

**Internship Report on Recruitment and Selection  
Process of BanglaCAT and the Possibility of Adopting  
E- Recruitment**





**Internship Report on**  
**Recruitment and Selection Process of BanglaCAT and the**  
**Possibility of Adopting E- Recruitment**

**Course Code: BUS 400 (Internship)**

**Submitted to:**

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Assistant Professor

BRAC Business School

BRAC University

**Submitted by:**

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Date of Submission: 30<sup>th</sup> April, 2019

## Letter of Transmittal

30<sup>th</sup> April, 2019

To

Shamim Ehsanul Haque

Assistant Professor,

BRAC Business School,

BRAC University.

Subject: Submission of Internship Report.

Dear Sir,

Please find enclosed the internship report on “Recruitment and Selection Process of BanglaCAT and the Possibility of Adopting E- Recruitment”. This report consists of the current recruitment and selection procedures of Bangla Trac Limited (BanglaCAT) and a research about whether BanglaCAT is ready to adopt E- recruitment policy or not. I have tried to contribute my uttermost effort to prepare this report. To ensure the authenticity of the report and make it as much informative as possible, I have inserted all the learning's that I have acquired during my internship program.

Thank you for providing me the chance to prepare this report. Under your guidance and supervision, it has been a pleasure to work on this internship report. Therefore, I would like to submit this report for your kind judgment so that I can get to know about your opinion and valuable suggestions.

Sincerely,

---

Mazedul Alam Rakib

ID: 14304005

BRAC Business School

BRAC University

## Letter of Endorsements

This internship report entitled “Recruitment and Selection Process of BanglaCAT and the Possibility of Adopting E- Recruitment” has been submitted to BRAC Business School, by Mazedul Alam Rakib, ID: 14304005, for the purpose of completing the degree of Bachelor of Business Administration. I acknowledge this report as a final internship report.

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

---

Shamim Ehsanul Haque

Assistant Professor

BRAC Business School

BRAC University

## Acknowledgement

First of all, I would like to express my sincere gratitude towards Almighty Allah. Without His blessings, completing my report within the given time duration would have been a burdensome situation to deal with.

Moreover, I am thankful to my academic supervisor, Shamim Ehsanul Haque, Assistant Professor, BRAC Business School, BRAC University, for his guidance and encouragement. It would have been really hard to complete this report properly and in a structured way without the directions and guidance being provided by him.

Furthermore, I would want to provide some credit to my on-site supervisor, Mamunur Rashid, Manager of Human Resource department, BanglaCAT, for his relentless guidance and support. He allowed me to use all the valuable information regarding the recruitment and selection process of BanglaCAT even though some of them were confidential. I would really like to appreciate him for the gratefulness and for the cooperation.

Lastly, I want to thank BRAC University for providing me the opportunity to enrich my knowledge which supported me during my internship period.

## Executive Summary

In the industry of power generation and infrastructure development of Bangladesh, one of the mostly known and largest contributors is BanglaCAT. BanglaCAT has a good reputation in the market, and it is operating its activities in a well-structured manner. Recruitment and selection process is very crucial for any company and in companies like BanglaCAT, this is even more challenging to find the perfect candidate so that the job can be conducted in a proper way. The topic of this report is “Recruitment and Selection Process of BanglaCAT and the Possibility of Adopting E- Recruitment”. This report consists of an overview of BanglaCAT, its mission, vision, corporate philosophy etc.

Furthermore, the current recruitment and selection process of the organization has been provided in details. The hiring system of BanglaCAT with each and every stage has been included to provide a clear idea about its recruitment process. Then it contains an analysis of a survey result which was conducted to find out about the employee reaction regarding the current recruitment and selection process. Moreover, it has been also analyzed whether BanglaCAT is ready to adopt E-recruitment or Online recruitment policy or not. Then, some positive and some negative findings that I found during my internship period were discussed in findings part. Lastly, I provided some recommendation which I think might help BanglaCAT to improve its recruitment and selection process, also to eliminate some of the issues that the employees are facing there.

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## Chapter-1: Organizational Overview

### 1.1 Profile of the Organization:

BanglaCAT (BanglaCAT home, 2019) Is the exclusive authorized dealer of Caterpillar Inc. USA in Bangladesh and is, currently, one of the largest contributors in the sectors of Power Generation and Infrastructure Development in the country. BanglaCAT is also globally known as the Largest Electric Power Generation (EPG) Dealer for Caterpillar in Asia Pacific and is among the Top 5 Caterpillar EPG Dealers.

BanglaCAT management brings with it over 30 years' experience of marketing CAT® products in the country. Since its' inception in 11th of October, 2004, BanglaCAT has been exemplary in delivering unparalleled value-added services to its customers with utmost dexterity and efficacy. Headquartered in Banani, Dhaka, BanglaCAT operates several branch offices all over the country to sell, rent and provide parts and services for CAT® machineries, generators and engines to its esteemed customers.

Locally, BanglaCAT is the largest provider of independent power generation solutions. CAT® generators in Bangladesh have a combined capacity of more than 3500MW-installed capacity, which is equivalent to 35% of the national grid's electricity production. CAT® solutions have similar dominance within the pharmaceuticals, steel, agro-processing, food and beverage, chemical, RMG and construction sectors. Additionally, Caterpillar products have been used to build the infrastructure of the country through machines provided to the Bangladesh Army (UN Missions) and Dhaka City Corporation (BanglaCAT home, 2019, p. 1).

**1.2 Mission:** Bangla Trac Limited (BanglaCAT), in addition to being one of the largest contributors in the sectors of Power Generation and Infrastructure Development in the country, is also exemplary in providing value-added services to its customers. By establishing and sustaining a long-lasting rapport, understanding individual customer needs and providing innovative solutions accordingly, BanglaCAT always tries to meet the needs of each and every one of its customers.

In BanglaCAT, there is no room for complacency. Through sophisticated services and contemplative practices, the company strives to provide improved and more efficient services

to its clients every time. In order to ensure continuous improvement and growth, the company actively endorses the philosophy of developing and utilizing its human resources, technology and capital with utmost efficacy.



**1.3 Vision:** The Company’s vision is to make progress possible through excellence in technology, integrity and unsurpassed customer services. The company principles evolve around the idea of providing high quality customer services with reliability and innovative practices through persistent teamwork of responsible employees. BanglaCAT management strongly appreciates the diversity in the vast amount of knowledge and experience their people bring with them to the company. They also acknowledge the professional specialization of each company personnel and believe that there is always something one can teach and learn from others; hence they actively encourage everyone to work collaboratively together (BanglaCAT home, 2019).

#### **1.4 Corporate Philosophy:**

##### **➤ For Customers:**

“Customer Comes First” is the most important customer philosophy practiced by BanglaCAT. This is a customer satisfaction oriented company in B2B (business to business) sector and all the excellence that it has achieved comes from this great value in such a short period of time. From 2004 to 2018, Bangla Trac Ltd. has attained the 60 % captive market share in Bangladesh by practicing this customer philosophy. Now, in 2018, BanglaCAT

represents a broadband spectrum for all the equipment necessary for a utility system for industry owners.

➤ **For Employees:**

In practice, BanglaCAT offers a wide door to the professional engineers of Electrical and mechanical engineering and for this reason; it is having almost 70% of its total employees from technical and engineering field. Overall, it is complying with the market best employee orientation by practicing different values.

➤ **For Shareholder:**

BanglaCAT is now a group of companies under the name of “Bangla Trac Ltd.” and for its many branches; it has a highly integrated relationship with other vendors. For example, industrial owners are purchasing control panels of other world renowned vendor’s line, Terberg Control System of Netherland, Enercon from USA etc. via BanglaCAT. They are in professional and profitable relationship with BanglaCAT for years. BanglaCAT has developed its switchgear business, renewable business, fire safety business etc. where they are managing profitable and progressively growing relationship with other shareholders.

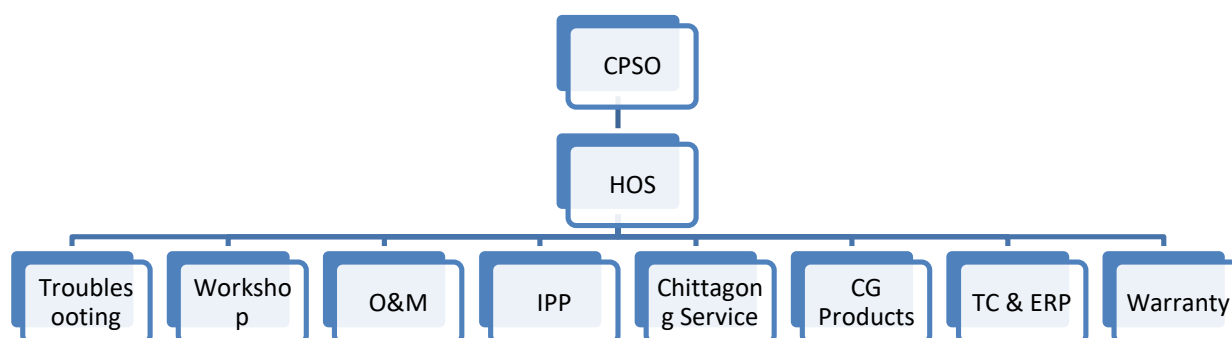
➤ **For Community:**

The company is in culture to make a difference in this society. This is reflected in many activities from top to bottom. For example, in Rajshahi region a social revolution has been made by this group’s management by removing poverty, illiteracy, sanitation problem etc. They have donated a lot for the schools, madrasas, mosques, poor villagers etc. and not only that, BanglaCAT patronizes the Young’s by gifting them a full phase cricket academy! Many people got their life built on the success stories of BanglaCAT.

### 1.5 Tagline:

Their tagline is- ***“Your Industry Our Energy”***

## 1.6 Functional Structure:



## 1.7 Recruitment and Selection Process of BanglaCAT:

<b>The Purpose</b>	Ensuring equal opportunity is being provided to the candidates based on their excellence and skills. The best fit can enhance the work quality of the organization.
<b>The Span</b>	All the members associated with the hiring process for any level/grade needs to follow the policy/ guideline of BanglaCAT that has been designed specially for the employees of the company.
<b>Responsibilities</b>	Designing and implementing all the recruiting programs are the responsibilities of The Chief Operations Officer, the Head of Human Resource and Chief Executive Officer.
<b>The Process</b>	<b>Personnel Requisition Process</b> <ul style="list-style-type: none"> <li>In the beginning of financial year, the budget for personnel is being provided by the Head of the Divisions. This should be in the Specified Format - "<b>HR Requisition Form</b>" (refer Annexure). If the HRF format is not followed properly then</li> </ul>

	<p>it will be given back to the requisitioner for revision and resubmission.</p> <ul style="list-style-type: none"> <li>• The immediate superior of the vacant/new position needs to fill up the HRF and send it to get approved by the Division head and then it need to be sent to the Human Resources Department.</li> <li>• The Chief Executive Officer and the Chief Operations Officer will get the competed HRF which will be forwarded by the HR division for ratification.</li> <li>• Approving all the HRF by Chief Operations Officer and Chief Executive Officer is a must.</li> <li>• The HR Division will take required steps on the same after completing ratification.</li> <li>• For future budgeting and hiring process, the record of all HRF's is being kept by HR division.</li> </ul>
<b>Exceptions</b>	<p>If anyone can provide endorsement by the concerned HOD, concurrence of the Chief Operations Officer and Chief Executive Officer then exceptions to this policy can occur.</p> <p>Unless noted otherwise, the Chief Operations Officer and Chief Executive Officer and Head HR need to give approval in advance in case of exception.</p>

## Selection:

<b>Selection/Recruitment Process</b>	<ul style="list-style-type: none"> <li>• The necessary resources will be collected by the HR Division through <ul style="list-style-type: none"> <li>○ Advertisement,</li> <li>○ External Consultants/Placement Agencies</li> <li>○ Contacts,</li> <li>○ Campus Interviewing (if necessary)</li> </ul> </li> <li>• Ensuring that the internal candidates are given the first priority will be the task of HR Division. They will be given</li> </ul>
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	<p>preferences based on</p> <ul style="list-style-type: none"><li>○ Profile fit in the existing vacancy</li><li>○ Approval by Immediate superior</li><li>○ Credibility in the present job</li></ul> <p>Shortlisted candidates will be called for interviews by the HR Division. The Heads of the Divisions needs to be consulted before preparing this short list.</p>																
<b>Interview Committee and Interview Process</b>	Interview committee will be consisting of three levels:																
	<table><tr><th>Committee</th><th>Members 1</th><th>Member 2</th><th>Member 3</th></tr><tr><td>Level 1</td><td>Dy. Manager (HR)</td><td>Direct Sub Divisional Head or anyone else selected by the Divisional Head from same department</td><td>Anyone else selected by the Divisional Head from the same Division or Cross Departmental Sub divisional Head</td></tr><tr><td>Level 2</td><td>Head of HR</td><td>Divisional Head</td><td>Cross Divisional Head</td></tr><tr><td>Level 3 (Final)</td><td colspan="3">Director &amp; Chairman/Chief Executive Officer</td></tr></table>	Committee	Members 1	Member 2	Member 3	Level 1	Dy. Manager (HR)	Direct Sub Divisional Head or anyone else selected by the Divisional Head from same department	Anyone else selected by the Divisional Head from the same Division or Cross Departmental Sub divisional Head	Level 2	Head of HR	Divisional Head	Cross Divisional Head	Level 3 (Final)	Director & Chairman/Chief Executive Officer		
	Committee	Members 1	Member 2	Member 3													
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	Level 2	Head of HR	Divisional Head	Cross Divisional Head													
Level 3 (Final)	Director & Chairman/Chief Executive Officer																
The list of level 1 and 2 committees will be recommended by HR upon approval from Chief Operations Officer & Chief Executive Officer.																	
<b>Interview of Officers equal and bellow Senior Executive:</b> Level 1 Committee will take interview of Officers equal and bellow Senior Executive/Engineer. So candidate short listed by Level one will face interview with Level 2 committee. The final candidate																	

	<p>will be decided by level 2 committee. In case of recruitment of candidate up to Senior Executive/Engineer Level 3 (Final) committee will not be involved.</p> <p><b>Interview of officers' equal to or above Asst. Manager:</b> In case of recruitment of candidate equal to or above Asst. Manager first interview will be taken by level 2 Committee. The candidates short listed by Level 2 committee will be sending to Level 3. In this case the final selection decision will be taken by level 3.</p> <p><b>Pre-interview Discussion Session:</b> All members of the interview committee need to be present 15 minutes before the interview starts for a Pre-Interview Discussion Session. The General/technical questions that will be asked to the candidates will be discussed in this session.</p> <p><b>Filling up of Interview Evaluation Form:</b> An interview form along with photo copy of CV will be supplied by the HR Division to all candidates. The Interview form contains a fixed set of questions and it is mandatory to ask all questions mentioned in the form. All committee members need to fill up the "Interview Evaluation Form" in full during the interview session.</p> <p><b>Post Interview Discussion:</b> After the form is filled up the committee will have a discussion on the suitability of the candidate and give their individual comments on whether the candidate can be recruited or not. All committee member needs to reach the consensus in order to select/shortlist a candidate. The candidate cannot be selected/short listed even if one of members has disagreement about the suitability of a particular candidate.</p> <p><b>Interview Committee Training:</b> All members of Level 1 and Level 2 Committee will have to complete Interviewer Training arranged by HR department.</p> <p><b>Reference Check:</b> The HR Division will conduct a minimum of 2 "Reference Checks" (refer Annexure) and all the feedbacks regarding it need to be recorded in the specified format.</p> <p><b>Salary Fitment Process/CTC:</b> HR Division will then prepare a</p>
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	<p><b>"Fitment Sheet/CTC"</b> on the basis of the Company Policy.</p> <p>Based on internal comparisons and job value, Salary Fitment/CTC would be prepared.</p> <p>The approval of Chief Operations Officer and Chief Executive Officer in the Fitment Sheet/CTC is required.</p> <p><b>Offer:</b></p> <p>On the basis of the confirmed Fitment Sheet/CTC, the <b>"Offer Letter"</b> (refer Annexure) will be forwarded to the selected candidates.</p> <p>The candidate will be given a clear explanation regarding the offer. Then the candidate needs to ensure about the acceptance of the offer through his/her signature on a duplicate copy of the offer letter.</p> <p><b>Appointment:</b></p> <p>The employee will receive the <b>"Appointment Letter"</b> (refer Annexure), at the time of joining. The terms and conditions for employment will be included in the letter in details.</p> <p>Furthermore, a Contract will be signed between BanglaCAT and the candidate if there is any case of Contractual Agreement.</p>
<b>Exceptions</b>	<p>If anyone can provide endorsement by the concerned HOD, concurrence of the Chief Operations Officer and Chief Executive Officer then exceptions to this policy can occur.</p> <p>Unless noted otherwise, the Chief Operations Officer and Chief Executive Officer and Head HR need to give approval in advance in case of exception.</p>



<b>Formats</b> <b>(Refer Annexure)</b>	<ul style="list-style-type: none"> <li>• Personnel Requisition Format (PRF)</li> <li>• Interview Evaluation Sheet</li> <li>• Reference Checks</li> <li>• Offer Letter</li> <li>• Appointment Letter</li> <li>• Contract Letter (For expatriate)</li> <li>• Application Filled up</li> <li>• Salary Fitment/CTC</li> <li>• Recruitment Approval Form</li> <li>• Recruitment Flow Chart</li> <li>• Recruitment Process Flow Chart</li> </ul>
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### Joining Formalities:

<b>The Purpose</b>	Ensuring the smooth induction of a newly appointed employee into the company and to give assistance to him/her with the initial joining formalities.
<b>The Span</b>	The selected candidates who are going to join BanglaCAT needs to follow the policy/ guideline that has been designed specially for the employment purpose. It is applicable for all the employees of BanglaCAT.
<b>The Responsibilities</b>	Designing and implementing all the joining formalities are the responsibilities of The Chief Operations Officer, the Head of Human Resources and Chief Executive Officer.

<p><b>The Procedure</b></p>	<p><b>Joining Docket/Joining Information Kit</b></p> <p>A "Joining Docket/Joining Information Kit" will be provided to the employee on his/her joining day. It will include-</p> <ul style="list-style-type: none"> <li>• Welcome Letter from Chief Operations Officer and Chief Executive Officer</li> <li>• Employee Handbook</li> <li>• BanglaCAT Brochure</li> <li>• Joining Forms</li> <li>• Joining Letter</li> <li>• Tax Saving Declaration Form</li> <li>• Personal Information Form</li> <li>• Letter of Undertaking</li> <li>• Appointment Letter</li> </ul> <p>A Personal File will be opened by the HR Division on the joining day of any new employee. All the documents related to the employee will be included in it.</p> <p><b>Pre-employment Documents</b></p> <ul style="list-style-type: none"> <li>• CV of the candidate</li> <li>• Application Blanks</li> <li>• Interview Evaluation Sheet</li> <li>• Reference Check Forms</li> <li>• Salary Fitment Sheet/CTC</li> <li>• Offer Letter - duly signed</li> </ul> <p>This would be kept confidentially.</p> <p><b>Post-employment Documents</b></p> <p>On the day of joining all employees will be expected to provide the following documents:</p> <ul style="list-style-type: none"> <li>• Relieving letter from Previous Employer, (if applicable).</li> <li>• Academic Qualification, Age Proof Certificates, Photocopy of Passport &amp; Photographs, Photocopy of National ID Card.</li> </ul> <p><b>Relieving Letter from Previous Employer</b></p> <p>In case the employee has been previously employed, he has to</p>
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	<p>submit a relieving letter from the previous employer. (This can be made optional in certain cases based on the merit of the case)</p> <p><b>Academic Qualification, Age Proof Certificates, Photocopy of Passport &amp; Photographs, Photocopy of National ID Card.</b></p> <p>All new employees will have to submit academic qualification and experience certificates, certificate of proof of their age, photocopy of their passport and two passport size photographs.</p> <p><b>Bank Account Details</b></p> <p>All new employees will have to open an account in the local Bank specified by the Accounts Division and will have to intimate the Human Resource Division of their Bank Account Number for posting of salary cheques.</p> <p><b>Joining Letter</b></p> <p>A joining letter, which is a part of the joining papers, needs to be countersigned by the Division head. It will help the employee to get himself/herself included in the employment records of the company and enable the accounts Division to process salary and benefits related formalities. The new employee also has to fill in a Personal Information Form for the records of the Company.</p> <p><b>Appointment Letter</b></p> <p>All new employees will be have to sign the Appointment Letter which will outline the new employee's designation, the probation period, the date of joining, transferability, remuneration as well as the confidentiality and copyright clauses.</p> <p><b>PF Forms</b></p> <p>The new employees would have to fill in and submit the PF and PF forms to enable the Accounts Division to open the PF Account for the employees. PF is not mandatory.</p> <p><b>Employee ID</b></p> <ul style="list-style-type: none"> <li>An employee on joining BanglaCAT will be allotted an employee ID number to facilitate the - employee identification, Payroll Processing and Accounting Procedures.</li> </ul>
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	<ul style="list-style-type: none"> <li>The employee ID no is the unique identification of the employee and should be used by the employee in all correspondence within the company.</li> </ul> <p><b>New Recruitment Circulation</b></p> <p>The HR Division will issue an internal memo in the company email and as a circular in the notice boards located at various locations in the company, to notify everyone about the new recruitment. This should be done during the day of Joining.</p>
<b>Exceptions</b>	<p>If anyone can provide endorsement by the concerned HOD, concurrence of the Chief Operations Officer and Chief Executive Officer then exceptions to this policy can occur.</p> <p>Unless noted otherwise, the Chief Operations Officer and Chief Executive Officer and Head HR need to give approval in advance in case of exception.</p>
<b>Formats</b> <b>(Refer Annexure)</b>	<ul style="list-style-type: none"> <li>Personal Information Form</li> <li>Joining Report</li> <li>Letter of Undertaking</li> </ul>

## **New Employee Orientation and Induction:**

<b>The Purpose</b>	<p>The purpose is to ensure that when a new employee is joining in BanglaCAT, they are being provided with a proper orientation. Furthermore, ensuring the presence of supervisors, employees and Head HR in the orientation is also a must.</p>
<b>The Span</b>	<p>All the members associated with the hiring process for any level/grade needs to follow the policy/ guideline of BanglaCAT that has been designed specially for the employees of the company.</p>

<b>The Responsibilities</b>	<p>The HR Division administers comprehensive orientation programs. Policies regarding general safety requirements, work rules and procedures, compensation and benefits, and general Company orientation are being informed in this program.</p> <p>Designing and implementing the orientation policy is the responsibilities of The Chief Operations Officer, the Head of Human Resource and Chief Executive Officer.</p> <p>The responsibility of executing the policy is fully in the HR departments hand</p>
<b>The Procedure</b>	<p>For the newly appointed employees of BanglaCAT, an outline of orientation activities exists which includes the following:</p> <ol style="list-style-type: none"> <li>1. Company History, Mission, Vision, Values, Products, Services, Divisions and Responsibilities.</li> <li>2. Customer Relationship Management [CRM].</li> <li>3. HR Policy Procedure, Performance Management, Training, Compensation and Benefits.</li> <li>4. Attitude Behavior and Presentation.</li> </ol> <p>Presenters will be drawn from the respective Divisions to conduct this whole day long employee orientation program. The employee orientation program will be followed by four assessment and evaluation at the end of the presentation.</p> <p>The program will be followed by an exam for all the above mentioned topics.</p>
<b>Exceptions</b>	<p>If anyone can provide endorsement by the concerned HOD, concurrence of the Chief Operations Officer and Chief Executive Officer then exceptions to this policy can occur.</p> <p>Unless noted otherwise, the Chief Operations Officer and Chief Executive Officer and Head HR need to give approval in advance in case of exception.</p>
<b>Formats</b> <b>(Refer Annexure)</b>	<ul style="list-style-type: none"> <li>• Orientation Tool Kit</li> <li>• Employee Orientation Evaluation Form</li> </ul>

In case of external recruitment, the HR Division needs to consider different variables to make a hiring decision. These variables are:

- Available spread of candidates
- Time needed
- Cost impact

The methods included in the external recruitment policy are the followings:

- Employee referrals
- Internships
- Advertising in newspapers, company website etc.

### **Receipt of Applications:**

This is the first step of selection process of BanglaCAT. CV's are being sent by the candidates for a specific vacancy, or unsolicited CV's are being sent for any suitable job position. Against each job vacancy, job applications are being collected by The HR division. The applicants are provided minimum 3 weeks to apply in case of newspaper advertisements. Applying duration closes for each and every job after particular time duration. (Online/CV Bank/Internal Job Posting)

### **Sorting out of Applications:**

Bangla Trac Limited HR division starts their selection process after collecting CV's. Resumes are divided in two sets. At first, applicant's resumes are selected by HR division. Next, they orderly set resumes and sent these to the concern department. After that, final selection has been done and resumes are given back to the HR division.

### **Interview:**

BanglaCAT follows panel interview and unstructured interview to complete the interview process. The interview board includes the MD, DMD and the Head of HR. Top level and

executive level managers are present also in the hiring process of fresh graduates for TA or MT positions. In case of hiring experienced engineer, more than one interview is might be conducted but generally only one interview is taken for hiring an employee for any position.

**Final Approval by Competent Authority:**

The management committee takes the decision to select and to reject candidates when the interview is being completed and also the interviewees are being evaluated by the committee. When this decision is being made, an 'Offer Letter' is prepared for each selected candidate. Once the candidates accept this offer, 'Appointment Letter' is being provided to them. However, the rejected candidates are not being informed about the rejection.

**Joining and Placement:**

The candidate needs to go through a physical examination, and then they are asked to bring the result of the medical tests along with all the necessary documents and academic certificates for joining. When all these formalities are completed, the candidate finally becomes the employee of Bangla Trac Limited (BanglaCAT).

## **Chapter-2: Introduction to the Study**

### **2.1 Rationale of the Study:**

Any company has to consider a number of choices when it comes to designing the recruitment and selection process. Most of the organizations follow the traditional method for hiring an employee. Hiring the right employee is one of the most crucial tasks for the HR department of every organization. That is why it is necessary to follow a well construct recruitment and selection policy which ensures to attract a pool of eligible candidates so that the right person can be hired.

E- Recruitment process is a newly introduced method with a scope of reaching bigger audience than the traditional methods and it is also a cost effective way to reach a huge number of candidates within a very short period of time. As BanglaCAT is currently using the traditional procedure for their recruitment and selection process, that is why I have chosen the e-recruitment policy as the topic to prepare this report and also to find out if BanglaCAT is ready to accept this new policy or not.

### **2.2 Statement of the Problems:**

- BanglaCAT needs to embrace new recruitment policies to create a broader scope for the interested candidates.
- E- Recruitment policy can make BanglaCAT's recruitment process cost effective and time efficient.

### **2.3 Scope of the Study:**

This study will offer the opportunity of getting a clear idea regarding the recruitment and selection process of BanglaCAT. Furthermore, it will also provide the chance to know about whether BanglaCAT is ready to adopt E- recruitment policy or not.

### **2.4 Delimitation of the Study:**

There has been some limitations while prepare the report. These limitations are:

- BanglaCAT maintains a strict policy regarding the sharing confidential information. I could not gather all the information as those are very confidential. I was not given the permission to get that information as I was just an intern.



- Another issue was time limitation as I had to focus on my daily official activities and also on the report within these three months.

## **2.5 Objectives of the Report:**

The objectives of the report are:

- To provide a clear understanding regarding the recruitment and selection procedure of BanglaCAT.
- To determine if BanglaCAT is ready to accept change in its current recruitment system or not.
- To identify can E- recruitment enhance the recruitment system of BanglaCAT.

## **Chapter-3: Literature Review**

According to (Anand, 2018) one of the most crucial job for the Human Resource employers of any organization or any business is to recruit the best fit as an employee. If the recruiter is successful in this task it can be considered as strength for that organization. However, if the scenario is opposite then the organization needs to bear the consequences of the mistake. They need to go through a lot of hassles because they need to train that employee and in extreme cases they need to fire the employee and hire a new one. The process of hiring becomes more costly in this case that is why hiring the right person for the right position is very important.

Researcher Saviour and Kofi (Saviour, 2016) through their research informed that organizations are putting more emphasize on human resource nowadays and it has become one of the significant sectors of the organizations. Employees are vital to the companies as they share perspectives, new ideas etc. Furthermore, they said that the recruitment process plays an important role here as it the method to get the desired candidates with desired qualifications. So it can be said that the recruitment and selection policies needs to be accurate to find out the best fit.

According to researcher Mindia and Hoque (Mindia, 2018), people are heavily dependent on technology nowadays. As a result of this, e-recruitment has become extremely famous among the organizations for recruiting and selecting employees. E-recruitment process is a medium to reach out to a huge number of candidates within a short period of time in a cost effective manner. Moreover, they added that the developed countries are using e-recruitment form a long period of time. On the other hand, Bangladesh is still a developing country and the people of our country is not that much familiar with the concept of e-recruitment. If this system can be adopted properly, the cost associated with the hiring process will be reduced and also the time required to hire an employee will be minimized.

## **Chapter-4: Methodology**

### **4.1 Methods of research used:**

A questionnaire had been prepared to complete the survey as it is an inexpensive, quick, and flexible way to collect information. I used the questionnaire to collect the response of the respondents. This method is known as self-administered questionnaires.

### **4.2 Respondents and sampling procedures:**

Population: The employees of BanglaCAT were my target population.

Sample: Getting information from the entire population is a tough job. That is why I used sampling procedure. I took 30 respondents as a sample.

### **4.3 Research instruments/ questionnaire:**

I had prepared 10 questions for conducting the survey. All of the questions were close ended question with multiple choices answers. Among these 10 questions, 5 questions (1,2,7,8,10) were likert scale based questions and 5 questions (3,4,5,6,9) were nominal scale based questions.

### **4.4 Collection of data:**

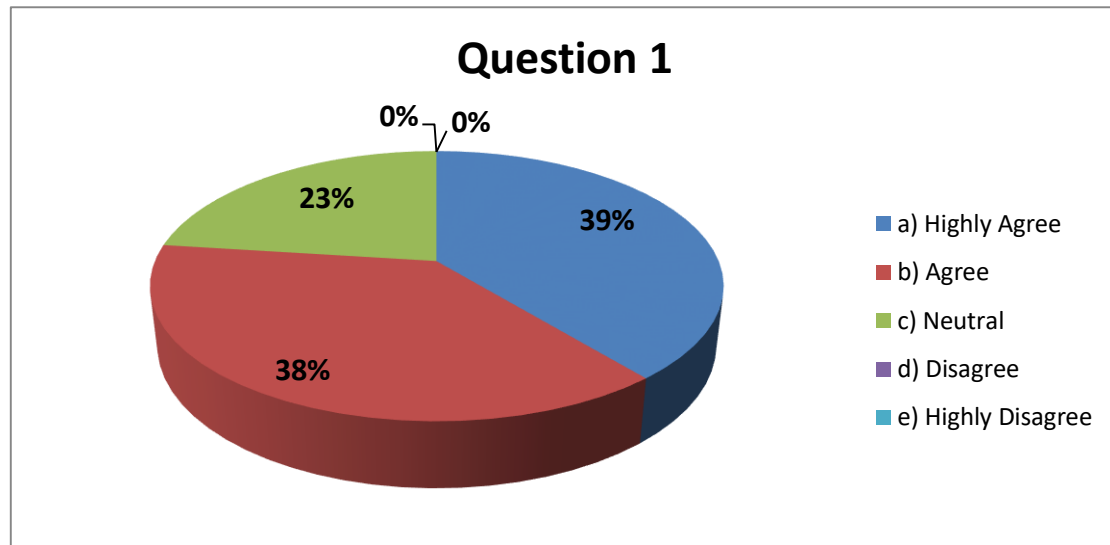
Primary data collection: I passed the survey questionnaire among 30 respondents and used their responses as the primary data. Furthermore, I took personal interview of some of the employees which helped me to collect data.

Secondary data collection: I went through the HR policy book of BanglaCAT so that I can get information regarding the recruitment and selection procedures of the company. Moreover, I went through some other websites and some journals with similar topic to get the required data.

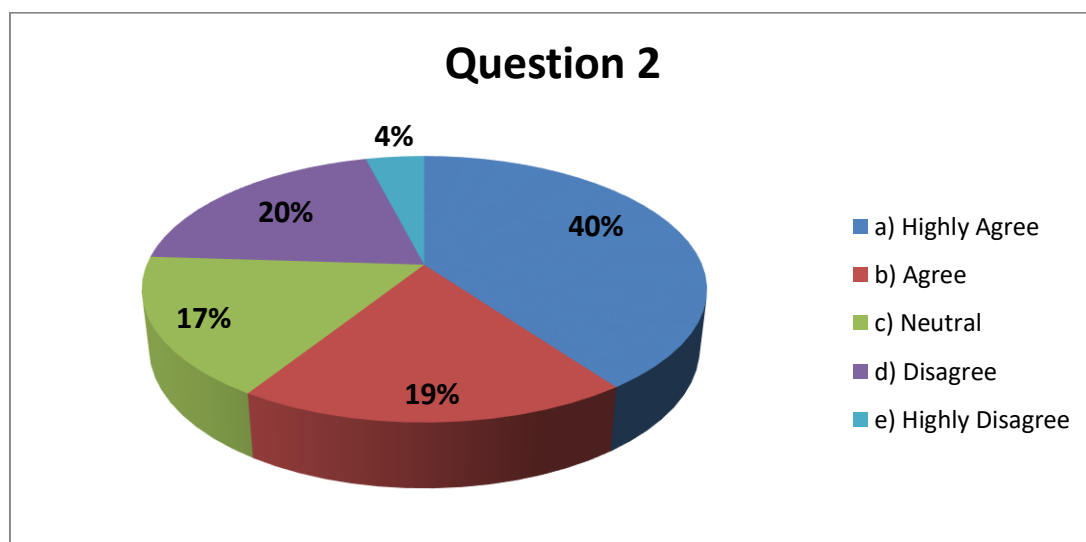
### **4.5 Statistical treatment of data:**

I used Microsoft Excel to prepare pie charts so that I can provide a graphical representation of the survey result.

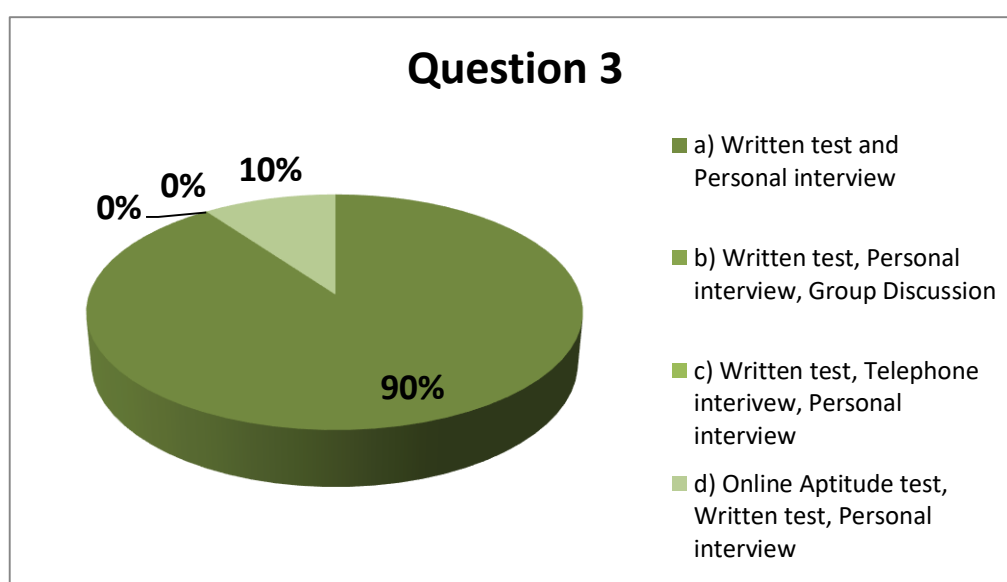
## Chapter-5: Analysis and Interpretation of the Data



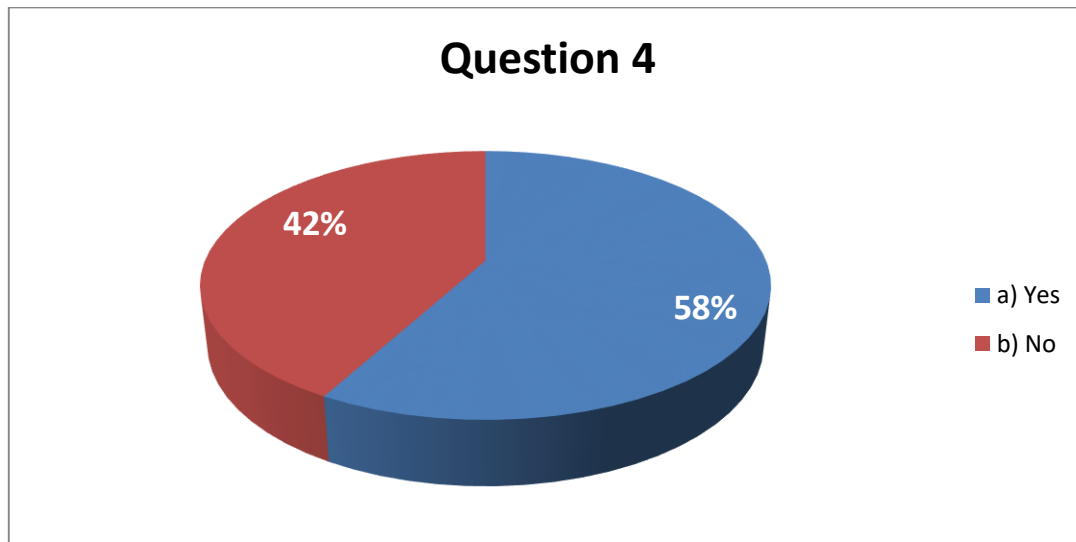
Here in the question no 1, I asked that if BanglaCAT's recruitment and selection process are fair and bias free or not. A major portion actually agreed that yes it is bias free. 39% of them said that they strongly agree on this matter and other 38% said that they agree on this statement. 23% marked that they are neutral about to comment in this matter. It can mean in either ways but most of the employees agree that BanglaCAT's recruitment and selection process is fair and bias free. The result certainly shows that the majority of BanglaCAT's employee believes that the recruitment and selection process is pure and bias free.



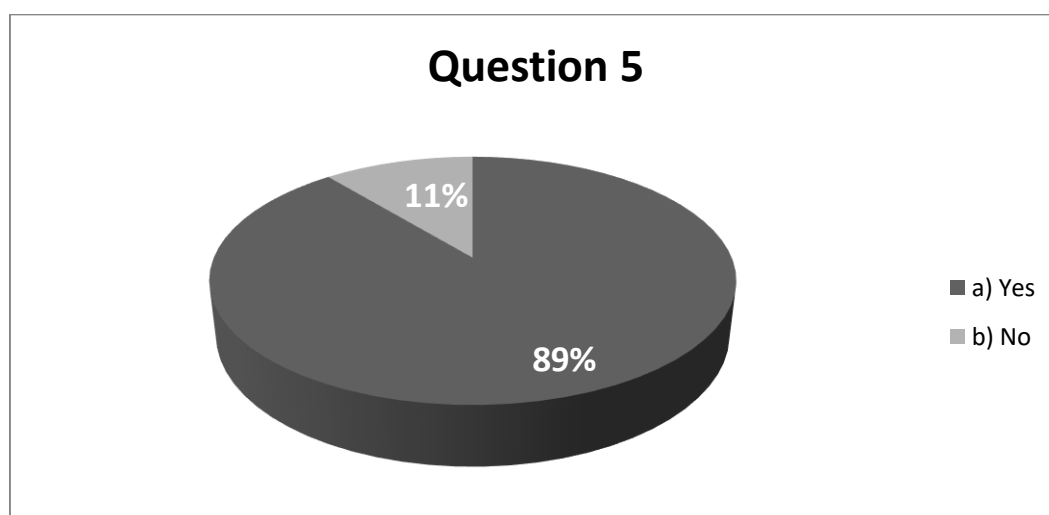
Here in the second question, they were asked if the recruiting process of employees is appropriate enough to judge a candidate properly or not. Here I found varieties of answer. 40% which is the largest portion here highly agreed on this matter and another 19% agreed. On the other hand, total 24% people marked the disagree portion, where 20% of them disagreed and 4% of them strongly disagreed with the matter. Furthermore, 17% here marked neutral on this matter. As it can be seen that the results reflect a mixed version of reactions regarding the recruitment process of BanglaCAT which more or less clearly indicates that people still confused about the hiring system. If I count both neutral and disagree portion then it can be seen that total 41% around is either neutral or disagree which is can be considered as an alarming situation for BanglaCAT. However, 59% participants agreed on this matter with confidence that the procedures are sufficient enough to judge all the candidates.



Here in the question no 3, I asked them about the selection procedures that BanglaCAT uses to complete its hiring process. Here I got to know about the steps being followed in hiring process. 90% of the participants said that the candidates need to go through written test, and personal interview. Furthermore, 10% of them said that the candidates need to go through an online aptitude test, written test, and then personal interview. The written test or aptitude test basically gives a glimpse of the knowledge of a candidate. To judge a candidate or to get a clear view of the candidate's mentality, personal interview is conducted.

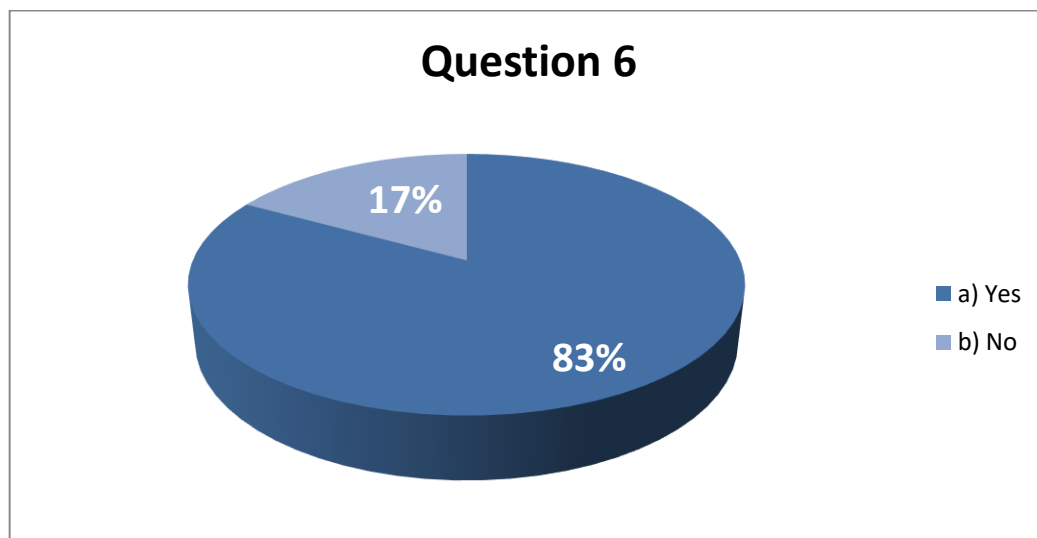


Here in the question no 4, I had asked that whether they are satisfied with the current recruitment and the selection process of BanglaCAT or not. Surprisingly, the answer shows mixed type of output here. 58% of the employees said yes they agree with the statement and they are fully satisfied with the current recruitment and selection process of BanglaCAT. On the contrast, the rest of amount which is 42% of the participants said they are not satisfied with the current recruitment and the selection process of BanglaCAT. This is an alarming situation as almost half of the participants are not happy with the current recruitment process of the organization.

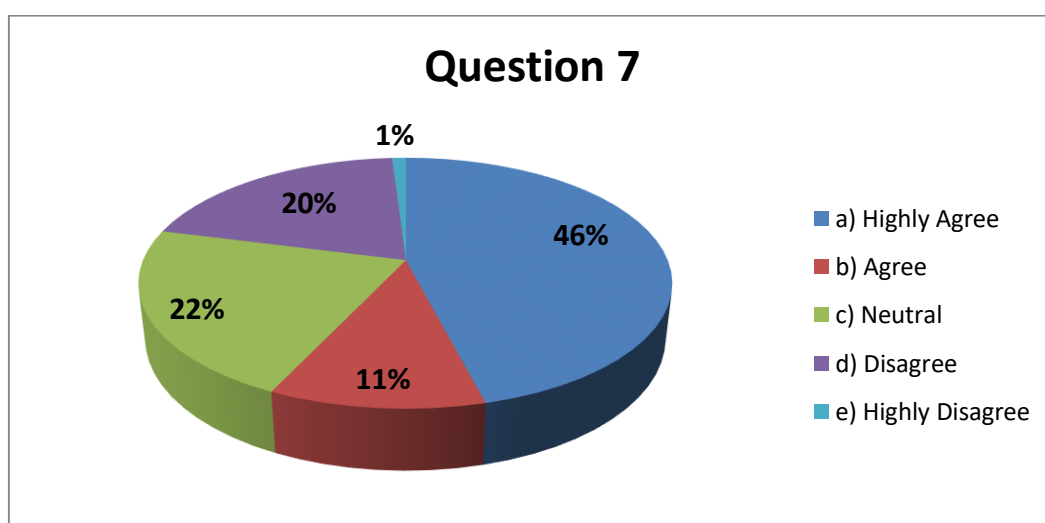


In this question, the participants were asked about their opinion regarding the urgency of improvement of the current recruitment and selection process of BanglaCAT. 89% of them said yes, they think the recruitment and the selection process needs to be improved. It means

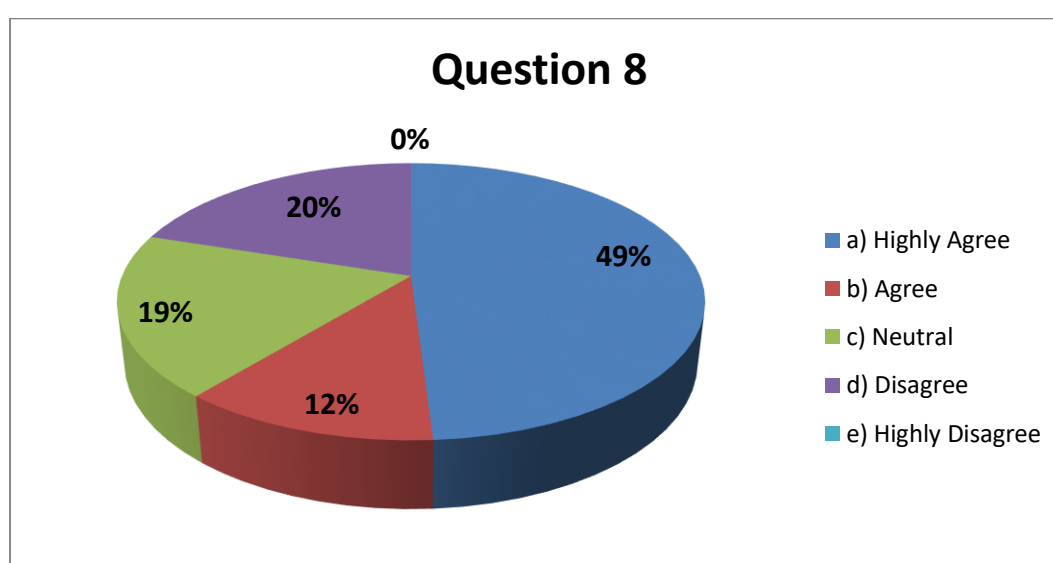
that they are indicating that the process is not up to the mark considering the recent competition in the business. On the other hand 11% people said they do not think that the recruitment and selection process needs to be improving at all. From this result it can be said that the company needs to start thinking about how to improve the hiring system.



When the participants were asked whether they are familiar with E-recruitment or online recruitment process or not, 83% of the people answered that they know about it. On the other hand, 17% of the employee marked that they do not know about the e-recruitment process. As online recruitment is one of the latest medium of recruitment, so the employees need to be informed about this method so stay up to date.

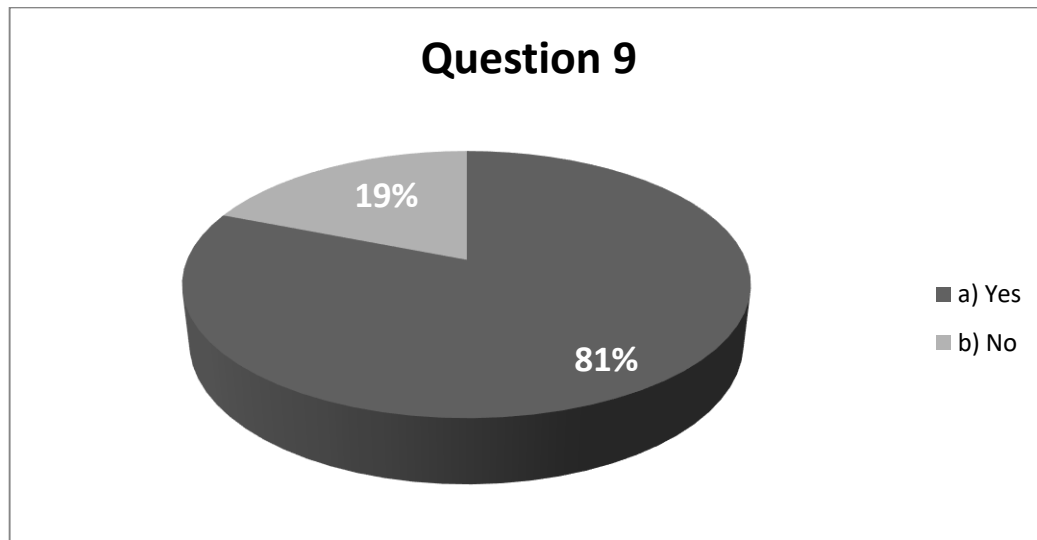


Here on the question no 7, I wanted to find out their opinion whether they think online recruitment process will be easier to sort out the candidates easily or not. The answers came out with different mixture of opinions. 46% of them highly agreed that this process will help to sort out candidates. Moreover, 11% of them agreed with the statement. However, surprisingly 21% of the employee thinks that the online recruitment will not help to sort out candidates easily or properly. In addition to that, 22% remain silent as they marked neutral. So we can see that a noticeable portion of the employees do not think that online recruitment process will help to sort out problems at any case.

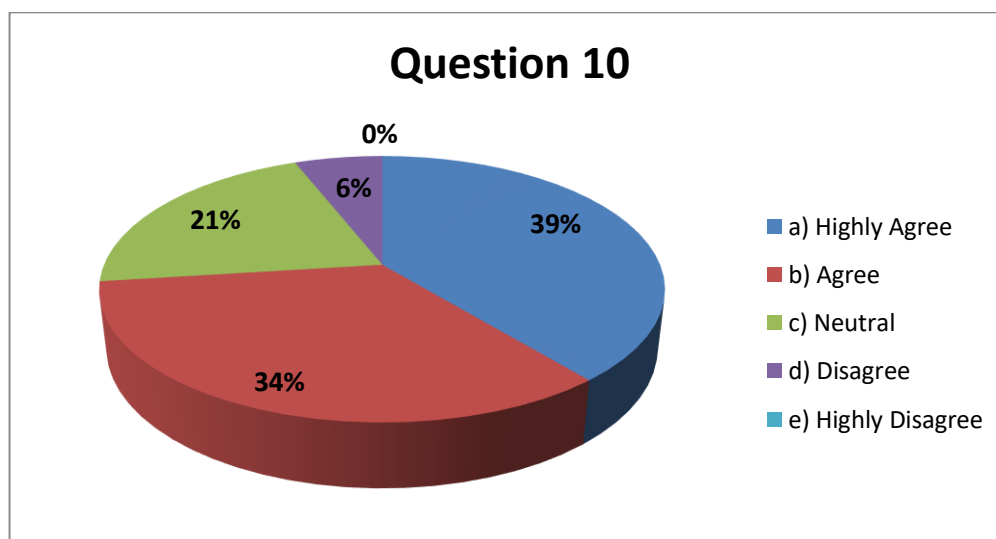


In this statement “Online recruitment process will save time for both the candidates and the recruiters of BanglaCAT” I tried to know about their opinion and I found that 49% of them highly agreed and 12% agreed with the statement. On the other hand, 19% remain silent about this; they were neutral about this fact. 20% of them disagreed on this matter. So here majority of the portion agreed with the fact that it is a time saving process for both sides. As a result, it can be said that online recruitment process will be helpful to save time of hiring an employee.





To find out the perspective of the employees, I asked them whether the online recruitment process will broaden the scope for the candidates or not. The hidden purpose of this question was to know about whether the recruiters are concerned about the candidates or not. Here 81% believed that the online recruitment process will be helpful to broaden the scope for candidates. On the other hand 19% said they do not think that it will create a broader scope for the candidates. So, the majority of the participants believe that online recruitment process will help to broaden the scope for the candidates.



In this statement “Online recruitment not only provides the opportunity to attract candidates from home and abroad, but also helps to promote the company”, I tried to know about their

opinion regarding the e-recruitment process and I found that 39% of them highly agreed and 34% agreed with the statement. On the other hand, 21% remain silent about this; they were neutral about this fact. Only 6% of them disagreed with this statement. So here majority of the portion agreed with the fact that it is a way to promote the organization alongside with attracting more candidates. When people will send a link for recruitment registration, at that time the company information will automatically approach there so as a result of it, more people will be able to know about the organization.

## Chapter-6: Findings

- Human Resource department has a lot of documents regarding CV and other personal information's. It is really tough to maintain such bulk of papers. Furthermore, it takes more time than usual to find any important documents sometimes. As there are a lot of files in different places.
- BanglaCAT HR collects CV's from online but they don't have any online recruitment or assessment process.
- BanglaCAT's pay scale is lower than its competitors in the market. That is the reason of less people dropping their CV's in BanglaCAT.
- When it comes to recruiting employees, BanglaCAT prefers public university student mostly like BUET/ MIST etc. However, private university students also have the potential to do better but they are not getting the chance from the recruiters.
- Internal recommendation is mostly preferred rather than finding quality candidates.
- BanglaCAT has less promotional activity to the universities compared to other companies.
- Sometimes the work load goes unbearable because of the schedule.
- Company facilities for employees are impressive, especially health care insurance etc.
- Working environment is really friendly in BanglaCAT. They really care about their employees. One can get a helping hand anytime while facing any problem.

## Chapter- 7: Recommendations

- The communication system of Human Resource department needs to be improved. For example, if any employee is not selected or eliminated HR should inform them by sending an email and by text.
- The working pressure is immeasurable sometimes. HR should hire more employees as the number of employee working in HR department is really small comparing the workload. Hiring more employees will eventually minimize the work load and this will obviously increase the quality of the work.
- An online aptitude test would have been much easier to understand the employee mentality and situation. Furthermore, it will help to sort out candidates.
- BanglaCAT conducts too much paper work in the office. Documentation process is a backdated method now. Using Data cloud server or barcode system for storing each employees information would be much easier and faster to get.
- More promotional activities on different universities will help to get more quality candidates for job posting and they should definitely provide more opportunity to private university students, not only to public university students.
- BanglaCAT should use online recruitment process to hire employees. It will help them to reach to a large number of candidates within a short period of time. Moreover, it will minimize the cost associated with the recruitment and selection process.
- The salary range should be a bit higher in order to match with the current market. Otherwise, employee turnover rate will eventually increase as they will move to other organizations will high pay scale.

## **Chapter-8: Conclusion**

In the conclusion, I would like to say that BanglaCAT has a good reputation in the market, and it is operating its activities in a well-structured manner. BanglaCAT can also be the market leader and become the most trusted organization in every sector if the employees work hard. Recruitment and selection process is very crucial for any company and in companies like BanglaCAT, this is even more challenging to find the perfect candidate so that the job can be conducted in a proper way.

A regular recruitment process like collecting CV's, taking written test and calling for viva is fine. However, if there was a system to judge and get an overview of candidates' psychology, knowledge by online recruitment test, it will be better. That is why I believe that BanglaCAT should introduce online recruitment process in its recruitment and selection process. It will be helpful to sort out employees and aptitude tests will help them to select the right candidate will help the company to increase the level of reputation, value of the company and enhance its glory.

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## **Appendix:**

### **A. Survey Questionnaires:**

1. The recruitment and selection process of BanglaCAT is fair and bias- free.

- a) Highly Agree
- b) Agree
- c) Neutral
- d) Disagree
- e) Highly Disagree

2. The process of recruiting employees are appropriate enough to judge a candidate properly.

- a) Highly Agree
- b) Agree
- c) Neutral
- d) Disagree
- e) Highly Disagree

3. Which of the following selection procedures are BanglaCAT using to complete its recruitment and selection process?

- a) Written test, and Personal interview
- b) Written test, Personal interview, Group interview
- c) Written test, Telephone interview, Personal interview
- d) Online Aptitude test, written test, Personal interview

4. Are you satisfied with the result of current recruitment and selection process of BanglaCAT?

- a) Yes
- b) No

5. Do you think that the recruitment and selection process needs to be improved?

a) Yes

b) No

6. Are you familiar with online recruitment process?

a) Yes

b) No

7. Online recruitment process will be easier to sort out candidates primarily.

a) Highly Agree

b) Agree

c) Neutral

d) Disagree

e) Highly Disagree

8. Online recruitment process will save time for both the candidates and the recruiters of BanglaCAT.

a) Highly Agree

b) Agree

c) Neutral

d) Disagree

e) Highly Disagree

9. Do you think that e- recruitment process will provide a broader scope for the candidates?

a) Yes

b) No

10. Online recruitment not only provides the opportunity to attract candidates from home and abroad, but also helps to promote the company.



- a) Highly Agree
- b) Agree
- c) Neutral
- d) Disagree
- e) Highly Disagree