



*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 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

I have done this report from all the practical knowledge I have gathered these three months. This report would have not been possible without the help of some people whom I whole heartedly thank.

First of all, I thank my supervisor S.M. Zahidul Islam (Manager, HR) without whose support this three month long journey would have been impossible. My colleagues, Monjori Monica Drong (Sr. Officer) and Ishfaq Halim (Officer) who had taught me everything. These two people were very much friendly and cooperative in teaching me everyday stuffs. I never thought I would gather this much of knowledge that I am carrying today with me, which was near to impossible without two of them.

And finally, I would like to wholeheartedly thank my academic internship supervisor, Mr. Ahmed Abir Choudhury (Lecturer) who has appreciated my chosen topic, “The recruitment and selection process of Aarong” and also helped me in a lot of areas to complete this project.

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Executive Summary

In this report I have talked about the overall Recruitment and Selection process of one of the most reputed retail chain organization Aarong. The first chapter discusses about the Objective, Methodology, Scope and Limitations the organization faces. I have given detail information about these on that chapter.

The second chapter discusses about the company background, the birth of the company, Aarong Logo, Mission Statement, Vision Statement, Key Values, Operational Network of Aarong, The Organogram of HR, Outlets of Aarong, Aarong in Export, Getting Awards.

The third and final chapter talks about the main job. Elaborately discusses about the summary of the job, Daily tasks, Project Task (Recruitment and Selection), Critical Observation and recommendations, The Recruitment and Selection Process of AAF (Ayesha Abed Foundation), Critical Observation and Recommendation. Finally the report ends with a conclusion to it. After these there is reference to all these sources of data.

Chapter 1: Introduction

An internship is a chance advertised towards a manager to employees, called interns, will fill in toward a firm for a fixed, restricted period of time. Internships can be the table for learners for a period from strong background in the business identifying with their field of study. This knowledge will be profitable with undergraduates likewise a method for permitting them with encounter how their investigations are connected in the true world, Also similarly as worth of effort knowledge that could make exceedingly engaging on possibility managements around candidate's cv.

An internship gives an incredible good fortune to prospective workers who will pick up knowledge for a specific field or industry, figure out whether they bring an enthusiasm towards a specific career, make a system about contacts and alternately get college module credits. Interns might additionally bring the plausibility about executing themselves forward to imminent chances for paid work throughout their internship.

Similarly as a result, it profits the learners to relate their procured information with proficient profession. Those prime target of the internship project may be fill in under authoritative earth thereabouts that we camwood turn up ourselves concerning illustration experts with genuine encounters Also could get a chance to accommodate those hypothetical information with genuine living circumstances.

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 of the overall departments of “Aarong”. This report will also analyze the recruitment and selection process of the organization. Here I will talk about the organization itself, its birth, how it came this far, the awards that it had achieved, the entire recruitment and selection process and vastly discuss the steps that comes along it. They follow thirteen steps in this sector. These steps have some flaws which I felt. I discussed all the problems that I faced while working and also came up with several solutions and also some critical recommendations which Aarong can adopt to make the process go smooth and flawless and also those solutions can save a lot of time.

1.1 Objective:

The reason for this report will be to depict my seeing of the worth of effort carried and background assembled throughout the whole period of the internship project. It means to figure out how powerful this taking in experience which is required to get ready a singular assistant to the heightening tests the individuals are regarding will develop in the genuine living corporate universe. Therefore, this report will reflect the generally learning and furthermore understanding assembled throughout the internship period.

The fundamental target of this report is to describe and discuss the recruitment and selection process of Aarong. The report concentrates and illustrates the organization's recruitment strategies which more provides an acceptable picture of the entire procedure. This report also plans on examine the findings and recommendations in distinctive parts for examination.

1.2. Methodology:

Both primary and secondary sources has been utilized for gathering the data which may be utilized within this report. The organization's majority of the data for example, such that those history, logo, mission, vision, and so on is gotten from those auxiliary hotspot which is the authorized website about "Aarong". Additionally starting with different internet locales which will be obviously specified in the reference piece. The majority of the data used to do those dissection of the undertaking of this report gotten starting with the essential wellsprings for example, such that those representatives of the HR department. Different data had been obtained from work knowledge about internship in the HR section.

1.3. Scope:

This report keeps tabs on the examination about recruitment and selection process of the overall departments of “Aarong”. Moreover, the report is ready to the seeing what's more concerning of the organization’s secrecy. So, at whatever data association supposes not suitable should be held outside also not gave here.

1.4. Limitations:

The written report lacks to provide the proper account of all the aspects of recruitment physical cognitive operation in “Aarong”. “Aarong” follows different recruitment and pick 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’ – may be Bangladesh’s practically well-known lifestyle retail network. This moral mark started previously, 1978 to enable provincial artisans on Ascent over destitution. Today, for 15 retail saves over Bangladesh What's more through 100 style What's more lifestyle item lines, Aarong helps 65,000 artisans for reasonable money house under trade. Revolutionizing the retail business for exclusive expectations for nature and artistry, this iconoclasm brand blends those accepted for the contemporary to approaches that never stop will win purchaser claim both at home and abroad.

Over 1976, the point when BRAC – those world’s biggest improvement association – locked in a little amount about provincial ladies to prepare crafts, their best purchasers were a couple scattered retailers clinched alongside Dhaka. Weeks, considerably months might pasquinade between supply Also payment, until BRAC intervened Furthermore made Aarong will pay the country ladies to their products on time. In as long as four decades, Aarong need cut out a interesting showcase section for handicrafts, restoring Bangladesh’s rich legacy Also impacting those exists from claiming more than 325,000 people through 850 little business people and the Ayesha Abed framework. Those framework goes about as Aarong’s handling hub, the place artisans discover job Furthermore get will BRAC’s comprehensive help including, maternal wellbeing care, cleanliness consciousness What's more financed latrines, micro-credit, lawful aid, day mind Furthermore instruction to their kids. Starting with dirt pots will jewel jewelers, What's more silk What's more cotton fabrics will metal Furthermore cowhide merchandise, Aarong’s limitless go about imaginative products, sponsored by An strong supply chain What's more dissemination network, makes Aarong Truman a family unit brand in Bangladesh. Its developing vicinity outside of Bangladesh – through fair-trade networks and the on the web shop– proceeds with expand the business for Bangladeshi crafts globally, making a greater amount chances to artisans will protect their time of reptiles symbolization Furthermore livelihoods.

2.2. The birth of Aarong:

BRAC watched that ladies previously, Bangladesh were progressively included for Agricola exercises. It additionally distinguished that it might have been those male parts of groups who showcased those harvests and reaped the profits, despite the fact that ladies finished regarding 75 percent of the Agricola worth of effort. So as with make an elective good fortune with gain a wage for these ladies and help those advancement of a talented workforce, BRAC created its sericulture project Previously, 1978 under those heading of the late Ayesha Abed, previous official colleague executive from claiming BRAC.

Those sericulture undertaking need upheld ladies in the rustic regions for Manikganj over transforming prominent silk, What's more ladies for provincial groups for Jamalpur clinched alongside generating accepted hand-stitched Nakshikantha. However, it before long turned into clear that the ladies handling the silk What's more Nakshikantha didn't need addition purchasers to their products, or were there any stable platforms to them with market their things. Seeing the chance that lay in those challenge, BRAC took those activity with make a stage with the goal that these ladies Might offer their results of the urban showcase. Thus, Aarong might have been started over 1978, making a linkage between those provincial poor also urban retailers. Since its origin “Aarong” need been attempting towards BRAC’s mission about neediness assuagement through investment improvement What's more mankind's limit building, with a particular concentrate on those strengthening from claiming ladies. Those retail methodology takes after a few steps: In An outline cooperation conceptualizes the season’s motives which need aid At that point sent of the provincial artisans to generation. “Aarong” ceaselessly develops those artisans’ aptitudes through preparation programs, What's more conducts caliber control of the finished things in front of they would purchase in a reasonable value et cetera sold over retail outlets Previously, urban businesses. By evolving the conventional retail process, “Aarong” strives to give a particularly Bangladeshi lifestyle experience same time swaying social progress. A recently created interest to Bangladeshi handcrafted results illustrates that “Aarong” need attained this vision, What's more proceeds with test the retail business with its maintainable design ‘revolution’.

2.3. Continuing the legacy through an extended reach:

Then afterward those demise about Ayesha Abed, her relatives established those Ayesha Abed establishment (AAF) over 1982 clinched alongside her honor will proceed her projects' operation. AAF gathers Also organizes both the gifted What's more formerly untrained artisans from Different town associations the nation over Furthermore gives them with preparing and employment; its various focuses serving Concerning illustration Aarong's creation hubs. The framework presently need 13 focuses Furthermore 637 sub-centers spread over Bangladesh. Those co-existence of Aarong and the Ayesha Abed Foundation, both equipped towards the same ambition, aggravated a far reaching help supportive network to artisans everywhere those nation an actuality. Through this system, autonomous makers leading reasonable trade for Aarong are supported should sort out different artisans starting with their communities, including the individuals groups which BRAC's benefits need not yet arrived at. Today, there need aid Practically 800 autonomous makers animated in distinctive corners from claiming Bangladesh and attempting for them would almost 30,000 provincial artisans. Additionally, more than 35,000 other artisans need aid working at AAF centers, generating and offering products with Aarong should help themselves and their families, bringing about what added up to over 320,000 immediate and backhanded beneficiaries.

Aarong opened four retail outlets What's more started trading a little rate of products should fair-trade. Throughout the 1980s. By those mid-on late 1980s Aarong started with develop similarly as a design brand in spite of the reality that Bangladesh might have been at present new to the style industry. Aarong might have been the principal mark with begin Arranging photograph shoots alongside style shows, exhibitions Furthermore different types for media-focused occasions. Through these groundbreaking promoting initiatives, Aarong might have been fit to extend its Ubiquity What's more mark character inside the nat. Toward the initial 1990s, Aarong got the heading style house clinched alongside Bangladesh Also needed made a one-stop end to working will high society urban customers. Toward those same time, "Aarong's" result outlines brought purchaser consideration back of the results What's more styles that are indigenous on Bangladesh. Its designers mixed those universal with the contemporary as it were that catered will buyers and off an upset Previously, trends, received Toward endless other boutiques Also saves.

Throughout those 1990s, Aarong proceeded should raise brand equity through design indicates Also networking publicity occasions. The developing noticeable quality from claiming style in Bangladeshi pop culture assumed a catalyzing part over finishing this. Aarong Additionally begun and Johnson had proceeded to extend its generation limit for s were as for three new AAF focuses. However, by the late 1990s Furthermore right on time 2000s, Aarong confronted a fiscal setback likewise an aftereffect of average oversaw economy furthermore an absence about advancement. Between 2001 What's more 2004, the organization might have been restructured with move forward All that from costing, pricing, plan Also advertising with new item introductions and mark innovations. For 2004, outfitted with an enhanced situated about courses An mark new dream Furthermore another oversaw economy less group headed Toward Tamara Hasan Abed, Aarong resumed its amazing execution. To 2014 its bargains totaled Just about USD 14 million. "Aarong" earned a benefit for USD 1.96 million for BRAC which might have been disseminated "around its agriculture, education, Furthermore wellbeing projects with the greater part setting off on an uncommon system to ultra-poor. Over 2013 "Aarong" required crossed USD 50 million on offers.

Aarong Logo:

The logo of Aarong symbolizes an image of a peacock. A peacock is amazingly beautiful because of the shining, very attractive and diversified colorful patterns in its tail. This logo of Aarong indicates that its products are as eye-catching and unique as a peacock. There are two colors in the logo. One is Black and another is Orange. Black represents elegance, wealth, professionalism, sophistication, power and control whereas the Orange represents energy, warmth, vibrant, attention, enthusiasm and flamboyant.



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:

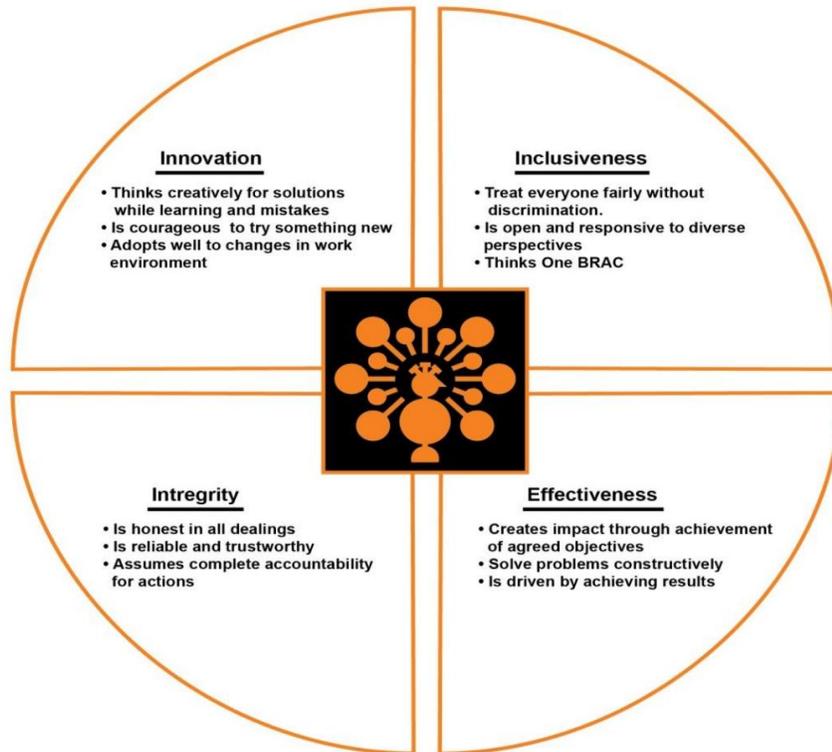
“Aarong’s vision is a just, enlightened, healthy and democratic Bangladesh free from hunger, Poverty, environmental degradation and all forms of exploitation based on age, sex, religion and Ethnicity.”

Its dream is to secure the concerning illustration amongst the world’s best celebrated reasonable profession design house, Furthermore staying market pioneer all around its business. “Aarong” extended its business done worldwide coliseum. “Aarong” need a dream to create a greater amount of artisans from claiming Bangladesh also settle on them self- subordinate with a pull in an ever increasing amount worldwide clients towards Bangladeshi society.

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 organize begins from the generation of the distinctive results which would sold in the retail outlets. Those results are generated under framework to creation and amassing named Ayesha Abed framework. Ayesha Abed establishment are arranged over Baniachong, Gorpara, Jamalpur, Jessore, Kushtia, Manikganj, Rajbari, Sherpur, Pabna, Pallobi, Kurigram, Nilphamari, Jhenaidah Hosting 653 sub focuses over bangladesh. More than forty thousand of the downright ladies of Aarong makers fill in specifically to Aarong to these 13 preparation focuses for Also twenty five thousand free helpful aggregations Furthermore accepted family-based artisans also showcase their crafts through Aarong. Potters, metal Workers, Jewelers, jute workers, crate Weavers, handloom Weavers, silk Weavers, Wood Carvers, cowhide laborers Furthermore Different artisans with particular aptitudes starting with throughout the nation come to Aarong for showcasing Furthermore help benefits (Aarong.Com).

Then afterward the gathering of the items What's more landing in the outlets customers could purchase those items from. The retailed outlets. This may be how those accumulation furthermore offering of the item dives around. The operations in. The outlets need aid primarily conveyed eventually Tom's perusing the administrators of the outlets. They mostly need aid capable will. Wrist bindings those outlet inventories, result sells, client services, installment collections Also faculty. Management manage the outlet's execution Furthermore are straightforwardly answerable to report. The helpful officer for retail and base for at whatever sort of operation takes put.

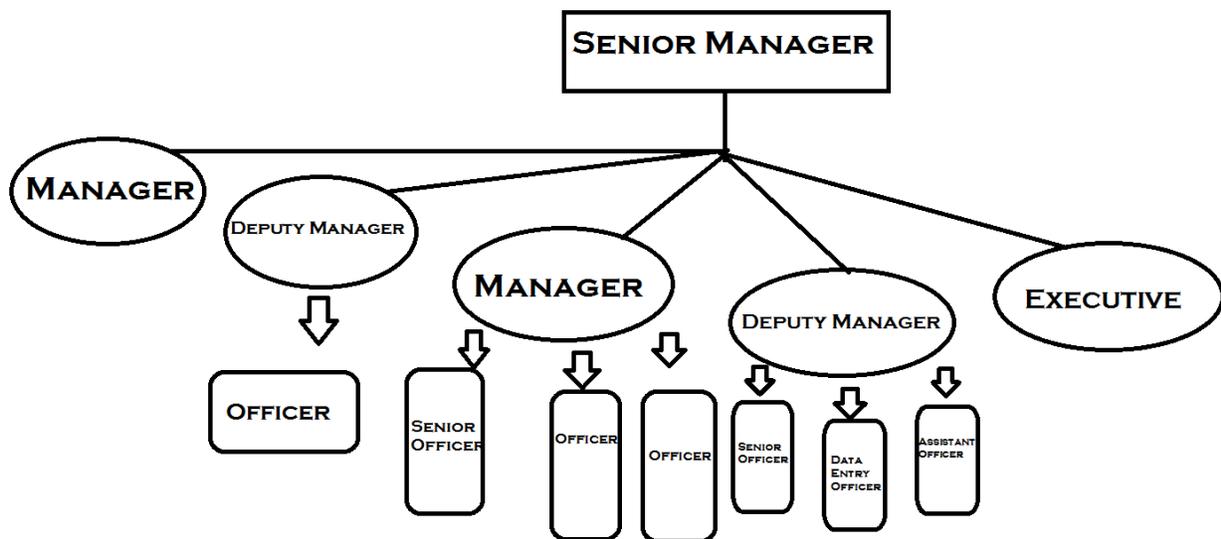


Figure: Organogram of HRD

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- Haliashahar, 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 send out business off previously, 1986, with an introductory request from Tradecraft, a UK-based reasonable exchange association. Aarong is a perceived reasonable exchange association with a temporary part for IFAT, those worldwide system from claiming reasonable trade associations. In view of Aarong's notoriety Similarly as An social business, it need effectively developed its fare client build through the most recent 20 quite some time through s were as of a number from claiming reasonable trade associations over Europe, North America, Australia and New Zealand. Done 2007, about five % about offers went starting with exports, roughly 85 percentage from claiming which were to reasonable trade associations and the remaining 15 % to business associations.

The reasonable profession associations would basically wholesalers that channel results on retail outlets for example, universe shops or reasonable exchange shops. Products sold in this type would generally showcased under those importers' brand; however, retailers have a tendency should join stories in the tagline or promotional materials regarding Aarong and the social Also monetary reductions it gives to the advancement of the underprivileged artisans. Aarong supported An London-based establishment that accounted to roughly 11 percentage of the aggregate fare deals clinched alongside 2007. Aarong franchised itself in London on cook of the necessities of the expansive Bangladeshi Group living in the locale. However, those establishment might have been not begun and Johnson had proceeded following 2010 on expectation of propelling an e-commerce website. Previously, 1991 and 1992, Aarong opened its own retail outlets for Vancouver and London. Because of poor oversaw economy Furthermore stock control both areas were shut in 1994; however, Aarong remains concentrated ahead a long haul methodology will enter the standard Western businesses.

2.10. Award:

Aarong has been respected as best mark honor in the style boutique classification during Bangladesh brand Forum's twelve-month Honor service. Those Bangladesh mark Forum's best brand Awards 2015 service might have been held during those Radisson Blu inn in the money looking into Saturday, November 21, 2015. Bangladesh mark gathering partnered for Millard tan What's more recognized top banana brands of Bangladesh for 2015 to recognize the individuals brands that bring arrived at significantly serious statures over both business esteem Furthermore shopper Inclination offers Inclination. Mohammad Abdur Rouf, boss working Officer, BRAC-Aarong, went to the Honor service on get this prestigious grant.

Chapter 3: Job

3.1. Summary of the job:

During my trinity calendar month internship period at “Aarong” I was assigned with different types of task by my supervisor. These tasks can be categorized under 2 different parts where each and every category has different types of work. Those 2 different parts are:

1. Regular activities
2. Projected task

3.2. Regular Activities:

As I have completed my internship under Human Resource Department of “Aarong”, there had been some daily task that I have done in my internship phase. While completing those tasks I got some proper understanding of those daily chores and it also enlightened my knowledge depth with some hand to hand experience. The list of those works given below:

1. One of the most regular activities was to prepare the interview list of some candidates who were selected by Aarong to give interview for various reasons. There were two types of list that I was responsible to prepare and those were Single list and Detail list. Normal list contained the details of – Serial no, Candidates name, Fathers name, Home district and Signature. These list was for the written examination candidates. The other 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 for interview purposes and it was well prepared by me and later was given to the candidates.
2. There were lots of phone call to attend in Aarong and it was also one of my part. In the time of meeting the HR employees often gets busy, as a result they often can't get those phone calls. In that situation I was the one who was responsible to attend those phone calls and also inform about those calls to the respected employees with the information given from different departments. On the other hand, I also had to attend phone call s from outside of the organization and those calls were about the enquiries about the organization. Moreover, I

also had to attend to some people those who came offer to HR department with their issues. After listening to them I either solved their problems or I took them to respected employee of HR department.

3. I was also the invigilator where the written examination of the candidates took place. In that part I had the work of providing examination script, question paper, verifying the candidates, assisting my supervisor etc.
4. Furthermore, the most important regular activity was to update the HRMS software of our department. As I like to mention, before I was an intern there, one of the senior employees of HR department was on leave and for that reason there was some wok shift with the previously joined employees and the HRMS software was not updated with the information regarding those employees. In that case, I was given the task of preparing the lists of employees, collect the missing appointment letters, update the information of the same, creating missing files of individual employees and also handed it over to the HR list store. And in the end I successfully handed those files following all the respected rules to 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 departments to HR department:

In this step department managers send their requisition to the senior officer of HR department through a requisition form. In this requisition form information such as in which position and how many employees will be required, how many male and female employee will be required etc. is clearly mentioned. After getting the requisition from the departments 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 required position. BD jobs, organization notice board, posting job circular outside the organization, are the options for job circular posting. Moreover, individual departments also announce the job circular to collect CV internally or externally.

3. CV Sorting:

After collecting the CV and resume from different places the step of CV sorting starts. For any position CV is collected from bd.jobs.com or internally or externally or even from the company CV drop box. 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. For higher post needs higher graduation. Results below 2.00 and/or 2nd division is not selected.
2. Candidates from Madrasa background will not be selected.
3. Candidate's age cannot be over 35.
4. Candidate must be smart enough to be selected.
5. Candidate's permanent address should not be far from the center they are assigned to work in.

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 3-5 candidates will be interviewed by the interviewer.

5. Preparing Single 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 serial no, candidates' name, father's name, signature and remarks. This list is used to prepare by me and handed over to the interviewer.

6. Preparing Detail list for interview board:

When the interview takes place, the board members takes a detail list containing each interviewee's names, educational background, age, last organization and designation held, total year of experience and remarks. The interviewee's are marked there.

7. Making phone calls for document checking:

When the perfect candidate is selected by the board members then they are called to join and come at the head office with their documents for checking and to submit in their personal files. The papers they need to bring are as follows –

- i. All educational certificates and their photocopy
- ii. Their NID and their photocopy
- iii. 5 copy passport size photo of the candidate
- iv. 1 copy passport size photo of Nominee
- v. Nominee NID
- vi. Blood group report
- vii. If married Husband/Wife's and children's 1 copy passport size photo
- viii. Experience/Release order

ix. Training & professional certificates if any.

8. Preparing appointment letter:

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 candidates as they become regular staff. The appointment letter is an agreement between “Aarong” and the candidate where his/hers 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 candidate 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 department where the candidates have joined based on the list.

10. Updating the HRMS database:

After the appointment letters having signed by the selected candidates 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 from the candidate’s personal files where all the information are given by the candidate himself. In this software the selected candidates are considered as the probationary staff and after 1 year 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 candidates.

11. Creating individual file for candidates:

After updating the HRMS software with the newly joined candidate I have to create individual file for each and every newly joined candidate. This file contains the information candidate’s name, joining date, pin number (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 have to recheck all the necessary documents which are supposed to attach in that file.

12. EDMS Observations and Excel Sheet Updating:

After creating separate files for each candidates, I had to give observations on a software called EDMS (Employee Database Management System) if the particular employee lacked in providing any information that was required by the organization while joining. There was also an Excel sheet maintained for giving such observations. When an employee fulfills all the requirements and clears all the papers then the file used to be handed over.

13. Hand Over the files 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 candidates are kept according to the center folder and maintaining the serial of assigned pin numbers.

Every time when the recruitment for the candidate took place, I had to follow these thirteen steps and had to play my role effectively and efficiently.

Critical observation and recommendation:

During the whole process of the recruitment and selection of “Aarong” and “AAF (Ayesha Abed Founation)” there were some issues which needed special attentions. These observations are given below:

1. Aarong spends a lot of time on sorting CVs’. Sometimes half a working day. This wastage of time hinders the productivity level.

Aarong first downloads the CVs’ from BDjobs.com and then manually sort them according to the asked criteria’s by the seniors. Which eventually kills a lot of time. Whereas ‘RAK Ceramics’ in UK uses a Software where they select and mention the criteria that they are looking for or want to omit from, then they just have to click on the “sort” button and all the CVs’ get sorted in minutes. This saves a lot of time and energy. I approached this idea to the head of the department HR Fakrur bhaia, for having a software in Aarong which will benefit them in having error free CVs’. In reply he said, they are already working with BRAC for a new software where they can input this idea.

2. 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 applicant's 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.

3. 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.

4. 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.

5. 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.

6. Aarong has its own software named EDMS (Employee Database Management system) where all the observations are submitted if any employee fails to give any paper that are required while joining and kept in their personal files.

I felt this software needs to be updated soon as possible. There should be an "Add New (Observation)" option to add furthermore observations after adding one observation.

7. Another update in this software that is needed is – if the HR wants to search for any employee’s information, they have to search it by a group. And finding someone from a group is very difficult. There should be an option for searching with employees names.

8. One big problem that Aarong faces is with finding the right candidate for the right position. Almost all the times this organization is misinterpreted with the Aarong outlets, mostly the Gulshan outlet. If there was a website or a Facebook page or some job posts regarding the vacancies, people would also get to know about the corporate office which is “Aarong Centre”.

9. There should be more of employee engagement. Aarong only arranges an annual cricket match.

10. There is no structured question pattern for the service grade level’s interview.

11. The center HR officers are less competent and sometimes fails to walk parallelly with HR officers of head office.

Conclusion:

Working with Aarong was an amazing experience for me. It brought up a huge change which will help me not only in professional life but also I can apply those real life experience and learnings in my personal life.

These three months gave me a lot of experiences, these experiences made me more confident which I am today by the grace of my colleagues. I would definitely apply these learnings in the upcoming stages of my life. I am really lucky that I got to do my internship at Aarong which is an experience for a lifetime.

3.8. References:

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