

Internship Report On Aarong





The Recruitment and Selection Process of Aarong



Submitted To:

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Dear Sir,

The report on “The Recruitment and Selection Process of “Aarong” is written in order to fulfill the internship program which includes a detailed explanation from the sight of the experiences that I have practically gone through during my internship. This report is the crucial part of the program and assigned in the beginning of the semester which reflects the learning and the knowledge gained throughout the internship period.

The practical experience while working in the organization which was mostly linked with the academic knowledge helped the report to fulfill its objectives. It meant to clarify the concept of recruitment and selection process of the organization. This knowledge helped me to enhance my understandings. Moreover, the opportunity to suggest findings and recommendations in the report represents critical analysis which will be supportive for future course works.

I would like to express my gratitude to my supervisor for allowing me to choose the topic and prepare this report on it. I tried my best to deliver this report with all the appropriate information and facts.

Sincerely Yours,
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Acknowledgement

From the practical knowledge and experiences I have prepared this report which describes my internship activities in “Aarong” but it would not be possible without the concern of some people. So, first of all, I would like to thank not only (Tahmina Hossain-Senior Officer) but also the whole HR department of “Aarong” for giving me the opportunity to gather all the information I required to prepare this report and cooperating me anytime to explain those.

And finally I would like to thank my academic internship supervisor, Mr. Tahsan Rahman Khan who has given me the opportunity to choose the topic, “The recruitment and selection process of Aarong” and helping me to prepare this report with better understanding.

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Executive Summary:

The study of this report is the reflection of one of the most popular retail chain organization “Aarong” and the project describes the Recruitment and Selection process for the position of “Sales Associates” along with the overall Recruitment and Selection process of other positions in the organization. The first chapter simply describes the objectives, methodology, scope and limitation of the report. The second chapter is based on the information of the organization mentioning the history of the organization at first, then followed by its birth, meaning of the logo, the mission and vision statement, key values, operational network, the outlet lists, “Aarong’s contribution in export sector and the reward it has achieved. In the third chapter it is completely based on job of internship. The nature of the job which discusses both jobs of the HR department as well as job for the position of internship is the focus of this chapter. This chapter explains my regular activities in “Aarong” along with the project task I was given by my internship supervisor which was “The recruitment and selection process of the sales associates of “Aarong”. Then the critical observation and recommendation based on the project task where some analysis has been being discussed. After that the recruitment and the election process of “Aarong” and “AAF” has been explained. Then again some critical observation and recommendation is discussed based on the recruitment process. The second last topic is the conclusion and after that in the end I have mentioned references from where I have taken some information to fulfill this report.

Chapter 1: Introduction

This report is the analysis of the topic which is “Recruitment and Selection Process of Aarong”. The report will focus on the process of the recruitment and selection process of sales associates of “Aarong” who are considered as the “front line fighter” and the sales people for the organization and it will also analyze the recruitment and selection process of the organization.

1.1. Objective:

The main objective of this report is to provide a brief summary of “Aarong” as the organization and analyze its process of recruitment and selection for their employees in the position of Sales Associates. The report focuses and illustrates the organization’s recruitment policies and provide a clear picture of the whole process in order to understand and relate it to the concept of recruitment and selection. This report also aims to discuss the findings and provide recommendations in different parts of analysis.

1.2. Methodology:

Both primary and secondary sources have been used for gathering the information which is used in this report. The organization’s information such as the history, logo, mission, vision, etc is obtained from the secondary source which is the official website of “Aarong” and also from other online sites which is clearly mentioned in the reference part. The information used to do the analysis of the project of this report is obtained from the primary sources such as the employees of the HR department. Other information has been acquired from job experience of internship in the HR department.

1.3. Scope:

This report focuses on the analysis of recruitment and selection process of “Aarong”. Moreover, the report is prepared understanding and concerning the organization’s confidentiality. So, any information which the organization thinks is not appropriate to provide is kept outside and not provided here.

1.4. Limitations:

The report lacks to provide the proper explanation of all the aspects of recruitment process in “Aarong”. “Aarong” follows different recruitment and selection process which depends on the organization’s required position. Each and every recruitment and selection process of various positions is not explained in this report in order to keep it precise.

Chapter 2: The Organization

2.1. History:

Aarong – Bengali for ‘Village Fair’ – is Bangladesh’s most popular lifestyle retail chain. This ethical brand began in 1978 to empower rural artisans to rise above poverty. Today, with 15 retail stores across Bangladesh and over 100 fashion and lifestyle product lines, Aarong supports 65,000 artisans with fair terms of trade. Revolutionizing the retail industry with high standards for quality and artistry, this iconic brand blends the traditional with the contemporary in ways that never cease to win consumer appeal both at home and abroad.

In 1976, when BRAC – the world’s largest development organization – engaged a small number of rural women to produce crafts, their only buyers were a few scattered retailers in Dhaka. Weeks, even months would pass between supply and payment, until BRAC intervened and established Aarong to pay the rural women for their goods on time. Over the past four decades, Aarong has carved out a unique market segment for handicrafts, reviving Bangladesh’s rich heritage and impacting the lives of more than 325,000 people through 850 small entrepreneurs and the Ayesha Abed Foundation. The foundation acts as Aarong’s production hub, where artisans find employment and access to BRAC’s holistic support including, maternal health care, hygiene awareness and subsidized latrines, micro-credit, legal aid, day care and education for their children. From clay pots to diamond jewelers, and silk and cotton fabrics to brass and leather merchandise, Aarong’s vast range of innovative products, backed by a robust supply chain and distribution network, makes Aarong truly a household brand in Bangladesh. Its growing presence outside of Bangladesh – through fair-trade networks and the online shop– continues to broaden the market for Bangladeshi crafts globally, creating more opportunities for artisans to protect their age-old art and livelihoods.

2.2. The birth of Aarong:

BRAC observed that women in Bangladesh were increasingly involved in agricultural activities. It also recognized that it was the male members of families who marketed the crops and reaped the profits, even though women completed about 75 percent of the agricultural work. In order to create an alternative opportunity to earn an income for these women and contribute to the development of a skilled workforce, BRAC established its sericulture project in 1978 under the leadership of the late Ayesha Abed, former executive assistant director of BRAC.

The sericulture project has supported women in the rural areas of Manikganj in producing high quality silk, and women in rural communities of Jamalpur in producing traditional hand-stitched nakshikantha. However, it soon became apparent that the women producing the silk and nakshikantha did not have sufficient buyers for their products, nor were there any stable platforms for them to market their items. Seeing the opportunity that lay in the challenge, BRAC took the initiative to create a platform so that these women could sell their products to the urban market. Thus, Aarong was launched in 1978, creating a linkage between the rural poor and urban retailers. Since its inception “Aarong” has been working towards BRAC’s mission of poverty alleviation through economic development and human capacity building, with a specific focus on the empowerment of women. The retail process follows several steps: first, a design team conceptualizes the season’s motives which are then sent to the rural artisans for production. “Aarong” continuously develops the artisans’ skills through training programs, and conducts quality control of the completed items before they are bought at a fair price and then sold across retail outlets in urban markets. By evolving the traditional retail process, “Aarong” strives to provide a uniquely Bangladeshi lifestyle experience while encouraging social change. A newly generated demand for Bangladeshi handcrafted products illustrates that “Aarong” has achieved this vision, and continues to challenge the retail industry with its sustainable fashion ‘revolution’.

2.3. Continuing the legacy through an extended reach:

After the death of Ayesha Abed, her family members founded the Ayesha Abed Foundation (AAF) in 1982 in her honor to continue her projects' operation. AAF gathers and organizes both the skilled and previously untrained artisans from various village organizations across the country and provides them with training and employment; its numerous centers serving as Aarong's production hubs. The foundation currently has 13 centers and 637 sub-centers spread across Bangladesh. The co-existence of Aarong and the Ayesha Abed Foundation, both geared towards the same ambition, made an extensive support system for artisans all over the country a reality. Through this system, independent producers conducting fair trade with Aarong are encouraged to organize other artisans from their communities, including those communities which BRAC's services have not yet reached. Today, there are almost 800 independent producers active in different corners of Bangladesh and working with them are nearly 30,000 rural artisans. Additionally, more than 35,000 other artisans are working at AAF centers, producing and selling goods to Aarong to support themselves and their families, resulting in a total of over 320,000 direct and indirect beneficiaries.

Aarong opened four retail outlets and began exporting a small percentage of goods to fair-trade during the 1980s. By the mid to late 1980s Aarong began to emerge as a fashion brand despite the fact that Bangladesh was still new to the fashion industry. Aarong was the first brand to start organizing photo shoots along with fashion shows, exhibitions and other forms of media-focused events. Through these groundbreaking marketing initiatives, Aarong was able to expand its popularity and brand identity within the country. By the early 1990s, Aarong became the leading fashion house in Bangladesh and had created a one-stop destination for middle to upper class urban shoppers. At the same time, "Aarong's" product designs brought consumer attention back to the products and styles that are indigenous to Bangladesh. Its designers blended the traditional with the contemporary in a way that catered to consumers and started a revolution in trends, adopted by countless other boutiques and stores.

During the 1990s, Aarong continued to build brand equity through fashion shows and media publicity events. The emerging prominence of fashion in Bangladeshi society played a catalyzing role in doing this. Aarong also continued to expand its production capacity with the addition of

three new AAF centers. However, by the late 1990s and early 2000s, Aarong faced a financial setback as a result of mediocre management and a lack of innovation. Between 2001 and 2004, the company was restructured to improve everything from costing, pricing, design and marketing to new product introductions and brand innovations. In 2004, armed with an improved set of processes, a brand new vision and a new management team led by Tamara Hasan Abed, Aarong resumed its impressive performance. In 2014 its sales totaled almost USD 14 million. “Aarong” earned a profit of USD 1.96 million for BRAC which was distributed among its agriculture, education, and health programs with the majority going to a special program for ultra-poor. In 2013 “Aarong” had crossed USD 50 million in sales.

2.4. Aarong Logo:

The logo of Aarong symbolizes an image of a peacock. It is marvelously beautiful because of the shining, luminous, diversified colorful patterns in its tail. This logo of Aarong indicates that its products are as eye-catching and as unique as a peacock. There are two colors in the logo. One is black and another is orange. Black represents professionalism and the orange represents energy.



Figure: Logo of Aarong.

2.5. Mission Statement:

“To make “Aarong” the best in the world in providing a unique Bangladeshi lifestyle experience which promotes Bangladeshi pride while empowering people and protecting the environment.”

2.6. Vision Statement:

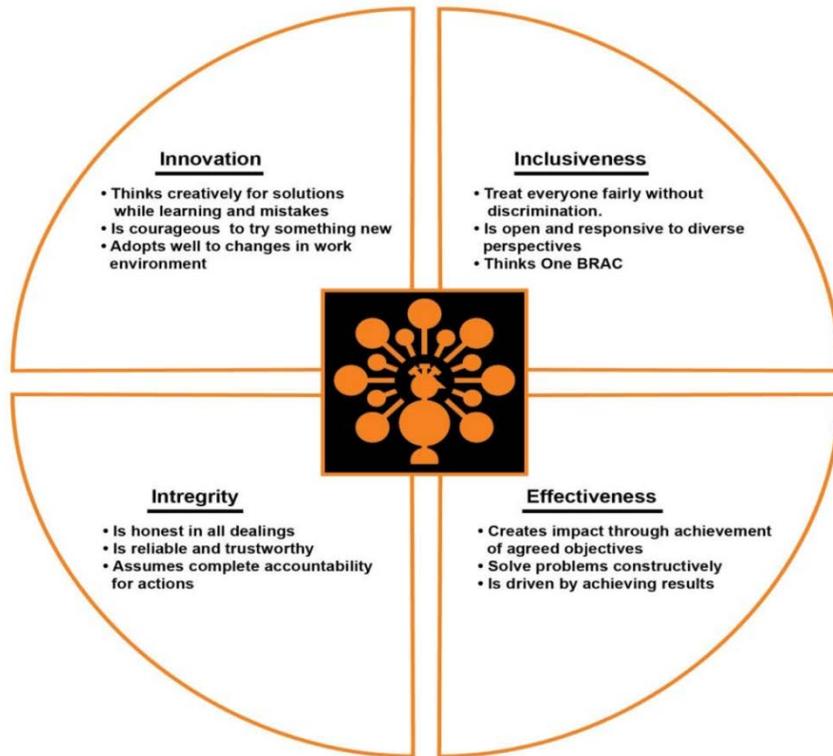
“Aarong”’s vision is a just, enlightened, healthy and democratic Bangladesh free from hunger, Poverty, environmental degradation and all forms of exploitation based on age, sex, religion and Ethnicity.”

Its vision is to establish them as world’s one of the famous fair trade fashion house, and to remain market leader throughout its business. “Aarong” expanded its business in international arena. “Aarong” has a dream to develop more artisans of Bangladesh and make them self- dependent and attract more and more international customers towards Bangladeshi culture.

2.7. Key Values:

- Integrity
- Inclusive
- Innovative
- Effectiveness

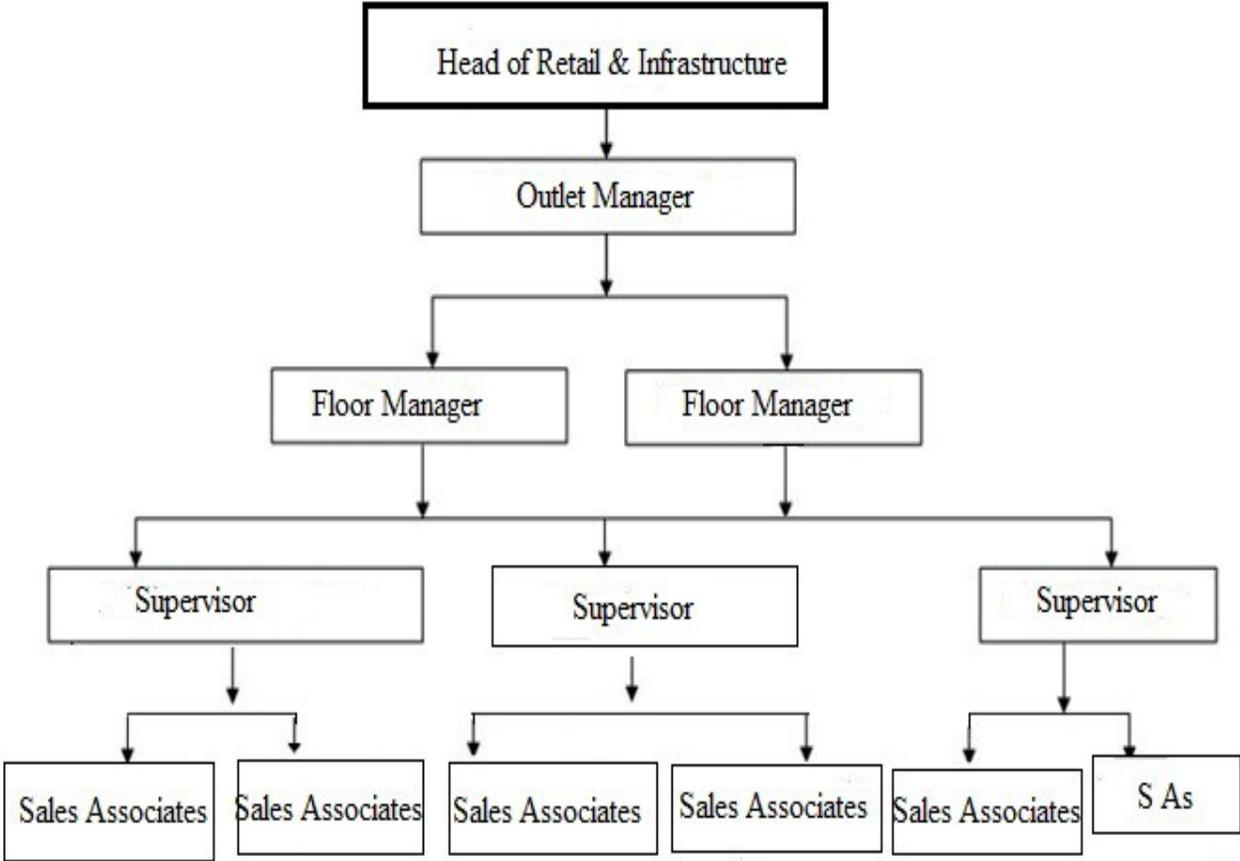
Aarong has 4 key values which is shown in the following diagram



2.7. Operational Network Organogram:

Aarong operation network starts from the production of the different products which are sold in the retail outlets. The products are produced under foundation for production and assembling named Ayesha Abed Foundation. Ayesha Abed Foundation are situated in Baniachong, Gorpara, Jamalpur, Jessore, Kushtia, Manikganj, Rajbari, Sherpur, Pabna, Pallobi, Kurigram, Nilphamari, Jhenaidah having 653 sub centers across Bangladesh. More than forty thousand of the total women of Aarong producers work directly for Aarong in these 13 production centers in and Twenty five thousand independent cooperative groups and traditional family-based artisans also market their crafts through Aarong. Potters, Brass Workers, Jewelers, Jute workers, Basket Weavers, Handloom Weavers, Silk Weavers, Wood Carvers, Leather workers and various artisans with specialized skills from all over the country come to Aarong for marketing and support services (aarong.com).

After the collection of the products and arrival in the outlets consumers can buy the products from the retailed outlets. This is how the collection and selling of the product goes on. The operations in the outlets are mainly carried by the managers of the outlets. They mainly are responsible to manage the outlet inventories, product sells, customer services, payment collections and personnel management. They supervise the outlet's performance and are directly responsible to report the Chief Cooperative Officer of Retail and Infrastructure for any kind of operation takes place. The Organogram of the operation network of outlets is given below:



2.8. Outlets of Aarong:

The list of the “Aarong” outlets across the country is given below:

- 1978- Shurabad Road, Dhaka (Closed)
- 1983- Nasirabad, Chittagong
- 1984- Moghbazar, Dhaka
- 1985- Sylhet town, Sylhet
- 1989- Lalmatia, Dhaka
- 1995- Khulna town, Khulna
- 1997- Gulshan, Dhaka
- 1998- Rankin Street, Dhaka
- 2001- Uttara Dhaka, (Reopened as flagship outlet in 2011)
- 2008- Halishahar, Chittagong
- 2010- Mirpur, Dhaka
- 2012- Comilla town, Comilla
- 2013- Narayanganj
- 2014- Jamuna Future Park, Dhaka
- 2015- Dhanmondi, Dhaka
- 2015- Banani, Dhaka

2.9. Aarong’s contribution in Export:

Aarong’s export business started in 1986, with an initial order from Tradecraft, a UK-based fair trade organization. Aarong is a recognized fair trade organization and a provisional member of IFAT, the global network of fair trade organizations. Based on Aarong’s reputation as a social business, it has successfully grown its export customer base over the last 20 years through the addition of a number of fair trade organizations in Europe, North America, Australia and New Zealand. In 2007, nearly five per cent of sales came from exports, approximately 85 per cent of which were to fair trade organizations and the remaining 15 per cent to commercial organizations.

The fair trade organizations are mostly wholesalers that channel products to retail outlets such as world shops or fair trade shops. Goods sold in this form are usually marketed under the importers' brand; however, retailers tend to attach stories in the tagline or promotional materials about Aarong and the social and financial benefits it provides for the development of the underprivileged artisans. Aarong maintained a London-based franchise that accounted for approximately 11 per cent of the total export sales in 2007. Aarong franchised itself in London to cater to the needs of the large Bangladeshi community living in the region. However, the franchise was not continued after 2010 in anticipation of launching an e-commerce website. In 1991 and 1992, Aarong opened its own retail outlets in Vancouver and London. Due to poor management and inventory control both locations were closed in 1994; however, Aarong remains focused on a long term strategy to enter the mainstream Western markets.

2.10. Reward:

Aarong was honored the Best Brand Award in the Fashion Boutique category at Bangladesh Brand Forum's annual award ceremony. The Bangladesh Brand Forum's Best Brand Awards 2015 ceremony was held at the Radisson Blu Hotel in the capital on Saturday, November 21, 2015

Bangladesh Brand Forum partnered with Milward Brown and identified top brands of Bangladesh for 2015 to acknowledge those brands that have reached considerably meaningful heights in both business value and consumer preference. Mohammad Abdur Rouf, Chief Operating Officer, BRAC-Aarong, attended the award ceremony to receive this prestigious award.

Aarong is the country's leading lifestyle retail store. Aarong is dedicated to bring about positive changes in the lives of disadvantaged artisans and underprivileged rural women. This ethical brand began in 1978 as a humble means to empower rural artisans to rise above poverty. Today, with 15 retail stores across Bangladesh and over 100 fashion and lifestyle product lines, Aarong supports 65,000 artisans with fair terms of trade. Revolutionizing the retail industry with high standards for quality and artistry, this iconic brand blends the traditional with the contemporary in ways that never cease to win consumer appeal both at home and abroad.

Chapter 3: Job

3.1. Summary of the job:

During my 3 months internship period at “Aarong” I was assigned with different types of jobs by my supervisor. These tasks can be categorized under 2 different sectors where each and every category had different types of activities. Those 2 different sectors were:

1. Regular activities related to Human Resource Department
2. Project task

3.2. Regular Activities:

As I was doing my internship under Human Resource Department of “Aarong” I had do some regular activities which were related to HR Activities. During accomplishing these tasks I was able to have a clear understanding of those tasks and it also enriched my knowledge with practical experience. The lists of those tasks are given below:

1. One of the regular activities of my internship was preparing the interview list for the candidates who were selected for interview for various positions in “Aarong”. There were two types of lists I had to prepare for those interviews. One was called “Normal list” which contained the information of – Serial no, Candidates name, Fathers name, Home district and Signature. This list was used only during the written examination for the candidates. The other list called “Detailed list” contained the information of – Serial no, Candidates name, Fathers name, Gender, Age, Home district, Educational background, Experiences, Viva status and Remarks. This list was used for the interview purpose which was prepared by me and handed over to the interviewers.

2. Attending the phone calls was one of the regular activities during my internship. Sometimes during meeting the employees working in the HR department became unable to attend the phone calls. At that situation I had to attend those phone calls to report or inform the respected person with the information given by the different departments through phone. On the other hand I also had to attend the phone calls outside from the organization and responded with the information of those enquiries. Along with this I also had to attend to those visitors who came to HR department with their issues. After discussing with them if it was necessary I had to take them to respected employee of HR department.

3. Another task was being as an invigilator in that room where the written examination of the candidates used to take place. In that task I had to consider myself as an invigilator where my task was to provide examination script, question paper, verifying the candidates, assisting my supervisor etc.

4. One of the most important regular activities was updating the HRMS software of HR department. Before my joining as an intern one of the senior employee of HR department was on leave and for that reason there was some mismanagement with the previously joined sales associates and the HRMS software was not updated with the information regarding those sales associates. In this stage I had to make a list of those sales associates, collect the missing appointment letters, update the information of the same, creating the individual files for each and every employee and handing over the files to the HR employee list store. There were more than 350 missing files of the sales associates on which I worked every day during my internship period and in the end I successfully handed over all the files following all the rules and also made the update in the HRMS. The sales associates were from different outlets such as- Moghbazar, Banani, Wari, Uttara, Khulna, Dhanmondi, Dhanmondi-2, Sholoshahar, Haliashahar, and Sylhet.

3.3. Project Task (The recruitment and selection process of sales associates)

During my internship period my project task was to deal with the whole recruitment and selection process of the sales associates of “Aarong”. It follows a procedure where I played the active role in each and every step of this process. It helped me a lot with the practical knowledge of the recruitment and selection process. Though “Aarong” follows different process of recruitment and selection process, the steps of the recruitment and selection process of sales associates is given below:

1. Requisition from the outlets to HR department:

In this step outlet managers send their requisition for sales associates to the senior officer of HR department through a requisition form. In this requisition form information such as how many sales associates will be required, in which shift the sales associates will be working, how many male and female associates will be required etc is clearly mentioned. After getting the requisition from all the outlets the senior officer decides to post the job circular.

2. Job circular:

In this step senior officer takes the initiatives to post the job circular for sales associates. The social media, organization notice board, posting job circular outside the organization, are the options for job circular posting. Moreover, individual outlets also announce the job circular outside the outlets for CV collection.

3. CV Sorting:

After collecting the CV and resume from different outlets the step of CV sorting starts. For the sales associates CV is collected from the outlet CV drop box and also from the CV drop box of the

head office (Aarong Center). At this stage of sorting some issues are considered for selecting the candidates. These conditions are given below:

1. Candidate must have completed SSC, HSC and should have enrolled in HONORS level study.
2. Candidates from Madrasha background will not be selected.
3. Candidate's age cannot be over 28.
4. Candidate must have a fresh and smartness in their outlook.
5. Candidate's present address should not be far from the outlet location for which he or she will be selected.

4. Calling for the selected candidates for interview:

At this stage the selected candidates from the sorted CV are called for their interview on a particular date. During assigning the candidates their interview time I had to discuss with the candidates about their comfortable time schedule. Moreover, I also had to maintain the policy that within an hour only 15-18 candidates will be interviewed by the interviewer.

5. Preparing interview list:

At this stage I had to prepare a list for the selected candidates who will be attending their interview. The list will contain the information of candidates' name, serial no, father's name, remarks etc. This list was used to prepare by me and handed over to the interviewer.

6. Preparing list for training:

After the interview takes place, the candidates are selected for pre-service training. A paper is provided to the selected candidates where the paper contains the information of the training date; time, rules and regulation. I had to prepared a list for those selected candidates for training and send it to the training officer of training department.

7. Making phone calls for document checking:

The pre service training takes place for 1 or 2 days. After the training the candidates has to give an examination based on the training given to them. After the examination the training department publishes the list of the candidates who have passed the examination. After getting that list I had to call the candidates to attend a session for their educational documents checking. These documents refers to the main copy or photocopy of SSC, HSC, HONORS level enrollment, 2 passport size photos and 1 stamp size photo, reference letter etc.

8. Issuing access card:

After checking the documents on the particular date given to the candidates, the candidates are given an access card where the candidates photo, signature, serial no exists along with the signature of the senior officer of HR department. With that access card the selected candidate gets the clearance from the head office of “Aarong” to join the particular outlet and they are supposed to report to the outlet manager.

9. Preparing appointment letter:

At this stage the outlet managers of the outlets send an updated list of the candidates mentioning which candidates have joined their particular outlets, and who is working on which shift and also their joining date. After getting that updated list from the supervisor I had to prepare the appointment letters (with assigning staff pin number) for those listed candidates. This assigned pin number will be the identity for the sales associates until the sales associate becomes regular staff or terminated. The appointment letter is an agreement between “Aarong” and the sales associate where sales associate’s name, pin number, father’s name, address, joining date, terms and conditions of the agreement is clearly mentioned. It also explains how many hours the sales associates will be working, on which shift she or he will be working, how much she or he will be

paid etc. After preparing the appointment letter I had to make another two copies of the same and then send it to outlets where the candidates have joined based on the list.

10. Updating the HRMS database:

After getting the appointment letters from the outlets having signed by the selected sales associates I had to update the HRMS database software which contains the information of each and every employee working in “Aarong”. In this software I had to fulfill the information both from the selected sales associates’ CV and also from the information provided in the appointment letter. In this software the selected sales associates are considered as the project staffs and after 6 months based on their performance they become either regular staff or terminated. This updated database software is used in future for any kind of HR activities which explains the status about the sales associates.

11. Creating individual file for sales associates:

After updating the HRMS software with the newly joined sales associates I had to create individual file for each and every newly joined sales associates. This file contains the information such as-sales associate’s name, joining date, pin number, outlet name (written on the cover of the file) and appointment letter; CV, educational documents, reference letter etc. are attached inside the file. After creating such file I had to recheck all the necessary documents which were supposed to attach in that file.

12. Hand over the file to the HR employee file store:

At this stage I had to hand over the created file to the HR employee file store where the individual files of each and every sales associates are kept according to the outlet folder and maintaining the serial of assigned pin numbers.

At this stage after fulfilling all these twelve steps my project task came to an end. Every time when the recruitment for the sales associates took place, I had to follow these twelve steps and had to play my role effectively and efficiently.

Critical observation and recommendation:

During performing my project task, I had some observation which made my task more challenging and time consuming. If proper steps are taken in this sector the problems can be avoided. These are discussed below:

1. Sometimes during calling the candidates I found out that the candidates were not interested anymore to attend for an interview. As a reason they said that they had submitted their CV a long time ago and had already joined another organization.

This was happening because of not checking the drop boxes of CV's regularly. If the drop boxes are checked regularly with proper care this type of incident will not take place in future and the task will be more less time consuming.

2. Sometimes there was confusion among the candidates regarding their preferred outlet and shift. At first though they agreed to work in a particular outlet and in a particular shift in the interview session, during their reporting time to outlet manager they became uninterested.

If the authority implies more strict rules in this process then this type incident will not take place in future.

3. Sometimes during document checking session the candidates could not manage to bring all the required documents which were considered and allowing them to submit it later. After joining the outlets the sales associates did not bother to bring those documents and submit it to the HR department. As a result the documents remained missing.

The sales associates should not be allowed to join their outlets before submitting all the documents. Rules should be implied on the sales associates that they can join their outlets after submitting all the necessary documents. If they become unable to submit in case of emergency then extra time should be given to them to submit those documents.

4. Sometimes after joining the outlets, it took a long time to update the sales associates' individual file because of not getting the appointment letters from the outlets. Without the signed appointment letters individual file could not be created.

Outlet managers should act in this issue in order to send the appointment letters to the HR department in time to avoid that latency

5. Sometimes problem in HRMS software made my task more time consuming. During updating the information it did not take command properly and showed some error codes where I had to put all the information from the beginning which caused my task more time consuming.

Proper steps should be taken to make the software more advanced in order to avoid this type of latency in the recruitment process.

The recruitment and selection process of “Aarong” and “AAF”:

As the “Aarong Center” is considered the head office of both “Aarong” and Ayesha Abed Foundation it follows a specific process for recruitment and selection for both “Aarong” and Ayesha Abed Foundation. The process is given below:

1. Requisition from the different department to HR:

In this stage different departments send their requirements to the HR department letting them know about the requisition.

2. Job Posting:

In this stage officers from different departments sit with HR officers to prepare the job description by discussing with one another. After preparing the job description, job circular is posted in various sites such as- bdjobs.com, “Aarong’s website and also on other popular job sites. On the job circular there is deadline for applying before which the candidates should apply if the job description matches with their preference.

3. CV Collecting:

In this stage CV is collected from the various sites such as- bdjobs.com, BRAC official website, Aarong website etc. After collecting all the CVs of the applicants HR department look forward for CV sorting task

4. Sorting out CV:

In this stage from the collected CVs, some CVs are selected for interview and written test. This CV sorting is done depending on the applicants’ age, gender, experience, expected salary range, present address etc. Sometimes the senior officers from the particular department sit together with

the HR officers for the CV sorting. These senior officers decide which applicants should be selected for their department.

5. Communicating with the applicants for the written test and interview:

In this stage the selected applicants are called for their written test and interview on a particular date. The written test and the interview of these applicants normally take place at “Aarong Centre”. Generally the duration of the written exam is 1 hour. After that, the examination script is checked by the HR officers. Then the applicants who get selected in the written test get the opportunity to attend the interview.

6. Making the final selection:

The final selection is done based upon the applicants written test result and interview result. During the interview the applicants get the chance to discuss about their salary with the interviewer. Considering all the facts HR officers sit with the senior manager of “Aarong” for final selection. After the final selection the applicant gets call from the head office for joining date.

7. Document checking:

At this stage the selected applicant comes for joining with all the documents. After checking all the documents and discussing the terms and conditions the applicant gets the appointment letter issued from the organization. After reading all the terms and conditions the applicant decide whether he will join or not.

8. Assigning the applicant to the respected department:

In this stage if the applicant agrees to join the organization, then after signing on the appointment letter the applicant is taken to his or her department and the applicant directly reports to his or her supervisor.

9. Assigning pin, creating file:

In this stage after joining of the applicant he or she is assigned with a pin number which remains as his or her identity. Then the information about the applicant is updated in the HRMS software inserting the important information given in the CV and the crucial facts mentioned in the appointment letter. After creating the file of the applicant it is kept in the HR employee file store.

Critical observation and recommendation:

During the whole process of the recruitment and selection of “Aarong” and “AAF” there were some issues which needed special attention. These observations are given below:

1. The applicants who were firstly selected for the written test were told about a specific time and date for the written test. Sometimes some applicants are allowed to sit for their written test though they had come late. This latency was allowed to even 1 hour. This consideration was only for those applicants who used to come for the written test from outside of Dhaka. This consideration was applicable if the applicants number for written test was less than expectation.

Every applicant should follow the proper timing and schedule of the written test organized by the organization and the late comers should not be allowed for their test with extra time.

2. The written test of the applicants used to take place in the canteen room, conference room or training room depending on which was vacant on that situation. Sometimes this hampered to create a proper environment and was a reason of disturbance for the applicants’ attention.

3. During the collection of the CV only the online sites were under consideration. The applicants who manually submitted their CVs in the head office CV drop box did not get any chance for consideration.

Along with the online sites, CV drop box should be checked in order to get more competitive applicant who may deserve the further consideration.

4. There was no medical checkup process for the finally selected applicant.

There must be some initiative to start the procedure of medical checkup for each and every newly joined employee both in “Aarong” and “AAF” in order to avoid spreading of any kind of vital disease.

Conclusion:

Working with “Aarong” was a wonderful experience for me. “Aarong” HR department helped me to learn some of the most and basic important stuffs which helped me not only in my professional life but also in my personal life. Participating in various activities given by the supervisor (Tahmina Hossain- Senior Officer) and by coordinating she helped me to improve my self confidence. I also got valuable instructions from other employees working under HR department which will help me to set my career in upcoming days.

3.8. References:

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