

**Internship Report**  
**on**  
**Recruitment and Selection Process of**  
**Toggi Services Limited**

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**Daffodil**  
*International*  
**University**

**Submission Date: 8<sup>th</sup> December, 2019**

## Letter of Transmittal

Date: 8<sup>th</sup> December, 2019

To,

Dr. Sheikh Abdur Rahim

Associate Professor

Department of Business Administration

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Daffodil International University

**Subject: Submission of Internship Report.**

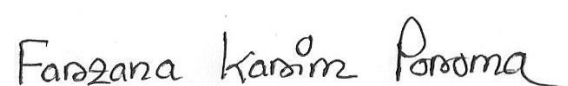
Sir,

I have the pleasure to inform you that, I have accomplished my internship report on “**Toggi Services Limited**”. I tried to know about the Implications of Recruitment and Selection Process of Toggi Services Limited. I have tried to give my best to prepare the report and concentration during preparing the report.

I would like to thank you for your support and guidance during my Internship and help to preparing the report. I hope that you would be kind enough to see inconveniences or mistakes that may have appeared beyond my knowledge. I expect that you will forgive me considering that I am still learner and in the process of learning.

Thanking for your time and reviews.

Sincerely Yours,



**(Farzana Karim Poroma)**

ID: 153-11-976

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Major: Human Resource Management

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## Student's Declaration

I am Farzana Karim Poroma, ID No: 153-11-976 declaring that the presented internship report on “**Recruitment and Selection Process of Toggi Services Limited**”. Submitted as a course requirement for the bachelor degree of business administration of Daffodil International University was prepared by me under the supervision of Dr. **Sheikh Abdur Rahim** (Associate Professor, Department of Business Administration, Faculty of Business & Entrepreneurship, Daffodil International University). I have put my meticulous effort to make this report and I have kept my consciousness to make my report in that way which is not already used by another one. If any mistake is arising, please consider it whole heartedly and I will ready to pay off any mistake of mine in this report.

Farzana Karim Poroma

**(Farzana Karim Poroma)**

ID No: 153-11-976

Major: Human Resource Management

Bachelor of Business Administration


Batch: 42

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## Certificate

This is to certify that the report titled “Recruitment and Selection Process of **Toggi Services Limited**” submitted to Daffodil International University by Farzana Karim Poroma ID: 153-11-976 under my supervision. The data and findings presented in this internship report seem to be authentic. Thus, she is permitted to submit her internship report for the presentation in the internship defense.

I wish her all success in life.



8.12.19

**(Dr. Sheikh Abdur Rahim)**

Associate Professor

Department of Business Administration

Faculty of Business & Entrepreneurship

Daffodil International University

## Acknowledgement

I Express my deep gratitude to the Almighty Allah who created and nurture of in this transitory world. I also express my gratitude for giving me the opportunity to complete the report and BBA program.

First of all, I would like to thank my supervisor for guiding me and for his supervision. My heartiest respect to him for offering me important guidelines to fulfil the whole report successfully. Without his help this report would not have been accomplished.

I would like to express my gratitude to all the faculty and staff members of Daffodil International University. This report is a culmination of the four years I have spent here and all that I have learnt.

I am especially grateful to **Raihanul Islam, Head of HR, OD & GA of Toggi Services Limited** and HR Team members for considering it worthwhile to permit me. I also thank my All teacher, Classmate and Colleagues who helped me by providing informative instructions and information to prepare this report. I was closely attached with them in this internship period. Without them this internship would have been very difficult to complete.

I thank my parents, and some of my friends who kept on this long process with me, always offering support.

And finally, I also thank them who are helping me and my sincere gratitude to all those who are participated to prepare the report.

## **Executive Summary**

The report is implied to fulfill the hole between the hypothetical information and sensible life ability that may well be a portion of the BBA circumstance program. this may be fundamentally planned to possess sensible information though passing through the hypothetical understanding. This report is part into Seven Chapters. Chapter One is, 'Introductory Part' which joins presentation, reason of the report, and strategy of the report and impediments of the report. Chapter two is on the 'Literature review' that portrays the thought of ability achievement and choice strategy along with the categories of the strategy, additionally since the Researchers' studied on the subject. Portion Three Centers on the 'Review of Bashundhara gathering'. This portion joins with chronicled establishment of the organization, mission, vision, and estimations of the organization, Chairman's back rub, organogram of the organization, and moreover organizations of the affiliation. Portion Four depends on the down to soil proficient preparing of the transitory work program. Here, the anticipated set of obligations and obligations are included with graphical presentation. Area Five is the Objective of this report. Here, the general capacity selection and decision method of Bashundhara gathering, zone an is unquestionably spoken to nearby an organogram of HR division, sorts of the delegates and preliminary steps of enlistment similarly as procedures for capacity enlistment and decision sought after by them. Segment Six depicts a couple of 'Disclosures and examinations of the discernment started from the passage level position program and a couple of surveys of the topic to the staff. Near that the SWOT assessment and the upsides of the capacity enlistment and decision technique on the association is moreover conveyed in this segment. Section Seven is the 'Finishing up part' which incorporates proposals, and end. More or less, it tends to be said that this investigation finds an extremely encouraging and positive tone of development for Bashundhara gathering.

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# Chapter 1

## Introduction

## **1.1 Background of the Study**

Individuals are an organization's most significant resources as they can represent the moment of truth the fortunes of a business. In the present profoundly focused business condition, putting the opportune individuals in the correct position is hard for the accomplishment of any association. These days, each association needs to give significance on faculty arranging as one of the most crucial exercises. Human Resource Planning is a basic element for the achievement of any association over the long haul. There are various strategies that should be trailed by each association which ensures that it engages the correct number and sort of individuals, at the opportune time and ideal spot to empower the association to accomplish its arranged destinations. Ability Recruitment and Selection assumes an indispensable job during such circumstances. With deficiency of abilities and the fast spread of new innovation driving forward extensive weight on how managers play out the ability enlistment and determination exercises, it is prescribed to direct a bit by bit vital examination of enrollment and choice procedures. With reference to the present setting, this paper exhibits the ability enlistment and determination procedure of Toggi Services Limited-an Enterprise of Bashundhara bunch which is one of the most driving aggregate organizations in Bangladesh.

## **1.2 Purpose of the Study**

The study has been conducted with the following objectives:

1. To investigate the recruitment and selection process of Toggi Services Limited.
2. To evaluate the recruitment and selection process of Toggi Services Limited.
3. To identify the purpose of recruitment and selection process of Toggi Services Limited.
4. To provide some recommendations to overcome the process of recruitment and selection process of Toggi Services Limited.

## **1.3 Methodology of the Study**

The technique may be a precise way to gather the data which is connected to set up a report. In this internship report, the information is assembled through both essential and auxiliary sources.

**Primary Source:** As usually an internship report, the major concepts of the subject have come through dynamic cooperation and perception of Three (03) months internship program in Human Assets Division, Bashundhara bunch. Other than that a few surveys were inquired to the concerned staff for comprehending the concept more.

**Secondary Source:** Other than the essential source, a few information has collected through diverse books, articles and site.

#### **1.4 Limitations of the Study**

The following limitations are faced during the course of the study.

**Shortage of time:** Time deficiency could be a huge compels. This can be truly troublesome to retain the endless range of corporate encounter inside such brief time. And so, the time imperative of the think about ruining the course of tremendous range and for planning a report inside the specified period is truly troublesome.

**Busy working environment:** The authorities had a few surges with their gigantic schedule work. Hence, the doled-out internship plan from the supervisor may not be taken after appropriately.

**Insufficient data:** Delicate company data cannot be shown in this report. Due to privacy of the office, a few sensitive data cannot be collected.

# **Chapter 2**

## **Company Overview**

## 2.1 Company Profile

The Bashundhara Group is established by Ahmed Akbar Sobhan (Group Chairman), begun operation as a genuine bequest venture known as "Bashundhara" beneath the aegis of the groups to begin with concern - the East-West Property Advancement (Pvt.) Ltd in 1987. This extend spun to be a really effective one and had made a difference speedier the development of believe and certainty of the urban individuals in "Bashundhara". Dhaka's burgeoning populace, coupled with a recognizably moderate development of lodging driven to the point of interest victory of Bashundhara.

As of late, the Group has over 20 major concerns found completely different ranges of the nation. The multi-faceted shopping mall-cum-recreation center called the Bashundhara City (BCDL) has included excitement to the development of the group. The BCDL is one step ahead within the longstanding exertion to fortify joins with the common individuals through the interesting advertising of commercial operations and entertainment offices under single roof. Bashundhara Group gladly presented the biggest occasion space for the primary time in Bangladesh named Worldwide Tradition City Bashundhara (ICCB) in arrange to connect the adaptability in organizing individual, social and universally standard celebrations as well as to progress this benefit industry to a universal tallness. This mega extend starts its enactment from January 01, 2015.

Most recent amassing to the group is its media house titled "East West Media Group Ltd" which was set up in 2009. It presently holds Bangla day by day – "Kaler Kantho", "Bangladesh Pratidin", English every day "Daily Sun" and online entry "Banglanews24.com". The media house is additionally estimating to dispatch a FM radio and a tv channel as well. The Group has come a long way in coming to its objectives by tuning in to client needs, learning real-time lessons from past ventures, enhancing and collaborating its venture execution process. At show, typically the source of business of over 15,000 individuals. Through major speculation exercises in all key divisions, Bashundhara has definitively contributed to the country's financial steadiness in monetary and capital markets (Homepage, Bashundhara group, n.d.).

## 2.2 Mission

Bashundhara Gather accepts in serving the individuals and the nation; not as it were in doing trade and producing benefit. It had come into presence with that belief and adopted '*For the People, For the Country*' as its **core theme**.

As a business conglomerate, Bashundhara Group does not want to grow alone; it wishes to grow together with its partners, patrons, customers, employees and other stakeholders – is **the mission** of this company.

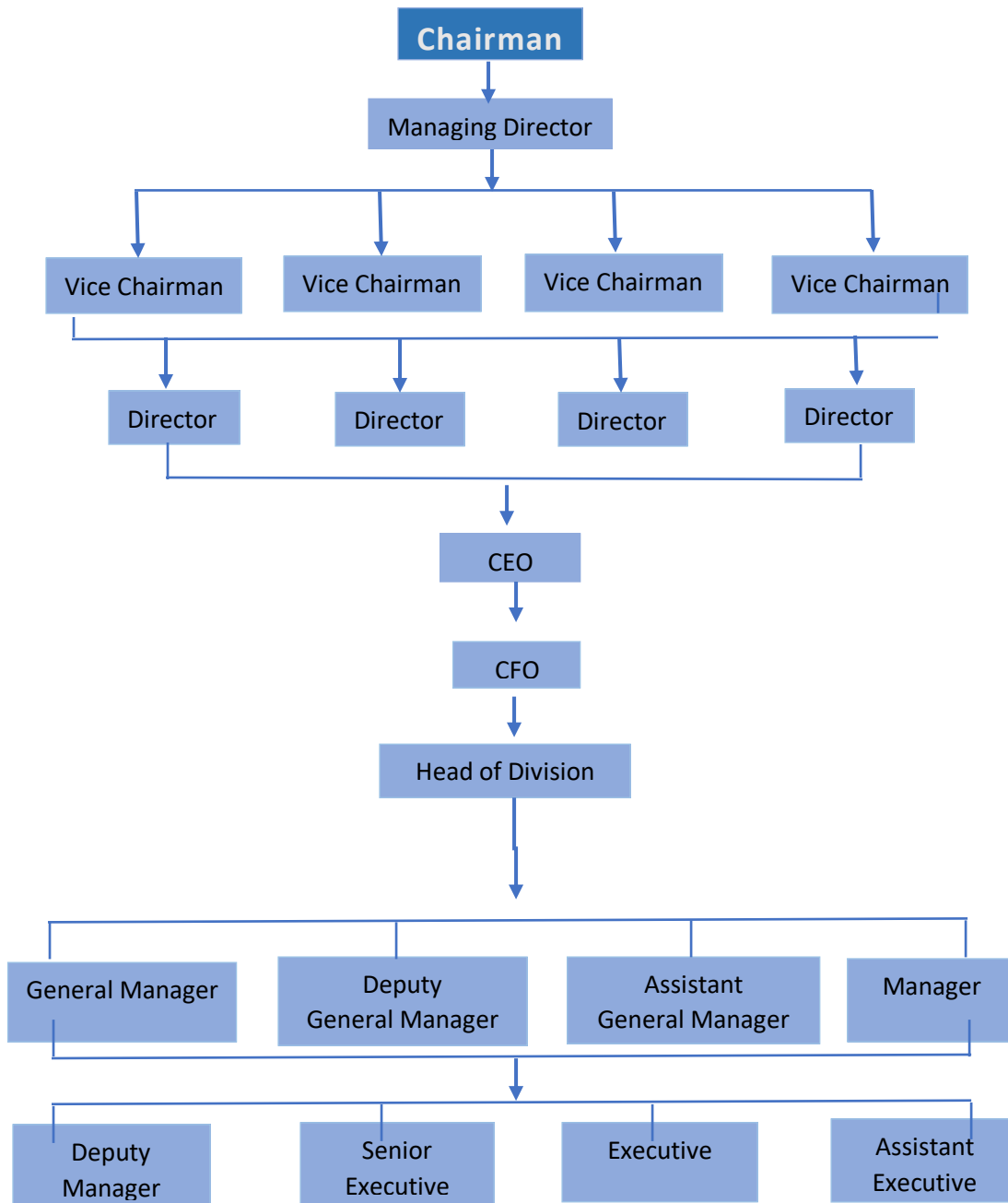
## 2.3 Vision

To be a leader in the business arena of Bangladesh in the respective sectors of its operation despite changing business trend and tricky situation- **the vision** of the Company.

## 2.4 Values

Bashundhara Gather has grasped patriotism, genuineness, reasonable hone and benefit to the country as its center values, which act as the most premise in its decision-making. These values have made an ethical degree for everybody at the gather from the best administration to conventional workers and made the organizational culture appropriately. The gather continuously tries to be driven by these values and not to go astray from them in any circumstances.

## 2.5 Organogram



# **Chapter- 3**

## **Theoretical Analysis**



### 3.1 Talent Recruitment and selection process

#### 3.2 Definition:

Enlistment is concerned with finishing, drawing in, and guaranteeing a supply of qualified staff and making out choice of imperative labor both in their quantitative and subjective viewpoint. It is the extension and upkeep of satisfactory man- control assets. This is often the primary organize of the method of determination and is finalized with situation. In basic words, the term enrollment alludes to find the source from where potential representatives may be chosen. The logical enrollment prepares leads to higher productivity, superior compensation, tall morale, reduction in labor turnover and improved notoriety. It invigorates individuals to apply for employments because it could be a positive handle. On the other hand, the method of meeting and evaluating candidates for a particular work and selecting a person for business based on certain criteria. Certain work laws such as anti-discrimination laws must be complied amid worker choice because it may be a negative handle.

Enlisting has frequently been licensed as more craftsmanship than science. It's a communicative teach where individuals aptitudes, meddlesome meeting and character instinctual are basic to doing a great work. Enlisting may be a part more science than we grant it credit for, particularly on the off chance that the organization is doing it accurately. Since it's not just a anticipating amusement any longer. Rather than attempting to contract more candidates each year and trusting it works, companies nowadays have more apparatuses and data at their transfer to form vital alterations to their enlisting programs.

**Talent management** is an organization's commitment to recruit, hire, retain, and develop the most talented and superior employees existing in the job market. So, ability administration may be a valuable term when it portrays an organization's confirmation to contract, oversee, create, and hold skilled workers. The components of ability administration: Key worker arranging, Ability procurement and maintenance, Execution administration, Learning and persuading, Stipend, Career Improvement, and Progression Arranging.

**Talent Acquisition** is the process of attracting and recruiting the best talent available to confirm that an organization has the right people, with the right skills, who are in the right job, and are employed against the right requirements. This contains components of work branding, outreach, organizing and relationship building with potential candidate

communities to persistently construct and enhance the ability pool for an organization. When utilized within the viewpoint of the selecting and HR calling, ability procurement ordinarily alludes to the ability procurement office or group inside the Human Assets division. Ability Procurement experts realize that each ability has something of esteem to offer. They also maintain connections with the finest of the ability that lead to more effective organizing, more referrals, more commerce and an astounding allow and take of ability, information and data.

### **3.3 Differences between Recruitment and Talent Acquisition**

- Recruiting is a short-term, strategic effort to fill vacancies with active candidates. Talent acquisition is a long-term, tactical effort to seek out qualified people, foster relationships, and convince them to bring their unique skills to the company. A talent acquisition strategy is designed to attract the best and brightest people to work for the company-regardless of specific open positions.
- Recruiting proceeds tremendous effort. Talent acquisition takes efficient and fruitful processes which are easy to use and candidate centric.
- Recruitment is a linear process, where employers source candidates for the current vacancies presently available. This approach is reactive in its nature, thus leads to enlarged time-to-hire and cost-to-hire. At times organizations compromise even on quality in order to handle cost and time.

On the other hand, Talent Acquisition is ongoing cycle of process that start by building employer brand, communication of Employee, value proposition and continuous relationship with targeted Talent segments. This approach leads to the development of talent pools and talent pipelines eventually generating sustainable talent supply chain. This leads to more strategic nature of the approach and momentous improvements across all Recruitment KPIs.

### **3.4 Importance of Talent Recruitment and Selection**

Many businesses are realizing just how important the process of acquiring talent actually is. Effective talent acquisition is vital for any business and here are the crucial reasons:

**Get the right people:** Talent acquisition proceeds a long-term view. Those engaged in acquiring talent are much more involved in finding the best candidate for the job. This means that everything from skills to future development to cultural fit is deliberated when a candidate is ‘acquired’ rather than recruited.

**Realize a competitive advantage:** The biggest asset of an organization is its employees as they have the ability to make the differences. When the right people are not placed rightly, the business may face struggle. By contrast, when the right people are in place, the business will achieve an edge in the market. The right people have the abilities to ensure that work is being completed properly and on time. They are also be more motivated and more productive in the workplace which interprets to an advantage in the market.

**Invest in the future:** The most vital thing about talent acquisition is that it is forward looking. The key personnel may be looking toward retirement or may move on to opportunities with other firms and other employees are equally inevitable. Replacing them with an external candidate may be a lengthy and costly application and there is no assurance that the hired person will fit with the corporate culture. Since candidates are already screened so thoroughly in the time of hiring, the personnel know that they are the right fit for their current positions and they have the potentialities on the future roles.

**Save time and money:** One last reason effective talent acquisition is so essential is that it ultimately saves time and money. Though acquiring talent can be a much more involved process, going through the process in the first place can save from spending resources for the long run, such as, training on a person who ultimately is going to leave, and also repetitive recruitment cost.

### **3.5 Talent Recruitment and Selection Strategies:**

The strategic elements of talent recruitment and selection as follows-

**Talent Acquisition Planning & Strategy:** This confirms business alignment, examines workforce plans, entails an understanding of the labor markets, and looks at global considerations.

**Workforce Segmentation:** It entails an understanding concept of the different workforce segments and positions within these segments, as well as the skills, competencies, and experiences necessary for success.

**Metrics & Analytics:** It is the endless tracking and use of key metrics to drive continuous improvement and to make better recruitment decisions, to ultimately advance the quality of hire. Modern recruiting tools are moving to magnitude long-term metrics like performance,

retention, and overall fit. Armed with that data, HR professionals can forecast future success at the company based on the qualities of past high performers.

**Working with Other Departments to Integrate Talent Acquisition:** Good recruiting can never happen in an emptiness. Working with other departments can influence the skills of hiring team in the talent acquisition process. The HR personnel can also work with accounting, analytics, or other data-focused departments to help himself analyze the new store of data and to understand how to pull actionable insights from lots of recruiting data so that they can present data in a compelling way when the time comes.

**The recruitment tools:** An Applicant Tracking System (ATS), Recruitment Candidate Relationship Management (CRM) system, on boarding system, career site, interviewing tools, and mobile apps can be the finest tools to fulfill the talent strategy to look into new solutions that can help predict candidate success or at least help to reach candidates in the right place and at the right time.

### **3.6 Process of Talent Recruitment and Selection:**

Business of all sizes from small, medium to big, all need a practice for talent acquisition. This is a common concern and analysis raised from company leaders. The five basic steps of talent recruitment process:

#### **1. Generating potential lead**

One of the most essential steps is to make sure that a pool of suitable talent is generated for the current vacancy. Professional recruiters recommend business leaders to design a practice for potential employees' generation. The process starts with a **job description**, defining what roles the staff will perform, which qualifications the company desire for. Talent Central can be intended to import automatically position-specific information from the company's specific software and the Jobs Descriptions Database when a requisition is created. Information consist of items like the job title and description, and basic qualifications for each job code. For the hiring manager, this automated feature confirms that up-to-date titles and qualifications are used, and advances posting time by reducing the need for data entry. Hiring managers are encouraged to comprise detailed job duties as well as job related

preferences to the position description. This information will be reviewed in the strategy term with the recruiter.

The next step relating the tactics to promote the *job postings* in many channels. It could be professional website for job seeker, or via social media platform such as Facebook, LinkedIn posting and sharing at networking events may be additional option. Briefly, the recruiter should exploit all channels to generate as many potential leads as possible.

## **2. Picking the right questions for interview**

There are some fundamental rules in asking the right questions for behavioral interview. The company owners must want about their real experiences instead of hypothetical questions. Therefore, the recruiter should sensibly design a questions list earlier. It is highly advised that he should start by outlining from 3 to 5 most outstanding tasks and key performance indicators (KPI) to gauge the performance of a candidate. Then he can design other relevant questions regarding their past company. Digging into some questions like: “What have you accomplished?”, “How long the time you taken to do this assignment?” Their attitudes and experiences will be clearly highlighted through their responses.

## **3. Utilizing Assessment Tools and Exercises**

There are a few more tools and methods for employees’ assessment including an IQ, EQ, personality test. The recruiter may also use some kind of physical ability test if the nature of the job needs. Any types of test is acceptable if it does not contain discrimination contents and still related to the scope of work. Some exercises such as team-work discussion, case studies and many other things will help to understand the thoughts and behaviors to continue with the processes and make final decisions.

## **4. Checking references**

There are Three (03) key elements to memorize the checking references step also known as 3 C's: Chemistry, Character, and Competency. The personnel should never forget to make the reference calls and crosscheck the legitimacy of the reference’s contents. Any intuition and feeling about the candidate should not be followed in the time of this task.

## **5. Making the final selection**

The final step will convey the desired results provided that the personnel build a complete HR system. He should clearly outline the scoring, ratings of the candidates then choosing the best possible employees.

### **3.7 Types of recruitment and selection:**

Recruiting individuals to fill the particular post through selection can be done by internally by recruitment within the firm and externally by recruiting people from outside.

#### **Internal recruitment**

Internal recruitment is the process of filling the vacant position within the business from its current workforce through – promotions, transfers, former Employees, internal advertisements (Job Posting), employee referrals, and previous applicants etc.

#### *Advantages*

- Inexpensive and earlier to recruit
- People already accustomed with the business and know how it operates
- Provides opportunities for promotion with in the business which also enhances the motivation
- Supervisors already know the strengths and weaknesses of employees, it's easy to manage them.

#### *Disadvantages*

- Limits the possibilities of judging more potential applicants
- Create obstacle for gaining new ideas introduced from outside
- May cause grievances among the candidates not appointed
- Generates another vacancy which needs to be filled

#### **External recruitment**

External recruitment means to fill the vacancy from outside manpower selection.

#### *Advantages:*

- Gain new ideas from the outside people
- Larger pool of candidates from which to find the best employees
- Generate the wider range of experience from outside people

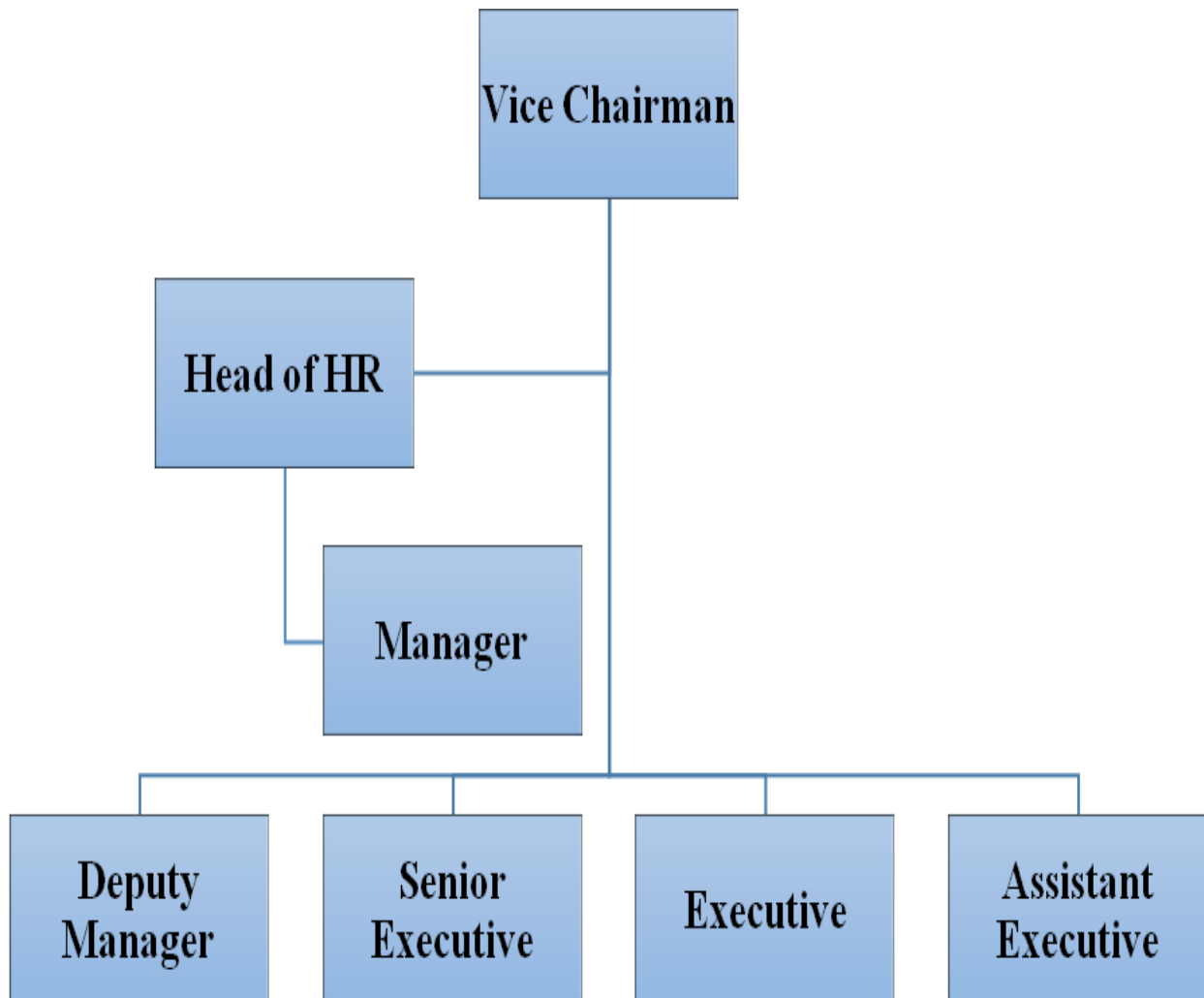
#### *Disadvantages:*

- Lengthy process
- More expensive process in line for advertising and interviews required
- Selection process may not be effective enough to elicit the best candid

## **Chapter 4**

# **Recruitment and Selection Process of Toggi Services Limited**

## 4.1 Organogram of HR division



## 4.2 Types of employees:

Employees should be people within the business of Bashundhara Group. In spite of the fact that there are 15000 over representatives locked in a regular premise with the full organization, 3000 representatives are relegated with segment – A, and should be classified into six sorts as takes after:



**Apprentice and Trainee:**

In this case, the company gives the first-hand information to the fresher as an disciple or management trainee. A representative who experiences on the work preparing for a particular period on a particular work inside the Units/Enterprises/Establishments of the BG, might be paid Subsistence Remittance amid such period of preparing. Be that as it may, on completion of the preparing period, the officeholder may be ingested as a changeless representative or may be let off as per choice of the Authority/Management of the BG.

**Probationer:**

An employee who is temporarily utilized to fill a changeless opening in a post and has not completed the period of his probation i.e. 6 months or any other period counting expansion thereof. The Employees who are within the probation period, is legitimated to profit debilitated take off and brief take off as per labor law and to win fractional reward in case of any 'Eid Event.

**Permanent Employee:**

A changeless representative is an employee who has been locked in on a changeless premise or who has palatably completed the period of probation i.e. six months or any other period counting expansion thereof as may be decided, from case to case, by the Authority/Management of the BG. The period of probation might incorporate breaks due to ailment, take off or any automatic closure of BG. On completion of stipulated period of probation, the representative should be affirmed within the employment. After getting to be the Changeless representative, an person can appreciate all of the offices counting full rewards, annually increment and clears out said within the BG Policy.

**Contractual employee:**

The administrations of a representative on Contract Administrations, against communicated terms and conditions of business, might be administered by the said terms and conditions as laid down within the Deed of Contract. By and large, in Bashundhara Group, the contract is made for 1 year but the period of such work may be expanded as per shared ascension.

**Temporary Employee:**

An employee who has been locked in for work which is basically of brief nature and is likely to be wrapped up inside restricted period. The brief employees might be educated of the likely period of the engagement some time recently their business. Most frequently this sort of worker is named for the production line level.

**Casual Employee:**

A representative who is utilized in opening basically of casual nature. This should incorporate Every day Premise and Piece Rate Premise of engagements. This sort of worker is additionally taken note within the manufacturing plant premises.

**4.3 Preliminary steps of Talent Recruitment**

Sometime recently reaching to recruitment and selection, Enrollment and choice group of Bashundhara Group consider four major things to set the standard target of ability contracting. These are taken as pre-requisite of the enrollment and determination handle.

**Requisition:** There's a manpower requisition shape sent from diverse units of the company to the HRD for requesting the fundamental employees for them. Within the shape, a few criteria are said: Position title, number of opportunities, common necessities from the candidate (i.e. instructive capability, involvement, age etc.). Enlistment and determination group at that point prepare this order for getting appropriate endorsement from the administration.

**Timing:** After getting manpower requisition, HRD estimates conceivable time to supply required labor to the concerned office. By and large, it takes Two to Three months from getting the demand frame to put modern workers from the work showcase to the respected position.

**Sources of candidate:** This can be too a vital assignment done by the recruitment and choice group to predetermine the sources from which they are progressing to fill the empty position. For this purpose, at to begin with, they consider the regarded position and figure out the suitable source for that. The ultimate determination of the sources may shift with the diverse position. The concerned group finds the leading source which is fitted with the necessity of the position.

## **4.4 Methods of talent recruitment**

Bashundhara group is continuously concerned almost finding the finest ability from the competitive work showcase. For this reason, it takes after both inside and outside strategies of enlistment to fill the empty position.

### **4.4.1 Internal recruitment**

Internal recruitment is when the purge position is satisfied from the existing workforce of the organization. Advancement, inside promotion, enlisting resigned representative, brief staffing can be the ways of inner enlisting. This company takes after:

**Promotion:** To fill a higher-level position, enlisting supervisors can advance an existing worker. As they as of now work with the representative, they know the worker's capabilities to perform. It has been taken note that this organization seldom advance its workers to fill the empty position.

**Temporary staffing:** This sort of enrollment is for giving the transitory workers for the lasting position. Contracting supervisors test the transitory employees' aptitudes some time recently onboarding them for full time work. For occurrence, BG features an approach to enroll best intern as Management Trainee (Transitory premise) and after getting a fulfilled execution at the specific time, it can offer Right hand Official post to him.

### **4.4.2 External recruitment**

Most of the time Bashundhara group take after outside enrollment strategy by which it can discover the exterior gifted candidates for the organization. Work centers, work notice, enrollment office, individual proposal is exceptionally well-known sources of outside enrollment. Bashundhara group takes after:

**Job advertisement:** Advertisement are most common form of external recruitment here. Bashundhara group advertise the job to enrich the job portals through newspaper (Prothom Alo, Bangladesh Pratidin, Daily Sun, Daily Star), LinkedIn, BD jobs, and job fair. The choosing of the source for the advertisement may depend on the priority of the position and advertisement cost.

**Head hunting:** Head chasing may be a most common prepare of ability procurement of a imminent employee, who is working somewhere else and who contains a pertinent work encounter for the specific work profile. Head chasing is carried out by the HR of a company or is outsourced to an office or work specialist. As, typically the foremost common way to look gifts in Bashundhara bunch, the enrollment group is straightforwardly included with this.

**Personal recommendation:** Regularly alluded to as 'word of mouth' and can be a suggestion from a colleague at work are the ways of individual suggestion. Other than, a few candidates can straightforwardly apply for a position with the proposal of best administration. It improves the conceivable outcomes of finding the proper gifts as they are presented by the existing individuals of the companies. A full evaluation of the candidate is still required in any case, but possibly it spares on publicizing fetched.

## 4.5 Talent Recruitment & Selection Process

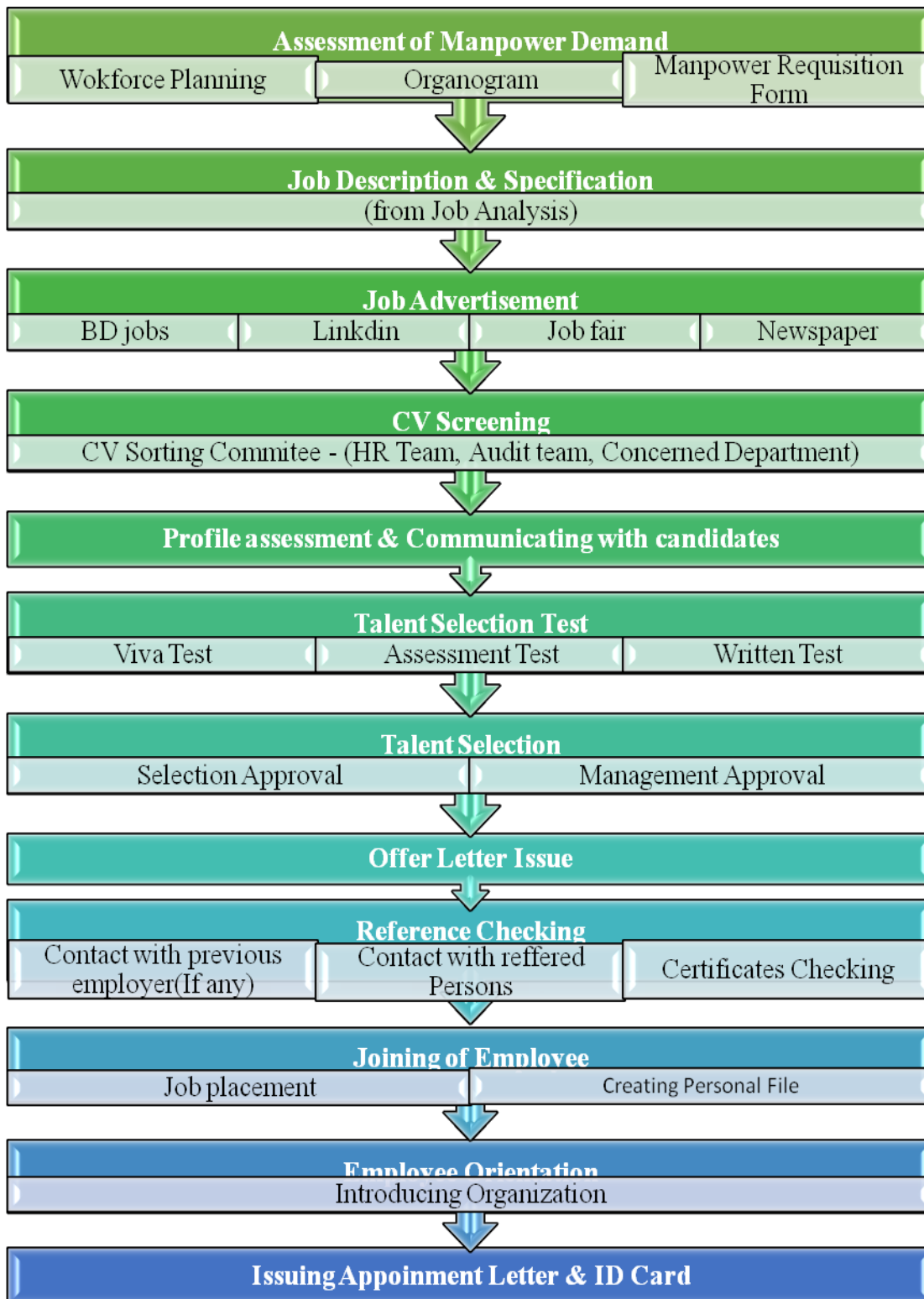


Figure 5.1: Flow Chart of Talent Recruitment & Selection

### 4.5.1 Assessment of Manpower Demand

Manpower demand refers to the need of human resources throughout the organization. It occurs when there is a shortage of human resources in the units or departments of the organization. The Corporate Divisions of Bashundhara group are-

- Company Affairs and Secretariat
- Administration and Human Resource Development
- Accounts and Finance
- Internal Audit & Compliance
- Engineering and Technology
- Commercial (Procurement and Logistics)
- Planning and Implementation
- Research and Development
- Marketing and Sales Promotion

The company needs lots of manpower to run such large conglomerate business. In the light of enormous function, the supervisors of the respective units make the **manpower requisition form** to make authentic requirement and send it to the recruitment and selection team of Human Resource Division.

### 4.5.2 Workforce Planning

After getting the labor demand shape, HR division prompts to misuse the profitable time on legitimizing the request of labor. Firstly, they take after the organogram of the company and the specific division to justify the request additionally notice a few actualities like whether there's any layering or delayering happening or not. Furthermore, they analyze the Key Performance Indicator (KPI) of the department to guarantee the validity of the request just like the current labor is truly sufficient to perform the assignments or not. At that point they go for tallying the steady loss rate to get it the inclination of the employees' end. At last, the Head of HR approve the bona fide labor order frame and send it to the administration for the ultimate endorsement.

### **4.5.3 Job analysis**

Job Analysis is a process to identify and determine in detail the particular job duties and requirements and the relative importance of these duties for a given job. The purpose of the job analysis is to develop:

- job duties that should be included in advertisements of vacant positions;
- appropriate salary level for the position to help determine what salary should be offered to a candidate;
- minimum requirements (education and/or experience) for screening applicants;
- interview questions;
- selection tests/instruments (e.g., written tests; oral tests; job simulations);
- applicant appraisal/evaluation forms;
- orientation materials for applicants/new hires

Job analysis is exceptionally vital portion of the ability enlistment and determination handle of Bashundhara bunch. From work investigation, the company can settle the work depiction and detail by which they not as it were let the workers learn approximately the obligations and duties of the specific position but too the common necessity from the workers to apply. In a brief, Work portrayal could be a report that portrays the common errands, or other related obligations, and responsibilities of a position. Whether, work determination may be a composed articulation of the least capabilities and characteristics that a individual needs in arrange to perform the obligations and embrace the duties of a specific position. The components of work portrayal are appeared with a test illustration:

### **4.5.4 CV Screening**

Usually the time from which the choice handle is started. Here, managers continuously center on screening the finest reasonable ability for the specific work from thousands of applications. Here, they take after a few criteria coordinated by the labor order shape whereas CV sorting. A CV sorting committee is comprised to perform this noteworthy duty.

After completing the candidates' sorting, the committee plan a CV Sorting report with showing the number of add up to candidates, seen CVs, shortlisted candidates, and rejected CVs. At that point they yield the report to the Head of HR. After giving endorsement, the Head of HR send the report to the administration for last endorsement.

#### **4.5.5 Profile Assessment and Communication with candidates:**

Recruitment and Selection group of HR begins to create profile assessment of the shortlisted candidates to preserve a brief diagram of the imperative data of the candidates. One of the foremost critical reasons to create this can be to assist the questioner finding the vital capability of the candidates in a brief time on the meet board. After that the faculty contact with the potential candidates over phone call and message and clearly educate them around the meet sorts, date, time, and setting.

#### **4.5.6 Talent Selection Test**

Bashundhara group is exceptionally much concerned to enlist the long run pioneers, as a result, they organize different tests to scrutinize the proper ability. Determination prepare of the company changes from the needs of the position. By and large, the doled-out work force orchestrates three sorts of tests.

- Viva test
- Written test
- Candidates assessment test

Some of the time the candidates as it were confronting one meet and got the result whether they have been chosen or not. Most of the times, the candidates have to be confronted with another session of the testing for being last chosen as they are considered as long-haul ability.

**Viva test:** There's an arrangement of meet committee comprising of the master selection representative of the company for taking the viva test of the candidates. This is often the beginning testing strategy of the candidates from which they can learn about the common properties of the candidates. After being passed within the to begin with organize, the candidates are called up for another session of the testing in case essential.

**Written test:** the composed exams are ordinarily One (01) hour long taken for measuring a person's capacities, aptitudes, interface or identity in connection to other people. In spite of the fact that the address paper is made by the concerned division and the reply scripts are too checked by them, HR work force are capable to conduct the exam beneath coordinate supervision.

#### **Assessment test:**

The Company is exceptionally much cognizant approximately enlisting the proper ability. Subsequently, the enrollment group organize the day long appraisal program in International Convention Center Bashundhara (ICCB) where the candidates are being judged through diverse tests. The mode of the program may change for diverse positions. The extreme objective of this session is to judge the candidates' information level and possibilities with respect to the specific work. The candidates are judged through:



**Role Play Exercise:**

In this segment, there is a simulated event imposed on the candidates to judge their potentiality to manage the unpleasant events under pressure. The main target to analyze the following qualities of the candidates:

- ✓ Achieving Goals
- ✓ Assertiveness
- ✓ Customer Focus
- ✓ Interpersonal Effectiveness
- ✓ Working Under Pressure

**Presentation Exercise:**

By this segment, the judges try to trace the following qualities among the candidates:

- ✓ Oral communication
- ✓ Organization and Planning
- ✓ Professional Style
- ✓ Presenting Information
- ✓ Time Management

**Case Study Exercise**

- ✓ Analytical Thinking
- ✓ Assimilation of Information
- ✓ Commercial Awareness
- ✓ Innovation
- ✓ Organizing
- ✓ Decisiveness
- ✓ Judgment

**Samples Questions:**

- Which of the three propositions from the specialist ought to be executed, and why?
- Should the trade contribute in item X, and why?
- Is the joint wander a great thought, and why?
- Which showcase has the biggest income potential and why?

### **Team Building Activity**

Some games are arranged to judge the candidates' abilities of team work:

- ✓ Communication Skill Test
- ✓ Traffic Jam Workout
- ✓ Jump in – Jump out

### **4.5.7 Talent Selection**

After taking all of the tests, the doled-out HR work force tally the overall scores and make a selection endorsement for the chosen candidates conjointly make a board in understanding with justify. Then he goes to all of the meet committee individuals to require their assent on the determination endorsement and after that takes the ultimate underwriting of the administration.

### **4.5.8 Offer letter issue**

Once the HR staff get the endorsement on the ultimate determination, they contact with the chosen candidates. After that they make an offer letter for the at long last chosen candidates. Consequently after, with the assent of Head of HR, the assigned work force contact with the selected candidates to get the offer letter. Within the letter, they provide a few rules to the candidates around the essential records which got to be submitted to the organization on the joining date:

- i) Certificates, Mark sheet and Testimonials, in original, with photocopies.
- ii) Release letter/Letter of acceptance of resignation on the company/Letter from previous employer.
- iii) Latest passport size photograph (3 copies).
- iv) Original passport with photocopy, if held.
- v) Original NID with photocopy.
- vi) E-TIN Certificate.
- vii) Proof of Present/Permanent Address (Electricity Bill/Commissioner Certificate).

### **4.5.9 Reference Checking**

Each candidate gets Thirty (30) days from issuing offer letter to connect within the company. Within the time of the joining date, they are compelled to yield the joining letter and all of the vital reports coordinated by the offer letter. HR personnel then check all of the certificates

with the initial duplicate and accept the joining letter after getting starting confirmation of the certificates. After that the ultimate confirmation begun: Contact with the past managers (in the event that any), contact with the alluded individual, and online checking of the certificates. There's still a plausibility to forsake the modern joiners in case the confirmation has not get fulfilled result.

#### **4.5.10 Joining of new employees**

When the work force got a fulfilled result, Head of HR acknowledge the joining letter and present the modern worker to his/her detailing boss. Besides, on the joining date, they make an individual record of the modern representative and enroll him/her with the work list of the company.

#### **4.5.11 Employee orientation**

Recruitment and selection group organize an worker introduction program inside the office to welcome them and present with the modern organization culture, approaches, rules and controls. In expansion, they too give a few endowments and dispatch on sake of the company to the unused individuals.

#### **4.5.12 Issuing Appointment letter and ID card**

The HR work force give the arrangement letter and the personality card to the modern representatives inside seven (07) days.

# **Chapter 5**

## **Findings, Recommendations and Conclusion**

## 5.1 Findings of the Study

There are some findings and analysis of the observation originated from the internship program:

- TSL believes that they offer candidates a strong company reputation and high-quality benefits and learning opportunities.
- TSL offer a positive culture and learning environment and thus has more satisfied employee and are more successful at retaining them.
- TSL uses resumes and applications as a part of their selection process.
- Behavior-based interviews are used extensively in selection process.
- Applicant testing and assessment are not widely used in typical selection process.
- TSL gives strong emphasis on training and experience evaluation -providing a checklist of specific skills or experience, while selection process.
- It gives emphasis on developing its own HR resources providing training and other facilities.

## 5.2 Recommendations

Bashundhara bunch is exceptionally effectively running its commerce around the nation. The one of the finest qualities of this company is that it isn't smug and continuously prepared to acknowledge the valuable changes. In spite of the fact that it has as of now the well-established arrangements for the enlistment and determination handle, a few successful conclusions are suggested for encourage advance of ability acquisitions:

- The HR division must be more concerned on labor arranging because it is the crucial portion of the extreme victory of overseeing and utilizing the labor. They ought to establish some regulating procedures instead of depending on the presumption for estimating the labor request and supply. For occurrence, Straight Relapse Show for determining HR Request; Development Investigation, Opening Demonstrate, Markov Examination can be utilized for expecting labor supply (, Kenneth;, Monica;).
- The concerned office may distribute the work promotion and application organize on their claim web location and build up a computer program with coherent heading of CV sorting for looking potential candidates which is able spare their time.
- The HR office ought to set up a appropriate mechanization framework for the ability procurement. At first, they can upgrade their HR Nowadays program (HRIS) and interface this with ability enlistment and choice assignments. It has been watched that the tremendous time is went through on CV sorting, making the candidates' Profile appraisal and communicating with them. In the event that these assignments kept up by the program, parts of time will be spared. Additionally, the normal lead time of enrollment ought to not be over 2 months.
- There isn't any investigate on the reason of NO Appears. So, the HR division must be mindful approximately this. Like, they can make a overview on the candidates amid the final choice test to know around the acceptancy of the a few tests, the strategies of the tests and to require a few advices for advance improvement as well as the reason to dismiss the work.

- It has been taken note that there's no arranging for assembly up the pressing prerequisite of the workforce. The enrollment group must be prepared and keep up the safety measures to confront this direness proactively. They can keep up a contact through setting up claim business media with the candidates who fizzled to take an interest on the meet for some rational reasons, additionally who were not chosen prior but have other possibilities. This will not as it were decrease the time to enlist the abilities but too minimize the fetched.
- As, the mid-level representatives have a gigantic obligation to preserve the huge workforce and co-operate with the best level, the candidates of this position must confront the evaluation test so that they are being precisely scrutinized. Besides, as the recruitment and choice handle aren't as it were costly but too time devouring, the HR division may do Succession planning so that they can get ready long-haul pioneers and hold the genuine abilities.

### **5.3 Conclusions**

The thriving of each trade endeavor depends on its human assets as typically the as it were shrewdly asset which can control and screen all other resources of the organization. Situation of the proper individual in a right position among thousands of choices is exceptionally much challenging work. Legitimate enrollment and determination framework can as it were scrutinizing the genuine abilities and it too makes a difference the bosses or the line directors to bring out the viable result from the gifted workforce. In this way, the HR group is continuously concerned around the precise enlistment and determination handle which may empower the organization to contract and hold the administrations of the finest brains within the showcase. The viable enlistment handle pulls in the qualified individuals on the work openings with making a positive picture of the company and giving chances to compare their capabilities and interface among the most excellent candidates. It too upgrades the eagerness of the competitive candidates to apply for the empty positions. Besides, enrollment speaks to the primary impression almost the organization to the potential representatives and makes a difference them to choose whether they wish to work for such organization or not. Final but not slightest, it must be said that the HR group of Bashundhara gather is always concerned for choosing the correct talents and continuously attempting to progress themselves for getting to be the most excellent enlistment and determination group within the nation.



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