the Interview. As per working position of the candidates they evaluate and check the applicant eligibility. Delegates check the candidates' weight, Height, face, experience and attitudes for normal unskilled labor. For skilled people like construction (Plumbing, electrical, carpenter, Driver, Welder) they take practical test from approved training center.

3.7 Medical Processing:

After selection it is must for all candidates for checking medical fitness. For some middle east countries there is an association named GAMCA. Every candidate has to report to GAMCA office where they suggest their approved medical center. The medical test has been conducted same day and it takes 4 or 5 days for publishing result. The medical centers publish the result online. Then the recruiting agencies can collect the medical fit card for further processing.

3.8 Visa Processing:

For embassy submission it is needed passport, photo, police clearance and medical card. Police clearance is collected by candidates of their local police stations. Normally agencies get the passport from embassy after visa stamping within 3 days. The agencies submit the passport to BMET for manpower clearance. Normally BMET provides the clearance within 7 working days. Then a candidate is completely ready for the flight.

3.9 Labor category wise Company Performance:

KSA =

TOTAL	UNSKILLED	SKILLED	YEARS
1925	1500	425	2013
1947	1251	696	2014
2103	1433	670	2015
2575	1521	1054	2016
2896	1110	1786	2017

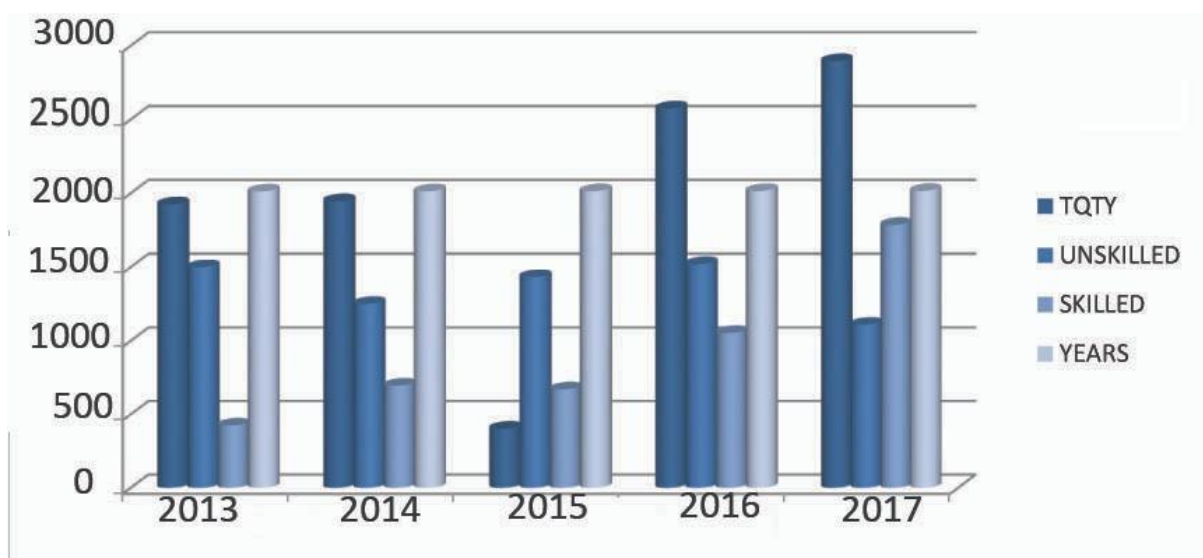
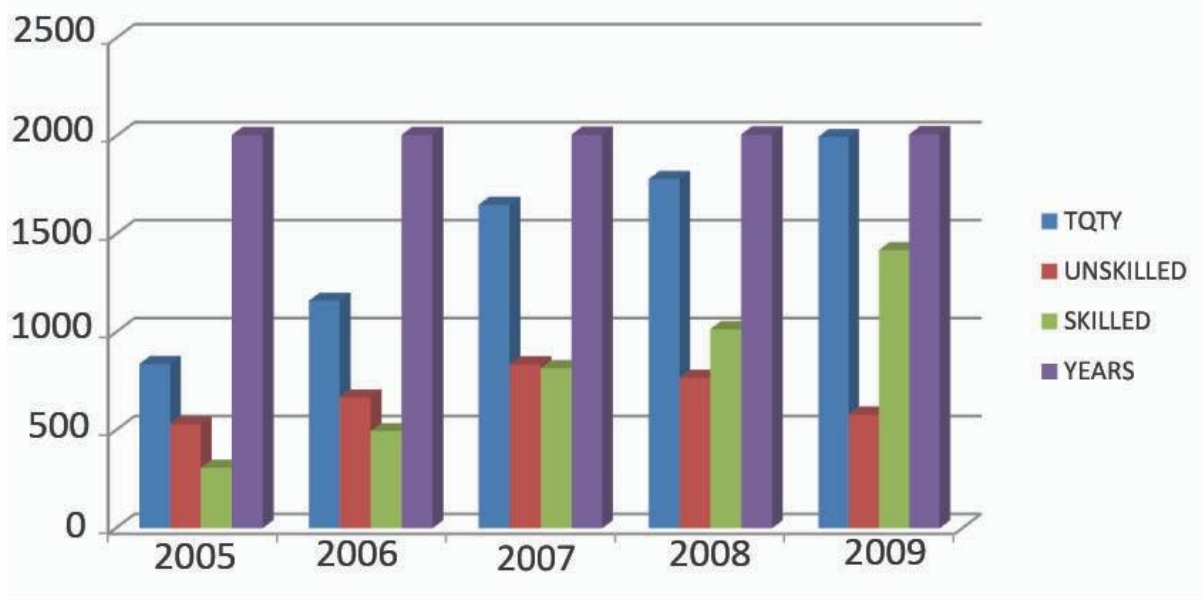


Figure: Kingdom of Saudi Arabia

A major portion of workers go to Kingdom of Saudi Arabia every year. The report has been shown the performance from 2013 to 2017 by The Intralink. It is found that skilled labor went to KSA at 34.63% and unskilled labor went to KSA at 65.37%. Skilled labor defined as civil engineer, welder, plumber, driver, electrician, mansion, carpenter. Unskilled labor referred as general labor, construction labor, cleaner and restaurant workers.

UAE =

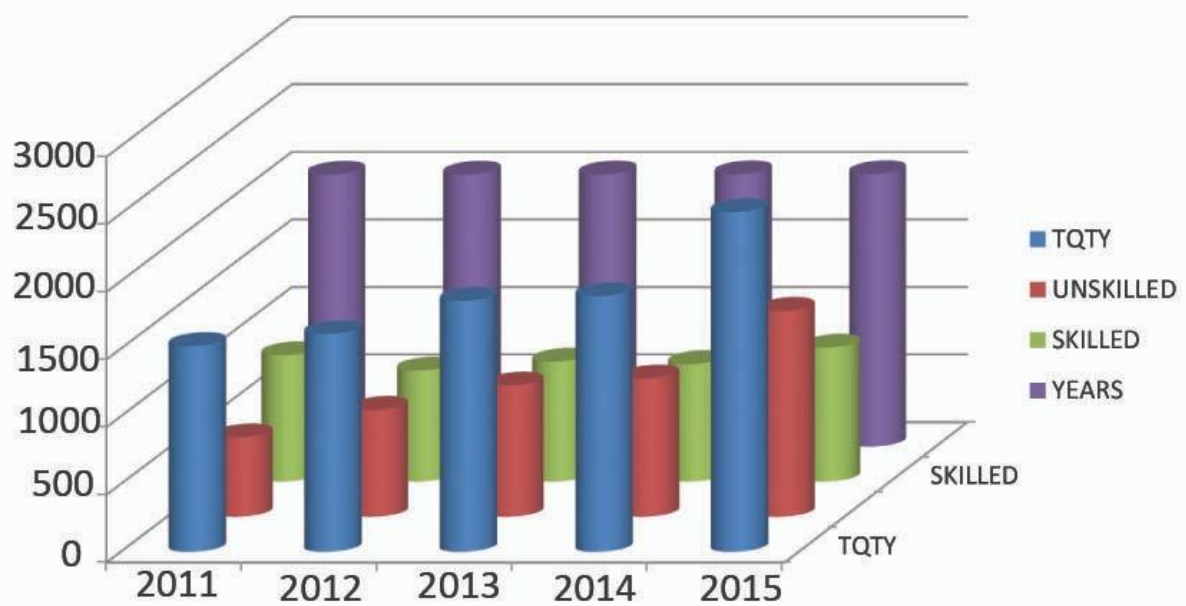
TQTY	UNSKILLED	SKILLED	YEARS
836	529	307	2005
1160	666	494	2006
1650	835	815	2007
1780	766	1014	2008
1996	578	1418	2009



After Saudi Arabia most of the workers go to UAE (United Arab Emirates). The report has shown from 2005 to 2009 by The Intralink where skilled labors are 54.54% and unskilled labors are 45.46%. There are a lot of construction company run their project on UAE. So maximum labors are construction and skilled based.

QATAR =

TQTY	UNSKILLED	SKILLED	YEARS
1521	587	934	2011
1610	789	821	2012
1856	969	887	2013
1890	1021	869	2014
2512	1521	991	2015



Qatar is a small country but they are highly dependent on developing countries labor. It is one of the top developed countries in the World. Every sector they need foreign labors. The Intralink sends the skilled and unskilled labors every year. It has been shown on the report that skilled labors are 47.94% and unskilled labors are 52.04% .

CHAPTER FOUR

Findings, Recommendations & Conclusion



4.1 Findings:

- 1 Most earned remittances come from middle east countries like Saudi Arabia, UAE, Qatar, Kuwait, Oman, Bahrain etc. These countries are needed a lot of unskilled general labor. That is why a huge number of workers are going middle east every year.
- 2 They maintain a database as per candidates' qualification, age, experience and interests so that this agency is always ready for satisfying the foreign companies demand for their vacant position.
- 3 Usually foreign company delegates come to The Intralink for taking interview which is very reliable for the candidates.
- 4 Recently some interviews have been conducted through online like google meeting, IMO & Skype which is very cost & time effective for the agency.
- 5 It takes minimum 45 days for total visa processing from Bangladesh where it takes only 21 days from our neighboring countries like India, Srilanka, Nepal, Pakistan.
- 6 This company has to face difficulties due to delay service from BMET(Bureau of Manpower Employment and training).
- 7 They have to depend on the root level agents who control the candidates unethically.

4.2 Recommendations:

- 1 Proper implementation of employment strategy of skilled and unskilled labor in foreign countries is always a vital part of recruiting agencies. The Intralink should give more emphasis on skilled labor and their training before departure.
- 2 They are highly dependent on the middle east countries. But for better future of the business they should work with other countries also.
- 3 BMET is a government body which should be more serious to provide quick and better service
- 4 The agency should create their own agents in the root level instead of so-called brokers.
- 5 Government should introduce proper monitoring system of labor market and who are working abroad.
- 6 The agency as well as the government should provide proper safety and facility to the foreign delegates during the time of recruitment process.

4.3 Conclusion:

Foreign remittances cover major portion of total national income of Bangladesh. Both private and Govt. sectors should emphasis on proper management of recruiting system. Training period for workers should be increased from 3 days to 3 Months because no one can learn anything within 03 days. We all know that skilled labor are more efficient than unskilled labor and they can earn more money as well as increasing remittances. Skilled and efficient labor can improve positive image for country.

There are 27 well equipped training center for young generation skill development in our country patronized by the Government. More than 5000 people can get training facilities together in this training center. 300-person accommodation of residential facilities are available there. People can get training and skill development program from here at very low cost. But concerned people of government and recruiting agencies never feel the necessity or any national interest to spread the training facilities to the common people. Even sometimes people are reluctant to take training program. Three months training program must be mandatory for all interested workers. The Intralink has their own training center where candidates get free training before departure. It takes long time to process visa from Bangladesh comparing to the other countries. Government has the ability to reduce the processing time and expense. If all responsible persons and government body create positive image to other countries, we hope more employment facilities around the World and of course remittance will be higher.



6.4 Reference:

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3. www.btrc.gov.bd/
4. www.genecards.org/cgi-bin/carddisp.pl
5. www.fao.org/sd/.../highlight_37167en.html

Others:

- Bureau of manpower employment and training.
- Ministry of Expatriates welfare and overseas employment.
- Bangladesh Overseas Employment Services Limited