

HR Process and Practices in Banglalink Digital Communications Ltd.

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Letter of Transmittal

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Subject: Letter of Transmittal

Dear Sir:

With due respect and humble submission, I am glad to present you my final report on internship which was associated with the Banglalink Digital Communications Ltd. I have tried my level best to implement the relevant theories that I have learnt over the span of last 4 years.

This report has been prepared under your supervision. Without your permission, no part of this report can or will be revealed. This report never has been reproduced for any other course.

I sincerely hope that, I have been able to fulfill the report requirements as per your instructions. I humbly apologize for any mistakes I might have made in this report and ardently hope you will point out any discrepancies henceforth and guide me accordingly.

Yours sincerely,

Raisa Tabassum

Id #13104124

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Executive Summary

Banglalink is one of the largest cellular service providers in Bangladesh. Banglalink Digital Communications Ltd. (previously Orascom Telecom Bangladesh Ltd.) is fully owned by Telecom Ventures Ltd. (previously Orascom Telecom Ventures Ltd.) of Malta, which is a 100% owned subsidiary of global telecom holding.

This report is a detailed representation of all the mentioned topics and contains a preliminary discussion about Banglalink. This company is one of the best companies in telecom sector in Bangladesh. Banglalink Digital Communications Ltd (former Sheba Telecom Pvt. Limited) is a limited liability public company incorporated in Bangladesh. The company is offering its services under the brand names “Banglalink” and “Icon”. In the overview part the vision, mission, core values, objectives, efforts, products and services are described. In the finding and analysis part I have discussed the whole recruitment process along with the steps in it. Moreover, I have discussed about the thoughts of the employees about the recruitment process. What they think about the recruitment process, what they want to add or eliminate from it, how it is adding value to the organization and how this process can be make more effective and efficient. Finally, I have tried to give some recommendations from my learning that I have got from my day to day job at Banglalink and from my university lectures as well.

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Chapter 1: Introduction

This paper encloses a detailed study on the organizational overview and HR process and practices of one of the leading telecommunication companies of Bangladesh – Banglalink Digital Communications Ltd. It depicts an overall idea about this renowned organization, its vision and values, how it functions and practical experiences as to the ground level jobs that helps the company run.

1.1 Objectives of the Study

The basic objective of this study is to have knowledge about the overall organization. It covers the understanding about the organization's culture, rules, norms, values, structure, policies and procedures, strategy, its business and its customers. Beside that the imperative objective of this study is to understand the whole recruitment process comprise of each and every steps. Moreover the study aims to evaluate the HR practices in Banglalink thoroughly by comparing the practical personal work experiences to the theoretical corporate concept.

1.2 Methodology

Sources of Information

- **Primary:** The primary information is collected through face to face interview, observation and by participating in the recruitment process directly along with a survey amongst the employees of different departments.
- **Secondary:** The secondary information collected from website, magazine, memorandum, journals, internal database and some other relevant sources. Both primary and secondary data sources were used to generate this report. Primary data sources are scheduled survey among the employees of the different departments of the organization, informal discussion with professionals' and observation while accomplishing day to day jobs. The secondary

data sources are website, different published reports, manuals, different publications of Banglalink.

1.3 Scope of the study

The report deals with the recruitment process in terms of theoretical point of view and the practical use. The study will allow learning about the steps, process and procedures regarding recruitment. The study will also help to learn the practical procedures followed by the leading organizations. Moreover the study will help to differentiate between the practice and the theories that direct to realize how the organization is recruiting. Lastly the report contains many suggestions which will provide the opportunity to find out the ways to make the recruitment process more effective and efficient.

1.4 Limitations of the study

The main limitation of the study was the restrain on information, as because most of the information was confidential. So neither the organization nor the employees want to disclose those. Moreover many of the employees form the different departments were not entirely aware of the overall recruitment process which made the information collection process more difficult.

Chapter 2: The Organization

2.1 Background

Banglalink Digital Communications Ltd. is one of the largest mobile operators in Bangladesh offering a wide range of 2G and 3G services.



Its network covers more than 99% population of Bangladesh, the world's 9th most populous nation and one of the fastest growing economies in Asia We offer our services under the brand names of "banglalink" and "icon". Banglalink has consistently been ranked as the most recommended operator in Bangladesh in terms of Net Promoters Score (NPS). (banglalink digital communications Ltd, n.d., p. xx).

Banglalink digital communications Ltd. (previously Orascom telecom Bangladesh limited) is a fully owned venture by telecom ventures ltd. Veon (Previously known as Vimplecom) owns 51.92% shares of global telecom holding following a business combination in April 2011, between Veon ltd. and wind telecom S.P.A. Veon is one of the largest integrated limited telecommunications services operators providing voice and data services through a range of traditional and broadband mobile and fixed technologies in Russia, Italy, Ukraine, Kazakhstan, Uzbekistan, Tajikistan, Armenia, Georgia, Kyrgyzstan, Laos, Algeria, Pakistan, Zimbabwe and Bangladesh. Veon is headquartered in Amsterdam, the Netherlands and listed as ads on the NASDAQ global select market under the symbol "VIP" (Banglalink, n.d.).



Since the launch of Banglalink in February 2005, its impact was felt immediately. Overnight mobile telephony became an affordable option for customers across a wide range of market segments (Banglalink, n.d.).

The initial success of Banglalink was based on a simple mission: “*bringing mobile telephony to the masses*”, which was the cornerstone of its strategy. Banglalink changed the mobile phone status from luxury to a necessity bringing mobile telephone to the general people of Bangladesh and making a place in their hearts (Banglalink, n.d.).

The mobile phone has become the symbol for positive change in Bangladesh. The brand slogan of “*start something new*” is in essence derived from the promise of empowering people with affordable communication solutions enabling them to take new initiatives in life. The company believes that, through such new initiatives, positive change will occur for the overall welfare of the nation (Banglalink, n.d.).

Banglalink attained 1 million subscribers by December 2005 and 3 million subscribers in October 2006. By December 2007, Banglalink overtook Aktel (currently ROBI) to become the second largest operator in Bangladesh with more than 7.1 million customers. Banglalink currently has 32.4 million subscribers as of February 2016, boasting a market share of 24.5% (Banglalink, n.d.).

The growth of Banglalink over the years have been fueled with innovative products and services targeting different market segments, aggressive improvement of network quality and dedicated

customer care, creating an extensive distribution network across the country, and establishing a strong brand that emotionally connected customers with Banglalink(Banglalink, n.d.).

2.2 Vision, Mission and Values

Vision:

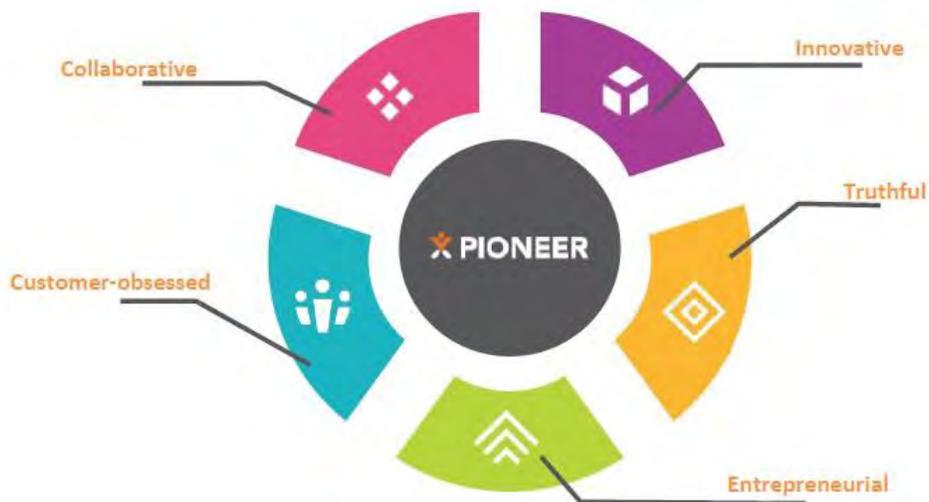
Banglalink’s vision is to be a pioneer in the telephony and digital services and thus improve people's life to make it easier.

Mission:

“Bringing mobile telephony to the masses”, which was the cornerstone of its strategy. Banglalink changed the mobile phone status from luxury to a necessity bringing mobile telephone to the general people of Bangladesh and making a place in their hearts (Banglalink, n.d.).

Organizational Values

For being a pioneer in the telecom industry, banglalink follows 5 organizational values of their own and they are:



Collaborative

- We bring people together, united by our passion for our customers.
- We work with each other and we respect the time of others.
- We don't look to blame, we look for solutions to problems and we take ownership.
- We partner with others - both internally and externally- in order to achieve more.
- When doing things together, we do them smarter and faster.
- We are a team.

Innovative

- We never stop. We are always moving, looking for the next disruptive digital ideas.
- We are adventurous and excited about trying new things.
- We are quick to bring new digital products and services to market, always driven by a clear customer need.
- We don't follow the status quo; we are passionate about creating our own path.

Truthful

- We are open, honest and demonstrate integrity and respect in all our dealings – both internally and externally.
- We are trustworthy; we keep our promises and admit our mistakes.
- We are focused on upholding the highest level of ethics at all times.
- We set clear expectations and communicate feedback in a transparent and respectful way.

Entrepreneurial

- We have an ownership mentality, demonstrating passion and taking responsibility of the business as if it were our own.
- We are agile and dynamic. We like to push boundaries and explore what's possible. We are not held back by a fear of failure and are always looking to develop new things.
- We take smart risks, but only when it's in our customers' best interests.
- We lead by example – we do what we say we are going to do.

Customer-obsessed

- We have a passion for our customers – they are at the heart of everything we do.
- We are able to make difficult decisions when we know it's in our customers' best interests.
- We keep an eye on our competitors but it's our customers who are always front of mind.
- We are driven by our customer insight – all our digital innovations are borne out of customers' needs.

2.3 Organizational Structure

There are 17 departments in Banglalink Digital Communications Ltd. Each department has their own specific works and they are divided into 3 divisions based on functions:

Commercial Functions	Technology Functions	Corporate Functions
B2B Business	Network Infrastructure	Finance
B2C Sales & Distribution	Information Technology	Human Resources
Marketing	Information Security & Governance	Compliance
Mobile Financial Services	Network Planning	Legal Affairs & Company Secretariat
	Network Operations	Corporate & regulatory Affairs
Customer Care	Service Assurance & Experience	CEO Office

Among all these departments, I got the chance to work in the Human Resources Department. Within this department, there are 4 units:

1. Talent Acquisition & Development Team
2. HR Shared Services Team
3. Rewards Team
4. Employee Relations Team

Each of the units has their own responsibilities to fulfill which are given below briefly:

Talent Acquisition & Development Team

- Collecting information from each of the departments for the required labor force
- Predicting the supply and demand of the labor force in the organization
- Doing job analysis for each of the positions
- Creating awareness about the work environment and opportunities in the organization
- Starting from Collecting CVs, conducting interviews and assessment tests, and processing the joining of a right person to a right position in a right time
- Conduct trainings and develop the skills of the employees

HR Shared Services Team

- Maintaining Pay-roll system of the employees
- Managing employee database system
- Keeping employee records
- Processing employee exiting
- Processing Voluntary Separation Scheme (VSS)

Rewards Team

- Conducting performance appraisal of the employees
- Maintaining employee increments and rewards.

Employee Relations Team

- Arranging different types of activities to increase motivation and interactions among employees
- Dealing with employees' problems/claims/unwanted incidents
- Investigating the problems/claims/unwanted incidents, preparing an investigation report and solving the problem
- Negotiate with the employees in different situations.

Human Resources Departments' goal is to help the organization to reach its goal, ensure effective utilization of the human resources, motivate & enhance employee capabilities to work more effectively, and keep maintaining all the organizational values.

Chapter 3: HR Process and Practices

3.1 The Recruitment Process

As Banglalink is one of the leading organizations in the telecom industry of Bangladesh, it follows a very specific, sophisticated and authentic process in their recruitment. Each and every step in the recruitment process has its own justification and validation. Every step is designed by upholding the international standard and all the steps are required to find out the best suitable candidate to whom the job can be offered. The whole recruitment process of Banglalink is elaborated below.

The recruitment process starts with the requisition. When there is a vacancy in the organization because of the resignation of an employee the concern department sends a headcount requisition form to the HR department specifically to the recruitment division. The headcount requisition form defines how many employees the department needs and for which level. Apart from the resignation there can be vacancies because of the organizational restructure, departmental redesign, reshape in the divisions, termination of any employees, retirement or any new projects. After receiving the requisition form from concerned department the recruitment team verifies the availability of budgets to fulfill the vacancy. If there are enough funds then the recruitment team goes for the next step as availability of funds ensures the salary and benefits for new recruits.

Once the budget checking is done the team collects the hiring information. The information comprise of dedicated position, level in the hierarchy, department, division, job location, reporting process, job description, job specification, required expertise and experience etc. for the vacant post. Recruitment team also amasses the information whether the concern department wants the vacancy to be filled by internally, externally or by both.

The moment information is collected the recruitment team starts planning and shares their plan with the department where employee will be recruited. The plan states the total activities and specified time frame for the recruitment to be complete. The plan sharing defines how long it will take to announce the vacancy, to collect CVs, conduct different tests and interviews and to make the final selection.

After the plan sharing the recruitment team announce the vacancy in different portals based on the decision of internal/external recruitment by the concern department. If the department decides to go for internal process then the vacancy announcement is published through internal emails and company intranet only. Besides if the department chooses to go for external process then the advertisement publishes in different media like company website, personal references, online job portals, HR consultancy firms & head hunter agencies and social Medias (LinkedIn, Facebook).

As HR department consider the human resource as the most important asset of the company so they try to motivate their employees in every possible way. As a result the organization especially the HR department always encourages other departments to fill up any vacancy by internally to provide the employees a better career opportunity. By the announcement the recruitment team starts to collect CVs from different sources. Once the CV collection is done those CVs are shortlisted in two steps. Initially the recruitment team screens the CVs based on the requirements of the job and sends those shortlisted CVs to the concern department. The department screens those CVs again and sends the final shortlisted CVs to HR department for schedule the tests and interviews.

Without wasting any time the recruitment team prepares the IQ tests, functional tests, interviews schedule for the next step after they receives the shortlisted CVs. Generally the IQ test is taken by the HR department and the functional test is taken by the departments where vacancies will be filled up. There are some certain policies in the recruitment process. If an existing employee applies for a vacancy in the same department s/he is working right now then s/he will face the interviews only. S/he does not need to sit for the IQ and functional tests as s/he has faced those before. On the other hand if an employee works in a department and applies for a vacancy in another department then s/he needs to sit for the functional test but not for the IQ test. Conversely if a candidate who is not an internal employee applies for a vacancy announcement s/he has to face both interviews and tests. The IQ test verifies the English, Mathematical, Logical Reasoning and analytical ability of a candidate. If a candidate gets the pass mark then s/he has to sit for a functional test which contains questions related to the actual job that verifies the caliber of a candidate about her/his education, leaning and knowledge. Other than these two tests many jobs requires to check the computer skills of an applicant. The candidates who are entitled for computer test are required

to sit in front of a desktop and asked to solve problems with different software, applications and even the proficiency of Microsoft Office is also being checked in this test.

After passing all those tests the candidate is considered eligible for the interviews. No one can go to the interview phase without passing each of the tests separately. The initial interview takes place right after the tests. In first interview a candidate face an interviewer from concern department who is supposed to be the line manager of the candidate if s/he gets selected and another interviewer from HR department. The line manager checks whether the candidate is suitable for the job with her/his current ability, functional knowledge and technical knowhow. On the other hand the HR personnel verify the candidates' personality, behavior, and attitude to ensure that s/he is fit for the organization. Later on candidates who are passed from initial interview are asked to face another interview with the head of the unit/division (HOU). In this interview the unit/division head analyzes the ability of a candidate in terms of team work, decision making, planning & organizing, strategic thinking and leadership etc.

After the interview a very few candidates are called to face the final interview with the HOD (Head of the Department). Once the interview is done the HOD selects the final candidates to whom a job can be offered. Moving ahead on the process the recruitment team gives a verbal offer to the candidate who passes all these steps. Through this verbal offer a candidate gets a clear idea about the compensation & benefits, incentives that s/he will get side by side the job location, the joining date, the level in the hierarchy and the dead line for accepting the offer. If the candidate accepts the verbal offer then s/he has to face the final test which is known as medical checkup. In medical checkup the organization sends all the selected candidates to a particular hospital to do some tests. After receiving the medical reports from the assigned hospital a candidate is called to sign her/his appointment letter if s/he is medically (physically & mentally) fit. No one is offered a job in Banglalink if a candidate is confirmed as medically unfit. This is to notify that all the expense of the medical checkup is taken by the organization. Medically fit candidates are asked to visit the head office to sign the appointment letter on a suitable date. Once the signing is done the candidate who is an employee now is given a particular date to join and s/he is entitled to report to her/his line manager on the day of joining at concern department.

3.2 Work Description and Contributions

Banglalink does not treat its interns as juniors or less important part of the organization but this company treats its interns as important parts as well as employees of this firm. It provides the opportunity to explore the real business & professional world to the interns of this organization. It also offers learning by doing for interns as well. So as an intern (recruitment trainee) of recruitment division in the HR department I used to do jobs that are usually done by any other employees of the organization.

I worked under the **Talent Acquisition & Development Team** within the Human Resources Department as an intern. It consisted 4 persons:

1. Mustafa Raihanul Alam (Head of Talent Acquisition & Development)
2. Rezwanul Arefin (Talent Development Sr. Specialist)
3. Khaled Bin Obaid (Talent Acquisition Specialist)
4. Aleza Hasan Sharmin (Talent Acquisition Specialist)

I worked under the supervision of Rezwanul Arefin & Khaled Bin Obaid. So, my basic role was to assist them and the TA&D Team in various recruitment and other supporting functions.

Throughout my internship, I was also involved with many types of works typically cross-functional with other teams from the Human Resources Department. They are described below:

- Coordinating and scheduling interview with the candidates
- Worked as the Point of Contact between candidates and the HR
- Making and also collecting the evaluation sheets from the assessors
- Helping new interns with their joining formalities and official paper works
- Conducting Assessment Centers for TOs/ZMs
- CV screening and shortlisting
- Arrangement of food and stationaries on different events and occasions
- Assisting Shared Services for distributing the WPPF cheques
- Calculating insurance premium and contributory funds of the employees

- Taskforce project to transfer the existing employee database to the new HRIS
- Q/C checking of the HRIS files
- Attending different brainstorming session
- Launching of VPeople (Banglalink's own HRIS)
- Supporting other Functional Teams from HR in absence of their interns

The basic job of this position is to collect CVs from different sources and maintain the CV archive. Banglalink collects CVs through different sources such as websites, personal references, online job portals, HR consultancy firms & head hunter agencies and social medias (LinkedIn, Facebook) etc. The company maintains a healthy relationship with different organizations which can be a potential CV source for its CV archive. Besides the collection of CVs, the position is also required to maintain the CV archive by sorting those CVs based on different criteria's such as years of experiences, academic background, academic institutions, academic results, areas of expertise and the position that the candidate will be suitable for etc.

The second important job I was entitled to do is to assist line manager to prepare possible candidate lists for different position through initial CV screening and make appointments over the phone with candidates for different tests and interviews. Before making the calls to the candidates I needed to schedule the possible date and time with different departments along with the concerned HR personnel for the tests and interviews.

Moreover, this position requires the coordination of different tests (IQ test, Functional test, and Computer tests), interviews (initial interview, interview with HOU and interview with HOD) on a regular basis. After completion of the different IQ tests it was my responsibility to check the papers and verify whether the candidate got the pass mark or not. Besides checking of IQ test papers, coordinating different functional tests and computer tests (assigned by the concerned departments) and interviews was another major responsibility of this position. Most of the time the position provides the opportunity to invigilate the IQ test, functional test and computer tests. It also offers the chance to take part in interviews as an interviewer.

Apart from those duties the job contained another major accountability which is contract extension. As Banglalink has a large number of contractual employees (known as temporary employees) in

different departments, the organization needs to deal with a vast amount of contract extension activities each and every month. Initially a temporary employee is offered with a one year contract in Banglalink. Each and every temporary employee is being offered a contract of another one year after the successful completion of one year contract. As different employees are completing their contract in different months so every month the company needs to offer another new contract to them. Therefore the company prepares a batch of employees every month that will end up with their existing contract and will be signing another contract in next month. The organization offers new contracts to its temporary employees by the way of batch by batch. As an intern of the recruitment department I am liable to prepare the new contract for each and every employee after they complete their existing contracts. Besides I need to prepare head count requisition form, which comes from the concerned departments that needs more employees as current temporary employees are coming to an end with their contracts. Based on the declaration through head count requisition form the HR department offers a new contract to a particular temporary employee for another one year.

In addition to the contract paper and head count requisition form I needed to prepare the joining letters too. When an employee is offered a new contract s/he must sign a joining letter addressing to her/his concerned department with a sign of her/his line manager and a sign of the director of HR department. After completion of the contract papers I have to help each and every employee to sign their new contract. I have to make the temporary employees understand every terms and conditions of her/his contract paper before s/he signs it. Every month the contract extension part ends with the filing of the new contracts papers. As Banglalink maintains specific file for each individuals, so those files are need to be updated when an employee signs a new contract.

Furthermore I was accountable to make the joining of permanent employees easy and smooth. I needed to make the new employees understand all the terms and conditions of her/his agreement paper before s/he signs it. I also need to set up a clear view to the new employees about the documents and papers (photo copy of all the academic certificates, mark sheets, voter identification card, and passport) etc. that s/he needs to submit on her/his joining date. I have to inform the employees that s/he also needs to submit her/his release order and experience letter if s/he has previous work experience.

Additionally, I was also required collecting the medical reports and updating the database of every employees of the organization. As Banglalink strictly follows the policy to conduct a medical checkup of every employee before they join in, each employee needs to go to a particular hospital and go through different tests. It is to be noted that all the expenses of these tests are fulfilled by the company. After successful completion of the tests the concerned hospital delivered the medical reports to me.

Besides, I had to coordinate with my line manager when he takes exit interviews of an employee. Exit interview is a process where an employee is interviewed just after s/he submits her/his resignation letter. The basic purpose of this interview is to identify why the employee is leaving, is there anything the organization could do to retain her/him, how the organization can improve its work environment and culture etc. As it is an online interview, I have to sit along with my line manager with the employees who would be leaving, to make each and every point clear to the employees. Last but not the least; I was assigned to deliver important documents and files to different people in different departments regularly.

Chapter 4: Experience and Analysis

The main purpose of this internship was to get a flavor of practical corporate experience, as being a business undergraduate, as this curriculum completes the theoretical knowledge. From an overall perspective, I can say this experience taught me how to balance between professional and personal life and develop the skills that will help me in my future career. It's hard to quantify all the experiences but I have tried to put together some ideas as to the things I have learned and developed during my internship.

This program helped me to learn to demonstrate more patience and perseverance. Because there was time, when I had to just sit with no works until the office hours finishes

- I got to learn how the recruitments is being done, how the recruitment team chooses the employees to training and how they train the employees
- As my team was responsible for dealing with all the recruitment activities, I got to learn how to recruit people efficiently in a short span of time
- There are thousands of functions in a big corporation and the functions or the number of functions varies corporation to corporation. Most of the big organizations have their own policies, systems, software and information system to manage their functions
- I got to understand how telecommunication companies operates
- For a big organization like banglalink, it's very important to have every single detailed document for individual employee records

Moreover, this internship program helped me understand Human Resource Management how it actually functions in the real scenario, as all of which I learned theoretically in University. I learned how to think, what to think about, how to behave and I could translate my learning well during my work.

Chapter 5: Recommendations

The report has been analyzed to get to know the employees' perspectives and opinions about the current recruitment process of Banglalink. It has been mentioned before that the recruitment process of Banglalink is one of the international standards, and there are both flaws and positive sides of the recruitment process. However there is nothing called best hence this recruitment process also needs some improvements for which an elaborated list of recommendations has been stated. The recommendations are basically some general suggestions that might help it be better.

- An important test that could be added to the recruitment process of Banglalink is Personality or Behavior test so that person-job match and person-organization match can be ensured. Though from the interviews with HR and concerned departments both can be known however the personality test gives more authentic result. Moreover this test will also help the organization to determine what kind of training could be given to the employees in necessary situations. Furthermore these results can be used in succession planning of the company.
- An online tracking system should be added so that the prospective candidates can know about their current status. This online tracking system should include the result of written tests, interviews, IQ tests etc. the candidates can prepare themselves for the next stage. Besides this will also create a good impression about the company in terms of valuing applicants.
- Automation of the recruitment process and less paper works should be ensured. The IQ tests, Functional tests etc. can be taken electronically so that paper work can be reduced. Furthermore, the resumes and the interview evaluation forms that are printed for the interviewers in the interview boards can be provided in a computerized way rather than delivering them in printed forms. This will not only reduce the paper works but also signifies the company's goodwill, professionalism, efficiency and also reduce cost.

- In Banglalink currently multiple days are allocated for taking individual interviews and the time for decision making in recruitment process is lengthy. For most of the positions there are more or less three interviews take place and all these interviews are done in different days with long time constrains. Moreover the decision making also takes longer period of time and sometime for one position the completion of all the steps takes more than one month. So in these cases all the interview of one position can be taken in one day or consecutive days and the decision making of the selection of candidates should made more spontaneous.
- Biasness, reference from higher authority, showoff or eye wash interviews should be eliminated. These are very rare cases however happen sometimes. Because of the reference from the higher authority there remains a chance to overlook many potential candidates. Besides, in case of the internal recruitments or transfer of the employees from one department to another, management has pre-selected candidates. But to follow the organizational policy eye wash interviews take place. These sorts of practices should be eliminated as through this the efficiency of the recruitment process diminishes and impression of the organization on the rejected applicant becomes negative.
- Last but not the least another important step that should be added to the recruitment process is to provide feedback to the rejected employees. This practice is done only for the top level hiring but for the entry level and mid-level there is no such approach. The rejected applicants should be contacted to inform them about the causes of rejection and how to improve the lacking. It will be helpful for the candidates and the company as the applicants would know their inefficiencies and the organization would become more professional.

Chapter 6: Conclusion

Banglalink Digital Communication Ltd. one of the successful multinational companies in Bangladesh that has earned its success in short course of time. This is the second largest telecommunication of the country that is serving millions of subscribers with its level best services. The human capital is the main asset for the company and The Human Resource Division plays an important role in the success of the organization and this department ensures hiring right people for the right positions of each department with attractive remuneration and motivation. In this report I have tried to shed some light on the HR process and practices regarding recruitment in Banglalink. It has been mentioned before that the recruitment process of Banglalink is based on international standards for which potential candidates recruitment and selection is taking place.

In the study a notable number of findings were obtained based on which the company can do better in terms of the recruitment process. Through observation and informal discussion with the employees, it can be derived that the recruitment process should be a blend of internal and external approach. Moreover there could be other media that can be added with the current media used for vacancy advertisement.

Through this study I have been able to understand about the practical knowledge of recruiting people in big organizations and how the employees can motivate the company to change the process positively. This report has helped me to get a thorough idea about working professionally and this will help me to grow in my future endeavor. In brief it can be said that despite of having some flaws in their recruitment system Banglalink is following one of the effective ways to recruit people and working on this report has also enabled to discover the actual scenario of the professional environment.

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