Internship report

On
Recruitment and selection process of Daffodil International University

Naiar Sultana
ID: 152-11-4661

I

Internship Report

On

Recruitment and selection process of Daffodil International University

Prepared For:

Md. Alamgir Hossan

Senior lecturer

Department of Business Administration

Faculty of Business and Entrepreneurship

Daffodil International University

Prepared By:

Naiar Sultana

ID: 152-11-4661

Major: Human Resource Management (HRM)

Department of Business Administration

Faculty of Business and Entrepreneurship

Daffodil International University

Date of Submission:

Letter of Transmittal

9 December 2019

Md. Alamgir Hossan

Senior lecturer

Department of Business Administration

Daffodil International University

Subject: Submission of Internship Report

Dear Sir,

With due respect, I am a student of BBA, (41st batch), faculty of Business and Entrepreneurship. I am submitting my internship report which a partial requirement of my BBA program. The report is prepared on, **Recruitment and selection process of Daffodil International University (DIU).**

I have given my best effort to prepare the report with relevant information that I have collected from DIU, HRDI and from others sources during my internship program. The report will provide a clear concept about the overall functions of HR policies and practices in Daffodil International University.

Thank you, your kind attention for evaluating this report.

Sincerely Yours,

………………………..

Naiar Sultana
ID: 152-11-4661
Batch: 41st
Department of Business Administration
Daffodil International

Naiar Sultana
ID: 152-11-4661

Declaration

I, hereby declare that the internship program entitled **recruitment and selection process of Daffodil International University.”** embodies the results of my own effort after the conclusion of four month internship at HRDI perused under the supervision of Md. Alamgir Hossan, Senior Lecturer, Faculty of Business and Economics of Daffodil International University. I ensure that the report has been prepared in consideration of the fulfilment of my academic requirement and not for any other intention although the concerned parties may find it useful for the improvement of HR policies.

I further affirm that the work reported in this internship is original and is no part or any other students for the completion of BBA or other degree have submitted whole of the project.

………………………..

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ID: 152-11-4661

Major: HRM

Department of Business Administration

Daffodil International University

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Letter of Authorization

This is to certify that Naiar Sultana, ID: 152-11-4661, a student of BBA program of Daffodil International University has prepared her internship report titled **recruitment and selection process of Daffodil International University."** Under my supervision and guidance; I do hereby approve the style and contents of this internship report. This is for the partial fulfillment of his four years BBA program, major in human resources management (HRM) from Daffodil International University

I wish him every success in life.

…………………………

Signature of the Supervisor

Md. Alamgir Hossan
Senior Lecturer
Department of Business Administration
Daffodil International University

Naiar Sultana
ID: 152-11-4661

Acknowledgement

At First, I would like to express my gratitude to almighty Allah to give me the strength to complete the report within the specific time.

Secondly, I would like to give special thanks to My Brother, who made a very good decision for my Internship. It is called In-House Internship of any organization. He also help e to collected different types of information.

Thirdly, I would also like to give thanks to my supervisor Mr. Obayed Chowdhury, coordination officer in HRDI (DIU main campus) for his close supervision and he also help me to understand different aspects related to my study. Along with I also convey my gratitude to Md. Shakibur Rahman, Ahadnan Prodhania and Md. Abu Raihan, Those people support me in every way. So, my sincere gratitude goes to all employees of HRDI, for his cordial attitude and helping hand guides me in all situations, during my internship.

And then, I am also grateful and it is great pleasure for me to assign under the guidance of Md. Alamgir Hossan Senior Lecturer, Department of Business Administration Faculty of Business and Entrepreneurship Daffodil International University. He is my instructor. I am very grateful to him for all his kind cooperation and guidance and also valuable advice, suggestions to complete the report in an appropriate well-manner.

Finally, I would like to thank all those people who have shared their views about my report, provided me with valuable information, criticized and congratulated me. So, this acknowledgment is not enough to tell them how deep impact of their opinion and how pleased I am to them. I express all love and respects to the bottom of my heart for all of them.

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Dedication

There has to be someone behind every great work. Similarly this time it was none other than my parents. Their consistent support and care pushed me to an extent where I accomplished nothing but this report and many more. Keeping these thoughts in mind I want to dedicate this report to the persons who are in the position of top priority in my life, my father and my mother and as a whole my family. In the meantime, I want to say that it was them who brought me in this world and I am indebted towards them then, now and forever for even the tiniest thing that I have ever and will achieve in my life.

Abstract

HR activities are one of the major activities in an organization. Daffodil University HR division is an ideal place for learning HR related activities thoroughly. An excellent team of management of HR division conducts all the HR related issues. Their dedicated work makes them possible to get suitable people for suitable positions. They maintain an actual flow of each and every steps of Recruitment and selection process. The report concentrated mainly on the Human Resource Division. They need highly professional people who are very dedicated to their work, otherwise the whole operation will mess up. This is a great challenge for any institutions to find out such talented people. The Human Resources Department of Daffodil International University's Main Campus not only give the all details of information to other branches (like permanent & Uttara) but also show them how to woke on institution Policy at the beginning of the year. So the HR division of DIU gets an estimate of the manpower requirements for the year. The HR division then sets out to recruit and select necessary number of competent and efficient people in Potential way & needed faculties or other sectors. The existing practices of DIU both the recruitment and selection process of Main Campus, but as a middle Institution of Education, the process differs for different job positions. Quality of service depends on the competence and the quality of the employees of the Institution. Therefore, the authority of DIU has to be careful in recruiting the right person for each job. As the recruitment and selection process of DIU is improving. Though the overall recruitment and selection process of Daffodil International University is a developing-organized process so there is scope for improvement. The policy and process should be revised. So although the process they have been adopting so far has been somewhat effective, to adapt to the changing times, the process should be revised and streamlined. By developing strategies to overcome the limitations, Daffodil International University can make the recruitment and selection process more efficient & effective also.

Key Word: HR, HRD, DIU, Recruitment & Selection Process.

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List of abbreviations

DIU = Daffodil International University

HRDI = Human Resources Development Institute

HRD = Human Resources Department

BBA = Bachelor of Business Administration

HRM = Human Resources Management

UGC = University Grant Commission

IQAC = Institutional Quality Assurance

DISS = Daffodil Institute of Social Science

DIL = Daffodil Institute of Language

R & S = Recruitment and Selection

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Chapter–1

Introduction

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1.1 Introduction

Human resource super vision is the development of obtaining, training, appraising, and compensating employees, and of attending to their labor relations, health and safety, fairness concerns. Recruitment and selection are two of the most important tasks of personnel management. Recruitment precedes selection and helps in selecting a right applicant. Recruitment is a process to discover the sources of manpower to meet the requirement of the staffing schedule and to employ effective measures for attracting that manpower in satisfactory numbers to facilitate effective selection of efficient personnel. Daffodil International University (DIU) is celebrated in independent government assessments as one of top arranged universities in Bangladesh. The university has been instituted by Daffodil Group with the authorization of the Ministry of Education under the Private University Act of 1992 and its modification in 1998 and Daffodil International University came into being on 24th January 2002, the University today combines impressive modern facilities and a dynamic approach to teaching and research with its proud heritage of service and achievement. Daffodil International University's assignment is defined by its IT-based traditions of service and access. The University is quota the citizens of the country through its directions, research, and outreach programs and organizing Bangladesh to respond successfully to the challenges of global economy. The University has proved that it provides students broad access to the institution's educational resources. (Possible suggestion: For educational agendas in campus and beyond, the university is giving high priority on the use of new and outreach technologies available in the unindustrialized information era.) The University has paid the highest importance to resource division to graduate and post graduate education and for future development of those areas that represent the outdated strengths, quality, reputation, and an uniqueness of the establishment which continue to effectively respond to the needs of students and other parts. Reliable with this commitment, the university is emphasizing on high quality education, including a complete general education that imparts the broad knowledge, skills, and values which are essential to educate and make citizens responsible as well as to ensure specialized career preparation for students. In establishing the primacy of education which is the institutional mission, the University is convincing the escalating strength of its faculty with the realization that

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the quality of instruction is straight related to the quality of the University's faculty and the commitment of the faculty to ensure brilliance in education.

1.2 Literature Review:

Recruitment & Selection Process:

Recruitment:

Every institution is selected to hire people and check their eligibility. Aspirants are selected through unambiguous examination and they are recruited at a particular place in the institution. In these, applicants are given a formal training for different situations in the selected applicants at different levels, so that their knowledge around the organization and the knowledge around the products of the organization increases. . It is essentially called Recruitment is the determining of possible applicants for actual expected organizational vacancies. Recruitment is the accomplishment that links the employers and the job seekers. Recruitment is a continuous process whereby the firm attempts to develop a pool of capable contenders for the future human resources needs even though specific opportunities do not exist. Usually, the enrollment process starts when a manger recruits an employee demand for a specific vacancy or a projected position.

Selection:

Based on the selection and placement of applicants for meeting and specific job based applicants, depending on the selection of employee, it is a simple process for those who have the ability to apply it helps to fill the recruitment procedure the selection begins when the process is over and the application is accepted. While choosing employees, it should be borne in mind that they are the greatest cause of an association. The dangerous portion is the depth, collaboration and the ability of the organization's staffs. Everything can be bought or reproduced excluding skilled and devoted service. Selection is basically choice an applicant from a pool of applicants who has the proper qualification and capability to do the job. Selection is the procedure that starts with collecting complete information about the applicant from his application form and ends with welcoming the applicant into the organization.

Objective of selection: The objective is to choose the suitable applicants for the best placement of jobs and institutions. Entitlement skills experience to meet this entitlement. All organizations who apply and collect and evaluate their data.

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Whoever, there are many studies that are straight related to the recruitment and selection process which is a part of human resources management, I have found many of those research they used qualitative and quantitative method. Some of those are given bellow:

For Business organization and multinational company, the human capital are most valuable and treasured assets because every entry of those organization by recruitment and selection process they create competitive advantage (Bhoganadam, S. D., & Rao, D. S. 2014). Better recruitment and selection strategies result in upgraded organizational outcomes. (Kumari, N. (2012). Better recruitment and selection plans result in improved organizational conclusions. The main objective is to identify general performs that organizations use to recruit and select employees and, to determine how the recruitment and selection performs affect organizational outcomes at Electronics Industry. (Kumar, S., & Gupta, A. K. (2014). Successful recruitment and selection performs are key components at the entry point of human resources in any organization. The performs that organizations use to recruit and select employees. The study also focus its attention to determine how the recruitment and selection performs affect the organizational outcomes. (Naveen, S., & Raju, D. N. M. (2014). This paper presents survey data, based on 4 studies on test usage in the field of forensic psychology, over the past 10 years. The author argues that the high degree of variability in the most popular testing instruments is largely based on the training. (Piotrowski, C., & Armstrong, T. (2006). Various research evidences show that online recruitments have become easy way to save cost and valuable time of firms (Hart, Doherty & Ellis-Chadwick, 2000). Some recent studies on the effectiveness of internet in recruitment and selection have reflected the benefits transported by Internet to the organizations. (Gopalia, A. (2011). A structured questionnaire was prepared and the questionnaires were distributed to the respondents. To analysis the questionnaire most of the respondents are male and on the basis of experience majority of the respondents are 3-5 years. In this organization HR managers were most active and skilled. To analysis the questionnaire most of the respondents have good opinion about the recruitment policy in Jasmin InfoTech. (Manjula, N., Thilagavathy, N., & Kannan, N. (2016). The selection of the Dhaka Bank Ltd., its' head office and sample respondents are done purposively. Total thirty three numbers of employees of the credit information division of the head office of the Dhaka Bank Ltd. were investigated for the purpose of opinion survey through pre structured questions as per the census method of the sampling. Secondary source were also used. (Haq, A. Z. M. (2015). This study examines best performs in hiring related to the recruitment and selection

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process in English-speaking countries with an Anglo-Saxon heritage. Since such countries share a similar cultural backgrounds and histories, best performs are likely to be somewhat similar. Studies of best performs were examined in the following countries: United States of America, Australia, United Kingdom, Canada, and New Zealand. (Vickers, G., McDonald, M., & Grimes, J. (2014). The dissertation comprises of six chapters. The study is based on the assumptions that the Sundays River Valley Municipality does not have adequate recruitment and selection policies in place and that no clear division of duties has been made between councillors and officials with respect to the employment processes. (Singanto, N. K. (2003). Organization literature discusses that the behavioral traits of employees can play an important role in the success of total quality management (TQM). However, little empirical research exists in this regard. Using an international dataset, the present study investigates: the impact of quality administration performs on plant competitiveness; and the moderating effect of an employee selection process on the relationship between quality organizations performs and plant competitiveness. (Ahmad, S., & Schroeder, R. G. (2002). Recruitment and selection is one the most important functions of human resource management (HRM). The present study aims at exploring differences and similarities between the public and private sector manufacturing firms of Bangladesh with respect to recruitment and selection performs, sources of recruitment, and selection devices. (Absar, M. M. N. (2012).

1.3 Background

The internship program is very helpful to bridge the gap between the theoretical knowledge and real life experience as the part of the Bachelor of Business Administration (BBA) program. This internship has been designed to have a practical experience through the theoretical understanding. For the completion of this program I have been placed in HRDI (Human Resource Development Institute). That institute organize DIU recruitment and selection process program every year. So, I decided to work on the preparations of Recruitment and Selection process activities of DIU.

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1.4 Origin of the Report:

Dimension of Education all over the world has been changing rapidly due to the deregulation of globalization and technological innovation. Now-a-days Students has been facing more competition locally as well as globally. To survive in this competitive world, Education institution or Universities require developing suitable functional, financial structure, developing professionalism in the sense of developing suitable recruitment and selection training and development policy of Human Resources. As a student of BBA program (major in Human Resource Management) in the Daffodil International University (DIU), this report is a partial requirement of the course curriculum. This report has been prepared after a thorough analysis of the recruitment and selection process of DIU.

1.5 Objectives of the study:

This study has been conducted to focus on the following key objectives and their relevant facts

Broad Objective:

To know recruitment and selection activities and its impact globally at all organizational levels, ensuring right person for the right job and reduce other loss making activities.

Specific Objectives:

- To know impact of the Recruitment and Selection Process.
- To know the factors consider before Recruitment and Selection.
- To identify the strengths and weaknesses of existing Recruitment and Selection Process.

1.6 Methodology of Study

For making the report reasonable, significant and for respectable I attempted to utilize both essential technique just as optional strategy for information assortment as research base. I arranged a poll and directed an overview to the chose HR officials and different representatives which helped me to gather essential information of the report. Though, optional information should be gathered from web. In addition, I have gathered information from Human Resource approach archives of DIU and annual reports of HRDI, articles, various diaries, and ordinary revealing and

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I use different kind of charts, graphs (such as pie, doughnut pie, bar 3-D pie, column charts etc.). The sources have been separated by two sections.

Sources of Data:

Primary source of Data:

I have collected primary data through the following ways:

- Practical deskwork in my specific posted by HRDI.
- Discussion and informal interview with HR Officer's, Executives & managers.
- From practical working environment.
- Direct observation from attending Selection & Recruitment process Program.
- Attending Recruitment & Selection Training program.

Secondary source of Data:

- Secondary data are the data that have been already collected and used by others.
- Job description and recruitment files.
- Selection process profile.
- Annual report of DIU.
- Office file and documents.
- Text books and journals.
- DIU websites: https://daffodilvarsity.edu.bd

1.7 Scope of the Study:

The report deals with the recruitment and selection process in terms of educational point of view and the practical use. The study will allow learning about the recruitment and selection issues, importance, modern tools and techniques and also models used to make it more efficient. The will also help to learn the practical procedures followed by the leading others Universities. Moreover, the study will help to differentiate between the preparation and the theories that direct to realize how the organization can improve their recruitment and selection process.

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1.8 Limitation of the Study:

All of you know that everything had surrounding by little bit of limitations, so does my study have also. In every organization HRM department is known as a heart of the body of an organization. Not only I faced several obstacles and barriers in way of my works, but also I am highly thankful and grateful that I got a big privilege and learnt and understood the practical knowledge and working process. At the time of my internship I had face some limitation which are shortly given below:

a) The main limitation of the study is the collection of information. Because most of the information are confidential, so the department does not want to disclose them.

b) The second limitation of the study is sometimes the officials had been unable to provide updated information because of their huge routine work.

c) The third limitation is lack of my technical experience and efficiency to prepare a qualityful and standard report and short time of report procedure.

d) Although I am student of DIU, I have some barriers some aspects so do I could not be disclosed and discussed in the report.

Chapter – 2

Organizational Overview

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2.1 About DIU:

Daffodil International University is a foremost private university in Bangladesh. The university was established in 2002 with a view to meet the necessities of the society for higher education and research. The university provides quality education to the students at a moderate cost. The mission of the university is to turn out broadly educated and technology concerned with graduates capable of making positive assistances for the development of the nation. The University Grants Commission (UGC) of Bangladesh rates the university in the top layer in its ranking of private universities. The university offers bachelor's and master's programs in several areas of business, science and engineering. The programs of DIU are organized under four faculties: Faculty of Business and Economics, Faculty of Science and Information Technology, Faculty of Humanities and Social Science, and Faculty of Allied Health Sciences. The educational programs are of global standard and the syllabuses are regularly upgraded. There are three research centers in the university and three journals containing research papers from Bangladesh and abroad are regularly published. The educational activities of the university are conducted by full-time teachers trained in Bangladesh and abroad. The university imparts quality education through regular classes and laboratory works, seminars, workshops, industry visits and other co-curricular activities. Students participate in extracurricular activities through a number of clubs and societies.

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2.2 Vision

To be a global leader in providing tertiary level education that produces graduates with high self-esteem who are able to accept and overcome challenges in a fast-changing environment.

2.3 Mission

To positively influence and enhance the lives of people by promoting research that is aligned with nationwide development agenda,

- Millennium Development Goals (MDGs),
- Sustainable Development Goals (SDGs),
- Innovation and entrepreneurship.

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2.4 Strategic Framework of Daffodil International University:

Vision, Mission, Values

- Ensure Quality & Effective Education System
- Ensuring the Employability of the Graduates
- Strengthening the Culture of Research
- Enhancing International Recognition & Mobility
- Celebrating Diversity & Uniqueness
- Ensuring Institutional Sustainability

Strategic Steps/ Priorities of DIU

Policies of DIU

Figure: 2.4

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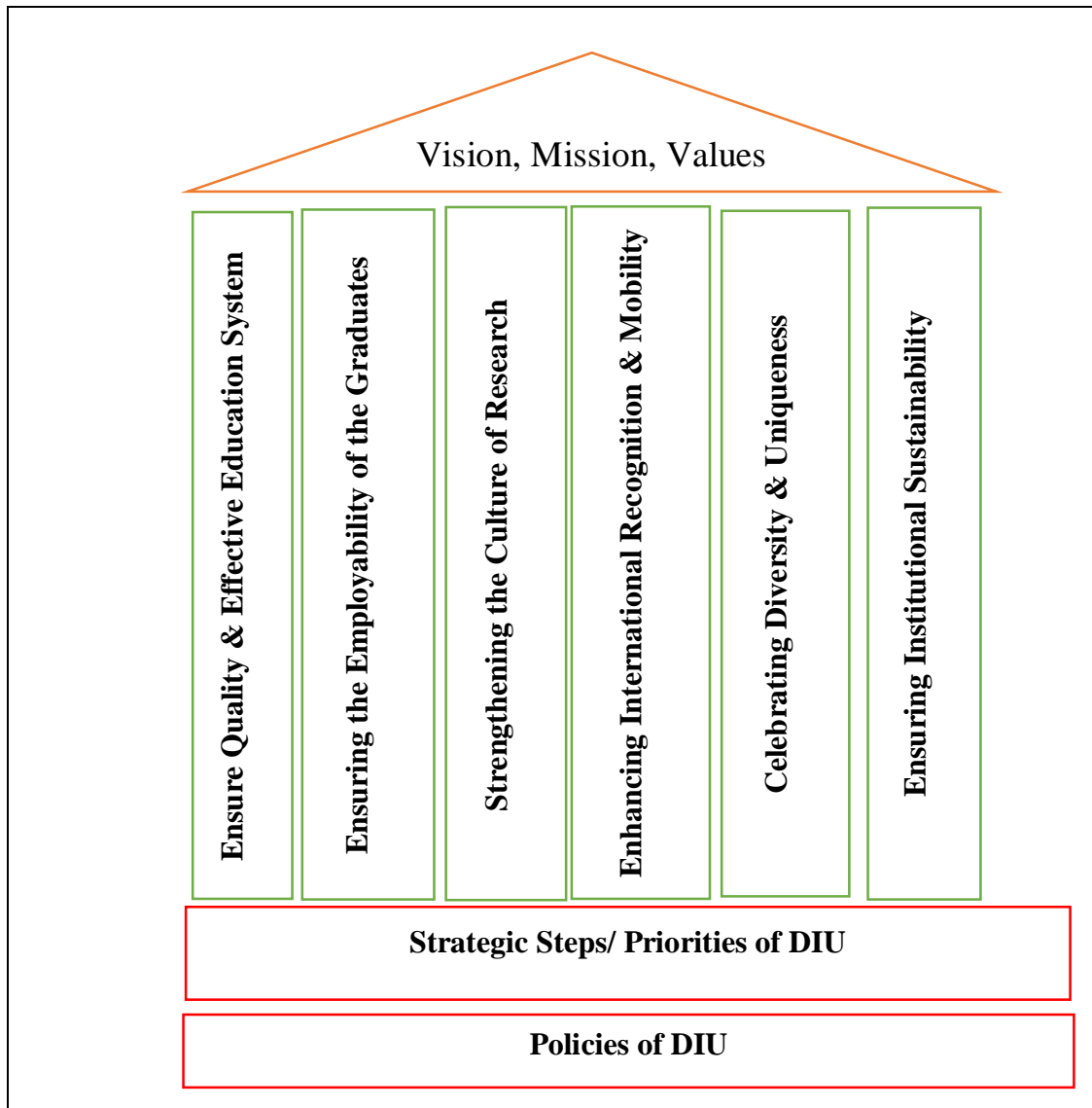
2.4.1 Our Strategic Priorities:

Ensure Quality and Effective Education System:

To ensure quality and effective education system DIU adopt the following strategic goals:

- Ensuring that students remain engaged with their studies beyond the classroom.
- Producing confident graduates having the right skills and abilities to make life better for themselves and their society.
- Adopting modern teaching performs and technology.

Ensuring the Employability of the Graduates:

To ensure the employability of the graduates DIU adopt the following strategic goals:

- Provide adequate training to DIU Students side by side their educational education and equip them for the 4th Industrial Revolution.
- Build a strong relationship with both national and international industries.
- Influence the students to be entrepreneurs by solving problems around them.
- Engage DIU Clubs with the help of club moderators.

Strengthening the Culture of Research:

DIU will work to increase the research capacity by adopting the following strategic goals:

- Initiate partnerships both local and international to find time demanding high-value research opportunity and funds.
- Initiate teacher-student collaboration for different research.
- Initiate high impact research to contribute to society.
- Emphasize research culture throughout the university.
- Ensure circulation and promotion of research outcomes/findings and impacts.
- Enhance and modernize DIU Libraries.

Enhancing International Recognition and Mobility:

DIU will engage itself to enhance its international recognition and mobility. To make this happen DIU will focus on the following strategic goals:

- Initiate partnership programs and collaboration with different international body and organizations.
- Work to achieve different international accreditations.
- Focus on increasing the number of international students from more countries.
- Engage local students in different prestigious international events, programs, and scholarship programs.

Ensuring Institutional Sustainability:

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To ensure institutional sustainability, DIU will be adopting the following strategic goals:

- Building the necessary infrastructure for increasing capacity
- Develop core teams for individual departments and sections
- Building a strong base and support system utilizing the concerns of Daffodil Family
- Strengthening policies, procedures, and systems to support the smooth operation
- Develop a succession plan for each department and sections empowering youth
- Develop an institutional repository for different essential resources and documents both educational and official.
- Build an effective culture to retain and engage top talents
- Create a positive exposure everywhere
- Strengthen digital infrastructure and performs
- Build a culture of engagement and performance.

Celebrating Diversity and Uniqueness:

DIU believes in diversity. DIU will thus adopt the following strategic goals to ensure diversity in the organization:

- DIU will not be biased in terms of any race, religion, location, age group, nationality, and gender.
- DIU will not be biased in terms of recruiting anyone based on their gender, race, location, religion, and nationality.
- DIU will nurture a culture where people from every race, location, religion, nationality, and gender will feel comfortable in working and collaborating with each other.

2.5 Values

Ethics

DIU committed to being ethical in their performs and services. No way DIU will ever compromise with ethical values and always nourish ethical values among its staffs, teachers, and students.

Quality

We strive to ensure excellence in what we do and the way we serve people. DIU believes in continuously looking for and making use of opportunities to improve further.

Leadership

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We believe in leadership as we through our prompt and agile work process set up examples for others to follow.

Innovation

We empower individuals to think innovatively, remain curious, and value new ideas.

Diversity

We value opinions and ideas from different people of different groups no matter what their race, nationality, age, religion.

Continuous Learning

We influence people to be lifelong learners so that they remain committed to update and upgrade themselves.

2.6 Organizational Address at a Glance:

1) **Main campus Address:**

   102, Shukrabad, Mirpur Road, Dhanmondi, Dhaka-1207

   E-mail: info@daffodilvarsity.edu.bd

   Phone: +88 48111639, 48111670, 9128705, 9132634

   Fax: 88-02-9131947

   E-mail: counselor@daffodilvarsity.edu.bd,

   admission@@daffodilvarsity.edu.bd

   Website: www.daffodilvarsity.edu.bd

2) **Permanent campus address:**

   Permanent Campus

   Dattapara, Ashulia, Savar, Dhaka.

   Cell: 01833102806, 01713493050-1, 01847140068

   Tel: 88-02-9138234-5, 9116774, 9136694.

   E-mail: counselor@daffodilvarsity.edu.bd, admission@daffodilvarsity.edu.bd

   Website: www.daffodilvarsity.edu.bd

2.6.1 Main Campus Floor Structure:

Figure: 2.6.1
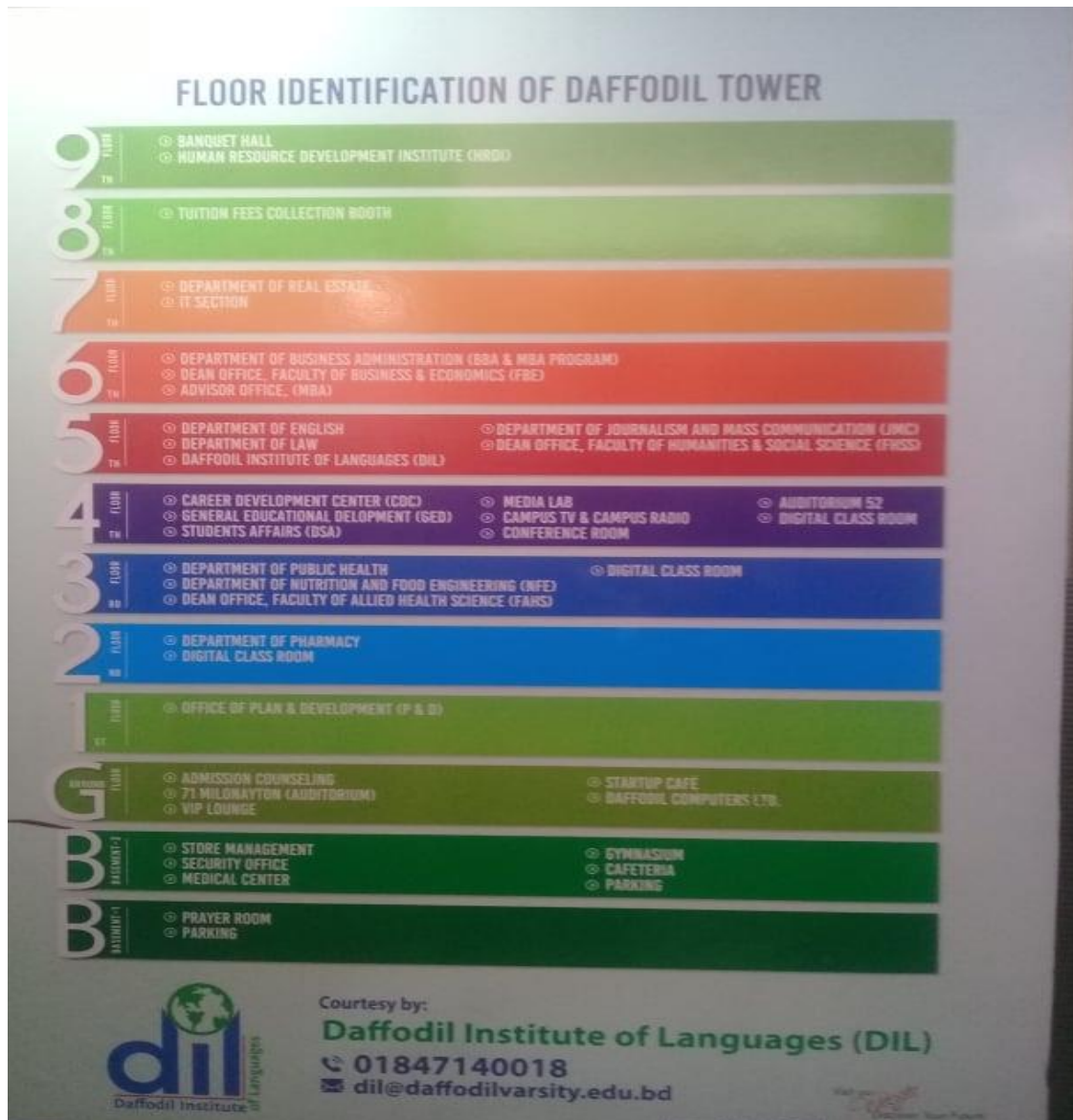
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2.7 Organization Details:

Details of DIU	
Campus building & Location	• 102,Shukrabad,MirpurRoad, Dhanmondi,Dhaka-1207 • Dattpara,ChouBaria,AshuliaModel Town, Dhaka
Land for campus	150 acre (appx.)
Faculty & Department	5 & 24+
Programs	4 (Undergraduate & Master, International IT Programs, Short Courses, Proposed Programs)
Institutes	HRDI, IQAC, DISS, DIL
Lecture Theater & Class Room	Including Modern Lecture Theater there 250+ Classrooms are available.
Laboratories & Library	45 no. of well-equipped laboratories & well-decorated library facilities
Clubs & Alliances	More Than 25+
Research Centers	5 different research centers are collaborate with DIU
Hostel Facilities	For Male & Female
Digital Amenities	1 Student 1 Laptop, Stem Lab, DIU Apps, Internet Radio & Online TV, Wi-Fi facilities, Informative Website, E-Library, Education ERP so on…
Seminar & Conference hall & Auditorium	There are More Than 6 seminar hall & conference room (50,200,500) seat capacity with digital facilities & also International standard Auditorium (where 6000 seat capacity)
Admission Session	Tri-Semester & Bi-Semester
Scholarship & Waiver Status	12,147+
International Affiliation	DIU connected Internationally more than 20 organizations

Figure: 2.7

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In order to perform various jobs for the company, employees and officials are recruited in different categories from time to time. To streamline the process of recruitment in a prompt and on time, the management felt it is necessary to have a written policy on the issue of recruitment of employees for DIU. So the total manpower of DIU are given below:

2.8 Total Manpower:

Total Manpower	Full Time	Part Time	On Study Lave/ Others
Faculty Members	730	148	189
Officials / Admin	264	12(as an Intern & others)	---
Outsourcing Staff	250+	---	---
Supporting Staff	250	---	---

Figure: 2.8

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2.9 DIU Organogram:

DIU Organogram

Chairman

↓

Vice Chancellor

↓

Pro - Vice Chancellor

↓

Treasurer

↓

Registrar

→ **Deputy Registrar**

↕

Controller of Examinations

Senior assistant registrar

↓

Directors,

↕

Faculty Heads

↓

Department Head

↓

Administration Officers

Figure: 2.9

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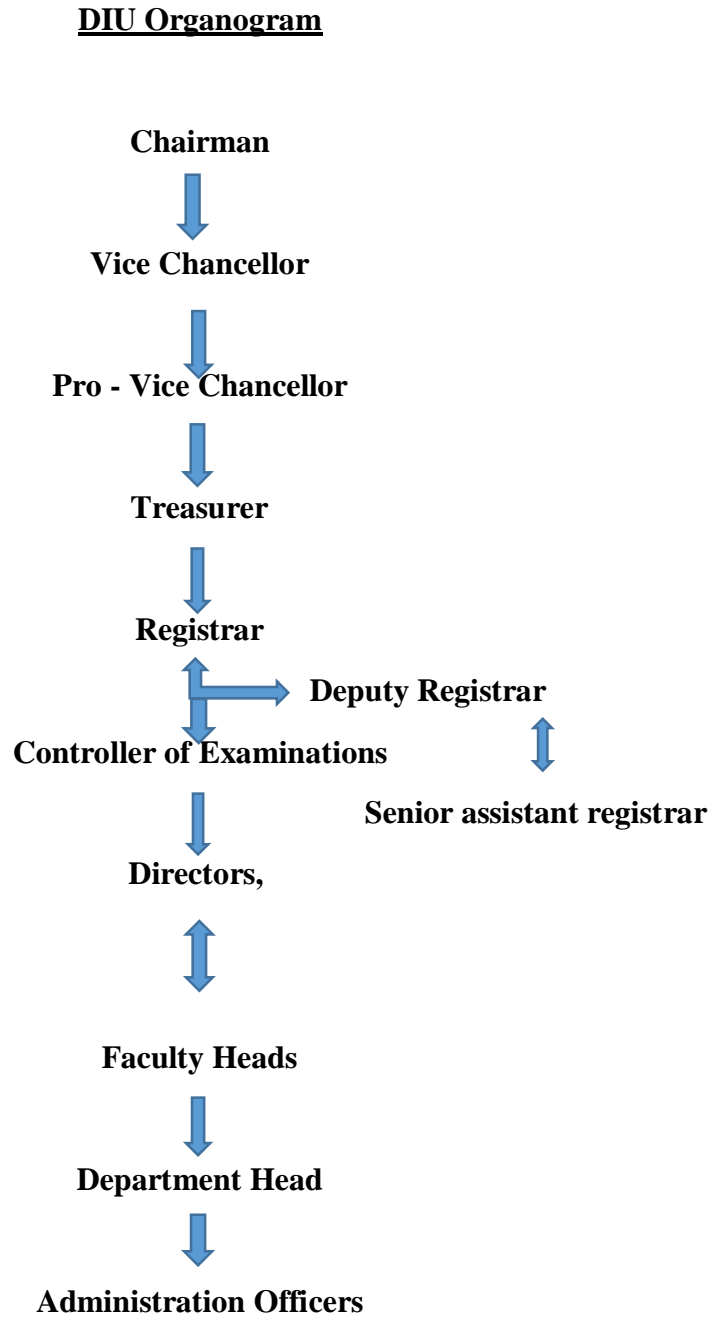
Chapter – 3

Recruitment and Selection process of DIU

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3.1 History of Human Resource Management:

The history of human resource management is the most important part of the management organization most valuable of the objective of the business. Most of the organization involved is Human Resource Management. Human resource management at the very important and sources of group recruitment process and solution. Enhance the requirement solution of I process involve of the organization. The recruitment selection development are the most eligible obligation and requirement process and selection contribution for the kind information of the organization and most important section of Human Resource Management. In this study only focuses on specially recruitment and selection process, which is the human resource's fundamental function.

➢ Few definitions of recruitment are: "Recruitment is the process of searching for prospective employees and stimulating them to apply for jobs in the organization", (Edwin Flippo). "Recruitment activities identify & attract a pool of applicants for change in implement status from which some will later be selected to receive offers." (Milkovich of Bordreau).

➢ Definitions of Selection: "Selection is the process by which applicants for employment and divided into two classes those who will be offered employment and those will not" by Dale yodel. "Human resource selection is a process of choosing the most suitable person out of all particulars" BY-Gupta. The term 'selection 'denotes a choice of one or some from amongst many. Employee Selection is the process of putting right men on right job.

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Selection process: Prevention or action in the election An applicant should be able to meet each subsequent income, if necessary, cannot be identified by unnecessary selection skills and talents unveiled, and no one can be used to predict how the person will determine how employees will affect etc. Can provide statistical analysis.

3.2 Factors that DIU Consider for Recruitment:

Recruitment is of the most crucial role of human resource professionals. The level of performance of an organization depends on the effectiveness of its recruitment function. Organizations have developed and followed recruitment strategies to hire the best talent for their organization and to utilize their resources optimally. A successful recruitment strategy should be well planned and practical to attract more and good talent to apply in the organization. For formulating an effective and successful recruitment strategy, the strategy should cover the following components:

➢ **Identifying and prioritizing jobs:** Requirements keep rising at various levels in every organization; it is almost a never-ending process. It is impossible to fill all the s immediately. Therefore, there is a need to identify the s requiring immediate attention and action. To maintain the quality of the recruitment activities, it is useful to prioritize the vacancies whether to focus on all vacancies equally or focusing on key jobs first.

Job Analysis: A job analysis is the process used to collect information about the duties, responsibilities, necessary skills, outcomes, and environment of a particular job. In the other words 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. Before job advertisement HR department reviewed the job responsibilities of current employee. Then talk with other skilled employee in the same department for identifying specific tasks that the need to perform. According the job description, subdivision determine what a good performer looks like and what competencies i.e. skills, knowledge and attitudes are necessary to perform the job that means job specification. After completing job description and job specification HR department design job advertisement. This is one of the important tools for recruiting desired person for DIU.

➢ **Timeliness for Recruitment:** On the basis of manpower requisition HR-department prepare a recruitment calendar for DIU. They make plan for each and every vacant

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particularly with respect to providing enough lead-time to allow the process to work effectively. In the same sense, the recruitment function needs to be integrated with subsequent parts. Recruitment has to be timed such that applicants are available to go through selection, hiring and orientation without being rushed. Planning allows you to complete selection, hiring and orientation without rushing minimize the hiring of wrong person. Although DIU follow the standard time for recruitment in minimum 2 weeks but sometimes it will differ active to authority & top HR department and also it based on need the time period for recruitment may sometime increase or decrease from average. Timely recruitment is important for organization productivity and it indicate the efficiency of recruitment team of HR department. For this reason HR department try their best to hiring right person in right time for boosting organization growth and success.

3.2.1 Recruitment & Selection process Flowchart:

Applicants

Figure: 3.2.1
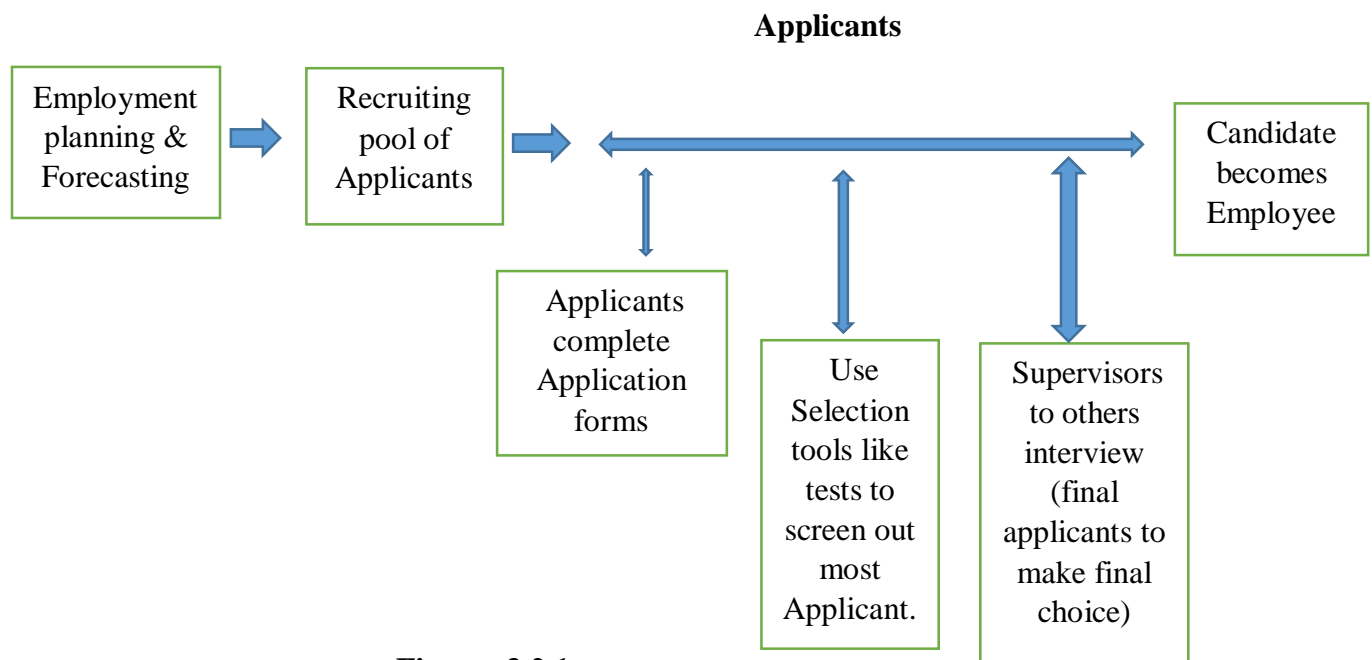
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3.3 Recruitment & selection policy of DIU:

The determination of recruitment and selection policy is to establish a system to ensure that DIU has the most effective recruitment preparation to support its aim in being the leading Private Educational institute in Bangladesh. By attracting & employing the highest talent applicants at the right time and maintain the institution appearance as the most documented employer in the region. DIU does not tolerate any means of judgment against any persons. The allocation of applicants to s is only subject to their qualifications as matched with the required skills, knowledge & personal attributes. Effective talent management involves a strong commitment to design and execute an Integrated, strategic and technology enabled method to managing human resources. Now we describe the recruitment and selection policy of DIU.

Policy Statement

This policy provides DIU with a set of recruitment and selection performs for the effective sourcing of employees in an efficient and fair manner. The emphasis is on finding and attracting the right people for the right at the right time. To ensure transparency in the process of recruitment and selection of employees, the management desires that all manpower requisitioning authority must become familiar with and aware of this policy and comply with the procedures as detailed below:

Policy objective

The primary objective of this policy is to ensure that the DIU will attract and retain the most highly qualified workforce. It is meaning of the company to make the information about employment opportunities known to the largest number of persons with the desirability of new employees and recognition & development of current employees. It also the intention of management to let the people know that we are an equal opportunity employer and free from any bias against gender, race and religion.

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3.4 Purpose of Recruitment:

❖ Determine the present and future requirements of the organization conjunction with its personnel-planning and job analysis activities.

❖ Increase the pool of job applicants at minimum cost & it Help increase the success rate of the selection process by reducing the number of visibly under qualified or overqualified job applicants.

❖ Meet the organization's legal and social obligations regarding the com of its work force.

❖ Begin identifying and preparing potential job applicants who will be suitable applicants & Increase organizational and individual effectiveness in the short term and long term.

❖ Evaluate the effectiveness of various recruiting techniques and sources for all types of job applicants.

3.5 Sources of recruitment:

Every institution has a choice. All of this work is done in the most effective manner. The rules of public administration and the freedom fighters quota are set out in the rules of the rules, due to the selection of the officer in the first place, according to the criteria of 200 applicants.

Figure: 3.5

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- Mainly seen in the institutions, applicants are not straight appointed through direct examination and there are chronically written and oral exams.
- 2. Recruitment letters are sent to the permanent address of the applicants selected for appointment letter
- 3. 50 applicants out of 200 applicants were appointed and it is between January-January and when faculty supervision are feel needed.

Internal Sources of Recruitment:

Some other sources of recruitment are given below-

a) Promotion:

For the betterment of the employees, the best responsible officers and employees from different departments are transferred to the higher s through their performance in their work.

External Sources of Recruitment:

Some external sources of recruitment are given below-

1. **Press advertisement:** Various advertisements are verified through scrutiny and newspaper magazines are collected through, these and the applicants are the main sections in which newspaper advertising.
2. **Educational institutes:** The applicants are collected from the management of different administration institutions, colleges, etc. They provide guidance through various types of interrogation and take advantage of the information from the information area.

3.6 Categories of employment

In Daffodil International University, the following categories of employees/ officials are recruited for head office, parks & construction sites/ projects depending on the nature, type & duration of job:

Permanent: Means any situation which is regular and permanent in nature irrespective of management or non-management category of employees.

Contractual: The term "contractual" applies to project based points or where business is not permanent in nature & job volume fluctuates.

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Temporary: Means any which is created to perform a job within the specific period of time.

In casual: The term "Casual" applies to project based for non-management staff only.

3.6.1 Probation period: The newly joined employee/official will be on probation for an initial period of 6 (six) months from the date of his/her joining.

- Prior to completion of probation period, HR department will send the Probation Evaluation Form to the concerned department for evaluation of performance of the employee during probation period. Accordingly after evaluating performance, the concerned department will return the form to HR department with their comments.
- HR department on the basis of recommendation will issue Letter of Job Confirmation/ probation extension/ termination from service to the employee.

3.7 Existing Preparation of Recruitment & Selection Process of DIU:

Figure: 3.7

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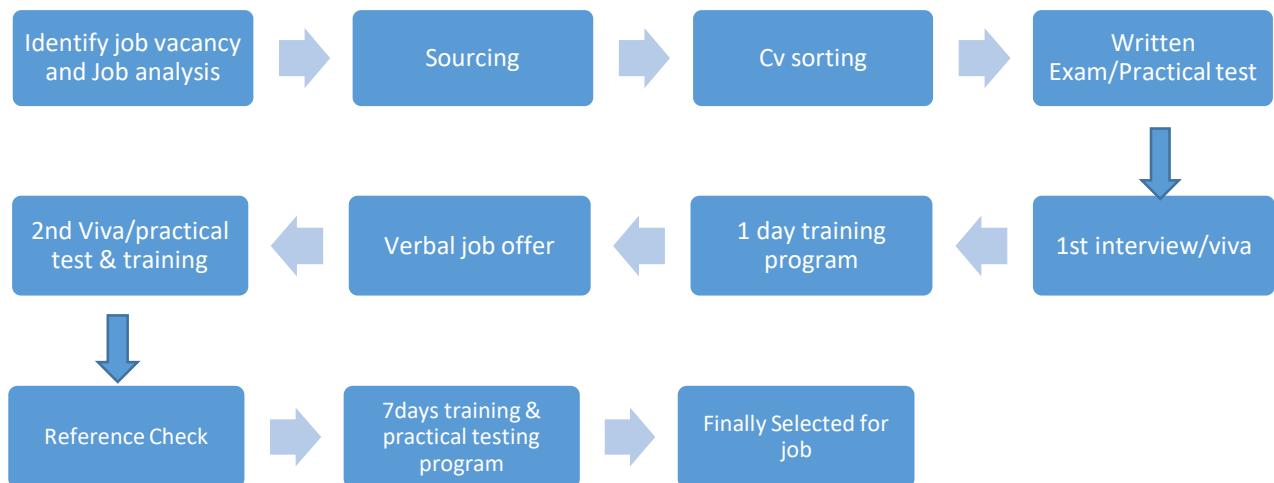
3.8 Maintenance of recruitment checklist

The following checklist to be maintained for recruitment and documentation in the personal file:

- Employee requisition form
- Employment Form (properly filled in and approved by the management)
- Appointment letter (duly signed by the incumbent)
- Job description & Job advertisement
- Recruitment approval note (duly approved by the management)
- Resume of the employee
- 4 copies of photographs
- Clearance certificate from previous organization, if any.
- Work experience certificate(s) (for experienced employees only)
- Photocopy of all major educational certificates (duly verified with original copy)
- Recruitment evaluation papers
- Joining letter (duly signed by the head of HR)
- Orientation checklist and declaration form.

Recruitment is a positive function in which publicity is given to the jobs available in the organization and interested applicants are encouraged to submit applications for the purpose of selection. Recruitment represents the first contact that a company makes with potential employees.

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Chapter – 4
Analysis and findings

4.1 SWOT Analysis of Recruitment & Selection process in Daffodil University:

In SWOT analysis two factors act as prime movers,

- ➢ Internal factors which are prevailing inside the concern which include Strength and weakness.
- ➢ On the other hand, another factor is external factors which act as opportunity and threat.

Strength:

- Fair recruitment policy.
- Tendency of equal employment opportunity.
- Strong and unique written and oral test for the selection process.
- Efficient administration.

Weakness:

- Lengthy process of job circular.
- Insufficient manpower in HR to run the overall activities of the group.
- Lack of employee training and development activities.
- Lack of facility for the employee.

Opportunity:

- Campus campaign for the search of potential applicants.
- Maintain good relation with the head hunting agencies to ensure source of specially skill talent in a shortest tenure.
- Frequently participate in job fair which was organized by different organizations with minimum cost and rich pool of resumes.
- By using social media Daffodil University can recruit potential candidate free of cost.

Threats:

- Due to poor compensation and benefits structure competitors can easily target our best performers for migrating from other university.
- Lack of manpower succession planning employees do not get actual career path in the organization.

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4.1 Research design:

In general research project means the specification of methods and process of collection data, which is necessary for every research. Data is collected from both primary and secondary source (Thornh, 2003). By questionnaires distribution to DIU employees primary data was collected. DIU has around 350 employees out of 350 employees sample size have been taken 50 with the help of Convenience sampling method. But the respondents is 40. Where Female 30% = 12 and Male 70% = 28.

Sample design:

S. No	Designation	No. of. Employees	Given Questionnaires	Respondents
1	Lecturer	22	24	22
2	Senior Lecturer	10	16	10
3	Assistant Professor	5	7	5
4	Associate Professor	3	5	3
5	Total	40	50	40

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4.2 Respondents demographic profile:

In this study respondents demographic profiles are categorize in 3 way, first-Gender, second-Group of age and third- educational level. Analysis of respondents demographic profiles are given below and describe with different kinds of charts:

4.2.1 Analyzing Gender of Respondents:
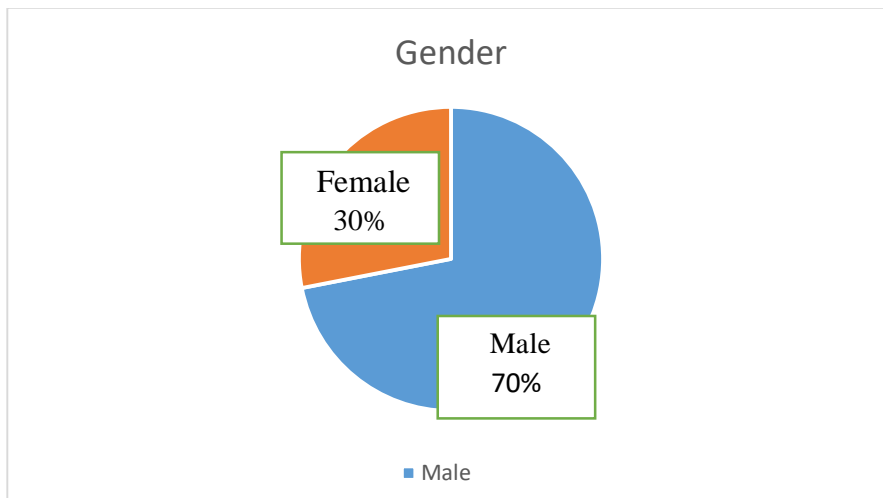
Figure: 4.2.1

Interpretation: The pie chart show that a huge percentage employees are Male 70% and Female are only 30%.

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4.2.2 <u>Group of respondent's age:</u>

Respondent's Age

■ 25-30 years   ■ 31-36 years   ■ 37-40 years   ■ 40-Above years
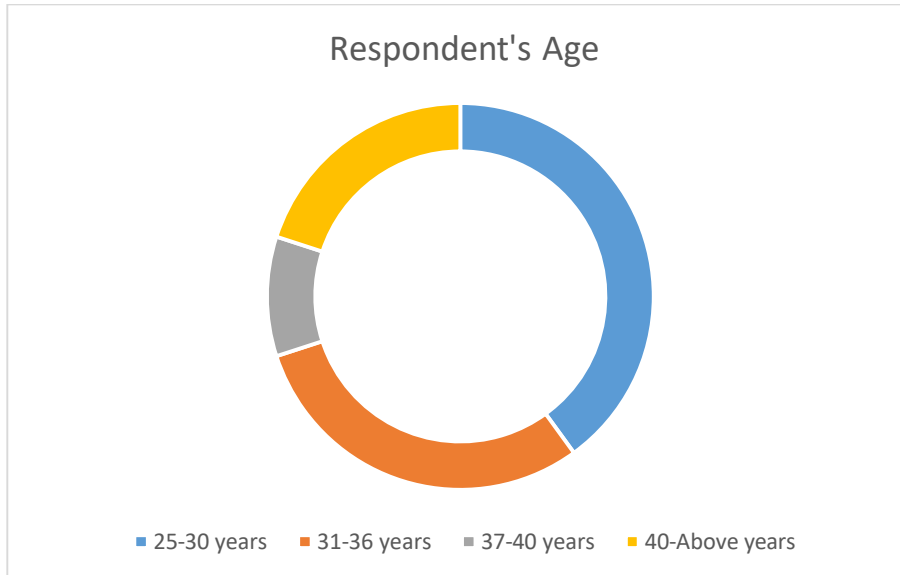
Figure: 4.2.2

<u>Interpretation:</u> After studying over the respondents the report indicate that most of the respondents of DIU candidate are recruit and selected at the age of 25-30 and

4.2.3 Respondents Educational level:

Educational Level

■ Post Graduate & Other Degrees   ■ Post Graduate & PhD
■ Graduate & Post graduate   ■ PhD & Post Doctorate

Figure: 5.2.3

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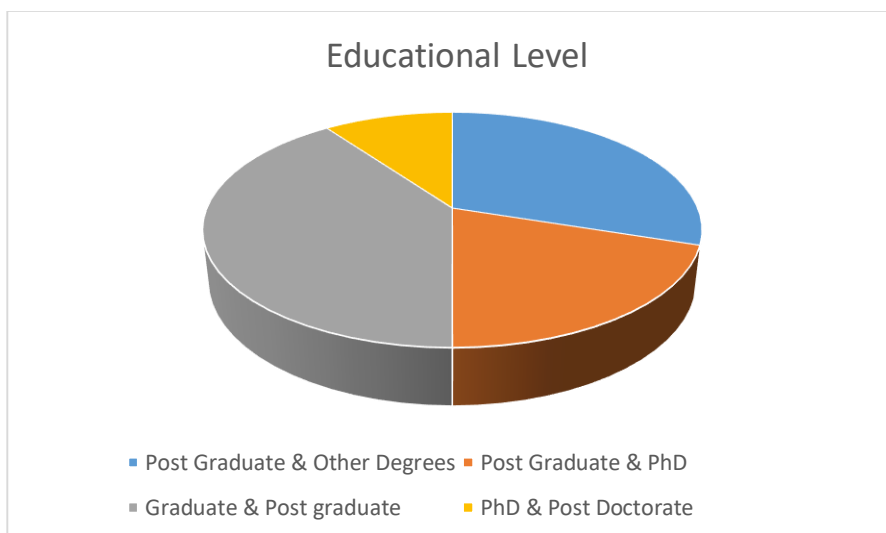
Interpretation: The study depicts that the huge portion around 40% respondents educational level is Graduate & Post graduate, second portion is Post graduate & other degrees around 30%, third portion is post graduate & PhD around 20% and the rest of the portion is PhD & post doctorate.

4.3 <u>Analyzing the Questionnaire:</u>

Through the study respondents convinced to answer some sort of question which about the DIU recruitment and selection process policies related. So the analysis of the study questionnaire the interpretation and findings are given below:

4.3.1 Analysis Respondent opinion about current R & S Process:

SL	Particular	No. of Respondents	Percentage
1	Agree	20	50%
2	Strongly Agree	8	20%
3	Neutral	6	15%
4	Disagree	4	10%
5	Strongly Disagree	2	5%
6	Total	40	100%

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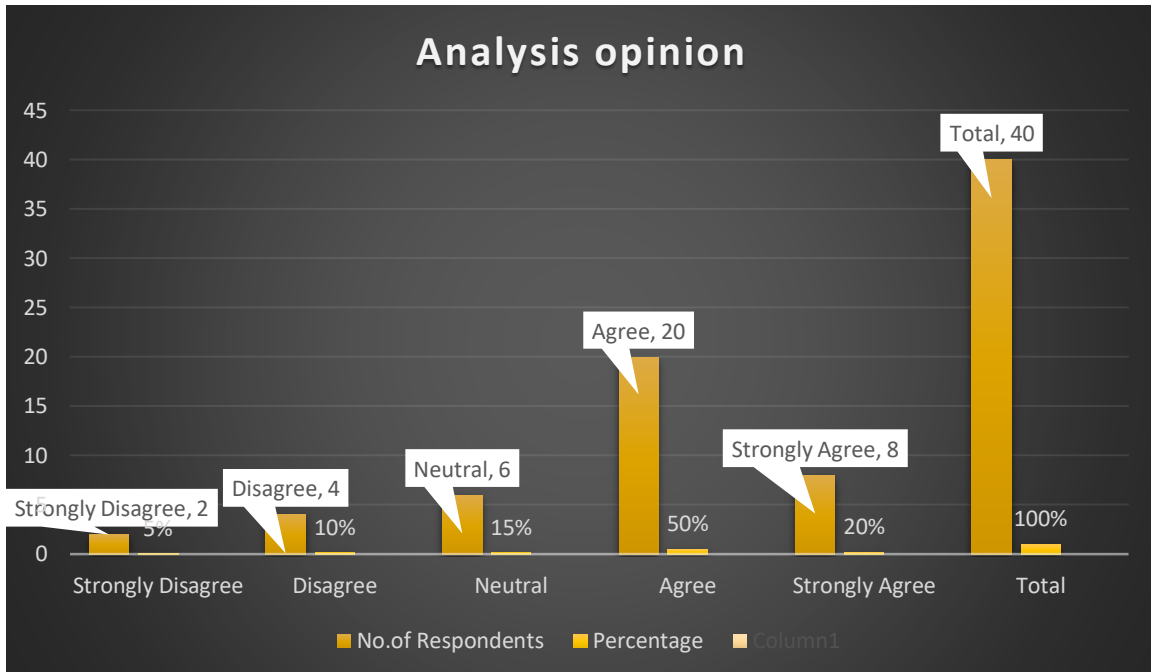
Figure: 4.3.1

Interpretation: From the above chart it is clear that 50%(20 applicants) of candidate's opinion is totally satisfied and agree and 20% strongly agree about the current recruitment and selection process, but at the same time 5% of applicants are strongly disagree and 15%(6 applicants among 40 respondents) of candidate's opinion is in neutral . The graph also shows that the rest of percentages is disagree 10%.

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4.3.2 Analysis TQM of Training performance:

SL	Particular	No. of Respondents	Proportion
1	Very Beneficial	12	30%
2	Beneficial	24	60%
3	Not-Beneficial	0	0%
4	Semi-Beneficial	4	10%
5	Total	40	100%
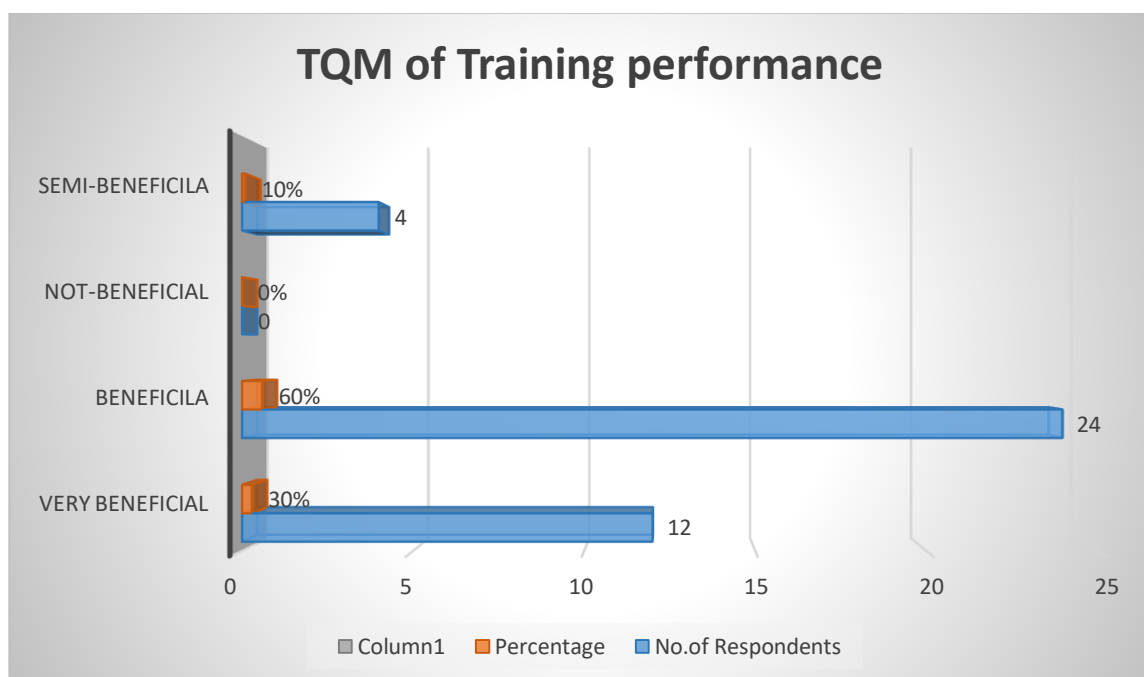
Figure: 4.3.2

Interpretation: After evaluating and finding the result from the respondents, it should be said that the total quality management of DIU recruitment and selection process policies are straight and in straight making a very good impact over the applicants, among respondents 60% are said the TQM of DIU recruitment and selection process performance is beneficial for them. The applicants answers willingly about question of TQM. They said about DIU able to provide the motivation, skills and knowledge, duties & responsibilities, helpful behavior, commitment toward work and retention maintenance.

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4.3.3 Analysis opinion of modification of R & S process policies:

SL	Particular	No. of Respondents	Fraction
1	Yes	2	5%
2	No	34	85%
3	Neutral	4	10%
4	Total	40	100%
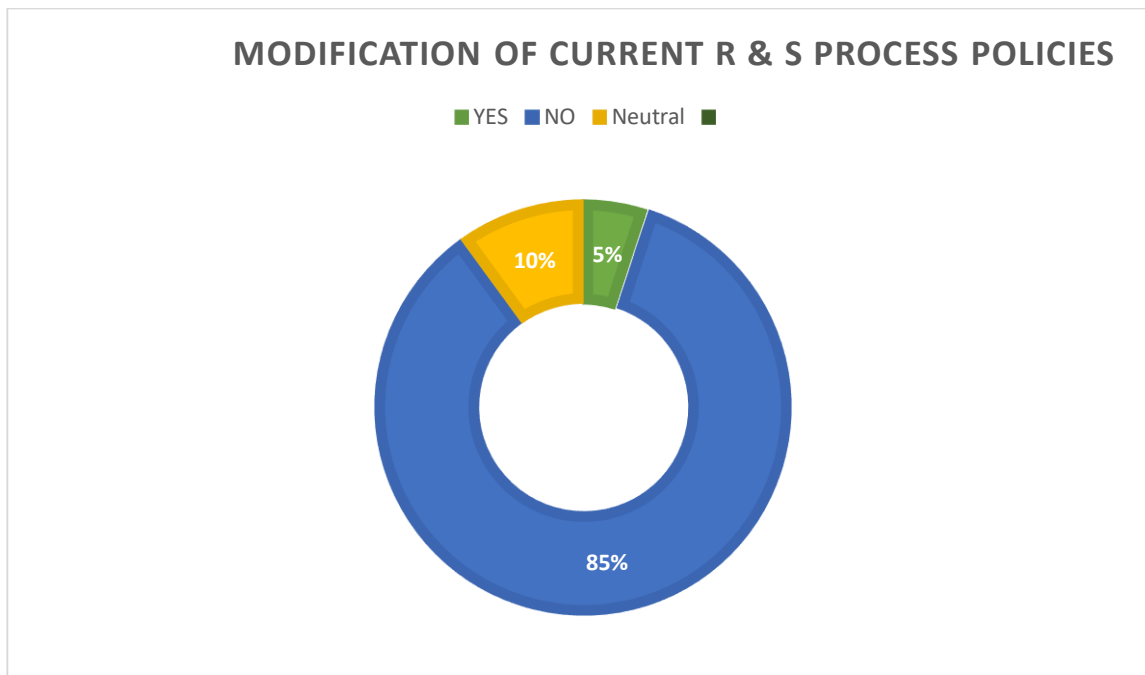
Figure: 4.3.3

Interpretation: From the above pie chart it is clear that 85% of applicants opinion is don't want to modify any recruitment and selection process policies, but 10% of applicants want to modify and the rest of applicants in neutral.

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4.3.4 Analysis opinion of recruitment & selection procedure:
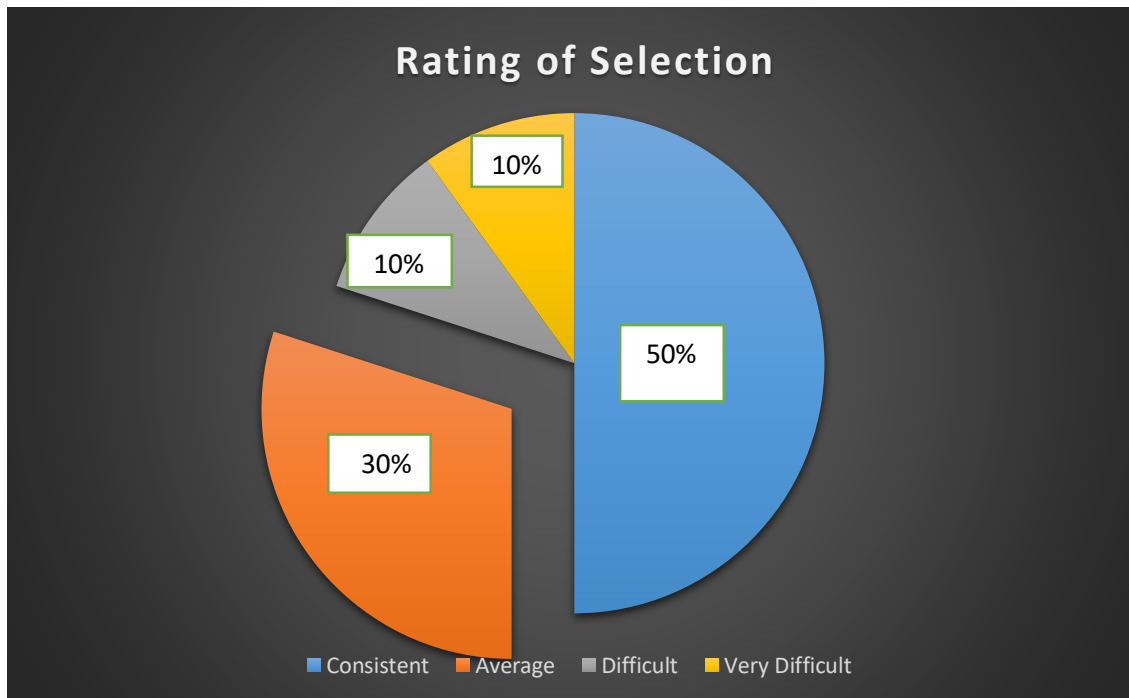
Figure: 4.3.4

Interpretation: After the analyzing the question of DIU's recruitment and selection procedures then most of the respondent said the whole procedure are consistent and the proportion is 50%. And then 30% said average and difficult & very difficult both answer was only 10%.

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4.3.5 Analysis opinion about Recruitment and Selection Performance of HRD:
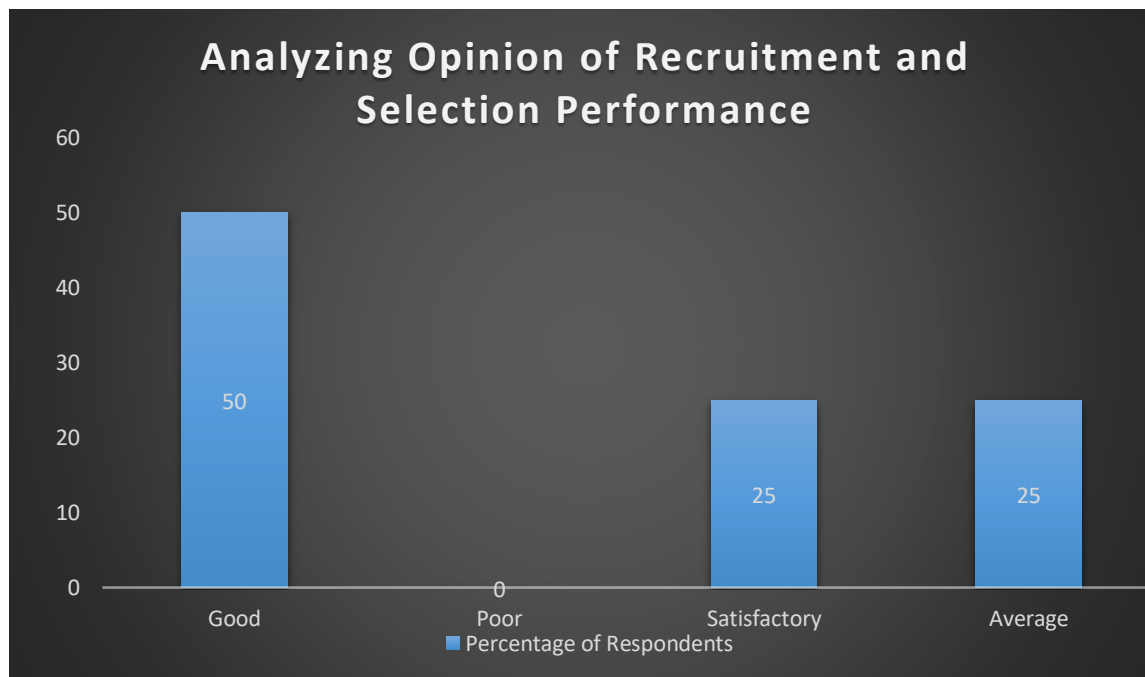

Figure: 4.3.5

Interpretation: The study illustrates that 50% of respondent's opinion is good about the DIU's recruitment & selection performance of DIU'S HRD and other 50% respondent's opinion is satisfactory and average.

4.3.6 Analysis about the job vacancies of DIU:

SL	Particulars	No. of Respondents	Percentage
1	News Paper	2	5%
2	Employee Referrals	12	30%
3	Straight Approach	4	10%
4	Through Friends & family	22	55%
5	Total	40	100%

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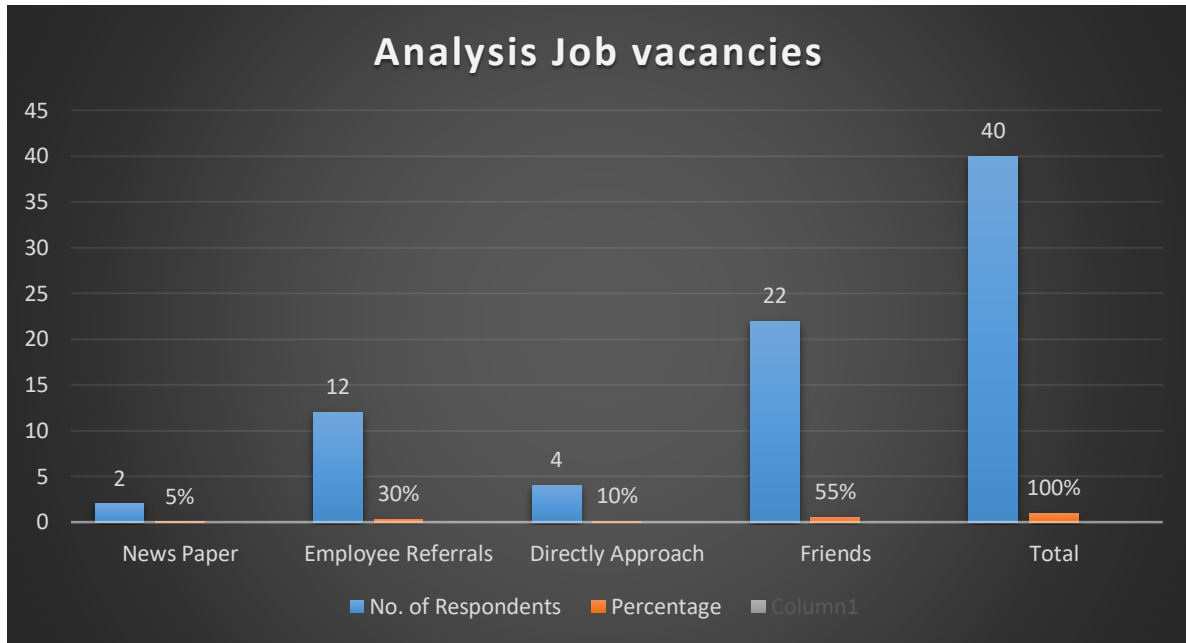
Figure: 4.3.6

Interpretation: The study represents that 55% of the applicants know the job vacancies through their friends and family. 30% of applicants enter through the employee referrals and approached them as a job applicants to the Company. The remaining 10% and 5% of the applicants were and as well as straight introduce themselves and the daily national newspapers.

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4.4 <u>Findings of the Study:</u>

The findings from the analysis including charts, bars, and graphs which are Basie on one questionnaire of the study are as follows:

1. After analysis, the study about 50% of respondents said that the internal source is the best to apprentice, the employees on the contrary Daffodil University's HRDI mainly emphasizes on internal & external sources of recruitment. For external sources, Daffodil University HRDI department does advertisement, takes help from the employment agencies, does campus recruitment, arranges internship for the students, and takes employee from personal contact. At first they screen CVs.

2. After that selective applicants are asking for written test and 50% of the respondents fully satisfied about the current recruitment and selection procedures. Then those who are successfully passed the written exam are called for final interview.

3. After selecting from final interview they give them 1 day training. The 60% respondents said about the TQM of training performance are very beneficial for them and their job description.

4. The 55% respondents said that they know about the job vacancies through their friends in the organization. Once the recruitment and selection process is done then the employees are appointed based on their job description.

5. And 50% of respondents said that the DIU Human Resources Department's doing well, they are not enough satisfied about that.

6. The recruitment and selection process of Daffodil International University is quite commendable, systematic and timely monitoring and suitable documentation are tried to be maintained. 85% of respondents Opinion about the regular activities of R & S process policies and they are fully satisfied.

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Chapter-5

Recommendation and Conclusion

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5.1 <u>Recommendations:</u>

In light of the findings, the recommendations are as follows:

1. HR department should develop a system for personal problem solving, counseling to individual employee so as to get and retain skilled employees.

2. In the recruitment and selection process the responsible personnel should be more transparent.

3. HR department should undertake a background investigation of applicants who appear to offer potential as employees.

4. Lacking of inspiration makes a worker reluctance to work viably and without getting inspiration from representative's particular manager, they are reluctant to perform suitablely. Along these lines, inspiration must be given for expanding their presentation

5. Usually promotions are based on seniority but it should be based on employee skills, performance as well as experience.

6. Tactful discipline is required in order to implement sound human resource management system.

7. DIU's HR department needs more effective employee for handling its huge number of employement.

8. The Institute should conduct fair recruitment and selection process to hire best applicants from among available applicants.

9. Give them however much basic leadership authority as could reasonably be expected over their work.

10. Involve workers in producing arrangements and new thoughts since inclusion and activity make the experience of positive control, and enormous antitoxins to fear.

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5.2 <u>Conclusion</u>

The study "Recruitment and Selection Process of DIU" under HRD discovered that people are most valuable resources for the development of the organization. For the increase of these valuable resources, there are many factors involved. Recruitment and selection procedures play an essential role. To increase the productivity of an organization effective, dynamic recruitment and selection procedure is essential. "Recruitment and Selection Process of DIU" performs an enlightened recruitment and selection procedures. HR officers of the university are now anticipated to work beyond the boundaries of contracts and strategies to contribute straight to the action and success of Institution. The Daffodil International University is one the top most & also finest (Green) private university in Bangladesh. The practical management of these Human Resources can do this. DIU has its own style of HR performs. Through efficient handling of this preparation the university can successfully continue its operation. The analysis of the report shows some existing performs which are need to improve for conducting the employees successfully. If the university reflects the analysis it will really help to improve its condition. I choose the Institution (DIU) & I went to the Main Campus (which is situated in Dhanmodi, Dhaka) and they facilitated me as soon as possible within their short period of time. Their behaviors and printed brochures surprised me. Not only that, they contain a website which is very rich in information. I tried for assembly more information about recruitment process and I became succeed. And the output is this "Report". Lastly, I can say that, The Daffodil International University is one of the top Private University in Bangladesh.

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Appendix

Outcome of Recruitment & Selection Process of DIU

Honorable Respondents

This is NAIAR SULTANA now I am studying in the department of Business Administration at Daffodil International University and now I am accompanying a study which on "Outcome of Recruitment & Selection process of DIU. That will be used for my educational Internship purpose. Kindly, read each questions carefully and answer it wisely on the basis on your personal opinion. On the bottom of my heart I truly appreciate your willingness to help in completing my study.

Please tick ($\sqrt{}$) on the answers for the following question

Demographic Information:

1) Gender

  □ Male

  □ Female

2) Group of Age

  □ 24- 27 Years

  □ 28- 33 Years

  □ 34- 37 Years

  □ 38 42 Years

  □ 43- Above Years

3) Educational Level

  □ Graduate

  □ Post Graduate

  □ Post Graduate & Others Degree

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- ☐ PhD & Others Degree
- ☐ PhD & Post Doctorate

4) How long have you been in this organization

- ☐ Less Than 1 Year
- ☐ 1 – 3 years
- ☐ 3 – 5 years
- ☐ 6 – 8 years
- ☐ More Than 8 years

Questionnaire

Put on a tick (√) only one option, which tell your Opinion for each statement. There is no right or wrong answer, you are requested to put your opinion on a "5 Point Scale."

		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1	Diu Recruit employees on the basis of Department requirement.	1	2	3	4	5
2	Before the final selection of candidate DIU organize two times training program for let them know about the organization, employee recruit terms & condition.	1	2	3	4	5
3	Diu recruit employee those are accomplish their work very much tactfully.	1	2	3	4	5

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		1	2	3	4	5
4	DIU try to Place the right person for the right job.	1	2	3	4	5
5	Diu selection & recruitment process policies are very different from other organization.	1	2	3	4	5
6	After end of the training program DIU selected that kind of applicants those are skilled, punctual & tactful working power.	1	2	3	4	5
7	How would you measure the HR department's performance in recruitment & selection Process policies of employee in DIU?	1	2	3	4	5
8	On the selection training program applicants are get all relevant information about DIU.	1	2	3	4	5
9	DIU very tactfully describe the job description, those who are selected as an employee.	1	2	3	4	5
10	DIU management committee follows fairness and Judgmental policies for selection of employees.	1	2	3	4	5
11	Would you satisfy the current Recruitment & Selection process policies of DIU?	1	2	3	4	5

- How would you rate the TQM of the training program that you received from the training?

   ☐ Very Beneficial

   ☐ Beneficial

   ☐ Not- Beneficial

   ☐ Semi- Beneficial

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- What is your opinion about the modification of current Recruitment & Selection process policies?

  - ☐ Yes
  - ☐ No
  - ☐ Neutral

- Over-all, how do you rate about the Recruitment & Selection procedure followed by DIU's HRD?

  - ☐ Difficult
  - ☐ Very Difficult
  - ☐ Average
  - ☐ Consistent

- How do you measure the rate of DIU's Recruitment & Selection process?

  - ☐ Poor
  - ☐ Satisfactory
  - ☐ Good
  - ☐ Average

- What is the way you know about the job vacancies in DIU?

  - ☐ News papers
  - ☐ Employee Referrals
  - ☐ Direct Approach
  - ☐ Friends

Thank you for your kind cooperation and help.

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