Report On

Corporate Recruitment at "Skill.Jobs" (Concern of Daffodil Family)

Submitted by

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Program: B.A. in English

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Declaration of the Intern

I am Md. Shazzadul Hoque Bhuiyan, hereby declare that this project work entitled "Corporate Recruitment at Skill.Jobs" has been prepared by me to the Department of English, during the semester Fall 2022, under the guidance of Shipra Mondal, Senior Lecturer, Department of English and this project work is submitted as part of the partial fulfillment of the requirements for the award of the degree of B.A. (Hon's) in English. I also declare that this project is the outcome of my own efforts.

I would like to unitedly declare that if I make a mistake here, I will be held responsible for all my mistakes, whether it will major or minor.

_____

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Batch: 46A

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Certification of the Academic Supervisor

This is to certify that the work entitled "Corporate Recruitment at Skill.Jobs" is a piece of four months project work done by Md. Shazzadul Hoque Bhuiyan, bearing ID: 191-10-2013, during the academic semester Fall 2022 under my guidance and supervision for the Bachelors of Art in English. His work is approved for academic commendation and viva-voce.

During the internship period, he tried his best. I wish him a bright future.

_____

Signature of the Supervisor

Shipra Mondal

Senior Lecturer

Department of English

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Acknowledgements

I have taken efforts in this project. However, it would not have been possible without the kind support and help of many individuals.

I would like to express my gratitude and praise towards my Almighty Allah for His kind and countless blessing which help me in completion of this project. I would like to express a special gratitude and thanks to family persons for their kind co-operation and encouragement. My appreciations also goes to my academic supervisor, Ms. Shipra Mondal is developing the project who have willingly helped me out with her abilities.

I am highly indebted to my organizational supervisor, Mr. Shahanur Alom Zibon for his guidance and constant supervision as well as for providing necessary information regarding the internship period and support in completing the project. I'm also grateful to one of my close friend and colleague, Farhan Sadik who recommended me for this organization (Skill.Jobs) to doing my internship.

Thanks to all for your attention in this long period and supporting me to face all challenges. I am proud of myself for making my own individual project that I am successfully done.

Abstract

Our world is changing at an unparalleled pace. In the last few years we have faced many issues, mostly in our carrier sector. Maximum employers were jobless specially those who are belongs to private job sector.

Recruitment solution is a web-based tool for reducing the communication gap between job advertisers and job seekers. Technology changes so fast, especially in the rapidly growing IT market, that organization must recruit talent based on technology trends. This process makes the recruitment process very easy and fast.

The fundamental objective of this corporate placement is to make bland the recruitment procedure of any well-known organization of Bangladesh. This appliance is designed through preserving in thoughts each event like both recruiter and job seekers. I had tried my level best to brings solutions to both job seekers and employers fulfilling and guiding their needs. This project will address present competitive carrier field. This project is really a source of new hope for me or us.

Table of Contents

Chapter 1

Introduction

The main purpose of internship is to get the student exposed to the corporate world. This internship report is a complete document of all the tasks I performed during my 4 months internship at Skill.Jobs (Concern of Daffodil Family) which lasted from June 21 to September 23, 2022. This is the result of an internship program at the Department of English, Faculty of Humanities and Social Science, Daffodil International University.

An internship program is an important prerequisite for studying. I am favored to have a great opportunity to do an internship at Skill.Jobs. This well-known organization gave me the opportunity to utilize my academic knowledge, skills and helped me get to know the wider corporate world. This overall experience not only helped me get to know myself better, but also helped me develop my computer skills, corporate communication and expertise. This internship is one way to gain a deeper understanding of the concept of formal education is to attend a grand industry.

The basic function of corporate recruitment is to connect both recruiter and job seekers through any particular job advertisement. Apart from this basic function, talent sourcing has already started introducing some diversified areas with the help of networking. The organization Skill.Jobs working as a middle man that deals with promote and developing skills of job seekers and forming a bridge between skilled candidates and employers. It provides necessary training to the students, fresh graduates and job seekers of all levels to make them ready for their future target job.

Although producing this report and participating in the entire program was not easy task. Thank the Almighty, my supervisors and co-workers gave me the right guidance and helped me gather reliable information. During my internship, I had the opportunity to work in a team to learn how companies develop their head hunting as proposals used by various renowned institutions.

1.1 Purpose of title selection

The title of this report was chosen with the consent of my internship supervisor. The title is Report on "Corporate Recruitment at "Skill.Jobs".

1.2 Origin of the report

Daffodil International University Internship Program is a graduate requirement for final semester students. This study is a sub-requirement of its B.A (Hons) Curriculum Internship Program at Daffodil International University. The main purpose of internships is to familiarize students with the job world. As an intern the biggest challenge was putting theoretical concepts into practical experience.

1.3 Objective of the report

I always wanted to gain knowledge on different subjects and explore different kinds of jobs in my professional life. Luckily, my goal was achieved through Bachelor of Arts in English Program (Hons) from DIU gave me the internship opportunity. I learned a lot about both English Language and English Literature. In addition, I know what areas I can work in with the help of English.

Though, I have desire to explore more, I decided to challenge the idea that having an English background meant I had to do an internship as a teacher. Still, I wanted to work somewhere else, so when 'Skill.Jobs' offered me an internship opportunity, I took lead of it. Also, my academic knowledge from an internship program at this industry was helpful. For example, computer fundamental, presentation skill, discourses, out knowledge from my academic courses allowed me to conduct in-depth analysis and think critically and concretely.

When I started as an intern, I made a few observations from this:

- ➢ To have a functional understanding of the industrial sector.
- ➢ To know the utilize of English in the technical sector.
- ➢ To apply academic knowledge practically in an internship program.
- ➢ An analysis of the purpose of English in a group of companies.
- ➢ To know about the well-known organization of whole nation.
- ➢ Gather knowledge about own company and how it works.
- ➢ To adopt the practical redaction of the knowledge gathered in the theoretical course.
- ➢ In this way, the internship program acted as a link between theory and practice.
- ➢ To build myself into the future with perseverance, energy and motivation.

Chapter 2

Background of the project

Our world is changing at an unparalleled pace. In the last few years we have faced many issues, mostly in our career sector. Some major problems are: unemployment problems, lack of perfection in professional track, lack of self-confidence and lagging behind others, unsustainable work organization, fierce and unbalanced competition in expert fields, incompetence with necessary qualifications, inadequate preparation, dissatisfaction with lack of proper knowledge, inability of employees to meet the demands and expectations of the organizer and many more. Among of those mentioned issues I have found this specific issue which is unemployment problem although having a good academic result as the most common and also as the root of all other arising issues. This is because we the present job seekers are mostly focused on our result or CGPA, without giving a minimum thought in developing skill. Skills are the most essential for any kind of job and in today's economic world no one can get a job without any qualification. Literal knowledge alone cannot bring success to an organization, but it needs the benefit from qualified employees. In the part of project, I have related these challenges on my working experience at my job field. So, from this scenario, this internship project is a compulsory requirement for undergraduate students or freshers. According to (**Khan, 2022, Case Study. 2**) "when you have your goal, you can work to achieve it. But there will so many obstacles in your path".

2.1 Significance of the project

This project will address present competitive career field. This project is really a source of new hope for us. Because many of us already did their internship in multiple companies, so they face these challenges in day-to-day work. Therefore, there is no doubt that this project and its solutions will bring better results and open new doors not only for job seekers, but also for organizations and as well as for our nation. Essentially, the main purpose of the internship program and report writing is to combine the theoretical knowledge and practical experience acquired during the last four years. In addition, having a bachelor's degree is a prerequisite for the program. Another reference of this report is that it will enable me to present my point of view to the audience and get the output on whether or not the presentation is effective. In addition, this report will update my industrial experience.

2.2 Rationale of the project

The project concludes with a review of the entire scenario from my point of view. This report is therefore relevant to our readers. Moreover, my knowledge and experience in internships will help prospective interns to prepare and learn properly. Therefore, I have to say that this internship report is important as it provides students with practical experience for their future reference.

2.3 Reason for undertaking this internship

It can be a little incredulous when deciding whether to participate in an internship. When I will be a fresh graduate, I won't have enough experience to get full-time employment, leaving internships, apprenticeships, and work experience as my only options. As I've attended second session on Employability 360 conducted by Md. Sabur Khan, who emphasized on being focused. "Every student needs to be focused about the mission what they want to do in future". **(Khan, 2022, 2ⁿᵈ Session)**

I will feel comfortable in this industry after my post-graduation as an intern or fresh employer. This four month of internship helps me a lot to have a better understanding present job marketplace, acquire the power to practice new things and to experience different industries first-hand. In addition, most of the corporate communication happened in English. Again, my academic background (English) sets me apart from others.

Chapter 3

Methodology

Methodology refers to the comprehensive research activities of my internship report. Several methods are used to achieve the results required to set goals. This section describes the method used for this project. I decided to do an internship at a group of company in a department of placement as BA(Hons) degree requires a 4-month internship. I thought to go for first priority to 'Daffodil Family' or their others concern for my internship program. There was a particular reason for doing that:

- I've already bearing one-month internship experience as a Student Associate at Daffodil Family under a Database Project. So, I am their first priority.

- Second reason is one of my close friends over there and office of Skill.Jobs is nearby my home. After consulting with my family and an experienced employee of Skill.Jobs named Farhan Sadik who instructed me to look for that well-known place to complete my internship. Then, I faced an interview with the company's BDM (Mr. Arif). During the interview session, I talked regarding my target job and academic internship program as well. After three days of trial period they appointed me as an intern.

- I was fortunate to be given the opportunity to work as an intern at Skill.Jobs. In this internship, I got to know the reporting process from both of my two supervisors. At first, I went to Skill.Jobs and met Mr. Shahanur Alom Zibon, Business Development Manager. He introduced me to the staffs. I was then asked to work at the Talent Acquisition team.

The project is conducted in a systematic way, from topic identification to final report writing. An integral part was identifying and collecting data of minimum number of industries. They are systematically categorized, analyzed, interpreted and presented to find key points.

3.1 Information collection of the report

The report internship experience at Skill.Jobs was prepared using both primary and secondary sources. This current report follows both qualitative and quantitative methodologies. The report used primary information as a qualitative method and secondary information as a quantitative method. This report is primarily qualitative as it is based on my experience. The quantitative information collected was analyzed descriptively on organizational work, communication with employees, and document usage for others activities.

Chapter 4

Profile of organization

The organization has been evolved from Bangladesh's first job portal, 'Jobsbd.com', and later renamed as 'Skill.Jobs' to simply express the focus of the organization and focus more on service patterns. Skill.Jobs is a sister concern of Daffodil Family. It was developed with over 20 years of experience in the global job market, with a particular focus on the latest professional trends, skill matrices, technological advancements, along with the demands and expectations of modern organizations. Skill.jobs has started operations in Bangladesh and Malaysia at the same time and soon will starts operations in Australia, UK and UAE.

4.1 Chronological progress

Skill.Jobs serves as a hub for preparing job seekers in allied industries by improving and developing their skills, providing opportunities for job seekers and advocating for them in the Human Resource world. On the other side, Skill.Jobs makes HRD's task much simpler and easier by helping them find the right candidates with the required skills rather than relaying through a huge database of job seekers.
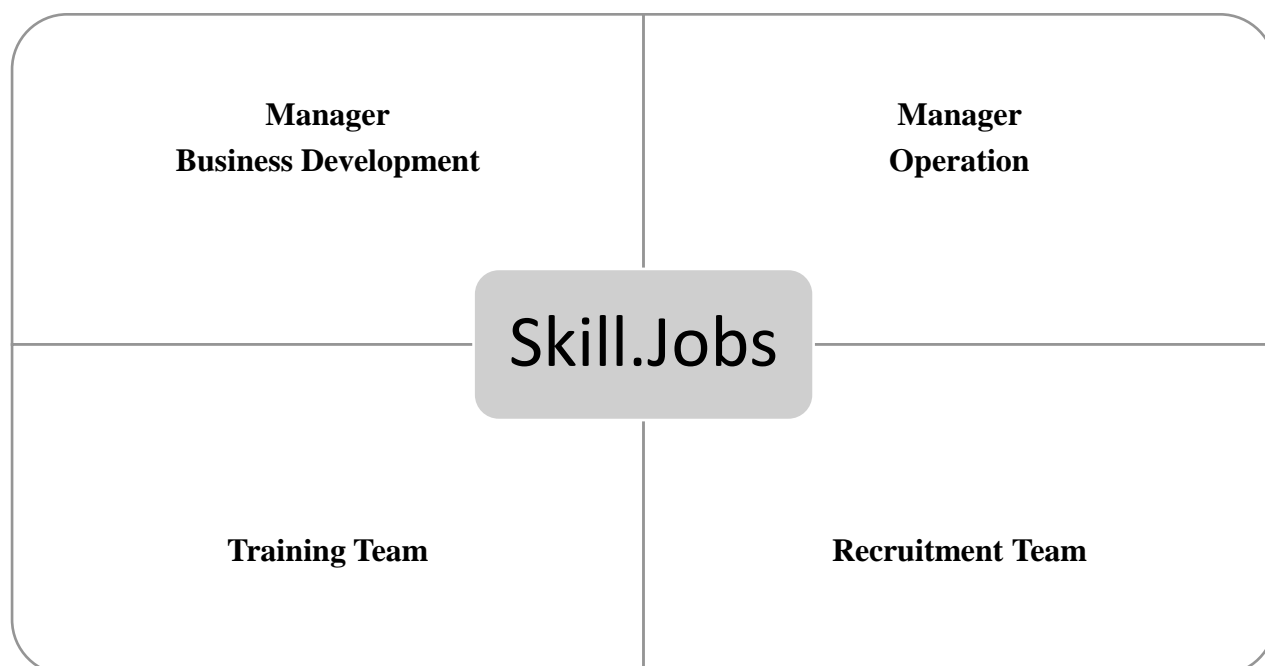
Skill.Jobs keep their specialty from their head-hunting service. They offer candidate eventuality and executive search, contract staffing, talent sourcing and recruitment process outsourcing to the company. Now, as a head-hunter, Skill.Jobs is working with some well-known national and international IT based organization such as 'Venturas BD (A Japanese Organization)', 'Soft Light Ltd', 'Japan Travel KK', 'Sarker Trade International Ltd', 'Codemen Solution Limited', 'Wafi Solutions', 'MultiTech Systems' and 'OPPO Bangladesh'.

Skill.Jobs describes itself as a service provider that bridges the gap between qualified candidates and employers. They follow trends and provides both hands-on and online training for students, fresh graduates and job seekers of all levels to prepare them for the jobs and careers of the future. Skill.jobs also provides necessary training for employees in various organizations and business organizations.

4.2 Overview of the organization

Skill jobs create a globally standardized, demand-driven workforce that purchase the nation's vast resource pool for skilled talent. Everyone in this world participates in some kind of race where everyone wants to beat everyone else. Especially when it comes to particular workplace or showing skill and the tunnel of victory where they end in unhappy territory. As a fresh graduate maximum of their faced many troubles by looking for a job. So, do they deserve to be unhappy where they work? This is reason Skill.Jobs came with a vision to provide the right skill and to facilitate our candidates in a relevant field. Their mission is to provide all students and job seekers with relevant career paths and improve their skills and knowledge in target place.

4.3 Management Organogram

Manager **Business Development**	**Manager** **Operation**
Skill.Jobs	
Training Team	**Recruitment Team**

4.4 Products, Services & Solutions

- Corporate Membership
- Head Hunting
- Spot Recruitment
- Talent Sourcing
- Internship
- Training Session

4.5 Values of organization

Honesty: Being honest in command to uphold this value in all of their services.

Transparency: They strict to the virtue of remaining transparent in all acts, which builds trust.

Sanctity: Skill.Jobs improves economic well-being regarding the delight of religious ethics.

Flexibility: They strive for flexibility that leads to better understanding and satisfaction.

Security: They continue to work to give their employers peace of mind with all of services.

Technology: Modern life relies heavily on technology, so Skill.Jobs always looking for new developments to provide maximum convenience.

Chapter 5

Internship activity

This report is a detailed description of my all assessment as an intern at Skill.Jobs. This organization allowed me to operate my practical knowledge and skills while developing myself. 21st June was my first working day and I was nervous about what to do here. Then I met my supervisor, Mr. Shahanur Alom Zibon who is the Executive of Placement Cell. He is very accomplished and elegant. He introduced me to the Business Development Manager (Operation). Then I met others employee of the office. After that, I was initially assigned to the general placement desk, where I started learning about recruiting. My supervisor was given some few tasks to assist me learn about their recruitment system with the support of Skill.Jobs employee, especially from Mr. Farhan Sadik, Assistant Talent Acquisition. Every day during my internship, I realized that I needed to observe the entire work environment in order to stay focused on what I came for and accomplish all the tasks assigned to me. I observed a lot and used to write down my daily tasks and what I learned from that day. Following responsibilities are given below:

- Source candidates, screen CV/Resume and assess each profile.
- Headhunt potential applicants & draw up shortlisted candidates for interviewing.
- Conduct face-to-face and virtual interviews.
- Attract applicants by placing job advertisements, using social media groups and job portals.
- Worked as middle man between applicants, recruiters, and others to keep all parties informed of the status of each search.
- Ensure regular updating of the database & confidentiality of the recruitment process.
- Create job descriptions for each new vacancy and share it with the premium job seekers.
- Share regular report with managers to determine the effectiveness of recruiting plans.
- Skills: CV Screening, Interview Arrangement, Recruitment, CV updating, Data entry

Working at Skill.Jobs has been a great experience for me. The colleague of Skill.Jobs are also very kind, supportive and caring. In particular, Mr. Zibon was taking excellent supervised to me. At first, I was worried about what to do, but they always supported me kindly. This internship is not only provided me with a great learning opportunity, but also a worth life event

that I will always remember. Because it created networking opportunities and made my future fascinating.

5.1 Development of skills

Working as an intern at a well-known organization like Skill.Jobs was a rich experience for me. I had not enough experience in a corporate environment before my current job. Skills is the most needed for any kind of job and for today's economic world no one can get a job without skill. I tried to apply those skills that I learned in my exploration to the organization.

Following Skills are given below:

- **Time Management:** The objective of time management is "Create feelings about time and money simultaneously in relation to successes". During my internship, I tried to prove my time management. I arrived at the office on time and made every effort to complete all tasks within the allotted time and updated my dashboard.

- **Corporate Communication:** General communication is initially concerned about clients and officers. It was a great opportunity to communicate with Human Resource (HR) department, Head of Operations and persuade them with their needs. I attempted to improve my presentation and communication skill with the help of my supervisor.

- **Quick Learning Proficiency:** I observed their work for a while and then developed the ability to deal with job seekers in the absence of officers. As a quiz learner I have learn all the basic knowledge about recruitment solution in a very short time, including memorizing others activity.

- **Adaptation Skill:** Working in the human resource industry was a challenge for me. I worked in a professional condition for the first time in my life, but I faced many challenges and tried my best to adapt to these challenges and ambience. And I think I was able to perfect for it. I learned a lot in a short amount of time and was able to capture everyone's hearts through my outcome.

5.2 Professional proficiency

Throughout my internship, Skill.Jobs taught me the following competencies:

Knowledge:

- Gain knowledge about the business sector and how it works.
- Through my first work experience, I was able to learn about the corporate world.
- I have got a way of thinking about the profession and able to decide if I am suitable for the job or not.

Skill:

- Improve my communication skills.
- Able to generating ideas in a short period of time.
- Improved analytical and problem-solving abilities.
- Improved teamwork.

Professional Attitude:

- I have learned is how employees should behave ethically in the workplace.
- I learned to work under pressure and got used to working long hours.
- I have my own motives.

5.3 Analytical and problem-solving cases

Working in a team and working under superior is important in the corporate sector. As an intern at Skill.Jobs, I have seen them maintain chain of command between senior and junior colleagues. The most challenging part of the four-month internship was communication with Head of Operation of a well-known organization. Most of the employees were busy. Perhaps the most common reason of network error I couldn't have some proper attention from opposite site. Sometimes they don't quite understand what I'm saying. I had some issues with conversations and interactions with the higher management.

At this problem, I used the confidence and presentation skills that I learned from my academic activities. I also started to think about how they think from their point of view and I always talk to them with a smile and try to keep my speech very simple and everything. I console them that I could understand their language very well. To understand opposite person, we must first try to understand that person's psychological thinking and their environment, and then act accordingly.

Chapter 6

Limitations of the study

As an intern, I was not authorized to access all operations of this organization. Therefore, I had to determine an area where I could concentrate and work. I have devoted myself to making this report more meaningful, and have tried to make it more realistic and accurate though there were sort of problems I had been faced.

I've run into some limitations as mentioned below:

- An impervious timeframe of only four months is a huge and unavoidable constraint for me. Additionally, though a quick learner due to the lack of time I could not able to fully acquaint myself with all activities during internship.

- Some of the terms were not only related to specific tasks, but also unfamiliar to my academic exploration, and were difficult to understand. I could not learn many things, because I had to work with limited responsibilities. But I wrote the report based on personal experience.

- I have only worked in the placement department and it was very difficult to understand the approach and satisfaction of people in other departments.

- Another issue was limitation of words. For the project, I was unable to analyze my broad point of view due to word constraints. However, this word limitation is not sufficient for an unambiguous research. Some assumptions have been made due to limited information. But I put my best effort to furnish the report as much as possible.

Chapter 7

Observations on internship

During my internship, I made extensive observations of Skill.Jobs placement section. At first, I thought a lot to find a way out. Observing how placement sector and academic insight could be combined, I did my best to perform the duties assigned to me at the office.

Here are some observations I have made at work:

- How do we maintain the relationship between senior and junior officers and how is the relationship between employee and job seekers? In addition, juniors follow the instructions from seniors and always obtain permission before beginning a task.

- The employers maintain his or her posture and decency towards the job seekers in a professional way by using English as a second language.

- When the training team run their course to the clients, they divide them into two or three batch and schedule the class hour two to three times a day because if everyone is sitting together for training their learning method will be disrupted and it will be a loss project for the company. Therefore, maximum class conducted through online (Google Meet).

- Another observation that there is no complaint box where I as an employer and rest of others can put their comments and suggestions. Those who are unable to write their claim directly come to the HR department to share their opinion which is consider an informal way.

- Here, those who are superior provide a proper guidance to their subordinate how to prepare a task in easy way. Also, it was not easy to operate in different scenario. However, my boss made my job easier and helped me in every possible way, so it became easier in a short time.

7.1 Findings of the project

As an intern, I have found everyone compiled a systematic approach. In my point of view, I have conducted a SWOT analysis of Skill.Jobs to determine its strengths, weaknesses, opportunities and threats.

Strengths

- A young and motivated employee contribute to better performance.
- Client's religious beliefs considered to be a strength.
- Excellent recruitment service from trustworthy employees.
- Valuable headhunters-client's relationships.

Weaknesses

- Some clients often find it difficult to comprehending their right candidates.
- Advertisement policy is inadequate than the competitors.
- A bunch of students criticize Skill.Jobs laptop clearance service.

Opportunities

- Strong advertising can help reach more potential organization.
- Spread the message about the benefits of using the headhunting/recruitment solution.
- In rural areas where job facilities are scarce, the number of branches can be increased.

Threats

- Competition intensifies as the number of recruitment solution provider increases nationwide.
- Clients may behold Skill.Jobs as obsolete as it has many competitors who are willing to adopt the latest technology.

Chapter 8

Recommendation

In the case of fixed asset management, it used to be the whole process is self-operating, so it is systemized day by day. Skill.Jobs uses the latest technology and IT support, but there are still some systems needed to be improved and make them bug-free, these are:

- It would be great initiative if they could set up an individual desk just for interns.

- In the Dhanmondi office, they might increase the seat capacity for employees.

- Management can change the interior to increase more space in the office.

- To make the Job Portal by setting up a paid system with a maximum number of jobs.

- Visitors should be increased at career portal to help expand fresh graduates and collect relevant CV on database.

These are my recommendation, with the solitary purpose of assisting its constant assets in the future.

Chapter 9

Conclusion

Successfully, I actually have ended an adventure with Skill.Jobs as an Talent Acquisition, Intern. In my own experience, the working environment in the organization is very stimulating. I was planning to work in this recruiting institution using my presentation skill. On the other hand, the internship gave me the opportunity to do practical work.

I have put forward some recommendations for improving the organizational service more effective. However, they are constantly striving to implement new rules and measures for improvement. My heartfelt appreciation to the leadership of Skill.Jobs and from that motivation I have successfully developed my leadership skills.

Human Resources is a rewarding job field. I decided to participate in this internship because I was interested in leading a team in addition to being a student of English Department. I would like to express my sincere gratitude to several people who played an important role in my internship and I am grateful to those who believe that I can.

Chapter 10

Reference

Few initiatives from the Employability Forum

First two session on Employability conducted by

Khan, S. (2022). *Session on Employability 360.* Daffodil International University

- o Link: http://employability.daffodilvarsity.edu.bd/portfolio-items/employability-first-session/
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Art of Living

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Chapter 11

Appendices

11.1 Plagiarism Report

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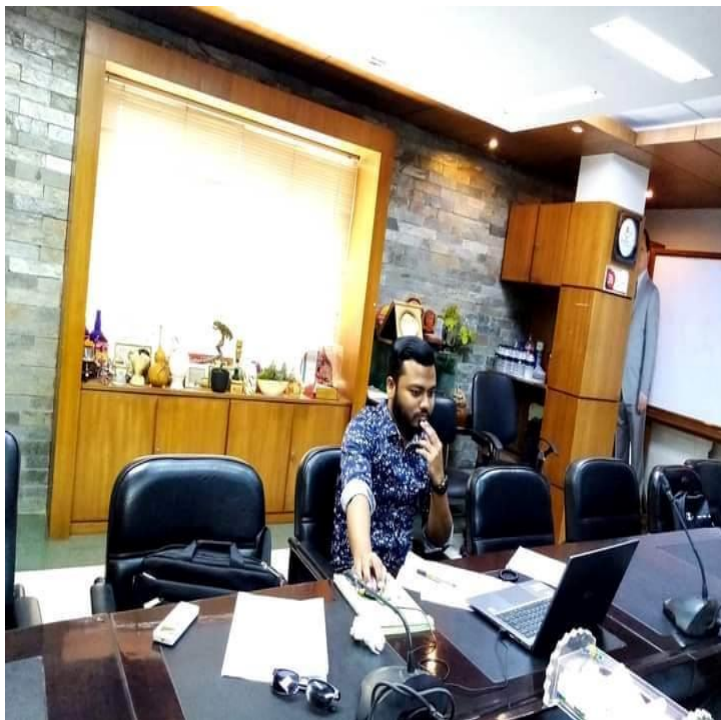https://skill.jobs/

11.2 – Surviving first day in the office.
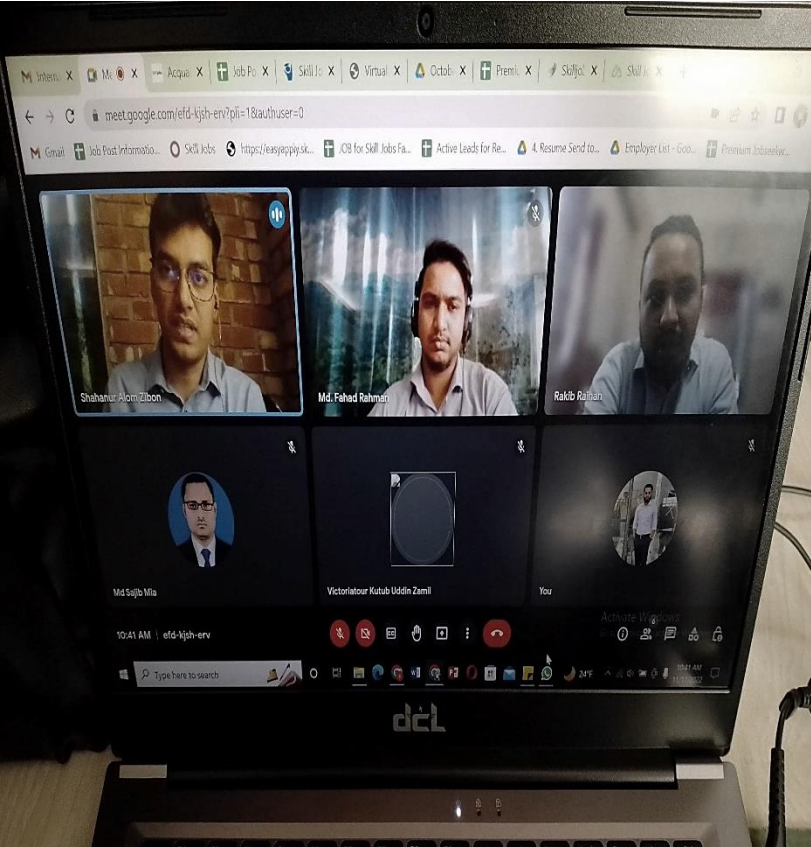
11. 3 Corporate Communication.

11.4 – Preparing monthly report presentation.

11.5 – Corporate visit with my supervisor.

11.6 – Conducting virtual interview.

11.7 – Skill.Jobs corporate office.

11.8 – Received experience letter from the administrative of Daffodil Family.