

An Internship Report
On
Recruitment & Selection Process
of
PROBASHI PALLI GROUP



প্রবাসী পল্লী গ্রুপ

প্রবাসী ও স্বদেশীদের জন্যে

An Internship Report
On
Recruitment & Selection Process of
PROBASHI PALLI GROUP



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Date of Submission: 15th May, 2018

Student Declaration

I am Shuwaikh Mohammad Rabbi, ID:171-14-2308 declare that the presented Internship Report on “Recruitment and Selection Process” (A Study on Probashi Palli Group) submitted as a requirement for degree awarding of “Master of Business Administration” at Daffodil International University is prepared by me. I tried my best to collect effective information that made the report specific and original. This report is not submitted for any other course, degree, and fellowship. Whole report is uniquely prepared by me.



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Letter of Transmittal

15th May, 2018
Gouranga Chandra Debnath,
Faculty of Business & Economics
Daffodil International University

Subject: Submission of Intern Report

Dear Sir,

It is my pleasure to submit the internship report on Recruitment & selection process of Probashi Palli Group as a part of my MBA (HRM).

I tried my best to gather knowledge for constructing a complete report as outlined. This preparation of report helps me to get extent to complete my theoretical knowledge and practical analysis. I'd like to express my profound gratitude for your kind & mind for reading my report

Thank you, very much for your heartiest co-operation.

Sincerely yours,
Shuwaikh Mohammad Rabbi
ID: 171-14-2308
MBA Major in HRM
Daffodil international University

Certificate of Supervisor

With regard to this Intern Report “**Recruitment and Selection Process**” (A Study on Probashi Palli Group) prepared by Shuwaikh Mohammad Rabbi for the Degree of MBA, I certify that-

He has doing his internship under my supervision & guidance (for 3 months) and the manuscript of the report has been checked by me.

The final composed copy of this, which is being submitted to the Daffodil International University, has been carefully read by me for its contents & language.

Gouranga Chandra Debnath
..... 17.05.2018

(Gouranga Chandra Debnath)
Assistant Professor
Faculty of Business & Economics
Daffodil International University

Acknowledgement

It is a great pleasure for me to be assigned under the guidance of **Mr. Gouranga Chandra Debnath**, Assistant Professor of Daffodil International University. I'm very grateful to him for all his kind cooperation & guidance in preparing this project paper. His valuable suggestions & guidelines helped me a lot to prepare this report in a well-organized manner.

At last, I'd like to give special thanks to my supervisor, **Farhana Arjuman**, Admin Manager in Probashi Palli Group – Head Office, for her close supervision and also I convey my gratitude to **Md. Zillur Rahman**, Ast. Manager in Probashi Palli Group for helping me by providing guideline of working throughout my internship period. Without their guidance and assistance, this report would not have seen the light of day.

Executive Summary

From the dawn of civilization men has built their own habitation on earth, at different places in different environment to meet their needs. Considering its importance and essentiality, habitation is now regarded as one of the basic human rights worldwide. We have achieved our independence 45 years ago. In this long spear of time no one ever thought about, "The Housing for Non Resident Bangladeshis" (NRBs) before us. The chance of investment of their hard-earned foreign currency is limited. Keeping this in mind, Probashi Palli Group has planned to provide some separate and specific housing plan for both Probashi and Shodeshi Bangladeshis of different occupations and classes. Investment in this project will be trustworthy, full of possibilities and future secured.

With the whole hearted support of Bangladeshi government, Foreign Ambassadors and honorable Aristocrats, this Real-estate project is a great sector of investment for both resident and non-resident Bangladeshis'. Our project covers a vast green area enriched with natural beauty and is situated just beside the Rajuk Purbachal Mega City. On 20th June, 2007, we expressed our interest to built Probashi Palli Abashon in a seminar at Hotel Sonargaon at the presence of former Minister Ruhul Amin Hawlader.

Probashi Palli Abashon project has started its journey on 29th January, 2008 with an auspicious program at Hotel Sheraton. In that ceremony, former Advisor of Foreign Ministry Iftexhar Ahmed Chowdhury. Former Secretary of Land Ministry, former British High Commissioner Anwar Chowdhury. Former Chairman of Bangladesh NGO Federation, former Chairman of British Bangladesh Chamber of Commerce, Officials from Rajuk and some Non Resident Bangladeshi businessmen were present.

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Chapter 1

Introduction

1.1 Introduction

Human Resource Management is part of the organization that is concerned with the 'people' dimension. HRM can be viewed in one of two ways. First, HRM is a staff, or support in the organization. Its role is to provide assistance in HRM matters to line employees, or those directly involved in producing Organization's goods and services. HRM is a function of every manager's job. Whether or not one is in a 'Formal' HRM department, the facts remain that to effectively managers to handle the activities.

Human Resource planning helps determine the number and types of the people an organization needs. Recruitment follows Human Resource planning and goes hand in hand with the selection process by which organizations evaluate the suitability of the prospective candidates for the job. Job analysis and job design specify the tasks and duties of jobs and the qualifications expected from prospective job holders (chart-1.1). The next logical step is to select the right number of people the right type to fill the jobs. Selection involves two broad groups of activities: (a) Recruitment and (b) Selection.

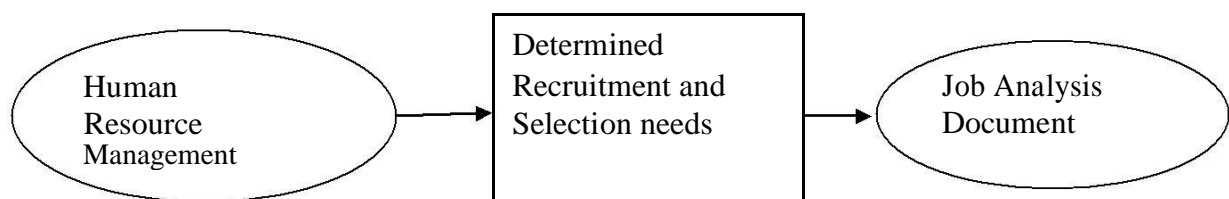


Exhibit 1.1: Recruitment and Selection needs

Recruitment is the process of finding and attractive capable applicants for employment. Whereas selection is the process of picking individuals with requisite qualifications and competence to fill jobs in the organization. An organization large or small, profit or service oriented, the ultimate aim is to achieve organizational goal. This achievement can only be possible through skillful and management of power. Selection is a key component in the acquisition of human resources.

Without a reliable and effective selection mechanism, a business can never flourish, especially in the present world market Economy, which is fiercely competitive. Usually after successful completion of recruitment, selection and induction process the new employee must be developed to better fit the job and organization.

1.2 Origin of the Study

This report “**Recruitment and Selection Procedure of Probashi Palli Group**” is a requirement of MBA Internship Program and includes three months practical working experience at head office in the respective organization. The report has been supervised by **Mr. Gouranga Chandra Debnath**, Assistant Professor, Faculty of Business Administration, Daffodil International University. The report contains intern’s experience with the host organization and also has given an opportunity to know the host organization and its business.

1.3 Objectives of the Study

1.3.1 Broad Objectives:

To know each and every parts of the recruitment and selection process of “Probashi Palli Group”.

1.3.2 Specific Objectives:

1. To evaluate the current recruitment and selection policy and process Probashi Palli Group.
2. To identify the recruitment and selection steps Probashi Palli Group.
3. To analysis current recruitment and selection process Probashi Palli Group.
4. To recommend some suggestions based on findings and weaknesses of selection and recruitment process Probashi Palli Group.

Chapter 2

Internship Experience

2.1 Internship Activity

I've worked as an Intern at Probashi Palli Group in the Banani Branch from 10th January 2018 to 10th April 2018. This internship program has provided me tremendous opportunities & scopes to learn and got the insights of practical companying works which will help me in developing my futur career. Through the internship program I have learnt regular work as well as corporate work expeerience that I never could have learnt in the classroom. Moreover, besides the regular office work I have learned to deal with the challenges of the companying industry, got the oppoortunity to apply knowledge gained from the academic experience, exploored many scopes to observe various roles and jobs in the companying sector and all these learning's helped me to gain "real world" experience in companying world. Since my first day, I had the channce to handle a multitude of tasks and responsibilities. I worrked in general companying sector throughtout my three months internship program.

2.2 Job Description & Responsibilities at Probashi Palli Group

- Follow the Standard Operating Procedure of Admiinistration.
- Process the applications receeived from branches & other departments.
- Identify client needs and refer custoomers to appropriate companying services
- Answer custoomer enquiries.
- Ansswer phone call from customer
- Maintain diffeerent type of regisster book

2.3 Learning Outcome

- Identifying, understanding and working with professional standards serving clients and stakeholders.
- Behaving professionally and ethically.
- Addressing colleagues and superiors appropriately.
- Allocating time effectively.
- Monitoring and correcting performance.
- Adapting effectively to changing conditions.
- Organizing and maintaining information.
- Participating as a member of a team.
- Developing appropriate workplace attitudes.
- Understanding and managing personal behavior and attitudes.
- Developing individual responsibility.

Chapter 3

Recruitment & Selection Process of Probashi Palli Group

Recruitment Process of Probashi Palli Group

3.1 Definitions of Recruitment

Recruitment is a process of locating individuals with sufficient qualification & number and encourages them to apply for jobs. From other perspective it is a process of identifying and hiring the best-qualified candidate for a job vacancy, in a most timely and cost-effective manner.

According to *Edwin B. Flippo*, “Recruitment is the process of searching the candidates for employment and stimulating them to apply for jobs in the organization”.

According to *Robins*, “The ideal recruitment effort will attract a large no of qualified applicants who will take the job if it is offered. A good recruiting program should attract the qualified & not attract the unqualified. This dual objective will minimize the cost of processing unqualified candidates”.

So recruitment is a continuous process whereby the firm attempts to develop a pool of qualified applicants for the future human resources needs even though specific vacancies do not exist. Usually the process begins when new recruits are sought & ends when their applications are submitted.

3.2 Recruitment philosophy of PROBASHI PALLI GROUP

- Probashi Palli Group usually promotes from within the organizations, but when the need arises, the company also hires from outside for vacancies at all levels.
- Probashi Palli Group always emphasizes on hiring for a long period of time. The company tries to attract and select those candidates who will move through the organizational hierarchy to the senior level positions in the future.
- Probashi Palli Group has developed a corporate culture where employees are not treated as mere employees. They are treated as associates of the company. Together, they form a family and all associates are the members of the family.

3.3 Types of Recruitment

Probashi Palli Group practices two types of recruitment

- Yearly recruitment: this is done each year, according to the HR plan
- Need-based recruitments: this is done when there is a sudden vacancy

3.4 Mode of Employment

- Probashi Palli Group has three types of employment to meet the highest order of the satisfaction level of its clientele. These are:
-

1. Full Time

2. HR Contractual

3. Internship Programs (IP)

Chapter 4

Evaluation and Analysis of Recruitment & Selection Process of Probashi Palli Group

4.1 Evaluation of Recruitment and Selection Process:

The final sector is growing. As a proof of this; we noticed the huge net profit made by almost every company of Bangladesh in recent years. As companies are making profits, they are expanding their operations and for making these operations successful; they need efficient human resources.

Evaluating recruitment and selection practice of an organization is not an easy task, because an ultimate guideline can be found regarding the recruitment and selection practice of any organization. However, there are some sort of guidelines were found in different books and related websites. On the basis of their guidelines and previous parameters of Probashi Palli Group's recruitment and selection process, I have tried my best to evaluate the system.

4.1.1 Evaluate of Recruit Process

- Probashi Palli Group uses in-house functions for recruiting A.O & J.O which ensure that recruitment searches are consistent. As they use in-house functions, they have greater control on the recruitment process and they can easily customize some aspects of process.
- Probashi Palli Group usually employs centralized recruitment. That is recruitment activities are coordinated by the HR Division. One of the most important advantages of this centralized recruitment function, that duplication of effort is eliminated from another division.
- The Company does not have their own web server; they took help from a foreign organization for their web system. So, the posted resumes through online stored in their party storage. HRD needs to download and input data to their system. This system is a time-wasting process.

- Probashi Palli Group maintains a Human Resource Information System (HRIS) for their internal and external personnel, that is very helpful and efficient system, saves time.
- There are no age, race and sex discriminations in different categories of jobs of Probashi Palli Group.

4.1.2 Evaluation of Selection Procedure

- The system Probashi Palli Group is using for recruitment and selection process is not very efficient. It creates different types of problem in different situations. Sometimes the photo of candidates changes automatically and generates more than one tracking number for single applicants in refreshing the page.
- Probashi Palli Group loses few candidates/applicants due to the ineffective system for providing inappropriate data output.
- The selection process is a bit lengthy, because they arrange written test for huge candidates in a time.

Chapter 5
*Major Findings,
Recommendations & Conclusion*

5.1 Findings

Probashi Palli Group's HRD is a very enormousness and an elaborate section of overall management process. Behind every success or failure HR activities are considered the ultimate deciding factor. That is why PROBASHI PALLI GROUP always gives high priority to the HR practices. In the process of studying the issue, following aspects have been identified and deserve explanation:

- 1. Less Authority for HR:** The MD is the only authority approve finally for any business or functional decision maker. Only after receiving approval from the Managing Director, HR Division starts all their functioning as per method.
- 2. Don't Follow Modern Rules:** Modern HRM always talks to involve line manager in HR Practices. Probashi Palli Group engages both HR manager and line managers in their recruitment and selection process.
- 3. Careless about Responsibility:** HR Division of Probashi Palli Group does not contact with those candidates who failed in their recruitment and selection process.
- 4. Lack of training:** HR division does not arrange Training program for final applicants.
- 5. Huge Pressure:** They cannot make sure that all the code of conduct is followed by the employees because of huge pressure of recruitment

5.2 Recommendations

As an internee it's difficult to give any recommendation with little working experience but I have tried my best to give best recommendations to improve the Recruitment and Selection process of Probashi Palli Group.

- 1. Should give more authority:** Managing Director should give more authority to HR Division to start their function. HR department should participate in different job fair/Campus Job fair to get talented fresher.
- 2. Should follow modern rules:** The HR Division should introduce a online requisition system. Then, HR division will get requisition form immediately & it will make faster its process.
- 3. Should careful about responsibility:** HR division should also communicate with failed candidates. At least, they can send an email on applicants' account. . HR division can send a message/e-mail to inform the candidates about interview date, time and location.
- 4. Should be arranged training:** There is no training for the new internee in Probashi Palli Group. But if they provide any training program for internees then it will be easier for them to adjust new environment. Probashi Palli Group should start training its managers on better interviewing.
- 5. Should be reduced pressure:** To reduce pressure there need more manpower to run their functional work. They cannot make sure that all the code of conduct is followed by the employees because of huge pressure of recruitment. So sufficient manpower is needed to reduce pressure.

5.3 Conclusion

The modern business world is one of the fastest flows of competition which can improve the infrastructure of our country and development of real estate business in Bangladesh.

To keep pace the current demand Probashi Palli Group should be more responsive. Behind every success or failure, there is lots of strategy. So Probashi Palli should make a strong strategy for their company and their employees. So I am very grateful to the authority of Probashi Palli Group family to give me such an excellent opportunity to work with them and all of co-operation to complete my internship report.

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