An Internship Report

On

Recruitment and selection process of BJIT ltd.

Course Code: BUS400

Submitted to

Md. Fazla Mohiuddin

Lecturer

BRAC Business School

Submitted by

Tanjima Hoque

ID: 15304109

BRAC University

An Internship Report on

Recruitment and Selection

Process

Of

BJIT Limited

Letter of Transmittal

November 29th, 2018
Md. Fazla Mohiuddin

Lecturer

BRAC Business School
BRAC University
Subject: **Submission of Internship Report.**

Dear Sir,

I am truly grateful to submit the Internship report of my three months long Internship program in BJIT ltd. in the BPO Department at Baridhara DOHS, J block. This report has been arranged to fulfill the necessity of my Internship program at my assigned organization in BJIT ltd. I have endeavored my best to form this report a compelling one. It has been a happy & enlightening encounter for me to work within the organization & get ready this report. Be that because it may, this has been clearly an unimaginable source of learning for me to conduct comparative sorts of considers inside the long run.

I am thankful to you for your direction, suggestions, and important responses in the midst of the arranging of this report that because it was influenced me help into exceeding expectations. It would be my colossal charm in case you find this report important and teacher to have a clear perspective on the issue. Thank you for your concentration and tolerance.

Regards,

Tanjima Hoque
ID: 15304109
BRAC Business School
BRAC University

Letter of Endorsements by the Supervisor Faculty

This is to certify that Tanjima Hoque, ID: 15304109, BBA Program, BRAC Business School,

BRAC University has done this report on **"Recruitment and selection process of BJIT ltd"** for the purpose of completing BBA internship program. I acknowledge this report as a final report.

I wish every success and prosperity of her career and life.

Md. Fazla Mohiuddin
Lecturer

BRAC Business School

BRAC University

Acknowledgement

This internship report may be a summation of various individuals' undertaking. In any case, toward the beginning, I give my gratefulness to the Allah for giving me the quality & the capacity to wrap up the errand inside the arranged time. At that point I would like to allow my appreciation to everyone who contributed towards getting prepared and making this consider viably and effectively. A major contribution was gotten from my Project manager Humayun Kabir Himel and sales executive Gazi Wriddhi Rahman who has been generally so supportive over my entire internship period. I also like to convey my gratitude to Fatematuz Shahera, BPO Executive, Takahashi Rei, translator, Ekramur Rahaman, BPO Executive, and Rezaul Karim, HR Executive, Khaled Haider Head of HR for helping me in furnishing the report. To prepare this internship report extensive thinking & data input from numerous sources were concerned. Most importantly, I might want to express my earnest and monstrous appreciation to my internship supervisor Md. Fazla Mohiuddin, Lecturer, BRAC Business School, BRAC University. His significant proposals and suggestions helped me a considerable measure to set up the report in an efficient way. The experience and learning picked up at BJIT ltd helped me to understand different elements which were not very relevant to my study. However, it was a whole new experience and throughout the journey, I learned and gather many experiences.

Executive Summary

"Recruitment and selection process of BJIT limited" is the topic of my internship report. Where I have worked for a period of four months. In this report I have described about the company profile, how the company operate. I have also talked about my job experience over there, job responsibilities, functions of the departments and how BJIT limited recruit their employees, what kind of procedure they follows. I have also talked about other few relatable companies and how they recruit there employees and tried to find out the differences between each companies and which company is following the better process for recruiting employees. Moreover, during the time of my internship, I found couple of territories of enhancements, which are extensively examined also. The regions which require enhancements are likewise dissected which I took in my BBA program from my University. The organization gets distinctive immediate and roundabout limits from its business condition. The report is an eventual outcome of my four months in length internship program, which I coordinated at BJIT ltd. In addition, it is made for the accomplishment of the internship program as required by BRAC Business School, BRAC University.

Table of contents

Chapter 1

Profile of BJIT Limited

1.1 Background

BJIT Limited is a leading information, communications, and technology (ICT) company who are providing top-class business consulting, information technology services.BJIT Group is a joint venture between Bangladesh and Japan, holding more than 400 engineers and they have 18 years of experience in the Global IT Industry. Their software outsourcing and consultancy have successfully accomplished over 500 web-based ventures for our partners worldwide. Being CMMI 3 and ISO 9001 Certified, their mission is to create future talented engineers to help you contribute to the Global IT Sector.

BJIT is operational in 7 countries including Japan, USA, Finland, and Singapore; with offshore centers in Bangladesh. This gives us a diverse staff base, each of whom is significant for our business since we have to address a great number of international clients and fulfill their requirement backgrounds accordingly. Moreover, they have diminished the cultural gap and provided services based on client particulars. The experience of our versatile engineers strictly maintains the quality of our deliverables indisputably since 2001. Simply put, with our offshore model, the cost of software development for clients is substantially reduced in comparison to India, China, and even Vietnam.

BJIT services prudently provide specific benefits for our clients, with respect to their requirement:

Fintech & Block Chain facilities with regard to IoT & Big Data allows our client finances to stay organized as their customers gain what they want most: the latest technological advancements to make life easier. Enterprise & Cloud Services, through millennia-mastered Mobile Apps, enables our accomplices to design well with structured complex neural systems, and after that explore at scale to convey upgraded profound learning models. Mechanical Design, AMS, CAD, VLSI arrangements empower clients to change through upgraded speed and productivity, cost consistency, and ceaseless permeability and observing of activities. To boot, our QA Test Automation minimizes errors from manual and automated software testing; saving clients' time, money, and test coverage risks. Inevitably, software accuracy rises as morale!

Outsourcing technology has never been more a need, one which they have always satisfied for those in want.

1.2 Corporate Information

BJIT Ltd (Bangladesh)

- Established: June, 2001

- Number of Employee: 170

- Capital : 56,763, 600 BDT

- Board members:

    - Honorable Chairman: Nobuhiiro Hayashi

    - Chairman : Kazumasa Sato

    - CEO: Akbar Sawkat JM

    - Director : Kazumasa Sato, Akbar JM, Yasuhiro Akashi, Javed Hasan, Mehedi Masud

- Shareholder: BJIT Inc, JM Akbar, Else.

- Address: Road 2/C, House 7, Block J, Baridhara, Dhaka 1212, Bangladesh. Tel : +8802-9889820, Fax : +8802-9889830

BJIT Inc (Japan)

- Established: April, 2004

- Number of Employee: 65

- Capital : 248,100,000 JPY

- Board members:

    - Board of Director & Chairman: Akbar Sawkat JM

    - Chairman: Nobuhiro Hayashi

    - President & CEO: Kazumasa Sato

    - Director: Kunitake Ando, Kover Michael John, Atsushi Takarada, Yasuhiro Akashi

- Shareholder: BJIT Ltd, Kunitake Ando, Kover Michael John, JM Akbar, Nobuhiro Hayashai, Kazumasa Sato, Farid Zaman, Atsushi Takarada, Yoshihiko Imai, Yasuhiro Nagata, else.

- Address : Mitsuwa Mita Bldg 5F, 5-1-13 Shiba, Minato-ku, Tokyo, 108-0014 Japan

- Tel : +813-6453-8740, Fax : +813-6453-8741

BJIT CORP (USA)

- Established: Apr, 2015

- Capital : 100,000 USD

- Number of Employee: 5

- Board members:

    - Director & CEO : Akbar Sawkat JM

    - Director & VP : Kazumasa Sato

    - Director : Yasuhiro Akashi

- Shareholder: BJIT Inc, JM Akbar, Kazumasa Sato

- Address: 440 N. Wolfe Rd. Sunnyvale, CA 94085

  Tel: +1-408-689-2881

BJIT Oy (Finland)

- Established: November, 2011

- Number of Employee: 3

- Board members:

  - CEO: Akbar Sawkat JM

  - Director : Timo Mainpa

- Shareholder: BJIT Ltd, JM Akbar

- Address: C/O Backstrom & Vo Oy, Kasarmikatu 44, FI-00130 Helsinki, Finland

BJIT PTE Ltd (Singapore)

- Established: June, 2013

- Number of Employee: 3

- Board members:

  - Chairman: Akbar Sawkat JM

  - CEO: Tatsuya Kanto

  - Director : Kazumasa Sato

- Shareholder: Tetsuya Kanto, JM Akbar

■ Address: 80, Robinson road. Singapore.

1.3 Objectives of BJIT Ltd

As a rapidly growing organization in Software Development, Website Improvement, and other IT Services, BJIT is focused on upgrading their association's prosperity. Our ceaseless development will be founded on our demonstrated qualities:

Experience in IT Industry:

- BJIT has over 14 years' involvement in Global IT Industry.
- Developed many promising applications for our worldwide client.
- Over than 300 engineers are working world wide to help their clients.
- They have involvement to adjust the social gap amid working.

Smartphone & Enterprise Software Development Experience:

- Over than 5 years' experience in Android & iOS Mobile Platform
- They have large Smartphone application development team at Dhaka.
- Basically they are focusing for Japanese and European customers.
- They prefer mostly Firefox and Taizen OS.
- More than 100 projects experience for enterprise software.

Flexible Model (Off-Shore/Near-Shore/On-Site):

- They have 3 distinct models to help our worldwide client..
- Dedicated seaward group with experienced proficient in exceptionally anchored office premises.
- Dispatch engineers at client end when required.
- They try to support near-shore model based on our customert requirements.

Lower Cost with Standard Quality:

- There off-shore model enormously lessen the improvement and support cost.

- They are about 40% lower in price than India.

- High quality finished form & easy to maintain is our target.

- They work with Japanese customer & they always maintain the product quality.

1.4 Mission and Vision of BJIT Ltd

Vision:

BJIT wants to infiltrate the European and USA markets. Grow to a company with 5000 employees.

Basically, they want to create a truly global brand.

Mission:

Within next 2020 they want to grow their company with 1000 employees. They want to give the best quality product and services with the minimum prices.

1.5 Human Resource Security Policy of BJIT Ltd

- ❖ A background check is performed for all new employees:

  - ➢ Collect feedback from last employing organizations.

  - ➢ Contact references given by the applicant.

  - ➢ Internet search for any appearance in the media.

- ❖ Before signing an employment contract, BJIT administration collects and verifies related documents.

- ❖ All employees sign a standard NDA.

- ➢ NDA defines the maximum penalties allowed by Bangladesh law for any security breach.

- ➢ End of employment, additional NDA is signed

Chapter 2

Introduction

2.1 Rationale of the study:

An internship program is the efficient assembling, recording and dissecting of information about the subject that an understudy goes to learn on the program. The point of this Internship program is to interface down to earth information with hypothetical learning. Presently the world is a focused world. So everyone must be master in both down to earth information and hypothetical learning. Truth be told scholarly training ends up rich when obtained learning is connected to commonsense circumstance. Appropriate use of learning to hypothetical field suggests getting an additional advantage while understanding the issue identified with the subject. So the methodology of picking up information through a commonsense application is known as an internship program. In such manner, I had got a chance to carry on my internship program in BJIT Limited at Baridhara DOHS for a time of 4 months. The Management of BJIT Limited, Baridhara branch assigned me to work as a BPO executive. During my work, I have confronted different obstacles. By the beauty of Al-Mighty Allah and by the assistance of some related individual, I have beaten those issues effectively.

2.2 Statement of the problems:

Human resource is a standout amongst the most essential parts of an association and just an appropriate usage of this asset can assist the organization with reaching its objective. The developing rivalry in the promoting industry in Bangladesh has implied that every single comparable organization is buckling down either the recapture its past position or they are attempting to continue their current position. In this way, essentially it's up to the Human Resource Department that how they are utilizing this profitable asset to assist the organization with regaining its position. On the off chance that this asset can be legitimately used by the arrangement of the organization, at exactly that point as well as could be expected be found. That is the reason a company needs to keep up a sound HR arrangement and work their direction as indicated by the strategy which would guarantee a legitimate utilization of the human asset.

2.3 Scope and delimitation of the study:

This report is somewhat of a certified logical examination, which recommends it is the portrayal of the genuine condition of the picked association. So the degree of this report is obliged. The essential degree of this report is to have sensible contribution about how an examination is done in the business associations. The report has the degree to cover unmistakable parts of HRM, which combines HR rehearses like Recruitment, Selection. It was a piece of my scholastic program to learn HR practices of BJIT constrained to appreciate a down to earth circumstance of the business world. Hence, this report does not go into the significant of the HRM activities of the picked association, it is past this present report's degree to make focused proposition or recommendation other than relating the watched and reach to a resolution.

2.4 Objectives of the study:

Broad Objectives:

➢ To think about the IT area in Bangladesh.
➢ To give important data about the strategies of Recruitment and choice method.
➢ To get a general idea regarding the administration terms and task procedure and the constraint of an IT organization by experiencing the HR Department and suggestion.

Specific Objectives:

➢ To know the administration strategy of an IT organization.
➢ To assemble far reaching information on enrollment and determination method..
➢ To gather data and understanding about the Recruitment and Selection capacity of the association.
➢ To relate the hypothetical learning with the genuine experience of the Recruitment and Selection procedure of BJIT Ltd.

Chapter 3

Review of Related Literature

3.1 Recruitment:

According to **Ruth Mayhew,** Recruitment is the creating of uses or candidates for explicit positions to be topped off in the association. As such, it is a procedure of hunting down and acquiring candidates for employments so that the perfect individuals in right number can be chosen (Ruth Mayhew, June 27, 2018).

3.1.1 Purpose and importance of Recruitment:

- Draw in and invigorate a regularly expanding number of probability to apply in the affiliation.
- Make an ability pool of contender to empower the determination of best hopeful's for the association.
- Decide present and future necessities of the relationship related to its work drive masterminding and occupation examination works out. Enlistment is the system which interfaces the organizations with the agents. Increment the pool of employment hopefuls at least expense.
- Make a capacity pool of contender to engage the assurance of best confidant's for the affiliation.
- Help diminish the likelihood that activity candidates once enlisted and chose will leave the association simply after a brief timeframe.
- Meet the association's legitimate and social commitments with respect to the composition of its workforce.
- Start distinguishing and getting ready potential occupation candidates who will be appropriate competitors.
- Increment association and individual adequacy of different recruiting techniques and hotspots   for   a   wide   range   of   occupation   candidates. (Rasel,April 16,2015)

3.1.2 Recruitment Process:

The recruitment process comprises the following five steps:

 (i)Planning of Recruitment

(ii)Development Strategy

(iii)Searching

(iv)Screening

(v)Evaluation and Control
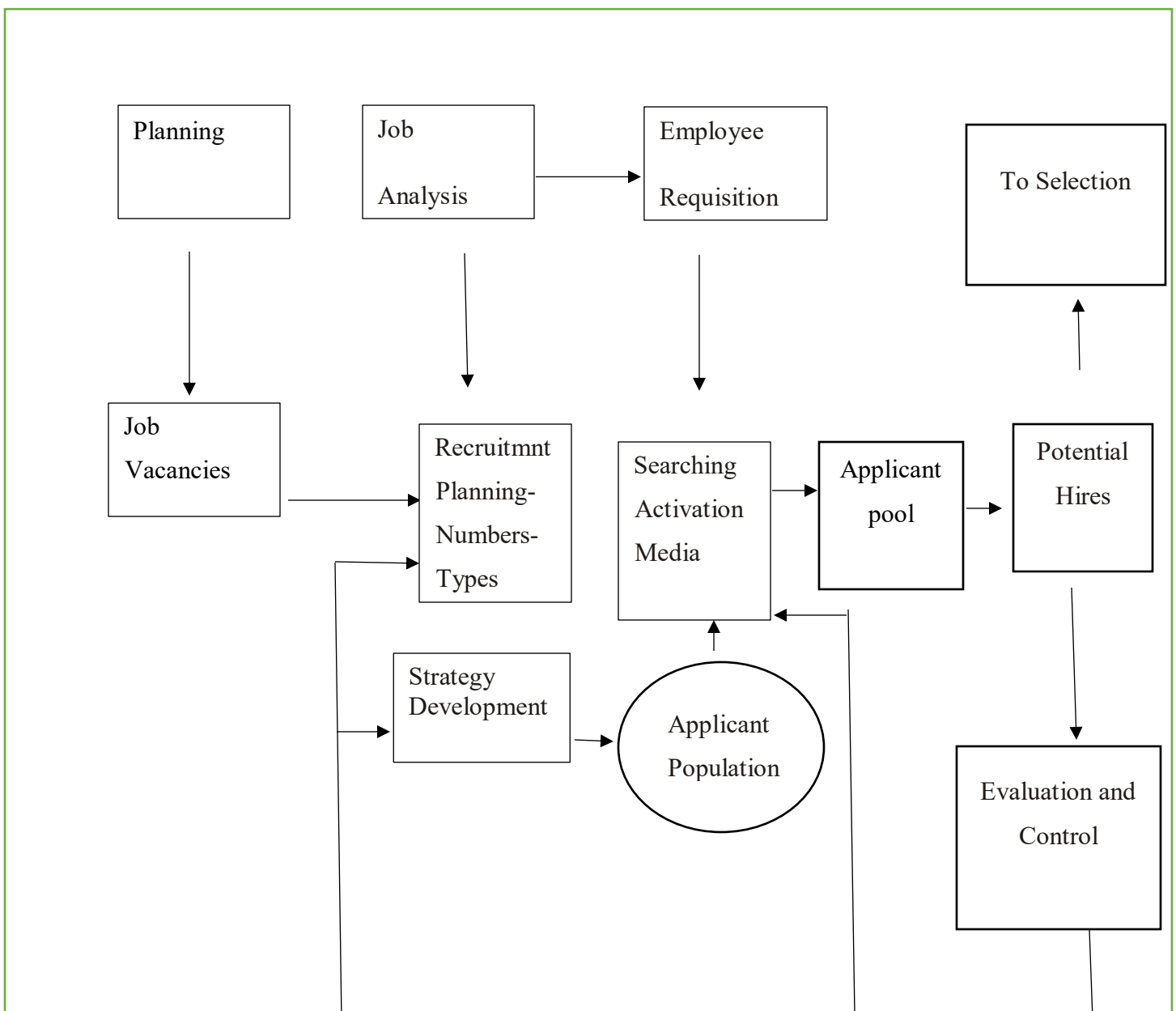
Fig.1: Recruitment Process

(Source: Herbert G. Herman IIIet. al .: Personnel/Human Resource Management ,Homewood,1986, p. 226.)

3.1.3 Factors Affecting Recruiting:

External Factors:

- Supply of workers
- Outsourcing of white-collar jobs
- Fewer "qualified" candidates

Internal Factors:

- Recruitment Policy
- Size of the firm
- Cost

3.1.4 Sources of Recruitment:

Each association has the decision of choosing the contender for its enlistment forms from two assortments of sources: internal and external sources.

- The sources inside the association itself to fill a position are known as the Internal SOURCES of enlistment..

- Enlistment hopefuls from the various sources are known as the Outside SOURCES of enlistment.

Sources of Recruitment

Internal Resources

- Transfer
- Promotion
- Upgrading
- Demotion
- Retired Employees
- Retrenched Employees
- Dependents and relatives of deceased employees

(Arham shamsi, November 2017)

Internal Resources

- Press Advertisement
- Educational Institutes
- Educational Institutes
- Employment Exchanges
- Unsolicited applications
- Outsourcing
- Employee Referrals

(Arham shamsi, November 2017)

3.1.5 Internal Sources of Candidates:

Advantage	Disadvantage
1. Premonition of applicants' qualities.	1. Failed candidates move toward getting to be troubled.
2. A more exact view of the candidate's abilities.	2. Time wasted meeting interior candidates who will not be considered

3. Applicants have stronger commitment to the organization.	3. Inbreeding fortifies inclination to keep up the existing conditions.
4. Expands representative assurance.	
5. Less training and orientation required.	

3.1.6 External Sources of Candidates:

Advantage	Disadvantage
1. Benefits of unused abilities, unused gifts and modern encounters to organizations.	2. Better assurance and inspiration related with inner enlisting is denied to the organization.
2. Consistence with reservation policy becomes simple.	2. It is normally expensive for the company
3. Within the long run this source demonstrates economical because potential workers don't require additional preparing.	3. It is very time consuming.
4. There are several methods of recruiting is available.	4. When the selecting process is done from significant source, it'll be extra time taking as the applications made are dynamically and brief posting winds up essential.

5. More candidates attract over a large period	5. It takes more time for the employees to adjust in the new environment.

3.1.7 Recent trends in Recruitment:

Outsourcing:

An organization may draw required staff from outsourcing firms. The outsourcing firms offer assistance the affiliation by the fundamental screening of the competitors as demonstrated by the prerequisites of the affiliation and making a sensible pool of capacity for the final assurance by the affiliation. Outsourcing firms construct up their human resource pool by utilizing people for them and make available workforce to distinctive organizations concurring to their prerequisites. Hence, the outsourcing firms or the center individuals charge the affiliations for their organizations..

Recruiting via the Internet:

Now a day's internet has become one of the most convenient places for recruitment. Recruiters can easily get thousands of applicants with the help of internet-commerce is the utilization of innovation to help the enrollment procedure. They publicize job vacancies through the overall web. The activity searchers send their applications or curriculum vitae i.e. CV through email utilizing the Internet (citeman, November 7, 2007).

3.1.8 Selection Process:

Employee Selection is the path toward putting right person on right work. It is a methodology of organizing definitive necessities with the capacities and abilities of people. The suitable decision ought to be conceivable exactly when there is convincing planning. By picking the best contender for the required action, the affiliation will get quality execution of delegates. Moreover, the association will face less of truancy and delegate turnover issues. By picking right plausibility for

the required action, the affiliation will similarly save time and money. Suitable screening of hopefuls occurs in the midst of decision procedure. All the potential hopefuls who apply for the given occupation are attempted. Regardless, the decision must be isolated from enrollment, anyway, these are two times of Basics of Selection Procedure if the going with necessities are satisfied. Enlistment is viewed as a positive methodology as it moves a more prominent measure of plausibility to apply for the action. It makes a pool of hopefuls. It is just sourcing of data. While assurance is a negative procedure as the wrong hopefuls are dismissed here. Enlistment goes before the decision in the staffing process (Rick Suttle; June 30, 2018).

```
┌─────────────────────────────────────┐
│             Selection               │
└─────────────────────────────────────┘
                  │
                  ▼
┌─────────────────────────────────────┐
│          Initial Screening          │
└─────────────────────────────────────┘
                  │
                  ▼
┌─────────────────────────────────────┐
│   Completion of Application or form  │
└─────────────────────────────────────┘
                  │
                  ▼
┌─────────────────────────────────────┐
│          Employment Test            │
└─────────────────────────────────────┘
                  │
                  ▼
┌─────────────────────────────────────┐
│       Comprehensive Interview       │
└─────────────────────────────────────┘
                  │
                  ▼
┌─────────────────────────────────────┐
│       Background Investigation      │
└─────────────────────────────────────┘
                  │
                  ▼
┌─────────────────────────────────────┐
│    Medical or physical Examination  │
└─────────────────────────────────────┘
                  │
                  ▼
```
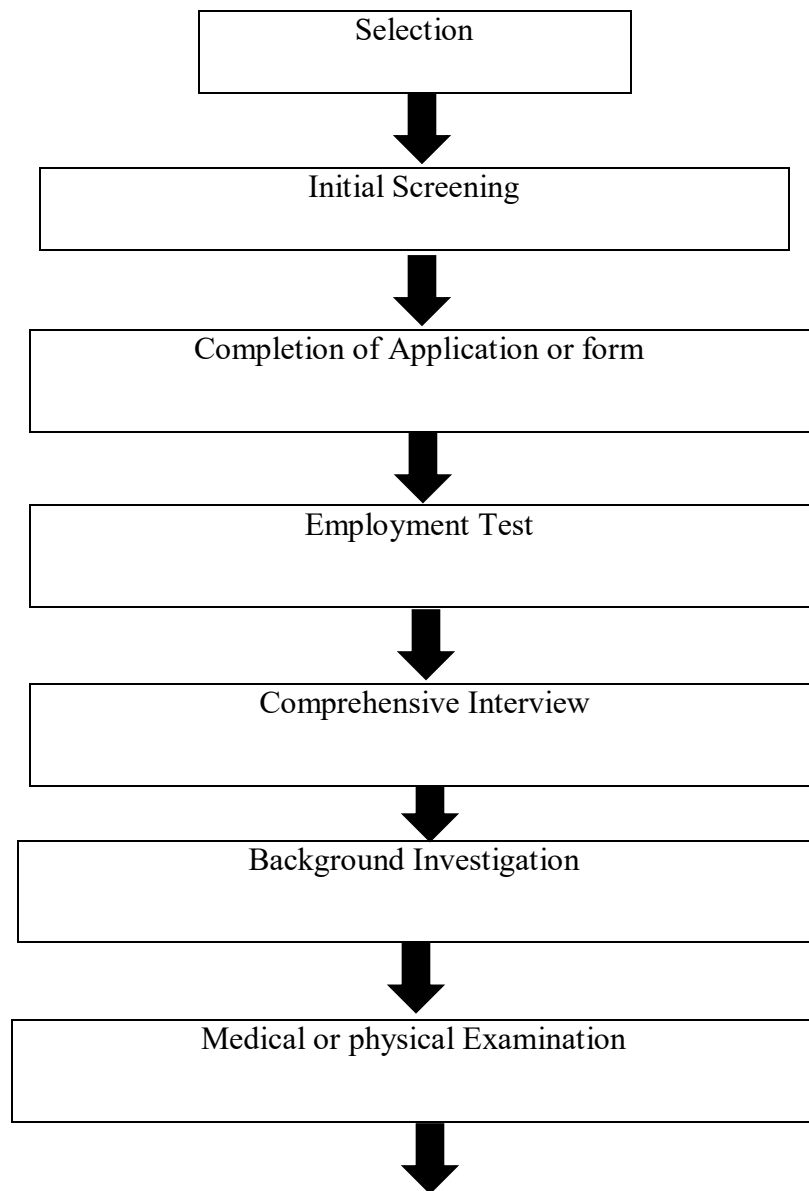
Final Employment Decision

Fig 02: Selection process

1. **Preliminary Interview or Screening :**

It is utilized to apportion with those hopefuls who do not meet the base criteria set some place around the affiliation. The capacities, academic, and family establishment, capacities, and interface of the confident are analyzed in the midst of starter meet. Preliminary gatherings are less formalized too, organized than the final gatherings. The competitors are surrendered a brief almost the company and the action profile, and it is as well assessed how much the competitor considers around the organization.

1. **Application Form:**

Basically, the candidates who pass preliminary interview they fill up the application bank. It requires details about age, qualifications, experience etc.

2. **Employment Test:**

- **Written Test:**
    Written tests include an aptitude test, reasoning test, personality test, intelligence test etc. These tests are usually taken just to identify the potential candidates.

3. **Comprehensive Interviews:**

Interviews are the foremost vital portion of the determination handle. Candidates get the chances to illustrate their capacity and identity. It's an opportunity for the candidates to demonstrate themselves and why the organization ought to enlist them.

4. **Background Investigation:**

A background check in really important in the selection process. It is basically checked based on the candidates given information. A company usually check the background if the candidate has been out of the country for a very long time.

5. <u>**Medical Examination:**</u>

Medical tests are conducted to guarantee physical wellness of the potential Representative. It'll diminish the chances of truancy.

6. <u>**Final Selection:**</u>

The candidates who perform effectively all the test and interviews and who does not have any negative foundation the get the higher need in getting the work. As a rule director level workers take the choices. A reference check is made on the candidate chosen and after that, he is assigned by giving a formal arrangement letter.

Chapter 4

Methodology of the Study

The study requires an effective strategy from choice of the subject to unequivocal report course of action. To perform the ponder the data sources are to be recognized and accumulated, they are to be requested, break down, deciphered and displayed in an effective way and key centers are to be found. The common strategy of methodology is given within the going with page in a sort of flowchart that has been taken after within the examination.

Selection of the topic:

My supervisor assigned me the topic. Before assigning we both discussed so that I can prepare an organized report.

| Primary Source	Secondary Source	
✓ conversation with the employees of the organization ✓ Practical work	**Internal Sources** ✓ ✓	Companies different report Different circulars, manuals and files of company.
	External Sources ✓ ✓ Online resources	Diverse books and periodicals related to the IT division

Collection of data:

Essential information are collected by utilizing meeting the HR workers of BJIT ltd. The report is an exploratory inquire about and for subjective study open finished address was inquire to the company official.

Final report preparation:

Based on the recommendations of our advisor a few remedies were made to introduce the paper in this frame.

Chapter 5

Recruitment & Selection Process of BJIT Limited

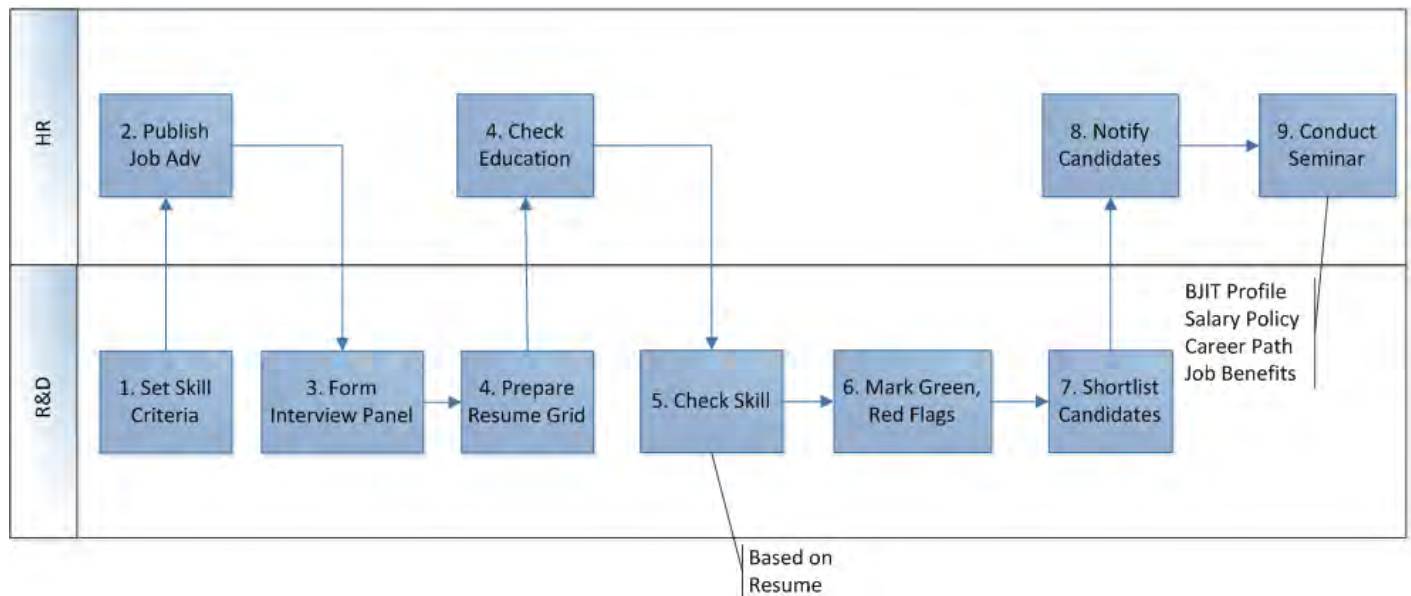# 5.1 Recruitment Process Overview:
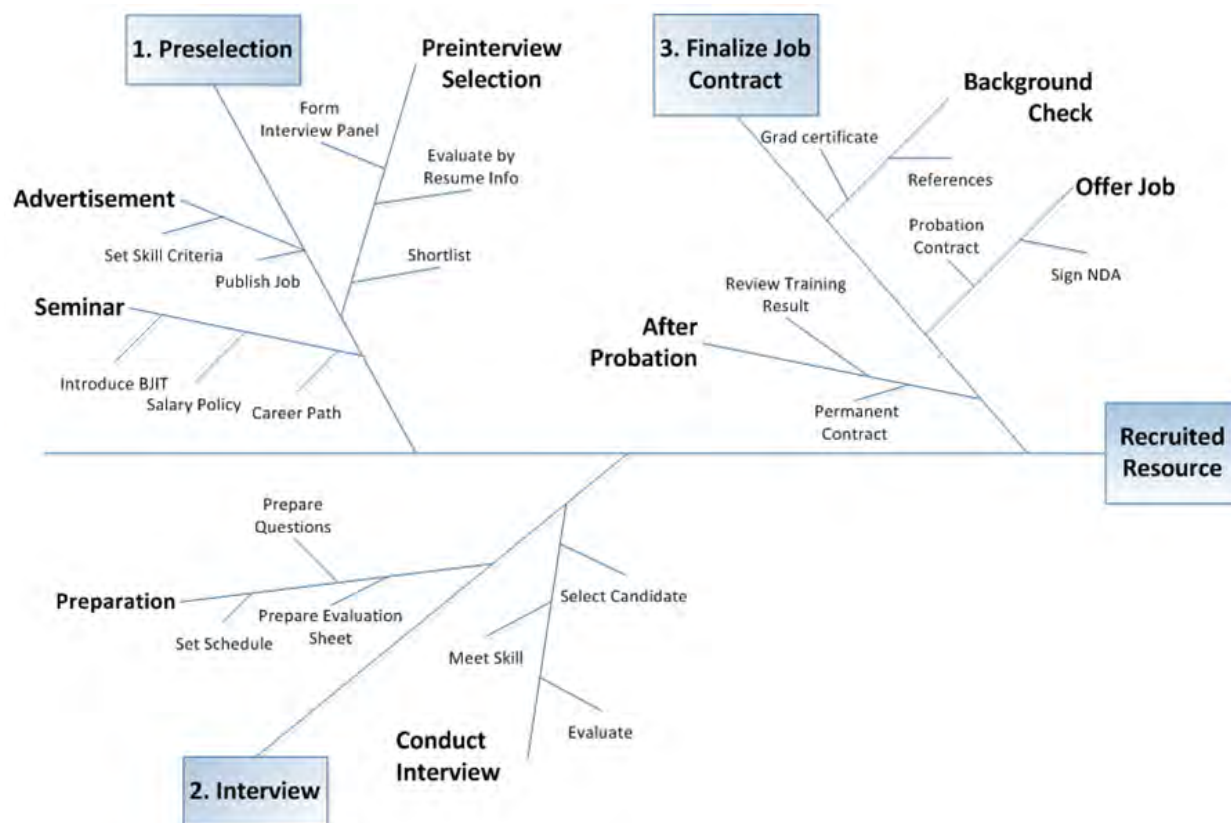
5.2 Recruitment Process includes:

Recruitment process includes:

- ➢ **Pre-selection of candidates**
- ➢ **Interview and selection**
- ➢ **Job contract**

5.3 Preselecting Process:

Preselecting Process:

5.4 Preselecting Evaluation Rules:

Preselecting Evaluation Rules:

- ❖ Form Interview Panel by following rules in next slide
- ❖ Use Resume Review Grid to evaluate candidate by info in Resume. See later slide for detail
- ❖ Mark green and red flag items in Resume
    - ➢ **Green Flags** – strong points as career stability, contribution to organization, determination etc.

> ➢ **Red Flags** – weak points as frequent job changes, unexplained gap in employment history.

5.5 Interview Panel Formation Rule:

Interview Panel Formation Rule

Job Position	Interview Panel Members (3 or above)
Jr. Software Engineer	<1 Software Engr> <1 Sr Software Engr> <1 PM or above>
Software Engineer	<1 Software Engr> <1 Sr Software Engr> <1 PM or above>
Senior Software Engineer	<1 Sr Software Engr > <1 P <1 GM or CTO>
PM or above	<1 PM or Sr <CTO> <Director or CEO>
QA Engineer	<1 QA Engr> <1 Sr <1 QA Manager>
Senior QA Engineer	<1 Sr QA Engr> <1 <1 GM or CTO>

| QA Manager	<1 QA Manager or Sr QA Mana...
	<CTO> <Director or CEO>

5.6 Evaluation with Resume Review Grid Example:

Evaluation with Resume Review Grid Example

Resume Review Grid							
Technical Competences							
Candidate	CSE Degree	Required Experience	Android Experience	Java Experience	Programming Certification	Achievement Programming Contest	Total
Sayeed Hasan	x	x		5		2	7xx
Abu Bakar	x	x	5	4	3	3	15xx
Rizvi Hossan	x	x		3			3xx
Ayesha Siddique	x	x	3			2	5xx
Md. Kibria		x	2	2			4x

Grade each criteria in a scale of 0 to 5

Functional Competences						Evaluation	
Candidate	Analysis	Manager	Training	Communication	Total	Candidate	Total
Sayeed Hasan	3			2	5	Sayeed Hasan	12xx
Abu Bakar		5	3	3	11	Abu Bakar	26x
Rizvi Hossan	2			2	4	Rizvi Hossan	7xx
Ayesha Siddique	3			3	6	Ayesha Siddique	11xx
Md. Kibria		4	2		6	Md. Kibria	10x

5.7 Interview Process:
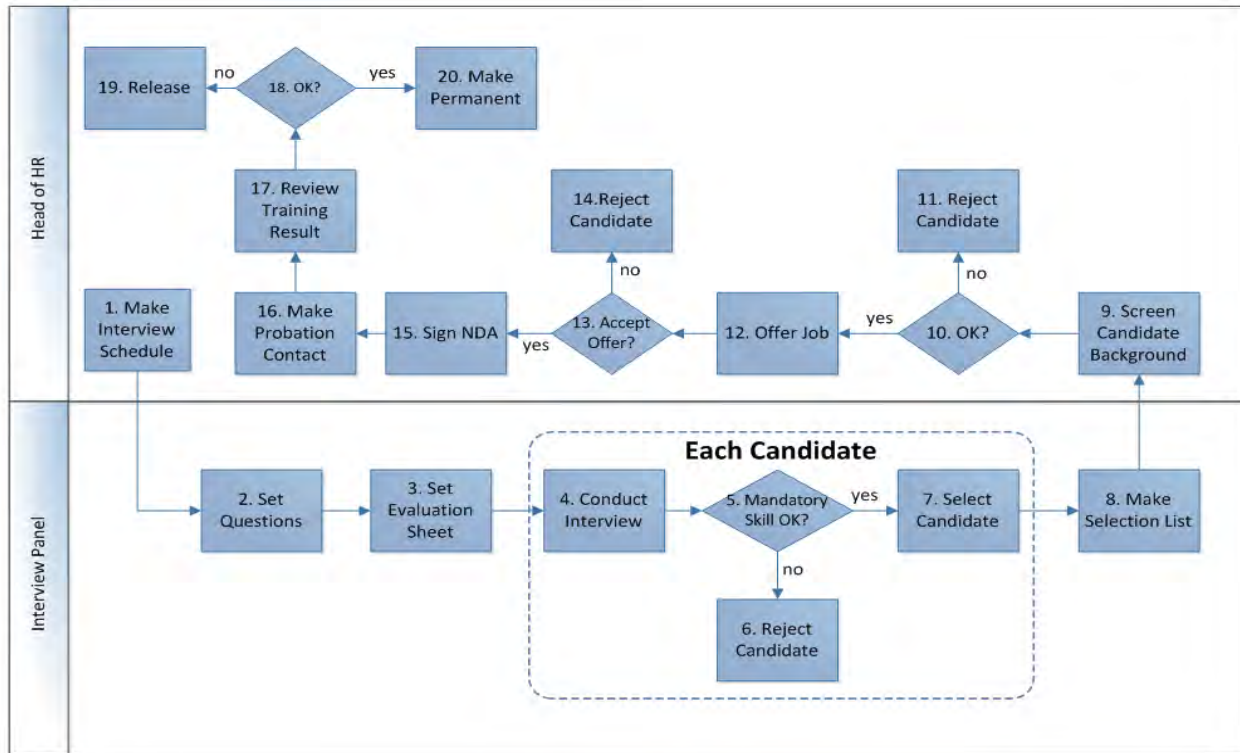
5.8 Interview Preparation:

Interview Preparation

- ❖ **HR notifies candidates about interview schedule**
- ➢ Recommended to have schedule on Friday morning, to give chance the candidate for peak performance
- ❖ **Set Interview mode and question based on Job position**
- ➢ Use structural behavioral questions for oral interview
- ➢ Programming test
- ➢ Test case design skill test
- ➢ Project reviewing technique. Give the candidate a small assignment (4~5 hours) and evaluate
- ❖ **Prepare evaluation shee**t.

5.9 Interview Mode by job Position:

Interview Mode by Job Position

Job Position	Prog Test	QA Exam	Tech Interview	Project Review	Presentation
Jr. Software Engr	Y	_	Y	_	_
Software Engr	_	_	Y	Y	—
Senior Software Engr	_	_	Y	Y	—
PM and above	_	_	Y	Y	Y
QA Engineer	_	Y	Y	_	—
Senior QA Engineer	_	_	Y	Y	—
QA Manager	_	_	Y	Y	Y

5.10 Interviewing and Evaluation Guideline:

Interviewing and Evaluation Guideline

❖ **Conduct Tech. Interview with Structural Behavioral Interview technique**

➢ Clarify information gaps in Resume (if any)

➢ Ask candidate about real life situation where she used the particular skill being evaluated (from prepared questions)

➢ Use 80/20 rule. 80% time candidate should speak and 20% time ask questions and follow-up questions

➢ Take notes about candidate during interview

➢ After interview, panel should evaluate the candidate immediately and record it.

❖ **Evaluate candidate using defined evaluation tool as below.**

➢ Assess candidate's behavioral prove because it relates to obligatory expertise components required by position.

➢ Candidate execution scores for each calculate, which may run from (destitute) to 5 (excellent), are at that point increased by the weight figure to reach at an balanced score for the calculate being evaluated. On the off chance that a few individuals of an meet group have evaluated the candidate, normal the scores for each aptitude set to decide last candidate scores. Primary information are collected by utilizing meeting the HR workers of BJIT ltd. The report is an exploratory investigate and for subjective overview open finished address was inquire to the company official.

5.11 Interviewing Evaluation Template:

Interviewing Evaluation Template

Name of candidate:

Position:

Interviewer:

Date:

Candidate summary (prepared by hiring manager):

Mandatory Success Factor	Rating	Weight	Total Points

TOTAL SCORE

Rating = 1 to 5 (highest)

Weight = Prioritized mandatory success factors (example: Given 10 prioritized factors, factos 1 would have a weight of 10, factor 2 would have a weight of 9, and so on.)

5.12 Selection Process:

Selection Process

- ❖ Interview panel submit evaluation report to Head of HR
- ➢ The report should have list of selected candidates and score
- ❖ Head of HR screens background check of candidates
- ➢ If OK, offer job to the candidate
- ➢ If candidate accepts the offer, sign on NDA and make job contact
- ❖ After joining, candidate will be assigned for 3 months training program
- ❖ Evaluate training and OJT performance of new recruits
- ➢ If satisfactory, make the job permanent
- ➢ Otherwise, release newly recruited person

5.13: Recruitment and Selection Process of GOOGLE:

Company Background:

Google is an American worldwide development organization that speaks to impressive specialist in Internet-related organizations and things, which consolidate web-based publicizing progressions, web crawler, conveyed computing, programming, and gear. Google was set up in 1998 by Larry Page and Sergey Brin while they were doing their Ph.D. at Stanford College in California. Together they have around 14 percent of its offers and control 56 percent of the financial specialist casting a vote control through super-voting stock. They set Google as a subtly held organization on September 4, 1998. Beginning Open Advertising (IPO) happened on Admirable 19, 2004, and Google moved to its base camp in Mountain See, California, nicknamed the Googolplex. Google point by point plans to alter its assorted focuses of intrigued as a combination called Letter set Inc, in Admirable 2015. Google is Alphabet's driving partner and will keep on being the umbrella organization for Alphabet's Web preferences. Sundar Pichai is the currently CEO of Google.(**William L. Hosch,Mark Hall/ Google INC**)

5.13.1: GOOGLE Recruitment and Selection Process:

Each year Google receives more than three million application and they select only 700 people annually. 1 out of each 428 candidates is selected by Google. Google is more than 20% selective than Harvard, Stanford or Yale. Usually hiring at Google took 15-25 rounds of interview. Recruitment took 6-9 months. **(Adam Henshall** ,November 17, 2017)
Three main steps of recruitment Process:

1. Apply
2. Interview
3. Decide

5.13.1.1Apply:

Google expects that hopeful ought to apply depending on their aptitudes and intrigue. Google fundamentally center around hopefuls continue painstakingly. They expect that the resume ought to have

- Candidates' aptitudes and encounters with set of working responsibilities.
- Candidates ought to be unequivocal about endeavors they have managed or supervised. What was the outcome? How might they measure their accomplishment?
- On the remote possibility that applicant had a persuasive position, edify us with respect to it. How colossal was the gathering? What was the degree of his/her work?
- In case a competitor is a continuous college alumnus or have limited work association, join school-related endeavors or coursework that show appropriate capacities and learning.
- If there's additional information (like a portfolio) Google representatives require in the midst of the securing strategy, hopeful's determination delegate will work with him/her to accumulate it.

How Google review applications:

Applications are perused by genuine people who are the two specialists in deciphering resumes and comfortable with our occupations—not simply the one candidate connected for. This enables enrollment specialists to course hopefuls over the whole organization. In the event that there's no current match accessible, they'll make a note to catch up with the candidate about future chances.

On the off chance that Google's selection representatives locate a potential match, they'll plan a call to take in more about your abilities and experience. Candidate should bring their inquiries. This will be their chance to take in more about the job and Google's opportunity to hear more about the candidate.

After screening the resume those who impress the Google employees they got the chance to face the second phase which is an interview.

5.13.1.2Interview:

Google usually take two types of interviews. Those are

- Phone/Hangout interviews
- Onsite interviews

Phone/Hangout interviews:

phone or Google hangout interviews candidate ordinarily conversation to a potential peer or manager. For programming planning occupations, candidates telephone/Hangout meet will final some place within the run of 30 and an hour. Whereas noticing coding questions, candidate talks through their point of see whereas composing code in a Google Doc that they give to their examiner. Google endorse utilizing a without hands headset or speakerphone so the candidate can sort straightforwardly. **(Adam Henshall ,**November 17, 2017)

Candidate's phone assembly will cover data structures and calculations. Be set up to compose around 20-30 lines of code in their most grounded lingo. Approach all scripting as a coding work out — this need to be the spotless, wealthy, capable code:

Candidate will be made an open wrapped up request. Make clearing up request, plan prerequisites. Candidate will be asked to clarify it in a calculation. **(Adam Henshall ,**November 17, 2017)

Advance the code, tail it with experiments and discover any bugs.

For each single other work, your telephone/Hangout discourse will final some place within the run of 30 and 45 minutes. Be set up for conduct, hypothetical, or case-based request that cover their job-related learning. **(Adam Henshall ,**November 17, 2017)

Onsite interviews:

Candidate more often than not meet with four Googlers—some potential colleagues and a few cross-functional—for almost 30 to 45 minutes each.

All candidates will have the chance to highlight their strengths in four different areas:

General cognitive ability: Questioners inquire open-ended questions to memorize how candidate approach and unravel issues. And there's no one right answer—candidate's capacity to clarify their thought handle and how they utilize information to educate choices is what's most critical.

Leadership: Candidate ought to be arranged approximately how their communication and decision-making aptitudes to mobilize others. This could be by wandering up to a administration portion at work or with an organization, or by making a distinction for a bunch to succeed. Indeed in spite of the fact that you weren't definitively the leader. **(Adam Henshall** ,November 17, 2017)

Role-related knowledge: Google questioners are inquisitive about how candidate's person qualities combine with their involvement to drive affect. They don't fair hunt for how somebody can contribute nowadays, but how they can develop into diverse roles—including ones that haven't indeed been concocted however.

Googleyness: It is fundamentally how a candidate works independently and on a group, how he/she can offer assistance others, how they can explore uncertainty, and how much they can thrust themselves to develop exterior of their consolation zone.

For program designing candidates, Google needs to get it candidates coding abilities and specialized regions of ability, counting devices or programming dialects and common information on themes like information structures and calculations. There's by and large a few back and forward in these dialogs, similar to there's on the work since they like to thrust each other's considering and learn around distinctive approaches. So candidate ought to be arranged to conversation through their solutions in profundity. Thrust their possess boundaries and discover the finest answer—that's likely how they work besides. **(Adam Henshall** ,November 17, 2017)

Specialized onsite interviews at Google were verifiably conducted on whiteboards, but to supply a more bona fide coding encounter that's less time-consuming, they have begun to offer tablets for coding interviews in a few destinations. These Chrome books have a meet app that lets candidate to select a coding dialect of their inclination.

All through the meet handle, the candidate can inquire questioners for clarification to form beyond any doubt the candidate completely get it their questions.

5.13.1.3Decide/Selection:

After interviews are done, autonomous procuring boards of trustees made up of Googlers at different dimensions of the organization survey candidates applicant parcel, which incorporates applicants meeting input and scores, their resume, references, and any work tests that they have submitted. Contracting boards help ensure that they are maintaining their enlisting norms as they develop.

On the off chance that an advisory group suggests a contract, the board's criticism is added to the hopeful bundle and sent to a senior pioneer—who gives another layer of objectivity—for audit.

Google has a one of a kind procuring process which can take half a month. They endeavor to keep the applicants refreshed, yet don't waver to contact their spotter in the event that they have any inquiries.

When a senior pioneer affirms their bid, their bundle (with a synopsis about the candidate) goes to official audit for definite endorsement. And afterward, candidate get their offer.

In many associations, Candidate joins and still need to substantiate themselves. At Google, all experienced the equivalent enlisting procedure and realize they can trust in one another and new colleagues from the very beginning.

5.14: Recruitment and Selection Process of Taskeater:

Company Background:

Taskeater supports offshore companies to automate their business processes through technology and skills accommodated by their teams. Their administrations incorporate helping customers with procedures for information handling, information section, information approval, content balance, labeling and categorization, lead age, translation, and back-office bookkeeping assignments. They have customers in four countries and workplaces in London, Stockholm, Helsinki, and Dhaka. Taskeater started their journey back in 2014. Currently, they have more than 400 employees. Currently, the CEO and chairman of this company are Mikko Tamminen. Taskeater's principal center is to assemble expanded groups for customers that will deal with the continuous business forms while the customer can concentrate on advancement. The organization is a specialist in building savvy and committed groups that turn into a basic piece of customer's organizations. Taskeater is helping a portion of the world's most energizing web organizations construct very versatile groups, giving them an edge over their opposition.

5.14.1: Recruitment and Selection Process of Taskeater:

Taskeater usually follows three steps during their recruitment process. Those are

- ➢ Overview on resume
- ➢ Interview
- ➢ Written test

Overview on resume:

This is basically the most common and important step in the recruitment process. Taskeater basically follows up each and every candidate resume very carefully. They basically focus on if the candidate has any experience in data entry, tagging etc. Based on the requirement of the job those who are capable they call them for an interview.

Interview:

In the interview session, they basically focus on how the employee is replying each of their questions. They try to understand if the candidate can work under pressure or not. Usually, they take an interview and written test on the same day.

Written test:

In the written test they usually categories their questions in four ways.

At first, they provide some instructions and information. Based on that candidates need to correction those answers. In this test, they usually look after how the candidate is managing their time. Are they following the instructions properly or not, how much concentration they are giving in the test.

Secondly, they try to understand the typing speed of the candidates. How accurately candidate can type the information and how much time they are taking for that. And the typing speed should not be less than 26 WPM.

Thirdly, they provide two images and ask the candidates to find the differences between these two images. With this question, they try to figure out if the candidate can maintain the source of work or not. And if they are able to find out the differences or not.

And finally, they take some test on excel. For example, they have given some information in excel if the candidate is able to extract some specific data from that information or not.

Based on the interview and written test they try to figure out best candidate for the position and recruit that candidate.

Chapter 6

Analysis and interpretation of the Data

6.1Analysis:

BJIT	GOOGLE	Taskeater
1. Most of the written exam questions are contextual question.	1. Where Google usually takes exams based on programming.	1. Taskeater usually takes exam based on what the job requires.
2. Position growth rate is moderate in BJIT ltd.	2. As it is a worldwide renowned company the growth rate is higher in GOOGLE.	2. As most of the works are entry level growth rate is really low in Taskeater.
3. BJIT ltd sometimes recruit relatives and dependents of the employee for CV in some cases.	3. As an international company Google strictly follow their recruitment protocol.	3. Taskeater also sometimes recruit relatives based on the references.
4. Bjit ltd has a structured and standard selection process and they try follow it strictly.	4. Google also has their own structured selection process and they also follow it strictly.	4. Taskeater also follow their structured selection process.
5. BJIT wage ranges are moderate then other IT companies.	5. Google wage ranges are higher than any other Bangladeshi IT company.	6. Taskeater wage ranges are lower than other company.
6. Job security is high in BJIT ltd.	6. Job security is also higher in Google.	6. Job security is low in Taskeater.
7. BJIT strictly follow their HR policy.	7. Google also follow their HR policy but it's moderate.	7. Taskeater also follow their HR policy.

8. Recruitment and selection process in BJIT is faster than other companies.	8. Google recruitment process is slower. Moreover, it takes more than 6-9 months in their recruitment process.	8. Recruitment and selection process in Taskeater is also faster.

Chapter 7

Findings of Study

7.1 Findings of Study:

BJIT ltd.'s HR is strict and a detailed area of generally speaking administration process. Behind each achievement or disappointment, HR exercises are viewed as a definitive integral factor. That is the reason BJIT dependably gives high need to the HR rehearses. During the time spent concentrate the issue, following viewpoints have been recognized and merit clarification:

• BJIT's employment flow is satisfactory.

• The enrollment and selection is very reasonable and square. Everybody at the HR Division is straightforward and fair which advances nature of responsibility.

• The enrollment and selection procedure of BJIT accentuates more on who fits the organization, as opposed to who fits the activity. Subsequently, it has made a one of a kind hierarchical culture and the entire HR Division has guarantees a benevolent and minding working condition.

• No study is necessary to legitimize the viability of the enrollment tests.

• BJIT does not generally check references appropriately, which may prompt a grave issue for the association.

• BJIT enlists crisp alumni for section level. For mid dimension and more elevated amount they incline toward inside enlistment. On the off chance that the skilled hopeful isn't accessible then it initiates encounter individuals from a similar industry.

• Both the line directors and HR chiefs' assume distinctive job in the choice procedure. For beginning screening, fundamental meeting, Reference Checks are performed by HRD. Departmental meeting is performed by HRD too.

• The board of BJIT thinks about the nature of administration and in addition the nature of its HR.

Chapter 8
Recommendations

8.1Recommendations:

1. As BJIT becoming a first growing company they could take part in the job fairs for their recruitment. An impressive volume of utilizations is dropped in the associations because of the presentation made in the job fairs. The association can advance its picture as a potential enrollment specialist through its effective cooperation in the job fairs.

2. BJIT also can recruited employees from campus recruitment. This could bring highly educated fresh starts in the entry-level. BJIT should arrange seminars in the top Universities.

3. Authority should check the individual with the image that the hopefuls connected with the application when they come to give written exam.

4. HR should embrace a foundation examination of candidates who seem to offer potential as representatives. They ought to check an individual legitimate status to past work through checking credit reference, criminal records, etc.

5. The organization should encourage online CV-posting framework that is an exceptionally prominent and viable practice utilized by the best business associations.

Chapter 9

Conclusion

9.1 Conclusion:

IT area is ending up increasingly crucial for financial advancement of Bangladesh, inactivating capital and different assets. To contend in the global markets in unfriendly circumstance the HR directors work has turned out to be significantly more troublesome in the regularly changing business condition. To be effective, persistent commitment and devotion of the association's human asset the board are especially required.

In this report, I have attempted my dimension best to recognize Recruitment and Selection strategies utilized by BIJT Ltd. What and how they enlist and select their employees. Also, I infer my gained information from HR course and attempt to conform to the strategies and frameworks pursued by the organization.

Nature of administration relies upon the skill and the nature of the representatives of the association. BIJT Ltd. has a few issues, however, it is empowering that they are endeavoring to beat these snags. Consequently, the specialist of BIJT Ltd. must be watchful in enlisting the correct individual for each activity. I think the HR arrangement in BIJT Ltd. is great, however in the event that any issue emerges, they ought to lessen it appropriately. To flourish, they ought to build up their human asset or capital appropriately. To keep pace with current interest BIJT Ltd. ought to be more responsive. Behind each achievement or disappointment, BIJT Ltd.'s HR exercises are viewed as a definitive main factor. That is the reason BIJT Ltd. continuously gives high priorities to their HR rehearses.

The advanced business world is one of the quickest streams of rivalry which becoming more and more extensive. To have manageability in this aggressive world the association are detailing new techniques and strategy for success with greatest effectiveness levels in all segments.

References

BOOK:

- William B. Werther and Keith Davis(1993) Human Resources and Personnel Management, Fourth Edition, Mc Graw-Hill, New York, p. 195
- Cited by Mirza S. Saiyadain(1988) Human Resources Management, Tata McGraw-Hill Publishing Company Limited, New Delhi, p. 65.
- David A. Decenzo and Stephen P. Robbins: Personnel/Human Resource Management, Printice-Hall of India Private Limited, New Delhi, Fourth Edition, 1996, p.123

Links:

- Johnston, K (n.d.). Importance of Effective Recruitment and Selection. Retrieved November 21, 2015 from http://smallbusiness.chron.com/definition-recruitment-selection-process-2526.html
- Citeman. Recruiting via the internet. Retrieved from November 7,2007 /Human Resource Management from https://www.citeman.com/2357-recruiting-via-the-internet.html
- Empxtrack (n.d.) Recruitment and Selection: The Most Important HR Function. Retrieved November 21, 2015 from http://empxtrack.com/recruitment-and-selection-the-most-important-hr-function/
- Richard Feloni. Google's former HR boss shared the company's 4 rules for hiring the best employees. Retrieved from March. 8, 2018, 2:18 PM from https://www.businessinsider.com/how-google-hires-exceptional-employees-2016-2
- Dr John Sullivan. A Case Study of Google Recruiting. Retrieved from December 11, 2016 from https://drjohnsullivan.com/articles/a-case-study-of-google-recruiting-part-2/