

Internship Report
On
Recruitment & Selection Process
-A study o Spider Group Garments

Prepared by :

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BBA Program

Major – Human Resource Management (HRM)

Department of Business Administration

Faculty of Business & Entrepreneurship

Daffodil International University



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Date of Submission: 2th December, 2019

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Supervised By:

Gouranga Chandra Debnath
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Letter of Transmittal

Date : 2nd December, 2019

To


Gouranga Chandra Debnath
Associate Professor and Head
Department of Business Administration
Faculty of Business & Entrepreneurship
Daffodil International University

Subject : Submission of an internship report on Recruitment & Selection Process of Spider Group Garments.

Dear Sir,

With due diligence. It is my great pleasure that I got the opportunity to complete my internship program in Spider Group Garments and to make an internship report on Recruitment & Selection process of Spider Group Garments. I've made sincere efforts to study related materials, documents, observe operations performed in Spider Group Garments.

Hence, I am submitting the "Internship Report" for your kind consideration. I tried to put my best effort for prepare of this report. If any shortcomings or flaws may arise, if you would find any explanation or clarification required about the report, I'll be obliged to attend you if you just let me know.



(Fatema-Tuz Johora)

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Acknowledgement

I would like to take the opportunity to thank those people, without whom this task would have been very difficult to complete. I would like to express my heartiest gratitude to professor Gouranga Chandra Debnath, Associate Professor and Head, Department of Business Administration, Faculty of Business & Entrepreneurship, Daffodil International University for his guidance, supervision and constructive suggestion to prepare the report.

I prepared my internship report on "Recruitment & Selection process of Spider Group Garments". I would like to give special thanks to HR manager of Spider Group Garments for helping me to complete my internship in their esteemed organization.

Lastly I would like to give my special, thanks and inexpressible greets to my inmates, both seniors and fellow BBA students and others for giving me good advice, suggestions, inspiration and support, Thanks to all.

Supervisors Certificate

This is certify that the report on Recruitment & selection process of Spider Group Garments is a record of whole hearted work out by Fatema-Tuz Johora (ID : 153-11-983) as a partial fulfillment of the requirement of the degree of Bachelors of Business Administration (BBA) from Daffodil International University.

The report has been prepared b my guidance and direct supervision. I wish her happiness good health and every success in life.



(Gouranga Chandra Debnath)
Associate Professor and Head
Department of Business Administration
Faculty of Business & Entrepreneurship
Daffodil International University

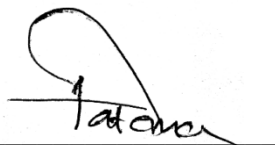
Student's Declaration

I do hereby solemnly declare that the work presented in this Internship Report has been carried out by me and has not been previously submitted to any other University/College/Organization for an academic qualification/Certificate/Diploma or degree.

I, Fatema-Tuz Johora (ID: 153-11-983), Declare that the presented internship report on "Recruitment & selection process of Spider Group Garments" submitted as a course requirement for Bachelor of Business Administration at Daffodil International University was prepared by me.

The work I have presented does not rupture any existing copyright of this report is copied from any work done earlier for a degree or otherwise.

I further undertake to compensate the department against any loss arising from breach of the foregoing obligations.



(Fatema-Tuz Johora)

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Chapter : One

Introduction

1.1 Background of the Study :

Nowadays, the world of business is instantaneously changing. As a part of an organization, HRM must be ready to deal with the changing effect of business environment. Continuous improvement initiative, contingent workforce, changing skills requirement, and workers' collaboration are the issues for envisage.

Actually, it is a big challenge to provide support to any organization by providing the best personnel in limited time.

Recruitment is a process of attracting the potential people towards the organization. And selection is a process by which try to nominate and then select the best people for the organization.

12. Objective of the Report

There are two kinds of objectives of the report. They are:

- Broad Objective
- Specific Objectives

1.2.1 Broad Objective :

The broad objective of the study is to analyze the recruitment & selection process of Spider Group Garments.

1.2.2 Specific Objectives :

The specific objectives of this internship report are :

1. To find out the different steps of recruitment and selection process of Spider Group Garments.
2. To analyze the different steps of recruitment and selection process of Spider Group Garments.
3. To evaluate the different steps of recruitment and selection process of Spider Group Garments.
4. To find out problems in correct recruitment and selection process of Spider Group Garments.

5. To make some recommendation on the basis of problem Spider Group Garments.

1.3 Methodology of the study :

The study is dealing with a systematic process starting from inception of the topic to final report amplification. The undisputed part was to identify and collect data, they were analyzed, presented, interpreted and classified in a systematic way to identify the main points. The whole procedure of the methodology followed in the study is narrated conversely.

1.4 Major Difficulties faced for accomplishing Internship.

Three are some limitations and these are :

- Lack of information : Adequate organizational information of Spider Group Garments is not available to access.
- Time constraints : The specified time is hardly enough to know all Human Resource activities of the company.
- Restriction : Getting relevant papers and documents any be strictly. They newly organize internship program in their organizations.

Chapter : Two

Organization Overview

2.1 Brief Profile of Spider Group Garments :

Spider Group Garments is a leading manufacturer and exporter of cloths from Bangladesh to Japan, Western Europe and North America. Spider Group Garments was one of the first companies to start exporting value added finished leather products from Bangladesh. The company is also involved in local retail business. Established in 1990 as Spider Group Garments, the company was renamed to Spider Group Garments in 2006. This change occurred after a collaboration deal with La Nuova Adelchi, one of the largest footwear manufactures in Italy.

Journey of Spider Group Garments started more than two decades ago, from the inspiration of leather business & later curving its way into shoemaking. As the largest shoemaker in the subcontinent, our company holds 15% share of leather footwear export in Bangladesh from \$1.1 billion leather export. Shoemaking being a highly labor intensive job, our company is home to 6000 workers mostly women to make stylish leather shoes. Our shoe design inspiration is taken from latest international footwear trend. The influence is then converted to sophisticated leather shoes by in-house Italian & Taiwanese designers. Being a footwear giant, its our responsibility to be a role model in developing people and helping environment. Our core value is set with the belief of valuing people through continuous development & making a path for higher achievements.

2.1.1 Vision :

- Honest Growth

2.1.2 Mission :

- To ascertain sustainable enhancement.
- To be a potential seller.
- To generate standard for the customers, shareholders.
- To gain customer satisfaction.
- To promote and encourage diversity.
- To be a strong competitor in the business world.

2.2 Office :

- Factory : Chandra, P.S. Kaliakori, Gazipur, Bangladesh.
- Corporate Office : House # 06, Road # 137, Block # SE(D), Gulshan-1, Dhaka-1212, Bangladesh.

Chapter : Three

Theoretical Aspects

3.1 Recruitment and Selection Process :

During Recruitment I had to locate individuals with the qualification that I need for the company, qualifications and others that required. Recruit people with appropriate qualifications. Was important for the company had to recruit people those will lead to success.

3.1.1: 9 Steps of Recruitment & Selection Process:

1. Advertise the position: Be obvious and focus on the skills and abilities required for the job.
2. Resume screening: In this step, actually try to extract the applicants, whoever does not applicable or efficient & effective for the position what exactly HR dept, required.
3. Phone interview: Actually, in this step, taking interview to the candidate by mobile phone.
4. Face-to-face interview: well, in this step, the interviewer talk with the interviewee in face to face in the conference room and asked some particular questions.
5. Assessment: It is predictive assessment or measurement toll by which can easily measure that the candidate is suitable for the particular position or not.
6. Secondary face-to-face interview: this is the second time the interviewer meet with interviewee and asks questions and wants to know some broadly explanation
7. Job shadow: In this step, measure that the candidates can adopt the culture of the organization and can communicate with the co-workers or not.
8. Check the reference: Checking reference must needed because whoever reference any particular candidates that person background is accurate or real or not.
9. Job offer: And finally, after checking all the steps of recruitment and selection process offer the job to the capable person.

3.2 Recruitment:

Recruitment is the process of recognizing the potential and best qualified candidates for a particular position. The HR dept. tries their best to attract the best qualified person towards the organization. Because of, without identifying the potential people for any specific position, it will not be so easy to select the candidate for that position.

- Need Assessment
- Defining the position description
- Checking the recruiting options
- Advertisement
- Screening and Short-listing Applications
- Written & Computer skill test
- Selection interview (3-tier)
- Employment decision (Application Bank)
- Pre-employment medical check-up
- Offer letter
- Orientation
- Placement

3.2.1: Sources of Recruitment:

There are two sources of recruitment process and these are;

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

A) Internal Recruitment:

The first step in creating a successful recruitment process is creating and using an internal recruitment policy. This policy should place limitations on managers so they do not steal employees from other managers or unnecessarily hold an employee back from advancing his career if he qualifies for an available position. The policy describes what internal applicants can expect during the selection process and whether applying for an internal position will affect their current ones. A company should add whether an employee must remain working in a position for a minimum amount of time before applying for a new one in the company and should offer tips about how to advance to new positions.

➤ **Transfer & Promotion:**

After seeing an employee's performance the organization transfer or shift an employee to the different places. And the organization also gives promotion any particular employee based on his/her performance that how much efforts he/she give for the organization and also measure that employee's growth in the job. And transfer and promotion both are different things but it will give to the employees by seeing their skills, knowledge, abilities and performances.

B) External Source:

Many renowned organizations always do in-house recruitment. That means, the organization does not outsource the recruitment and selection process to any other agencies. The HR department of an organization controls the process very efficiently. The whole process is centralized.

➤ **Advertisement:**

For recruitment process the organization give advertisement by newspapers, websites, online, different pages like; job.com, job.bd. LinkedIn, senice.com etc. and the other online based social sites. So, by this system the job seekers can send their CV's for any particular position. And also for finding job there are some employment agencies, whoever helps the job seekers to get a job.

➤ **Employee referrals:**

In any organization there are so many employees. Sometimes, the employees give referrals for collecting resumes or CV' s.

➤ **Internship:**

Sometimes the organization calls an intern to the selection process by seeing that intern's performance. Actually, the organization considers interns as their internal source.

➤ **Consulting the CV Bank:**

Before called for interview of an applicant check out that he she is capable for the required position or not.

➤ **Posted CV's:**

An applicant posted his/her CV to as their suitable position in which he/she are capable to show their abilities and performances.

3.3: Selection

Selection is the process through which we nominate and then select the best people for the organization.

➤ **Short-listing:**

The responses to the advertisements are sorted and screened. The CVs as well as the Covering letters are judged. In the covering letter, the style and language of writing, the emphasis put on the areas asked for in the advertisements and the quality of the letter (whether it is specifically tailored to the advertisement or just a standard response) are the aspects that are judged. The candidates selected in die shortlist are called for the written test & computer skill test (depend on the dept. he / she recruited).

➤ **Interviewing:**

It's not always quick and easy to get hired. The job interview process can be lengthy. Being interviewed once and getting a job offer is typically a thing of the past. Today, many companies have an involved interview process starting with screening interviews, which often take place on the phone, followed by in-person interviews, second

➤ **Screening interview:**

A screening interview is a type of job interview that is conducted to determine if the applicant has the qualifications needed to do the job for which the company is hiring. A screening interview is typically the first interview in the hiring process if the company does not start with open interviews where multiple candidates are screened at an open ring event.

➤ **Background Check:**

You may receive a job offer contingent on a background check and/or a credit check. Or, a background check may be conducted prior to a company offering a job. What the company learns during the background check could result in you not getting a job offer or in the job offer being withdrawn.

➤ **Offer:**

If the candidate has no problem with the stated terms and conditions of the job and the organization mentioned and discussed in the final interview, he/she is offered an application blank. The application blank is a standard format of employee-information that includes all the information the organization needs regarding the personnel. The candidate has to fill this blank and submit this to the company along with a CV.

➤ **Offering the role:**

Once all the documents & health check-up is done, the candidate is given an offer letter specifying the salary package, job responsibilities, utilities that will be provided by the organization. Even at this stage, the selected candidate has the chance to withdraw him/herself from the job offer. He/she is always free to discuss whatever difficulty may arise regarding pay-structure or any other facilities, etc. the door of HR is kept open for any sort of relevant discussion.

➤ **Verbal Offer:**

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

- We tell the candidate that HR dept. is like to offer him / her role.
- Congratulate him / her.
- Tell them the remuneration package that is being offered.
- Ask him / her if they are happy with it.
- Ask him / her if they verbally accept the position.
- Tell him / her that we will be sending them a written letter of offer and introductory package.

➤ **Written letter of offer:**

A written letter of offer forwarded to the candidate. Once the candidate has verbally accepted the position, the appropriate letter of offer is organized. This letter sends to the candidate within two or three days of making the verbal offer. An introductory package also sent to the successful candidate, along with the letter of offer. At least one week before the person commencing in their new position, an appointment notice will be placed on notice boards and/or the internet.

➤ **Study Framework:**

Recruitment & selection process is a vital factor for any kind of organization. Stimulation of modern technology' & all the system & control coming into wide spread use. Human resource management remains the most important factor in any organization. So, without being followed fair, modem & effective recruitment and selection procedure, it is not possible to gain best possible return from investment.

3.4 Differences between recruitment and selection:

Recruitment	Selection
1. Recruitment is a positive process	1. Selection is a negative process.
2. In recruitment process we say “Hi”.	2. In selection process we say “Bye”.
3. There is no screaming in recruitment	3. There must have screaming in selection process.
4. Actually, recruitment is a process by which the organization tries to attract the best potential people or candidates	4. Well, selection is a process of nominate and choose the best qualified people or candidate for the organization.
5. There will be no final appointment in recruitment process.	5. There will be final appointment in selection process.

Chapter : Four

Data Collection & Processing

4.1 Date Description:

I have collected both primary & secondary data for my research purpose. I have collected primary data by survey on employees of Spider garments. I have also collect secondary data from different types of articles. journals and internet.

4.1.1 Research Design:

Interview and personal observation methods are used to conduct the survey. But. only the qualitative data used to prepare this report.

4.1.2 Sampling Technique:

Almost 834 employees in this surveyed of the organization, nearly 10 people are selected as the sample size.

4.2: Sources of Data

There are two sources of data collection:

1. Primary data
2. Secondary data

4.2.1: Primary Data:

Primary data have collected based on my own experience, which gathered during the internship period. Personal observation, interview with officers or its also called face-to-face interview, an organization's executive & Manager were the key' source of primary sources of data. This data also collected by informal conversation between the employees & consultation with experts of the respective research fields.

4.2.2: Secondary Data:

Source of secondary data include:

- Office files
- Journals, books& some other relevant sources
- Different relevant website.

4.3 Way of Data Collection:

Well, the primary data was collected by informal interviews, personal observation, and finally face-to-face interview. And by observation the situation, the secondary data present this report.

4.4 Questionnaire Survey:

In the questionnaire survey, the interviewer asks some questions to the interviewee. Through this survey the interviewer can judge about the interviewee's knowledge that how much information that candidate's about any particular objectives. I discussed with manager & other employees about the recruitment & selection process of Spider garments Ltd. I worked on a questionnaire survey about recruitment sources and selection process in Spider garments Ltd. I developed 10 questions about recruitment and selection process about 26 employees. Which are given in the Appendix?

4.4.1 Data Processing Methods:

I have used Microsoft excel 2013 for processing the data I collect from primary & secondary sources. Then I found mean, percentages & other necessary function about the collected data of 26 employees. I used Pie charts & related tables in my report to process the data properly. It helps me to make accurate result to show. I designed a questionnaire about some recruitment & selection process related questions to the employees in Spider garments Ltd. Then I collect data through the 26 employees. All items were measured on a 5-point rating scale ranging from one (strongly agree) to five (strongly disagree), and the items are reported in the Appendices.

4.5 Identify the recruiting sources of Spider garments Ltd:

There are many sources of recruitment process. Spider garments follows the sources what are given bellow-

Advertisement: Advertisement is a popular method of recruitment, as many recruiters prefer advertisement because of their wide area of reaching point. Advertisement must contain appropriate information, such as location of job, working condition, job description, compensation etc.

Announcement: For the internal source of supply, by notice board and personal memos on the other hand for the external source of supply, by mass media the HR dept. announce the vacancy announcement, And this vacancy announcement also includes internet, print media, recruitment budget, organizational culture, electronic media and urgency of recruitment etc.

Online Recruiting: Vacancy announcement on internet, now a days is more efficient & effective to used old or traditional format of advertising, HR dept. of Spider garments Ltd. has signed a contract with bdjobs.com, an online job site. Here they advertise about entry level, midlevel & top level job.

In-House Recruiting: The best-performed employees sometimes become the great sources for the recruitment process. There are some employment services agencies, so they are try to regulate as a "great place to work" that they try to find out quality applications.

Internship: Actually, interns are the organization's internal sources. In the selection process the interns are invited sometimes because of their well performed job.

Notice Board: For recruitment sometimes the organization hanging notice boards for a specific position like driver, security guard technician or any other lower level post. But. Spider garments Ltd doesn't publish at external sources. It sent a copy of advertisement to the notice board of every branch.

4.6 The selection process of Spider garments Ltd:

The selection processes in which Spider garments go through are discussed bellow -

Cognitive Aptitude Tests: It measures an individual s ability to learn, as well as to perform the job. After learning something how fast any candidate can apply in any particular work. It will measure a candidate's ability to learn and ability to perform.

Psychomotor Ability Tests: This type of test is used to assessment coordination and strength of a candidate. It will test a candidate's physical abilities.

Job Knowledge Tests: Well, this- test is designed to assessment a candidate's knowledge that how much information he/she know about his/her required position. This test is needed for every kinds of job.

Work-Sample Tests: This test is operating a task or a set of tasks that are representative of the job.

Vocational Interest Tests: Actually, this test is identifying the profession in which a candidate is most interested and how effectively & efficiently done that activity.

Personality Tests: By this test the interviewer can easily know about a particular candidate's skills, abilities and knowledge.

Honesty Tests: Through this test can identify about a specific candidate's behavior, ethics, and morality.

Internet Tests: And the last of all, by internet test can know about how much a candidate have knowledge about updated information, online sources, websites, technology etc.

4.7 Why CV's are rejected in selection process:

First impression: It's very important to draw or grape the first attentions of the readers but sometimes we fail to create good impression. The first 20-30 seconds of interview is very important.

Poor visual layout: We should use plenty of white space in our CV and appropriate headings and selection breaks but we fail to ensure proper layout.

Length of a CV: Interviewers do not want to know your whole life history. They just want to know your actual purpose that match with the profession. But sometimes our CV's are corpus, so that interviewers do not find or put their attention to the actual message.

Too much information: Do not make your CV boring and difficult to read. Sometimes information is vague.

Too little information: Sometimes we fail to present solid information by adequate wording. So, we need to use required information where necessary.

Spelling mistakes: If an employee's finding grammatical mistake, they will immediately rejected. Use spell checking software and also go over it by self efforts.

Incorrect reference: Sometimes candidates refer the big fishes but in reality they do not actually know them. So, when interviewers call about getting judgment to those big fishes, they completely rejected. So, ensure e-mail, address, and reference and telephone number.

Chapter : Five

Internship Experience

5.1 Learning

I have done my internship in HR department of Spider Group Garments Ltd. During my internship program I gained lot of experience about corporate environment. I have done my task mainly workers personal life. To create a personal life for each employee need some major document for keeping in the office. The major documents must need to keep in personal file: such as Appointment Letter, Application for Vacancy, Educational Certificates, Citizenship Certificate, Nationality Certificate, Character Certificate, Physical Health Certificate, Blood Group Checking Report, Employee History Background and Reference Check, And Employee Information etc. I prepare those documents.

And all the co-workers, staffs and all the higher level of employees and the lower level of employees are strongly connected and communicate with one another in daily basis. So that, the upper level employees know about the lower level employees job performance and their problems and also try to solve that problem within a short period of time.

5.2: Significant pleasant and/or unpleasant incidences

I am working in this organization as an internee (HR department), so I am not much familiar with this organization. But it was a generous gladness for me that the company gives the opportunity to work on the ground of recruitment and selection procedures. All HR department personnel have supported me very well. I have learned lot of things from this study which will help me to build up my carrier. I really enjoyed my internship in Spider garments Ltd.

During my internship period no unpleasant incident has happened.

5.3: Findings

1. In Spider Group Garments, the major problem is they do not investigate properly about candidate's background or he/she has any crime report or not, when they recruit and try to select a candidate for any particular position.
2. When Spider Group Garments, wants to recruit and select a candidate, they do not check or verify that candidate's educational certificate or educational background.
3. In Spider Group Garments, they do not check candidate's height and weight properly, so that after selection a candidate cannot finish up his/her work efficiently and effectively because he/she cannot carry overload.
4. And in Spider Group Garments, do not check candidates NID card before recruitment and selection.
5. In Spider Group Garments, there are many child labors, which is illegal in Bangladesh's law.

5.4: Recommendations

1. Before recruitment and selection. Spider Group Garments should properly check about candidate's background or he/she has any crime report or not.
2. Education is must needed for any position. So, before recruitment and selection Spider Group Garments should know about candidate's educational background.
3. Spider Group Garments should check about candidate's strength before recruitment and selection, so that it will be easy to know that, that candidate's can carry overload or can do any kinds of work.
4. Spider Group Garments should properly check candidates NID card, so that can easily know a candidate's actual identification.
5. Before recruit and select a candidate's Spider Group Garments should know about all laws of Bangladesh and also should not consider a child as labor.

5.5: Conclusion

According to the findings, it's clarified that, these Organization are supporting the recruitment and selection process almost rightly. Employees are agreed in most facts like, staffing, rightsizing, observation method and adequate pool given by HRM, use of HRM as a consultant, hiring other sources, training and development process. Overall, the total recruitment and selection process is going on a right direction, almost. It's a necessary step for organizations to ensure the implementation of recruitment and selection process. Recruitment is making by using clear notification of activates or task of the candidates. External sources are much more preferable by the employees than internal recruitment. And selection process is also designed according to the needed staffing system. It's indicate a better recruitment and selection process of these Organization, using the HRM department the much effectively. Maximum employees are supported with adequate pool which is given by HRM, for the quality applicant. Staffing process is also highly agreed by maximum population so it can be tell that, recruitment and selection process is working out nicely in these systems. Though there are far more facts which is being found in this report, which needs to be improve by practicing or changing the technique of recruitment and selection process strategy.

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