
Report on

Recruitment and Selection Process

Of

C & T Home Care



Report On

“Recruitment & Selection Process of C & T Home Care”



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Submission Date: December 15, 2021.



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Letter of Transmittal

December 15, 2021.

Mr. Siddiqur Rahman

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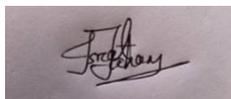
Subject: Submission of Internship Report.

Dear Sir,

It is a great pleasure for me to be able to present an internship report on "C and T Home Care's Recruitment and Selection Process" that partially meets the requirements of the BBA program. As an employee at the C and T Home Care, I have gone through all departments of this company and collect reports that focus on the selection and recruitment process of this company.

Great attention has been paid to data collection, data relevance, and the preparation of this report. The information provided in this report is highly reliable and efforts have been made to be comprehensive. For better understanding and reliability, this is divided into various chapters and provides a comprehensive source of information.

Thank you for the opportunity you have given me, and I believe this report will certainly help you assess my academic performance.



Sincerely yours,

Israt Jahan.

ID- 173-11-5702.

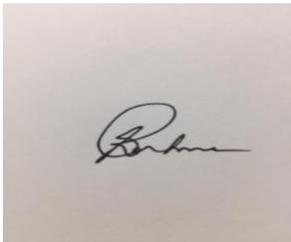
Department of Business Administration,

Daffodil International University

Approval Certificate from Supervisor

This is to certify that Israt Jahan, a student of Bachelors of Business Administration, Daffodil International University (DIU), studying under my supervision as a HR major student. I am pleased to state that she has worked hard to prepare this report and she has been able to reflect her dedication towards her report. Since the day she started working on her report under my supervision, she demonstrated excellent performance, skills and a self-motivated attitude to learn new things. Her performance exceeded expectations and, she was able to complete the project successfully on time. This information and findings presented in the report seem to be authentic.

Israt Jahan possesses good moral character and a pleasing personality. I wish her success in her future endeavors.

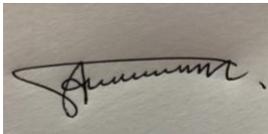


Mr. Siddiqur Rahman
Assistant Professor and Associate Head
Department of Business Administration
Faculty of Business & Entrepreneurship
Daffodil International University

Approval Certificate

This is to certify that Israt Jahan, a student of Bachelors of Business Administration, Daffodil International University (DIU), working under my supervision as a HR executive for more than a year and she worked at the C and T Home Care. I am pleased to state that she has worked hard to prepare this report and she has been able to reflect her dedication towards her work in C & T Home Care. Since the day she joined, she demonstrated good design skills and a self-motivated attitude to learn new things. Her performance exceeded expectations and, she was able to complete the project successfully on time. This information and findings presented in the report seem to be authentic.

Israt Jahan possesses good moral character and a pleasing personality. I wish her success in her future endeavors.



Shafiq Akhand.

HR Manager

C & T Home Care.

Acknowledgement

It is a tremendous pleasure and honor for me to be able to deliver this report after more than a year of working as an employee at C & T Home Care. Thanks to Allah-The Most Gracious and Merciful for his blessings.

I'd want to thank my honorable supervisor Mr. Siddiqur Rahman for his continued advice and unwavering supervision, as well as for assisting me in the preparation of this study. I'd want to express my gratitude for his never-ending source of inspiration.

My heartfelt gratitude goes out to Mr. Shafiq Akhand, HR Manager, C & T Home Care. Please provide me helpful comments and suggestions so that I can finish the project properly. My report would not have been successful if it hadn't been for the kindness of him. It would be impossible to complete the report without his kind help.

Finally, I'd like to offer my heartfelt gratitude to the C & T Home Care Team because of their unwavering support.

Executive Summary

C & T Home Care is a home care service company which believes that, a patient's home is often the ideal place for them to achieve optimal physical and mental health. Patients can get curative, preventative, and restorative care in the least restrictive environment feasible, which is a Licensed Home Care Service Agency, with home health services.

To that end, the organization is committed to providing nursing and home health aide services to inhabitants of the five boroughs of New York City, including Manhattan, Bronx, Brooklyn, Queens, and Staten Island, as well as Nassau County.

This report is based on a survey of "C & T Home Care's" employees as well as their probationary employees of HR. I worked on this study, aided by the knowledge I gained through my career, education, and personal experiences.

The report begins with an introduction and Objective of the. An overview of the company is included in the report's second section. In the third section, I demonstrated the literature review of Recruitment and Selection process. In the fourth section I demonstrated the procedures I used to compile and create my report. I tried to present the analysis in this section, and in the fifth section, I attempted to demonstrate the major findings of C & T Home Care human, resource department's Recruitment and selection process. After that, and did my best to include my own recommendations, and finally, I reached a broad conclusion based on my observations.

Table of Contents

<u>Letter of Transmittal</u>	<u>i</u>
<u>Approval Certificate from Supervisor</u>	<u>ii</u>
<u>Approval Certificate</u>	<u>iii</u>
<u>Acknowledgement</u>	<u>iv</u>
<u>Executive Summary</u>	<u>v</u>
<u>Chapter-01</u>	<u>1</u>
<u>Introduction</u>	<u>1</u>
Purpose of the report:	2
Rationality of the report:	2
Statement of the Problem:	3
Objectives of the study:	3
Methodology of the Study	4
Sources of Information.....	4
Methods of Analysis.....	4
Limitation of this report:	5
<u>Chapter-02</u>	<u>6</u>
<u>Overview of C & T Home Care.....</u>	<u>6</u>

Vision:.....	6
Mission:.....	7
Business Philosophy:	8
Company Rules and Regulations:	8
Human Resource Department of C&T Home Care	13
Structure of Human Resource Department of C & T Home Care	14
Functions of Human Resource Department.....	15
<u>Chapter- 3.....</u>	<u>16</u>
<u>Literature Review.....</u>	<u>16</u>
Literature Review:.....	16
Human Resource Management (HRM) Definition.....	16
Difference between Recruitment and Selection	18
Recruitment and Selection Process (Steps):	19
<u>Chapter- 4.....</u>	<u>20</u>
<u>Analysis</u>	<u>20</u>
Recruitment and Selection Process Of C&T Home Care	20
Purpose	20
Standard Procedures of Recruitment and Selection Process	20
Flow Chart of Recruitment of C and T Home care:	22
Detailed process of Recruitment of C and T Home care:	22
Flow Chart of Selection of C & T Home Care:.....	26
Detailed process of Selection of C & T Home Care:	27
<u>Chapter-5.....</u>	<u>30</u>
<u>Major Findings</u>	<u>30</u>
Major Observations:	30

Chapter- 6..... 32

Problems and Recommendations.....32

Problems:..... 32

Recommendations: 32

Conclusion:33

Chapter-01

Introduction

People are the most valuable asset of a company since they may create or ruin its fortunes. In today's highly competitive business world, putting the right people in the appropriate positions is critical to any organization's success. Personnel planning is now considered one of the most important operations in every organization. Human Resource Planning is a critical component of any organization's long-term success.

Human resources management is the most vital department of any company, and the recruitment and selection process are the most significant aspect of running a business. Employees at all levels, including operational, middle, and senior management, are hired through a recruitment and selection process. Job description, job selection, and job analysis are all functions that fall under the recruiting and selection process. All employees and management divisions are reviewed and recruited during the recruitment and selection process. If the recruiting and selection process isn't done correctly, the organization's performance will suffer, and it won't be able to find talented workers to meet market demand.

In this report, I've included information on the recruitment and selection process for "C & T Home Care" as well as an analysis of the existing position. I wrote this report and completed the partial program requirement under the supervision of my course supervisor Mr. Siddiqur Rahman. Every business must employ a number of approaches to ensure that the correct amount and type of people are empowered at the right time and in the right location to enable the organization to meet its objectives. During such times, talent recruitment and selection are critical. With a scarcity of talents and the rapid spread of new technology exerting significant pressure on how companies undertake talent recruitment and selection activities, a step-by-step strategic examination of recruitment and selection procedures is advocated. With reference to the contemporary environment, this study details the recruiting and selection process of C & T Home Care, a

Licensed Home Care Service Agency, which recognizes that the patient's preferred location for achieving optimum physical and emotional well-being is at home.

Purpose of the report:

This report is being written for a variety of reasons. For the purpose of writing this report, I had to deal with a number of constraints and goals, each of which has its own set of benefits and drawbacks. The following are some of the report's objectives:

- To comprehend and assess C & T Home Care's overall operations.
- To assess the current market situation and examine market activity.
- The purpose of this research is to look into the operational efficiency.
- To apply the theoretical knowledge gained during the internship project.
- To give some recommendations and draw some conclusions for further improvements in C & T Home Care's recruitment and selection process.
- To comprehend C & T Home Care's recruitment and selection process, as well as to examine and research it.
- To make appropriate recommendations in order to improve the hiring process.

Rationality of the report:

As this report is about "C & T Home Care Recruitment and Selection Process," it was written to meet the requirements of the BBA program and gain experience with the recruitment and selection process for C & T Home Care. The current situation of this organization is studied and analyzed. All of the data in this report was gathered through observation and following my supervisor's instructions. This paper was written under the direction of Mr. Siddiqur Rahman Sir. Assistant Professor and Associate Head, Department of Business Administration, Faculty of Business & Entrepreneurship, Daffodil International University Because of economic relationships, the entire world is moving. The corporate environment is always changing in response to shifting demands.

In order to gain practical information about the course requirements, I have learned a lot about C & T Home care's recruitment and selection process and have gained valuable experience with it.

Statement of the Problem:

What is the recruitment and selection process of C & T Home Care?

Objectives of the study:

This internship report has a number of objectives. All of the objectives are linked to the importance of this report. The C & T Home Care's recruitment and selection process serves all of the information and aims. There are two types of objectives that have been established and directed all of the information in this report: broad objectives and specific objectives, which are shown below:

Broad objective: The first primary objective is to track the recruitment and selection process and activities of "C & T Home Care." The second goal is to understand their existing condition in the process, identify needed improvements, analyze current problems, identify performance gaps, and provide recommendations.

Specific Objectives: Completing various small and specific criteria of this report demonstrates secondary objectives. Fewer than two broad primary objectives secondary objectives are estimated and completed.

At the bellow those primary objectives are simultaneously showed:

- ❖ To find out the recruitment and selection steps/ methods of C & T Home Care.
- ❖ To analyze the recruitment and selection process of C & T Home care.
- ❖ To identify the problems in the recruitment and selection process.
- ❖ Based on the problems develop a list of recommendation.

Methodology of the Study

The report is the impression of one-and-a-half-year professional training at C&T Home Care, Banani, Dhaka 1213. This review is covered by both essential just as the auxiliary type of information. These were utilized to set up the report.

Sources of Information

The idea of the report is explorative and clear. The data combination approach of study comprises of every one of primary and secondary sources. Anyway, secondary sources were used to gather the larger part of the information.

Primary Sources

- Direct job observations.
- Face to face interview with the manager/ HR executive.
- Practical table work.

Secondary Sources

- Official web site of C&T Home Care
- Official files of the corporate.
- Using receipt of handbook

Methods of Analysis

I have noticed the enrollment and choice cycle and worked much with the officials at extra information. Since it is enlightening review, for the examination half, information is gathered from totally various articulations and in this way the interior and outer reports of the corporate and gave subsequently along the edge of my reality reasonable work, mastery and perceptions. No applied arithmetic apparatuses square measure will not decipher {the information the info} anyway clear

graphical show addresses significant data with respect to accomplishment and decision. No structure and study are framed for this review, but a rundown with various inquiries helps most in grouping data. In a word I even have utilized the ensuing systems to satisfy my destinations indistinguishable time. I even have conjointly referenced with the C&T Home Care officials for getting exact information.

- Observation
- Practically Work Experience
- Analysis from Employee Database.

Limitation of this report:

During the preparation of this report, I faced the following challenges:

- The time frame for gathering information, which was only six months long, was another constraint. There is a scarcity of related books and periodicals.
- It appears that all of the staff are kept busy at times, making it difficult to conduct a survey based on a questionnaire.
- Inadequacies in the data needed for the investigation.
- This report is unable to display sensitive company information. Some sensitive information cannot be collected due to the department's confidentiality.
- Field practice differs from regular practice, which caused a difficulty.
- Another key constraint is the amount of time available to conduct the investigation.
- I was having a lot of difficulties getting information from employees because most of them are unwilling to answer questions.

Chapter-02

Overview of C & T Home Care

C & T Home Care, a Licensed Home Care Service Agency which recognizes that patients prefer to achieve maximum physical and emotional well-being in their own homes. Meaning, health needs can be met in the least restrictive setting with home health services. To this end, the company is committed to providing nursing and home health aide services in multiple counties across the USA. The company is committed to providing quality, cost-effective home care services to the communities it serves, with the primary goal of improving their physical, psychosocial, and spiritual well-being.

Services are provided regardless of age, race, religion/creed, color, national origin or alienage or citizenship status, sex, disability unrelated to essential job functions, pregnancy, veteran or military status, marital status, predisposing genetic characteristic, status as a victim of domestic violence, partnership status and the list goes on.

The company acknowledges that all patients should be treated with respect for their unique cultural, racial, and linguistic backgrounds, as well as their ability to communicate effectively. To that purpose, the Company is devoted to delivering nursing and home health aide services to the five boroughs of New York City, Manhattan, Bronx, Brooklyn, Queens, and Staten Island as well as Nassau County.

Vision:

The company has set aims and objectives to provide quality service following company policies and federal/state/local regulations. While creating standards of care to deliver excellent goal-driven services to all patients who fulfil admission eligibility requirements is one of them. The

company does not compromise in anticipating patient needs to avoid complications or illness prolongation. It also maintains an effective communication system with all health care team members, continually recruits qualified personnel, and maintains a staff development program to foster education and improve patient care and company management. It is expanding and adding new services as needed after carefully analyzing certain factors and their need. The company also manages and operates home health care services that are financially feasible and efficient.

C&T Home Care intends to maintain its position as the preferred agency in all communities in which it operates.

Mission:

C&T Home Care's primary goal is to provide the best care possible at home. Their dedicated and skilled home health care specialists, office personnel, and field workers aim to provide the best home health care services possible. C & T Home Care is one of the Licensed Home Care Service Agency in the USA.

The company feels that the following values are crucial to the company's mission:

- Providing quality care to all patients associated with the company regardless of cultural/religious identification;
- Commitment to leadership and clinical excellence;
- Commitment to serving as an advocate for the special needs community they serve.

For this, the company makes sure that it always seeks to achieve the highest standards of commercial and professional practice in all its locations of business activity. It also assures that numerous high-skilled nurses and home health aides work with them while boosting teamwork.

Finally, the organization helps its employees enhance their abilities, encouraging them to develop new and unique ideas.

To carry out this mission, the Company ensures:

- It strives to provide the highest standards of business conduct and professional practice in all of its offices;
- Teamwork both within and outside the company, led by highly qualified nurses and home care professionals, in recognition that success is the result of working together with one another and our patients;
- Assistance to our employees in improving their skills; and
- Promotion of creative and innovation endeavors.

Business Philosophy:

Despite severe competition in the home healthcare industry, C & T continues to grow its business by providing the best standard of service. Their love of wisdom or philosophy is: “Holding Compassion and Trust above all, C & T team is dedicated to understand patient’s needs in order to ensure the best possible care for them and their loved ones.

Company Rules and Regulations:

Appointment:

All appointment letters will be issued together with the company policy. All the employees are be expected to submit the following information-

- a) Permanent Address
- b) Mailing Address
- c) Cellphone number
- d) Two Passport size photographs
- e) If previous work
- f) Educational documents

Experience: previous company Relieving Letter/Experience Letter. The company reserves the right to rescind any offer or retract the offer if satisfactory proof as stated by employee during interview is not provided on demand.

Attendance: All employees are required to clock in at the start of work when they arrive and clock out when they complete their work for the day. Employees are not permitted to attend to personal matters during office hours unless they have explicit permission and clearance from their immediate manager.

Office Hours are dependent on department a) Lunch Time: 30 minutes

Employees may be required to stay later if there is Leave: Leave is classified under:

- a) Benefit Time Off (BTO)
- b) Sick Leave

Leave cannot be claimed as of right. Discretion is reserved to the authority to grant leave to refuse or revoke leave at any time according to the exigencies of work. Request for Leave should be emailed to your Manager, Team Leader, Tahmina Minu, and Shafiq Akhand.

Leave Entitlement

- a) Employees are not entitled

for any kind of leave during the probationary period.

- b) After the probationary period, employees are entitled for 5 days of sick leave and 5 days of benefit time off (BTO), with two weeks' notice of the request for BTO.
- c) BTO and sick leave cannot be carried over to the next calendar year.

Benefit Time Off

- a) Employees probationary period are eligible for 5-day BTO per year post completion of the only on being confirmed.
- b) BTO cannot be availed more than two days at a time.
- c) BTO cannot be carried over to the next year.

Sick Leave

- A. a) The available leave per year is 5 days, which can be utilized by the employee post more than two days sick leave at a time then he/she will be probation period.
 - b) If the employee takes leave, they required to submit a doctor's certificate. Permission to Leave Early: a. Permission should be sought from the concerned department head for leaving early for genuine cases only and informed to the Manager, Admin/HR.
- B. Leaving Office during Office Hours all employees are required to inform the Manager Admin/HR, if they leave office during office hours for both official and personal work. Those failing to do, will be considered as loss of pay, and may be subject to disciplinary action or dismissal. If the employee decides to leave the organization by resigning the position, he/she should provide a written resignation letter, with two weeks' notice. On satisfactory completion of handover, the relieving letter & settlement if any will be given to the employee by the management. Once management relieved the employee, they will get the experience certificate. If the employee is terminated due to performance below expectations or any other digression of office policies or due to any other reason that the management feels that dismissal is warranted, employee can be asked to leave immediately. Dues, if any, will be settled only after satisfactory handover of responsibilities, files, equipment, and documents etc. to the

employee nominated by the management. Employee payables like Salary, Incentives, Bonus, etc. will be on hold from the day. employee put down her/his papers.

Disciplinary Policies

Employees must start work on time. Work stations must be kept clean, organized and tidy. Office rules & systems are set in place with the expectation to be followed. Corporate email addresses should be used for work-related matters; for non-work and/or personal matters please do not email, fill in forms, order product on-line or otherwise use your corporate email account. Confidentiality: The company reserves the right to question the confidentiality of the information being transferred on pen drives or CDs by any employee. All information on data bank is the exclusive property of the management. Tampering with or copying data for any other use hand official use will be regarded as criminal conspiracy and management has every right to initiate criminal proceeding against such. employee. Further deleting or altering such data without specific permission from the management and/or with malicious intent, will be treated as a criminal act.

Use of Internet & System

Management will reserve the right to put such systems & processes in place to trace all sites visited by office staff at any time. Staff members are expressly barred from using the internet & chat lines for personal use or communication. Any such misuse against the guidelines will be treated seriously & may result in disciplinary action or termination.

Use of Office Extension

Employees are barred from using Extension to place personal calls during office hours or to receive personal calls during office hours, except under contingencies. Management reserves the right to question any employee, at any time, during office hours regarding outgoing calls or incoming calls. The management, if not entirely. satisfied with the explanation as & when sought on the nature of the call, reserves the right to take disciplinary action on the concerned employee as deemed fit by the management.

Late Policy: Employees are expected to start on time. For every 5 minutes late, one hour of pay will be deducted. For over half an hour tardiness, one whole day's pay will be deducted. over

half an hour will result in 1 week's payment deduction. Beyond this, management reserves the right to determine disciplinary action and possible termination.

Contact Information: You will keep the company informed of your postal address, telephone number, fax, email or any other means for communication including changes that may occur during the period of your appointment.

Salary Details: The details of your salary are strictly private and confidential and should not be disclosed to others. For any clarification, please contact your HR Representative.

ID Cards: Employees are required to wear ID Cards in office premises. Loss of card must be immediately reported to your manager.

Dress Code: You are required to be dressed in Business Formal during office hours.
Confidentiality: Your salary benefits details are confidential and you are advised not to indulge in matters pertaining to the salary of others in the company. During the course of your employment with the company or at any time thereafter, divulge or disclosed to any person whomsoever, make any use whatsoever for your won purpose or for any other purpose other than that of the company, of any information or knowledge obtained by you during your employment as to the business or affairs of the company including development, process reports and reporting system and you will during the course of your employment hereunder also use your Endeavour to prevent any other person from doing.

Use of Office Facility Dining Area:

- a) Employees are required dropped on the table.
- b) Remove plate/glasses before you leave. We ask that you wash your plate and glass and leave them at their designated spaces.
- c) Switching off fans before you leave the table.

Office Assistance: Office assistance are a common resource. Retain from approaching them directly for personal use. Any request to send them out must to be made to the Admin/HR Head.

Code of Ethics

Any malicious, derogatory or unnecessary gossiping is against the policy of the company. If the management becomes privy to any such activity, suspected employee's will be terminated.

without notice. All employees are to naturally consider themselves loyal & hardworking in their respective division. Using electricity/water scrupulously, by turning off the switch/tap if found being wasted. All the information and data bank are the exclusive property of the management. Tampering with the same or copying it for use other than official office use will amount to criminal conspiracy.

Do not waste paper and other stationary items.

- Keep the washroom clean. Management will put in place such system that enable receipt of regular reporting on all website that staff visit during work hours. Any malicious, derogatory or unnecessary gossiping is against the policy of the company. At the discretion of management, any such incidents could result in instant.
- The Company, in its discretion, may change its policies in the future, from time to time.

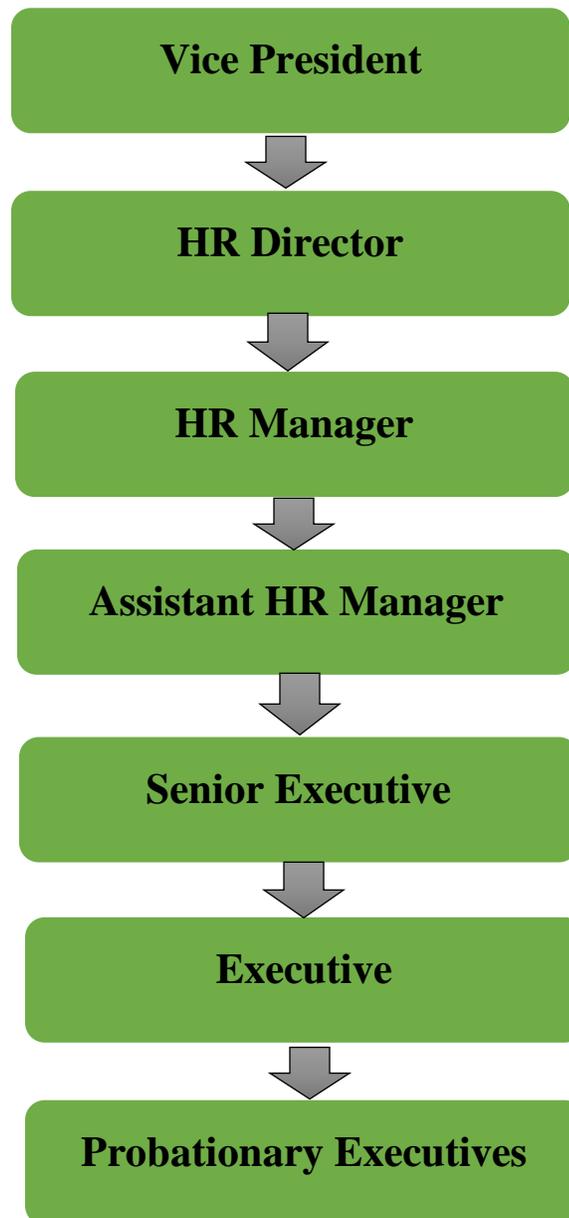
Human Resource Department of C&T Home Care

C and T Home Care believes that the collective effort of all hands depends on success. C and T Home Care's human resources departments have detailed policies and procedures that follow the best legal and ethical approaches. The main objective of the HR division is to introduce the structural policy and issues related to the C and T home care staff. This offers specific operational measures to the HR department with a roadmap to achieve the desired expectations that must be satisfied.

This offers explicit bearings for the preparation, assessment, reward framework and long-haul advantages of C&T Home Care employees together. It gives a reasonable image of arranged assumptions. Staff get the association's system for their gift status, improvement and technique for

adding costs. The division of human resources could be a key reference point to working relationships and policies. Each policy could be a guideline to use in the spirit within which the policy is written with discretion, understanding and management.

Structure of Human Resource Department of C & T Home Care



Functions of Human Resource Department

- Recruitment and Selection
- Compensation and Benefits
- Performance Management
- Termination.
- General Policies and Procedures
- Other Various Activities

Number of Employees at HRD:

Corporate HR Team: 12 Employees.

Chapter- 3

Literature Review

Literature Review:

Alan Price (2007) depicts enrollment and choice as the method involved with recuperating and selecting qualified candidates with the end goal of work in his book *Human Resource Management in a Business Context*. To delegate the most fit individuals, he asserts that the enrolling system is something beyond an essential choice technique. It requires the board direction and extensive preparation. There is a race among business associations to draw in the most expected specialists on the way to delivering developments, with the executive's independent direction and bosses meaning to recruit simply the best up-and-comers who might be the best fit for the organization's corporate culture and morals (Price 2007).

Human Resource Management (HRM) Definition

Anupama Gupta (2010) examined the ramifications of the issues experienced by human resource the executives considering the current financial circumstance, and how the difficulties ought to be thought of. The difficulties of an ability lack are featured in this exposition. This likewise underlines how Human Resource Management handles difficulties experienced consistently. It likewise exhorted a couple of key factors for better treatment of the circumstance. This article by Saini R.R. (2010) depicts the executives at the Joined Commercial Bank, a contextual analysis of Chandigarh State that clarifies HRD standards and guidelines.

Basically, this examination talks about the barriers experienced during the most common way of planning rules furthermore setting them in motion. The example size for this scientific review was 100 individuals, and the members' perspectives on HRD rules and guidelines were considered. Because of this exploration, capability assumes a pivotal part in top, medium, and low-level administration enrollment. The strategy of picking the best candidate for an administration position helps the firm in accomplishing more and holding staff.

In their article "Human Resources Management Practices in Insurance Companies: The Study was made in Indian and MNC's and explains the benefits of the organization is generated only by Human Resources," Subhash C. and Divya Malhan (2009) state that "the study was made in Indian and MNC's and explains the benefits of the organization is generated only by Human Resources."

HRM is the practice of recruiting, hiring, deploying and managing an organization's employees.

"Human Resource Management is the set of organizational activities directed at attracting, developing and maintaining an effective work force." ----- **R. W. Griffin**

"The field of HRM involves planning, organizing, directing and controlling functions of procuring, developing, maintain and utilizing a labor force." ----- **M. J. Jucious**

"HRM is the provision of leadership and direction of people in their working or employment relationship." ----- **Dale Yoder**

Difference between Recruitment and Selection

Basis	Recruitment	Selection
Meaning	It is an activity of establishing contact between employers and applicants.	It is a process of picking up more competent and suitable employees.
Purpose	Recruitment is called as a positive process with its approach of attracting as many candidates as possible for the vacant jobs.	Selection is called as a negative process with its elimination or rejection of as many candidates as possible for identifying the right candidate for the position.
Process	It is a simple process.	It is a both complicated and simple process, when it is a requirement of selection.
Approach	It is a positive approach.	It is a negative approach.
Hurdles	The candidates have not to cross over many hurdles.	Many hurdles have to be crossed.
Sequence	They proceed forward to selection.	After recruitment, the selection follows them for what next level.
Economy	It is an economical method.	It is an expensive method.
Time Consuming	Some time is required.	More time is required for the best selection of candidates.

Table: Difference between recruitment and selection.

Recruitment and Selection Process (Steps):

There are several steps that are being followed by different companies for their recruitment and selection process. The most basic steps of recruitment and selection process are shown step by step below through a flow chart.

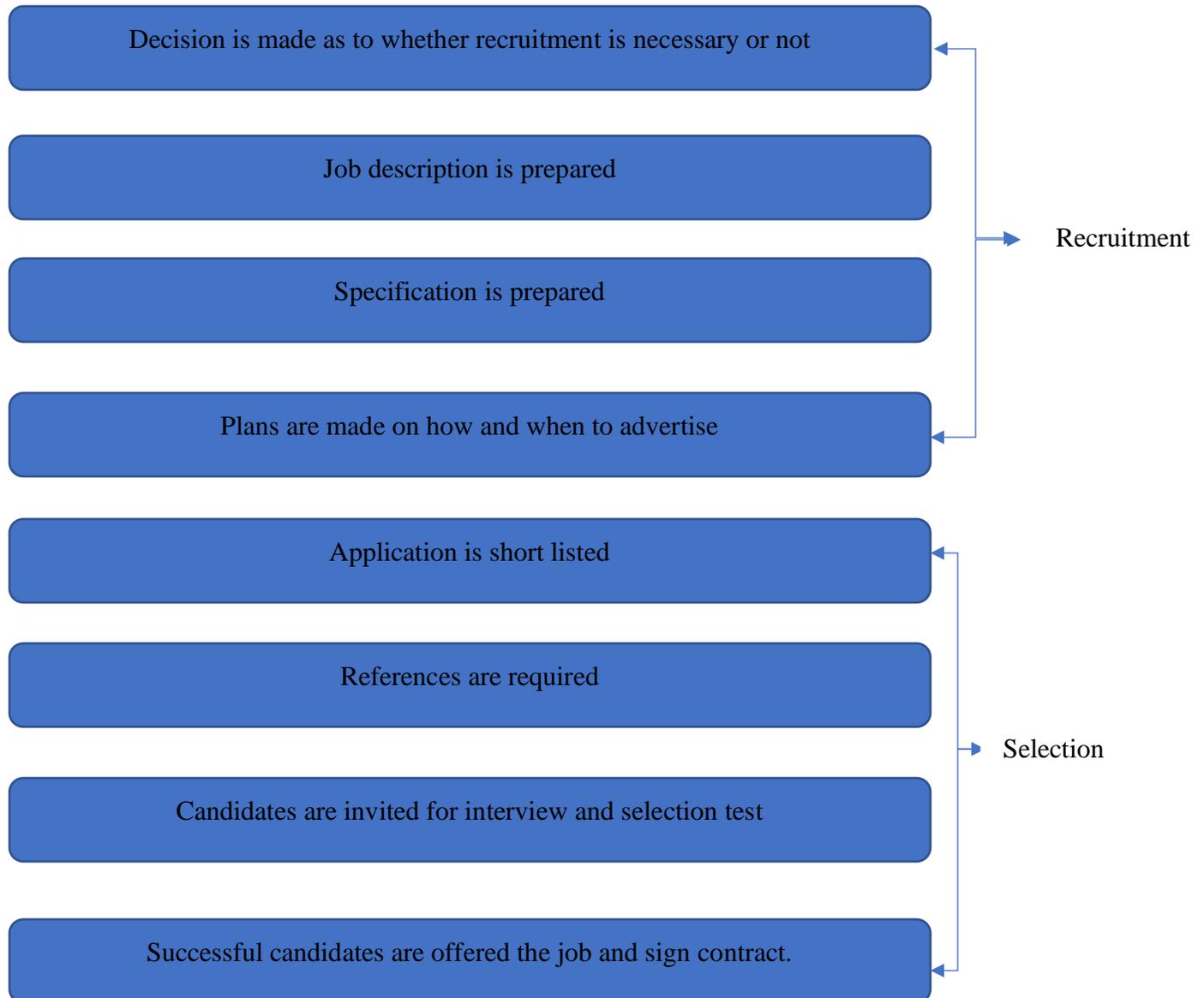


Figure: Recruitment and Selection process steps.

Chapter- 4

Analysis

Recruitment and Selection Process Of C&T Home Care

Recruitment and selection process are one among the many tasks of C & T Home Care. Through these tasks attract and encourage potential and gifted candidates to use to be enclosed in C & T Home Care family.

Purpose

The purpose of recruitment and selection of C & T Home Care is to make sure right candidate on right time to fulfil the human resources demand across the organization.

Standard Procedures of Recruitment and Selection Process

There is a rule for hiring and choosing C & T Home Care, known as the "Code of Procedures." In the following quarter, there is commonplace of procedures for each HR of C & T Home Care assignments, there is square calculation of the ordinary steps of C & T Home Care quality and method of choice:

- All Divisional / Departmental Heads may, if any vacancy occurs, lift personnel requests and send them to HRD. All heads of divisions / departments can assist the division of the hour in the method of achievement and choice.
- If a job vacancy arises in any division / department stating a description and job specification, the relevant division / department may fill out a request for an hour to take the necessary action.
- The force requisition and procure management approval can be examined for onward process by the HR department.

- Recruitment and selection management can collect profiles of potential candidates through a variety of sources such as internal job announcements, university / institution referrals, direct contact, Facebook advertising etc.
- HR division can delineate the candidates in consultation with involved division/department.
- Once the candidates have been preliminary shortlisted, HR Department can invite potential candidates for interview.
- It will conduct interview as needed on the appointed date together with HRD, involved departmental head representatives nominated by concerned department and the vice president of C & T Home Care through zoom call as the live in USA.
- The performance of candidates is checked below a group commonplace and HR division can complete achievement and choice method during an outline system with the approval of management and VP.
- HR department informs the finally designated candidates regarding their choice and raise to report back to HR division for regular payment negotiation.
- HR department can offer all papers/forms to the candidates on acceptance of supply concerning achievement formalities to be crammed out and came to HRD by an explicit time.
- After that, HR department can issue appointment letter to the candidates on completion of choice formalities and keep photocopy at HR department as suggests that of acceptance.
- HR department provides also provides some documents like rules and regulation of the company, sexual harassment policy etc. to sign.
- HR department also check references, original certificates of the candidates and everyone relevant papers whereas figuring out on submission and verify photocopies of all tutorial certificates which can be unbroken within the personal file of the candidates.
- HR department can place the chosen candidates on probation for an amount, length of which can be determined by management.

Flow Chart of Recruitment of C and T Home care:

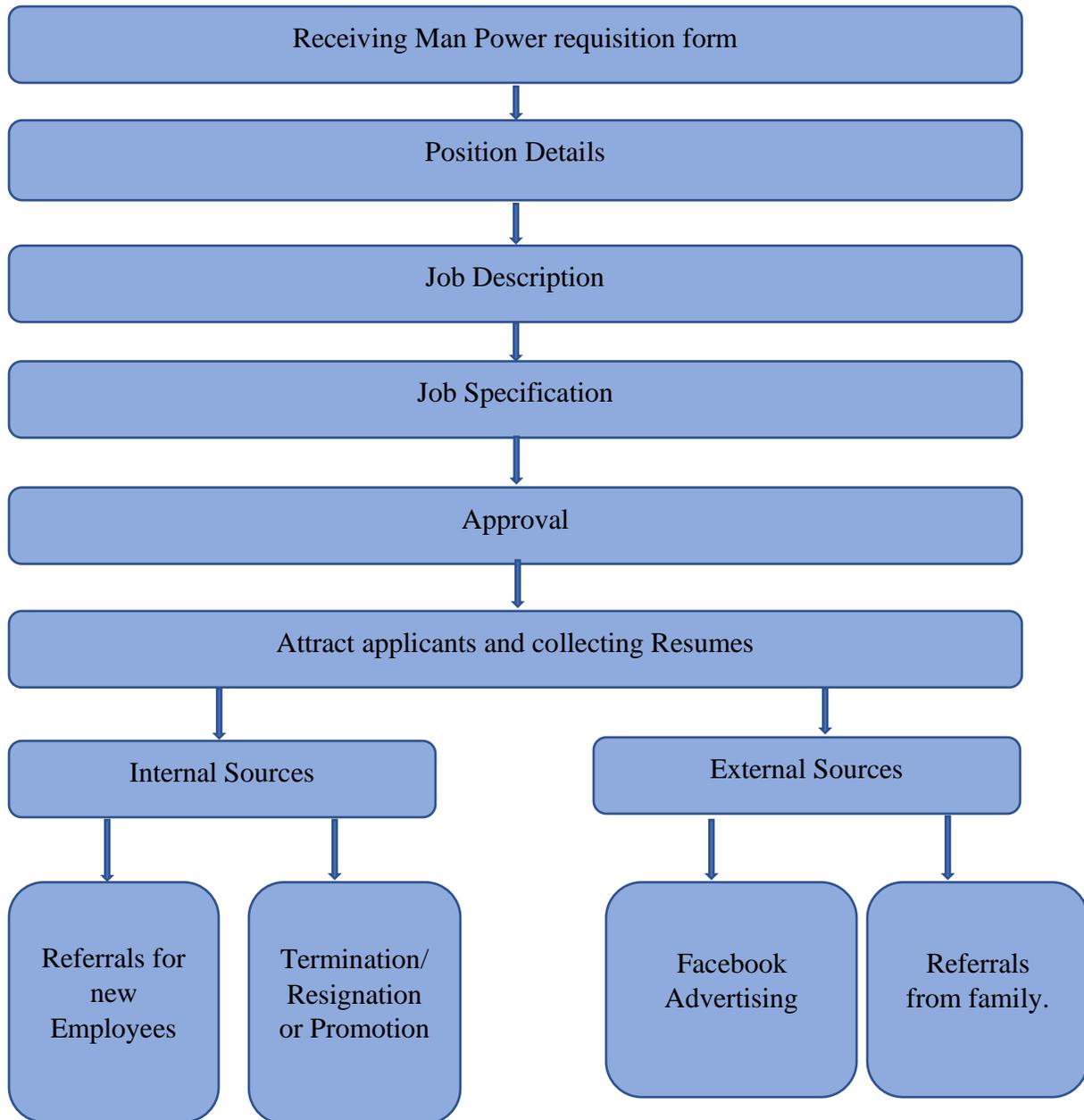


Figure: Recruitment process flow chat of C & T Home Care.

Detailed process of Recruitment of C and T Home care:

Receiving Manpower Requisition Form

At first, involved department should fill the force requisition. In requisition, there square measure some aspects. These are:

Position Details

Here the head of the relevant department can write the job name, department, division, type of vacant position, range of workers required, date needed for staff to hitchhike. There are 2 types of vacancies. These are:

- Replacement
- New position

Job Description

Concerning task of vacant job is mentioned in the job description part by the concerned department's heads.

Job Specification

In job specification, the department head illustrates the skills that need to be performed. Here, the qualification, experience, and regulation of instruction are mentioned. If expertise is not required, however desirable, manager may write that has not been mandatory. Manager also adds alternatives such as active worker, stress-free mind, etc.

Approval

This is the most important part as the vice president of c & T Home care is directly involved with the HR Department, it is crucial to take her approval along with the HR director and manager.

Attract Applicants and Collecting Resumes

After getting the approval, HR department begins their recruitment. The HR department will send the photocopy of the manpower request form and the original copy will be retained. It will then set out how to draw the attention of applicants. There are two types of resumes set. These are:

Internal Sources: Through internal sources they collect resumes. Internal sources facilitate HR department cut back the price. There is square measure some sources that square measure wont to utilize internal resources. These are:

I. Referrals for employees: C & T Home Care has a wide range of employees. Worker square referrals measure nice and powerful C & T Home Care supply. For the collection of curricula. Here C&T Home Care worker may sign in the resume of the applicant. If it is not possible to give a signature, the employee may contact the HR manager. They are going to write it down. The staff refers to the prisoner jointly.

II. Termination/ Resignation or promotion: HR department follows this supply if vacant position instantly

External Sources: Through these sources, C&T Home Care gathers huge and good number of applicants. The sources are:

- I. **Facebook advertising:** ads for the HR department about their job performance. They produce an ad at first and submit it for approval by the management. When accepted by the board, they post for advertisement.
- II. **Referrals from Family:** Sometimes the family members of higher managements refer people to the agency.

Flow Chart of Selection of C & T Home Care:

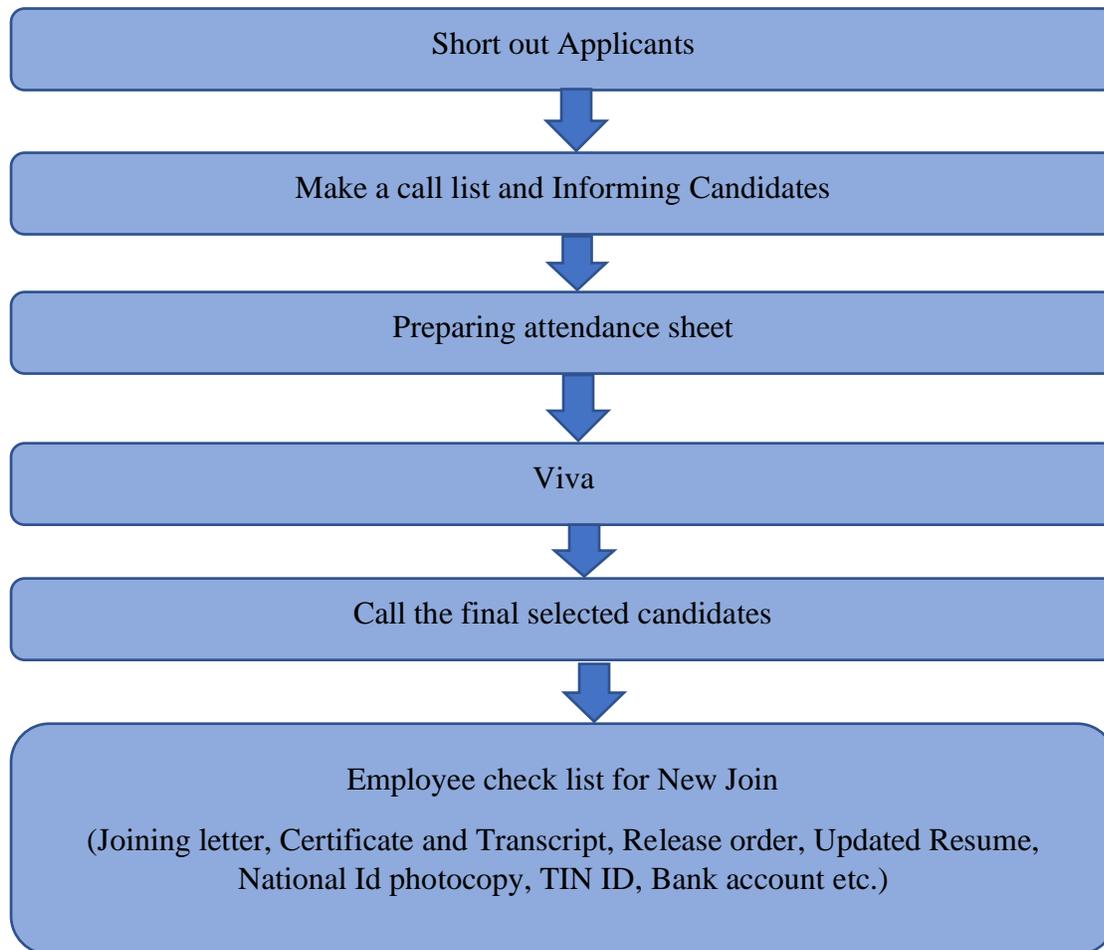


Figure: Flow Chart of Selection process of C & T Home Care.

Detailed process of Selection of C & T Home Care:

Sort out Applicants

After resuming selection, C&T Home Care's HR department starts its method of preference. Summarizes the square measure chosen in two methods. At first, the HR department selects the resumes of applicants. First, they embellish the resumes and send them to the department involved. After that, the department involved will make the ultimate choice and return to the HR department

Make Call List and Informing Candidates

The next step is to remind applicants to attend the interview. For this, a call list is made by the HR department. The name of the applicants and mobile number, signature and remarks are included in this call list. The HR division then contacts applications and writes down whether applicants are eligible or not.

Preparing Attendance Sheet

HR division then prepare the attendance sheet before the viva review. Applicants name, father's name, phone number and signature box are included in this attendance slip. It will be sent to the reception after it has been prepared. So, they'll sign there when the candidate comes.

VIVA

In viva, the interviewer asks about the study and work-related question of applicants. They want to know about candidates' job responsibilities. Interviewer gives some situation to know how candidates in each situation will respond. They also ask about the expected salary for candidates. When candidates have work experience, they will also inquire about the state of their workplace and why they leave the company. In essence, interviewers evaluate certain aspects of candidates.

These aspects are:

i. Appearance

- ii. Eye contact and body language
- iii. Job knowledge
- iv. Related experience
- v. IT literacy
- vi. Oral communication skill

Call the Finally Selected Candidates

After the result, the HR department guarantees that their company can eventually be attended by the nominee who they selected. Then HR division call finally selected to carry required papers on a fixed date.

Employee Check List for New Join

New joiner has to handover some important documents. These documents are:

1. Updated resume: New joiner will give away resume in English with all the contact information.
2. Certificate and Transcript: Scanned copies of all certificates is provided by a new joiner. HR staff keep one main copy of the certificate and back the other main copies after checking all the certificates, but keep all the photocopies to make the personal files. There is no need to certify the photocopies.
3. Release order: If new joiner has previous job experience, he/she must get back release order from previous organization. Otherwise, he will not be able to join here.
4. 4 copy passport size photographs: new joiner will give four copy passport size colored photographs with his/her name and signature at the back.
5. National ID card photocopy: new joiner will give one photocopy of his/her identity card.

6. TIN Certificate: new joiner will give one photocopy of his/her TIN certificate
7. Offer of Employment Letter: HR department will provide the job letter offer. There will be terms and conditions of job and company in the Offer and Jobs Letter. New joiner then will sign below the Letter of Offer and Employment.
8. Joining letter: HR department will provide joining letter. In joining letter, there will be the date of joining and the place of joining. Here, new HR personnel sign below the joining letter.
9. Bank account: new joiner must open a bank account at National Bank and provide the bank account number of National Bank Bangladesh Limited.

Justification during Recruitment and Selection Process

- ❖ Educational Certificate: Once the instructional certificate has been submitted, these certificates can be justified at first by the HR division
- ❖ Reference Check: As a reference check, the HR department might contact the reference contacts of the new joiner.

Chapter-5

Major Findings

Major Observations:

After observing and analyzing the Recruitment and Selection process of C & T Home care what I have found is that-

Findings of the Recruitment process:

- ❖ There are total of six steps of the recruitment process of C & T Home care.
- ❖ The recruitment process starts with receiving the Man power requisition form.
- ❖ When there is a new replacement or new vacancy occurs, the concerned department inform the HR department for recruitment
- ❖ Then Job description and Job Specification is prepared for new recruitment.
- ❖ After that the most important part is to take approval from the VC and HR Director and manager.
- ❖ Attracting applicants and collecting resumes begins after the approval.
- ❖ C & T collect resumes from internal and external sources.
- ❖ Internal sources are- Referrals from employees and Termination/Resignation or promotion.
- ❖ External sources of collecting resumes are Facebook advertising, Referrals from family members.

Findings of the Selection Process:

- ❖ Selection process also follow six steps.
- ❖ The first step is to sort out the collected resumes.
- ❖ After that the HR department make a call list to inform the candidates about the interview date and time.
- ❖ Before the viva an attendance sheet is prepared to send it to the reception.
- ❖ After conduction the viva HR department calls the finally selected candidates. At that time the candidates are informed about the time, date and necessary document they need to bring.
- ❖ Finally, the selection process ends with the preparation of Employee check list for new join where the new joiners are offered with the appointment letter and they have to hand over some documents like Certificate and Transcript, updated resume, 4 copy passport size photograph, National ID card photo copy, TIN ID photo copy, Bank account etc.
- ❖ HR department might justify the certificate and they might also contact the reference contacts as a reference check.

Chapter- 6

Problems and Recommendations

Problems:

In Bangladesh, to attract a big number of individuals, C & T Home Care needs to run a good recruitment and selection procedure. There are some issues that I have found in the recruitment and Selection process if C & T Home Care. They are listed below-

- ❖ Firstly, it is a lengthy process of getting the approval for the new hire as the VP is directly involved and she lives in the USA.
- ❖ Secondly, most of the time it happens that the HR department do not run a back-ground check or reference check of the candidates and use their resources more efficiently.
- ❖ Sometimes it takes a long time to do the paper works of the new joiners as the main office is in the USA. It takes time to take the president's and the VP's Signature and approval.
- ❖ C & T Home care do not use any software to short out the applications or resumes and sometimes it's hard to sort out the resumes one by one.
- ❖ HR department focus only two external sources which is Facebook and family referral to collect resumes.

Recommendations:

To improve the recruitment and selection process of C & T home Care they need to solve the issues in their recruitment and selection process. The recommendations I have to solve the issues are listed below-

- ❖ HR Department can inform the VP earlier to get the approval on time for the recruitment.
- ❖ HR department should make a team of 2/3 people for background check/ reference check.

- ❖ HR department can take the Digital Signature of the President and VP to put it in the required documents or they can make the documents fully prepared with the sign in a doc file. So that when it's needed, they can just put the name of the person receiving the documents.
- ❖ C & T Home care can use a software where they can input their requirements and sort out the applications based on the requirements or they can hire a 3rd party organization to sort out the applications based on their requirements.
- ❖ HR department can use other external sources like LinkedIn, Bdjobs.com, Chakri.com, Snaphunt etc. to collect resumes.

Conclusion:

Human resources are the primary intellectual resource that can govern and monitor all of the organization's other resources, hence their success is dependent on them. Finding the appropriate individual for the right job amid thousands of possibilities is a difficult task. A good recruitment and selection system can not only identify true talents, but it can also assist supervisors and line managers in getting the best results from a talented staff. As a result, the HR department is always worried about conducting a thorough recruitment and selection process that will allow the company to hire and retain the top minds in the industry. Furthermore, recruitment gives potential employees their first view of the business and aids them in deciding whether or not they want to work for it. Last but not least, C & T Home Care's HR staff is always concerned with selecting

the best candidates. Human resources management is the most vital department of any company, and the recruitment and selection process are the most significant aspect of running a business. Employees at all levels, including operational, middle, and senior management, are hired through a recruitment and selection process. To attract a large number of candidates, C & T Home Care has a solid recruitment and selection process in place. Standardized policies and procedures in the requirement and selection process consistently produce the desired degree of outcome. To perform an appropriate requirement and selection process, C & T Home Care Consultancy should follow uniform standards and procedures. C & T Home Care has a very successful business across the country which runs most of its operation here in Bangladesh. One of this company's best traits is that it is never complacent and is always willing to embrace beneficial adjustments. The company is continuously developing its recruitment and selection process to increase the efficiency and productivity.

. Overall, it is acceptable from this report to have an effective and efficient recruitment and selection procedure for C & T Home Care because they are following a structured recruitment and selection process and willing to improve and develop it, they are pursuing a hiring and selection process that is organized and adopting a formal hiring and selection process.