



Report On

Assessing HRM's function "Recruitment & Selection Process" of Summit Communications Ltd.

By

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An internship report submitted to the BRAC Business School in partial fulfilment of the requirements for the degree of Bachelor of Business Administration.

BRAC Business School, BRAC University

22nd May 2022

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Declaration

It is hereby declared that,

1. The internship report submitted is my own original work while completing my degree at BRAC University.
2. The report does not contain material previously published or written by a third party, except where this is appropriately cited through full and accurate referencing.
3. The report does not contain material that has been accepted or submitted, for any other degree or diploma at a university or other institution.
4. I have acknowledged all main sources of help.

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Letter of Transmittal

May 22, 2022

Dr. Tarnima Warda Andalib

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Subject: Letter of Transmittal

Dear Miss,

With great pleasure I submit my Recruitment and Selection process report on “Summit Communications Ltd.” that you have assigned to me as a key prerequisite of the BUS-400. Moreover, I found the research to be fascinating, useful, and informative. I have tried my level best to prepare an effective report.

The report provides a comprehensive analysis of the recruitment and selection process. I obtained information from several sources, including webpages and direct discussions with my "SCL" supervisor.

I also want to thank you for your patience and guidance, and I appreciate the chance you've given me by allocating me to this insightful project.

Sincerely Yours,

Sanjida Hossain Maysha

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Brac Business School, Brac University

Acknowledgement

Throughout my internship, I was really fortunate to get continual assistance from a number of people. It would be quite challenging for me to enhance the quality of my report without their guidance and support. So, words alone are insufficient to convey my appreciation.

First and foremost, I am grateful to the Almighty for providing me with the strength and perseverance to complete my report.

I would like to express my gratitude to my advisor, Dr. Tarnima Warda Andalib, for her excellent advice, assistance, work, and suggestions. I am very grateful to her. This report would not have been achieved without her active involvement. Dr. Tarnima Warda Andalib, a vibrant personality, never failed to motivate me to advance in my work and share her expertise. I will be eternally thankful to her for her remarkable generosity and tireless efforts.

I would also want to thank and appreciate my supervisor, Md. Sazzad Hossain, Assistant Manager, Summit Communication Ltd., since I couldn't have finished my report without his direct aid, suggestions, and encouragement.

I would also like to express my gratitude to Summit Communications Ltd. for assisting me by providing me with the opportunity to work with them.

Executive Summary

Under the supervision of Dr. Tarnima Warda Andalib, I was required to prepare an internship report on "Recruitment and Selection Process of Summit Communications Ltd." as part of my academic prerequisites for the BBA degree.

"Recruitment and Selection Process" is a subset of the human resource process; as such, I choose this topic to clarify it. This report has been subdivided into several sections.

As an Intern at a reputable telecommunications firm such as "Summit Communications Limited," I did my best to complete their Recruitment and Selection process in only three months.

The report starts with a general introduction "Summit Group Ltd.," and then comes the introduction of "Summit Communications Ltd.". The Mission and Vision of SCL are also discussed & then this report proceeds onto the initial discussion about the products of SCL.

After that, I attempted to describe SCL's HR organization. The HR department's functions are briefly summarized below.

Furthermore, I proceed on to the report's major focus—"SCL's Recruitment and Selection Process," explaining the many processes.

After reading this research, it is clear that an effective, knowledgeable, and active role in the recruitment and selection process propels a firm to the pinnacle of success.

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Chapter One: Introduction

1.1 Background of the Study

A productive and effective personnel assist the organization in achieving its objectives. Employees are regarded as a competitive asset of the company and play a critical part in its success. HRM is responsible for addressing the organization's business requirements as well as the collectively and individually demands of employees. The implementation of this is aided by an effective recruitment and selection procedure.

The process of recruitment and selection of Summit Communications Ltd, the leading telecoms infrastructure service provider, is the subject of the study. According to Summit Communications Limited (n.d.), SCL is a major end-to-end infrastructure support company with nationwide transmission network and gateway licenses.

HRM must be prepared to put up with the consequences of changing work since the world of work is always transforming. HRM faces a significant difficulty in assisting the firm by quickly supplying the finest personnel for the relevant role. The expense of recruiting is substantial, and a high rate of staff turnover has a negative impact on a firm. For this reason, careful preparation is crucial, as is ensuring that such strategies are carried out. According to statistics, it might cost up to one-fifth of an employee's yearly compensation to identify, recruit, and develop a suitable successor in various businesses.

1.2 Statement of the Problem

Employees are a company's most significant and vital commodity. HR's most critical task is to identify, retain, and attract valuable personnel. Summit Communication Ltd. certainly confronts several obstacles in dealing with the situation, and they are understandably concerned. Organizations strive to hire qualified people for the appropriate positions.

In this study, I attempted to discover Summit Communications Ltd's recruitment and selection procedure. I also attempted to concentrate on the primary tactics that are used in the process of recruitment and selection.

1.3 Objectives of the Study

The key purposes of the study are mentioned below:

1.3.1 Primary Objectives

- The major objective of this research is to determine Summit Communications Ltd's recruitment and selection procedure.

1.3.2 Specific Objectives

- To concentrate on key aspects of the recruitment and selection procedure.
- To identify the better methods of modern technique.
- To identify the process of Recruiting & Selecting Personals.

1.4 Rational of the study

Employees are integral to every company's development and prosperity. To enhance productivity, recruitment & selection of skilled workforce plays an important role. For the telecommunication industry it is even more important nowadays. This study is directed on Summit Communications Ltd. to understand the actual scenario of this topic.

Chapter Two: Assessing HRM's function

“Recruitment & Selection Process” through Literature Review of Summit Communications Ltd

This part deals with the analysis of the prior studies related to the field of Recruitment & employee Selection.

2.1 Recruitment

The procedure of finding the appropriate individual for the right job is referred to as recruitment. The practice of actively searching for and recruiting people for a given post or employment is known as recruitment. The term "recruitment" corresponds to the total recruiting process, from start to finish, including the onboarding of new employee (Sage, 2021).

There are many types of Recruitment held in the organization (Manpower, 2020) which are illustrated in Figure 1.

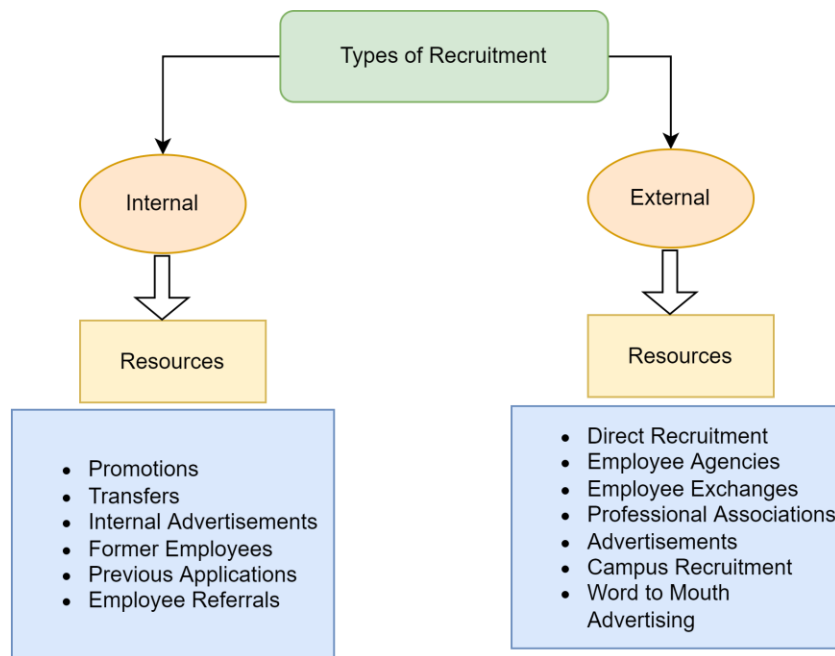


Figure 1: Types of Recruitment

Whereas the criteria and procedure of recruiting vary by firm, there are certain basic actions that any employer may take to help acquisition go more smoothly and successfully (E. C. Team, 2021), such as:

- Comparing and contrasting several aspects of work recruiting technologies to discover the best match.
- Creating a set of clear standards and expectations for the perfect job candidate.
- Seeking preventative measures to assimilate new hires with thorough "onboarding."

Maintaining awareness of current recruiting trends and best practices. The organization must either promote or employ Recruitment Software to entice the individual. Organizations constantly place a high priority on recruiting, allocating sufficient money and effort to the endeavor.

2.1.1 Importance of Recruitment & Selection

A successful recruiting and selection strategy not only meets job needs, but also guarantees that a company's dedication to giving an inclusive workplace to all employees is upheld (Blogger, 2018).

- It guarantees that the employment process is transparent.
- It makes merit-based hiring possible.
- It maintains uniformity.
- It gives a company legitimacy.
- It aids in the creation of a suitable scope of work.
- It encourages and motivates applicants to qualify for open positions.
- It brings potential workers and management closer together.
- It determines current and future employment requirements.

2.1.2 Factors Affecting Recruitment

There are both internally and externally elements that impact the hiring process (Tutorials Point, 2022).

Internal Factors:

Internal Factors that impact recruiting processes are under the control of organizations. Internal determinants include:

- Organizational size
- Acquisition criteria
- Organizational reputation
- Employment perception

External Factors:

External influences are those that the corporation has no control over-

- Demographic Variables
- Labor Force
- Rate Of unemployment
- Labor Standards
- Legal Aspects
- Competitors

2.1.3 Recruitment Process

The recruitment process entails locating a job opening, examining job criteria, scrutinizing submissions, filtering, evaluation process, and selecting the best applicant.

The illustration (Simple HR LMS, n.d.) depicts a hiring process:



Figure 2: Recruitment Process

2.2 Selection

The procedure of selecting the right candidates for a vacant job in an organization is known as selection (Megha, 2016). In other words, selection entails filtering out unsuitable applicants and picking those with the necessary skills and competencies to fill open positions in the company (Northern Michigan University, 2022). Selection and recruiting are sometimes used indiscriminately, but they have different

purposes. The former is a negative procedure in which as many incompetent candidates as feasible are rejected in order to recruit the ideal applicant.

2.2.1 Significance of Selection

As a large sum of money is involved in finding the ideal applicant for the job, the organization should use a suitable selection technique. Furthermore, the cost of new employee orientation is so high that making the wrong choice might result in a significant waste of effort, attempt, and expense for the employer (Mandhyan, 2013). If the recruitment process goes incorrect, and applicants are not chosen correctly, problems such as truancy and high absenteeism might rise, lowering the institution's operational productivity.

2.2.2 Selection Process

A recruiting team keeps tabs with a job candidate to provide them with all of the information they require in order to make a choice on who to employ. It includes processes like the screening call and in-person assessment, as well as the reference checks and, finally, the guaranteed (Team, 2022). This article will teach you all you need to know about creating a successful company recruitment process. Figure 3 (iEduNote, 2019) depicts the selection process below.



Figure 3: Selection Process

2.3 Literature Gap: Review of literature suggests that several researchers have been carried out on Recruitment & Selection processes throughout the world. But there is little research carried out on recruitment & selection of the employees of the Bangladeshi companies. Moreover, most of these studies result is not providing the exact scenario, so there is a huge scope to conduct research on this topic in Bangladesh.

Chapter Three: Organization Overview

3.1 Introduction of Summit Group:

Summit Group is one of Bangladesh's most powerful companies. Communications, commerce, energy and electricity, and transportation are among the sectors covered by the corporations. According to Star Business Report (2009), Summit Group has a revenue of US\$1.2 billion. Additionally, the company's net earnings for 2019 is \$100 million, while net assets are \$2.5 billion (2019). In Figure 4 (Daily Observer, 2017), the official logo of Summit Group is illustrated.



Figure 4: Official Logo of Summit Group

According to Summit Power Limited (2022), it was founded in Bangladesh on March 30, 1997, and under the Companies Act, it was transformed to a publicly listed company on June 7, 2004. (1994). Additionally, SPL currently owns and manages 15 power stations in Bangladesh, with a combined installed capacity of 975.96 MW.

Summit Group is now known as a highly inventive corporation with a distinction for being an industry leader. Summit Industrial & Mercantile Corporation Limited (SIMCL) is the current name of this controlling organization, which was founded in 1985. With the creation of a tiny thermo-plastic casting compound trade firm in 1972, the Summit concept was born (Summit Power Limited, 2022). The primary objective was to grow the company into a leading business enterprise. Summit has been a well-known organization in Bangladesh throughout the years. The company is involved in industries such as electricity, transportation, oil, and containers. Two of the country's largest and most developed private power producers are Khulna Power Company and Summit Power Limited. Summit established the first independent power plant in Bangladesh, Khulna Power Company Limited, in 1998, under the leadership of Muhammed Aziz Khan (KPCL) (Summit Power International Limited, 2019).

Though Summit is a profit-driven corporation, it believes in the advancement of society and views improving people's lives as a critical obligation. Summit also contributes to the Prothom Alo Support Fund, which distributes funds for various causes around the country. Summit has also established the Siraj-Khaleda Trust, which has constructed a new 200-bed hospital to better serve the underserved (Summit Power Limited, 2022). Additionally, this group is environmentally conscious in its actions.

Other Concerns of Summit Group:

1. Summit Power Limited.
2. Summit Alliance Port Limited.
3. Khulna Power Company Limited.
4. Summit Shipping Limited.
5. Ocean Containers Limited.
6. Cosmopolitan Traders (Pvt.) Limited.
7. United Summit Coastal Oil Limited.

3.1.1 Summit Power Limited:

Summit Power Limited (SPL) is a component of Summit Power International, a Singapore-based holding company (SPI). According to Summit Power Limited (2022), it possesses long-term purchasing arrangements with Bangladesh Power Development Board (BPDB) and Bangladesh Rural Electrification Board (BREB) with whom it supply power. ISO 9001:2008 – Quality Management System, ISO 14001:2004 – Environmental Management System, and OSHAS 18001:2007 – Occupational Health and Safety Assessment System are only a few of the company's accreditation.

3.1.2 Summit Alliance Port Limited:

Summit Alliance Port Limited offers off-dock operations and is based in Bangladesh. SAPL has established the first ever Inland Water Terminal facility in Bangladesh's corporate sector, dubbed "Muktarpur Terminal," on the bank of the Dhaleswari river in Muktarpur, Munshiganj district, supplying off-dock assistance and cost-effective shipment logistics, relieving the strain on the already overstretched Dhaka-Chattogram highway (Summit Alliance Port Limited (SAPL), 2021). As the first Bangladeshi firm

and the first Public-Private Partnership (PPP) with the Indian Inland Waterways Authority, an affiliate of SAPL has taken over the administration of three river ports in Kolkata and Patna (IWAI).

3.1.3 Khulna Power Company Limited:

With a contractual capacity of 265 MW, Khulna Power Company Limited (KPCL) is an Associate Company of Singapore-based Summit Power International Limited. KPCL began as a private limited company in October 1997 and transitioned to a public limited company in July 2009, when it was registered on the Dhaka Stock Exchange (Summit Power International Limited, 2019).

3.1.4 Summit Shipping Limited:

Summit Shipping Ltd. is a subsidiary of the Summit Group that specializes in liquid oil transportation. Summit Oil & Shipping Business Ltd. began as a private limited company on June 2, 1998 and was converted to a private limited company in June 2010. Besides, the company's current sanctioned and compensated capital is TK.2 billion and TK.500 million, correspondingly (Summit Oil & Shipping Company Limited, 2021).

3.1.5 Ocean Containers Limited:

According to Star Business Report (2009), Summit Alliance Port Limited proposes to buy Ocean Containers Limited's inland container depot and freight station for Tk 27.91 crore. Besides, Ocean Containers is an innovator in the intermodal freight warehouse and cargo terminals, as well as the largest privately held land carrier terminal in Bangladesh. 8.53 Ocean Container shares for a Summit Alliance stake. Summit Alliance Port's Board of Directors, a partnership between Summit Group and Alliance Holdings, made a conscious decision.

3.1.6 Cosmopolitan Traders (Pvt.) Limited:

Cosmopolitan Traders (Pvt.) Ltd is a trading-related support organization of the Summit Group. This trading firm is involved in the port industry. Freight depots, reservoirs platforms, gas connectors, and shipping are among the commodities and enterprises offered.

3.1.7 United Summit Coastal Oil Limited:

United Summit Coastal Oil Ltd. is a privately held corporation with a postal address. Moreover, Summit created this in partnership with the United Group (Summit Oil & Shipping Company Limited, 2021).

3.2 Vision:

A firm's vision statement explains what the organization stands for, what it aspires to be, and what it aims to accomplish. Vision statements are used by many sorts of organizations, including for profit enterprises, non-profits, charities, and other organizations, to direct their critical work (Eisenstein, 2021). They must understand what function the vision will have inside the organization.

3.3 Mission:

The mission of an organization is its purpose. Creating an organizational purpose necessitates a thorough grasp of what a firm wishes to accomplish and why. A mission statement, often known as an organizational strategy, is a succinct, broad statement regarding an organization's aims. An effective mission statement serves to direct the organization's competitiveness (Indeed, 2022).

3.4 Organization Structure:

A system that defines how specific tasks are directed in order to fulfill an organization's goals is known as a corporate structure. Policies, responsibilities, and obligations are all part of these processes (Kenton, 2021). Summit Communications Ltd. follows an organizational framework for managing their business efficiently and accomplishing their objectives. The dissemination of data between tiers inside the corporation is also determined by the corporate structure. An institution's process involves the following steps as shown in the Figure 5 (Silva, 2014):

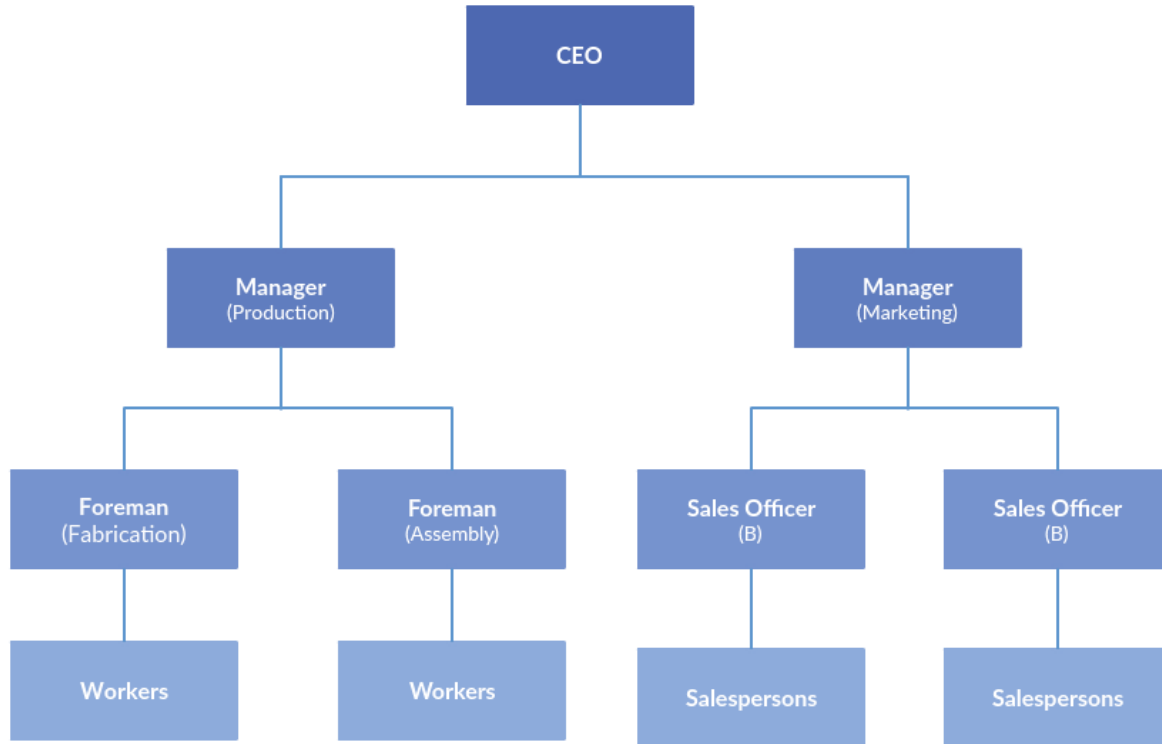


Figure 5: Organization Structure

3.5 Project Profile of Summit Communications Ltd:

Summit ensures at least 99.99 percent uptime for all its International Terrestrial Cable (ITC), International Internet Gateway (IIG), and Interconnection Exchange (ICX) clients using our state-of-the-art countrywide Fiber Optic Network Architecture (Summit Communications Limited, 2017b) The BRTC had awarded licenses to the corporate companies for the construction, operation, and maintenance of a statewide optical fiber link termed as the Nationwide Telecommunication Transmission Network (NTTN).

3.5.1 Nationwide Telecommunications Transmission Network (NTTN):

Summit Communications Limited (SComm) is a renowned end-to-end infrastructure service provider with a Nationwide Telecommunication Transmission Network (NTTN) that provides high-capacity transport facilities, internet services, and worldwide bandwidth assistance via its fiber optic network, which is equipped with the latest advanced techniques. SComm has established a countrywide network that connects all 64 districts, 492 upazilas, and over 3,650 government offices, covering over 46,500

kilometers and reaching the furthest reaches of the country (Systems & Services Limited, n.d.). SComm has set a goal of being the country's largest fiber optic infrastructure operator by 2017, with 100 percent nationwide exposure. In the Chottogram Hill Tracts of Khagrachori, Rangamati, and Bandarban, SComm is the sole NTTN provider with network coverage.

Network Details of SComm (Summit Communications Limited, n.d.):

Table 1: Network Details

Own Network	44,700+ KM
Leased from PGCB	1,700+ KM
Leased from Telco & Govt. Organizations	100+ KM
Total Network Size	46,500+ KM

NATIONWIDE PRESENCE (Summit Communications Limited, n.d.):

Table 2: Nationwide Presence

No. of District Coverage	64
No. of Upazilla Coverage	492

3.5.2 International Terrestrial Cable (ITC):

Summit Communications Ltd. is one of the largest International Terrestrial Cable service providers in Bangladesh providing one fifth of the total industry bandwidth. By ensuring 99.99% uptime, SComm has secured one of the top positions in the telecommunications sector of Bangladesh as an ITC operator. SComm ITC offers seamless services to its customers ensuring lower latency & uptime not only in domestic but also International NLD segment. SComm ensures an end-to-end network at 99.99% uptime which creates a difference from other service providers in Bangladesh (Summit Communications Limited, n.d.).

3.5.3 International Internet Gateway (IIG):

SComm is one of Bangladesh's most important International Internet Gateway (IIG) service providers. BSCCL, BTTB, Tata Communications Limited, Bharti Airtel Limited, Singapore Telecommunications Limited, COGENT, NTT, HURRICANE & TIS link to worldwide internet usage. This network has improved customer engagement and regional accessibility. For clients on the IIG network, SComm has already created rld class (1+1) infrastructure systems and services (Summit Communications Limited, n.d.).

3.5.4 InterConnection Exchange (ICX):

Summit Communications Ltd was granted an ICX license by the BRTC in 2010, allowing it to construct, manage, and maintain interconnection exchange services for the provision of telecommunication services. Between Access Network Service Operators and International Voice Gateways, SComm offers connectivity or switching services for inter-operator domestic voice calls as well as international incoming, outgoing, and roaming calls (Summit Communications Limited, n.d.). All mobile carriers, all IOS providers, and all major IPTSP/PSTN operators use SComm ICX's assistance.

3.5.5 National Internet Exchange (NIX):

SComm NIX provides a facility for NIX users to exchange domestic inter-operators' data services and inter IPTSP national voice calls through a Multi-Lateral Peering Agreement (MPLA), which keeps local traffic in Bangladesh rather than sending it across numerous international relay nodes to arrive at the destination, thereby enhancing communication links and facilities for our consumers (Summit Communications Limited, n.d.). With a storied record as one of the largest IIG and ITC license holders, SComm NIX is dedicated to providing the best service among its operators by ensuring maximum network uptime and providing 24*7 assistance, allowing customers to be satisfied from the minimum propagation delay and fastest web surfing experience possible.

3.6. HR Structure of Summit Communications Ltd:

HRM combines HR, Accounting, Management, Financial Management, and Economics. Human Resource departments are frequently structured by activities and might be hierarchical. Recruiting, training & development, compensation & benefits administration, health & safety, and employee & labor relations are all common components in Human Resource departments. HRM's goal is to increase an organization's output through increasing the effectiveness of its personnel. "The core objective of human

resources will always be to recruit, nurture, and retain talent; align the workforce with the company; and be an effective resource to the enterprise," said Edward L. Gubman in the Journal of Business Strategy (Inc, 2021). Management of human resources has become more recognized as critical to a firm 's growth in current years.

Fadiyah Khan is a Board Member and Director of Summit Communications Limited, where she is responsible for strategy, HR initiatives, and overseeing the shareholders' corporate expansion strategy (Summit Communications Limited, 2017a). She has designed inventories, management of human resources, and agile methodologies with the help of the IT team, since she feels that the sustainability of any firm is dependent on internal productivity and satisfied personnel. Along with the business components of SComm, Ms. Khan feels that connection should not be seen as a curiosity, and as a social obligation, she is aiming to expand basic access to Bangladesh's most remote locations.

HR Department Structure: The Hierarchical Model

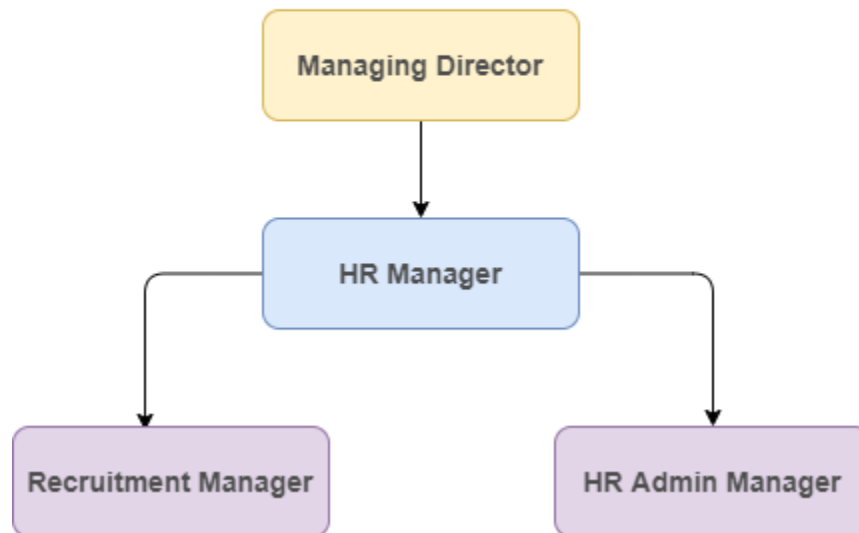


Figure 6: HR Department Structure

In Figure 6, the hierarchical model of the HR Department Structure can be depicted. In Figure 7 (BrainKart, n.d.), the organization structure for HRM is illustrated.



Figure 7: Organization Structure for HRM

3.7 HR Practices of Summit Communications Limited:

HR activities are concerned with HR's operational improvement. They should be in line with the executive business strategy and serve as a basis and guide for controlling the business's personnel. Summit Communications Limited also does some HR practices. According to Perucci (2018), some practices are mentioned below:

- Organizing, coordinating, and administering the human resources department.
- Evaluation of intended outcomes.
- Developing initiatives to increase the working system's efficiency.
- Talent development and prospective leadership.
- Organizing motivating events.
- Continual formative assessments in collaboration with management.
- Managing chances for promotion for employees.

Some more practices of Human Resource Management are included in the picture mentioned in Figure 8 (van Vulpen, 2021).



Figure 8: Human Resource Practices

3.8 Training Management:

Training Management is a type of training that focuses on enhancing a person's leadership and management abilities. Soft skills like communications and compassion, which facilitate better cooperation and more constructive connections with the people they supervise, may be emphasized (HRZone, 2013). Management training also refers to the business aspects of being a manager, who includes responding to top management, conducting performance appraisal better efficiently, and recruiting new personnel. Figure 9 (Geektonight, 2021) illustrates the management training process.



Figure 9: Training Process

3.9 Performance Management:

Summit Communications Ltd. follows some process of Performance Management illustrated in Figure 10 (Valamis, 2021).

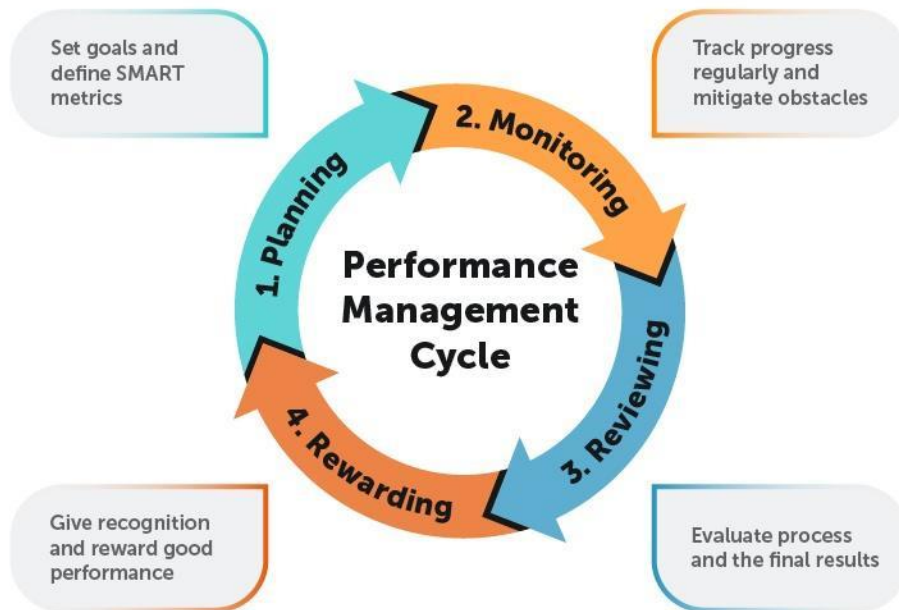


Figure 10: Performance Management Cycle

3.10 PayRoll Management:

The payroll management process relates to the administration of a company's employee financial data. Aspects of the employee's wages, rewards, incentives, deductions, and net compensation would be included. These documents must be maintained and kept in accordance with the legislation. Summit Communications Ltd.'s payroll management method is illustrated in Figure 11 (WebERP4, n.d.).

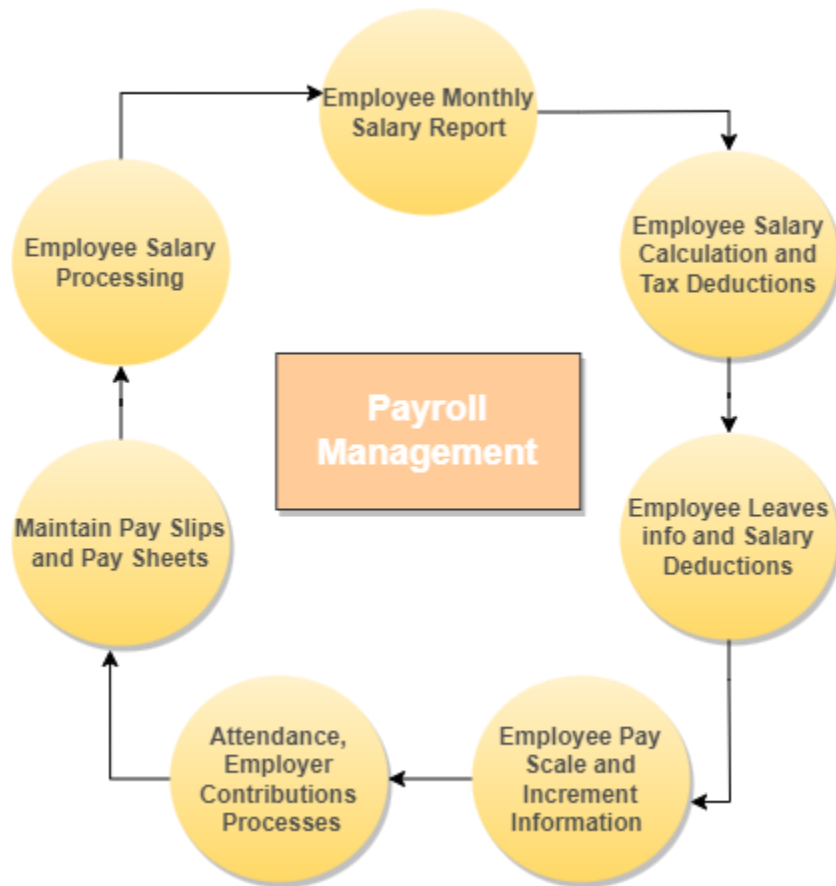


Figure 11: Payroll Management

3.11 Leave Management:

Employee leave management refers to the procedures and regulations in place to handle employee requests for time off, such as vacation, family plans, leave related to health issues, and parental leave. The purpose of leave management is to handle employee time-off requests in a comprehensive and objective manner, ensuring that company functions efficiently while employees receive their entitlements (Lucid Content Team, 2019). The HR department's key tasks include leave management. Employee happiness and persistence can both benefit from a transparent leave management procedure. Summit Communication Ltd. likewise follows a well-defined leave managing procedure as illustrated in Figure 12 (Office Timer, 2021).

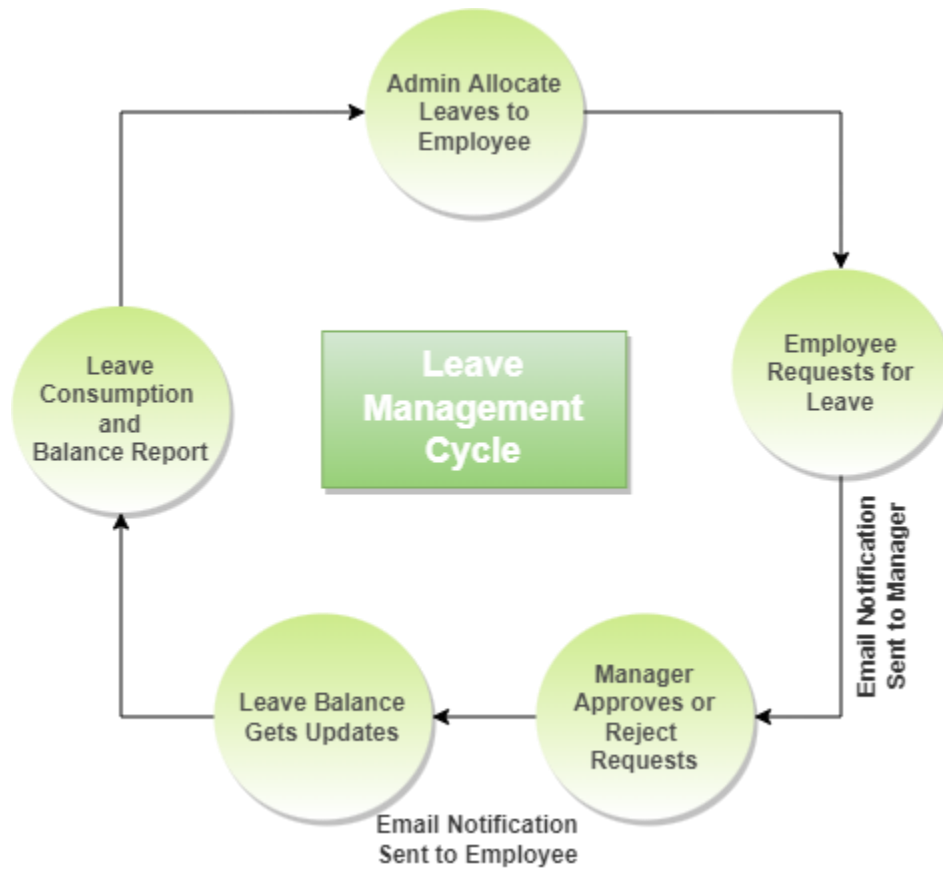


Figure 12: Leave Management Cycle

Chapter Four: Methodology of the Study

This section addresses the major survey strategy and is further separated into source materials of both primary and secondary data collection, the article's demographics, the report's organization, data gathering instruments, questionnaire design, and data analysis techniques.

4.1 Methods of Collecting Data:

For analyzing the study data are gathered from two sources. These are:

- Primary Sources
- Secondary Sources

4.1.1 Primary Sources:

For conducting the primary research & collecting primary data a questionnaire was designed comprising questions relevant to the research issue. My supervisor in Summit Communications Ltd., Md. Sazzad Hossain helped me a lot in preparing this report. I sat face to face with Md. Sazzad Hossain & he gave me so much important information that I needed.

4.1.2 Secondary Sources:

I have gathered secondary information through the following sources:

- Articles
- Company's HR Policy
- Website of the company.

4.2 Population & Sample Size, Questionnaire Design & Administration, & Data Collection:

To complete the report, adaptive survey questions were formed. The survey was conducted face to face. Hard copies were given to the respondents after giving them a short overview of the report objective. The population of the study are the employees of Summit Communications Ltd. who are working in the Head

office of SCL. In this study convenient sampling was made. In the questionnaire the number of questions were 15.

4.3 Data Tabulation:

Primary data for the study has been collected through a questionnaire. These collected data has been tabulated & codified in M.S. Excel for the purpose of further study.

4.4 Analytical Tools Used:

For analyzing the data, graphical figures & charts were used.

4.5 Computer Software Used:

M.S. Word & M.S. Excel was used for analyzing the collected data.

Chapter Five: Findings & Analysis

Summit Communications Ltd. provides its workers with several chances for personal and professional development. They are encouraged to be innovative and empowered by the work environment and culture. Summit Communications Ltd.'s biggest strength, they believe, is its employees. They recruit people that are self-assured and ready to make a difference. Summit Communications Ltd. will undoubtedly propel the career forward.

Summit Communications Ltd. established its Human Resource Department in 2012.

It is performing well but it is still in the developing phase. But there are some certain parts which should be improved. In this part I will analyze those findings in detail.

5.1 Parts of Development

- Summit Communications Ltd. hired someone from outside to fill a position. Furthermore, their recruiting and selection procedure is disorganized. As a result, it requires refinement.
- At the start of the year, there is no manpower forecasting and planning.
- Summit Communications Ltd. does job advertisements only on the internet. But for better advertisement campus recruitment is important.
- Also, SCL should arrange some job-fair, walk-in-interviews & so on. These kinds of arrangements help to reach people more. Otherwise, they will lose some potential employees also.
- Their recruitment process is disorganized since they don't have any personnel planning at the start of the year, and the efficacy of the approach suffers because of the recruiting process being done all at once.
- The job posting appears to be a little jumbled. The job description is incomplete. As a result, this section also needs some modification.
- In the job analysis they have some mistakes, but this is the basics of the recruitment & selection process.
- Before appointing any employee, they do not do any kind of medical checkup. But as COVID has become pandemic all over the world they give importance to this COVID issue. Any employee with flu & fever should not come to the office before testing for COVID. If the result is negative, then they come & if not then the employee can take leave for 15 days.

- Their laptop functions should be more updated. They should give their employees more developed laptops, as sometimes employees complain about this issue. Also laptop & mouse should be available more.
- It is very important to make sure that every department has a Desk-Phone. Without desk-phone communication with clients through an employee's personal number is very inappropriate.

5.2 Perceptions regarding Recruitment Process:

Table 3: Perception of the Recruitment Procedure based on the interview

	VARIABLES	FREQUENCY
I am satisfied with the recruitment process by which I was selected.	Strongly Disagree	1
	Disagree	1
	Neutral	2
	Agree	3
	Strongly Agree	1
The organization clearly defines the position objectives, requirements in the recruitment process.	Strongly Disagree	1
	Disagree	2
	Neutral	2
	Agree	2
	Strongly Agree	1
Employee referrals play a crucial role for attracting the talent pool.	Strongly Disagree	0
	Disagree	2
	Neutral	3
	Agree	2
	Strongly Agree	1

Recruiting cost for filling the vacant position is high.	Strongly Disagree	0
	Disagree	1
	Neutral	3
	Agree	2
	Strongly Agree	2

This table gave us the idea about the perception of the employees regarding the Recruitment Process of Summit Communications Ltd. I have asked four questions regarding this Recruitment Process. I had a face to face interview with 8 persons.

5.3 Perceptions regarding Selection Process:

Table 4: Perception of the Selection Procedure based on the interview

	VARIABLES	FREQUENCY
HR/Line Manager is satisfied with the selected candidates.	Strongly Disagree	0
	Disagree	1
	Neutral	1
	Agree	4
	Strongly Agree	2
Performance of the new hire is satisfactory.	Strongly Disagree	0
	Disagree	1
	Neutral	1
	Agree	5
	Strongly Agree	1
The political factor affects the recruitment & selection process.	Strongly Disagree	0
	Disagree	1
	Neutral	2
	Agree	4

	Strongly Agree	1
Constantly training new employees is a waste of resources.	Strongly Disagree	0
	Disagree	0
	Neutral	3
	Agree	3
	Strongly Agree	2

This table gave us the idea about the perception of the employees regarding the Selection Process of Summit Communications Ltd. Four questions I have asked regarding this Selection Process. I took face to face interview with 8 persons.

I am grateful to those 8 persons who took out their valuable time for me & filled up those questions & gave answers to my questions also.

Chapter Six: Discussion

Some findings of my survey are briefly discussed below:

6.1 Findings about Recruitment & Selection Process of Summit Communications Limited:

- Summit Communications Ltd. selects applicants from a pull of applications so that they can select the most deserving candidate. Nature of the job & the job qualification requirements are described in the statement. By reading the statement one can get ideas & can apply for the job. As I have said before, Summit Communications Limited prefers online advertisements most of the time. So, the organization provides online advertisements on their websites. But internally the company reveals the positions of the job & circular to their employees.
- Summit Communications Limited mostly gives priority to the employees with an age group of 22-31 in times of recruitment. Though they don't do discrimination between male & female. They mostly select after analyzing the skills & performance of the employee.
- The recruitment process is finished within a 6-12 day period in most of the cases.
- Interns are hired depending on their competence as well. During 3 months of internship program interns are being observed & based on their 3 months performance Summit Communications Ltd. recruit interns as permanent employees.
- Employees show positive behavior towards the recruitment & selection process. Most of the employees are satisfied with their selection process.

6.2 Steps followed in Recruitment & Selection Process of Summit Communications Limited:

There are some steps that are followed by the Recruitment & Selection process. Acquiring a job application, sourcing prospects, screening applicants, shortlisting candidates, conducting testing, extending a job opportunity, and so on.

We know a job holder is a person having a regular job, who is hired to perform a job, regular post of employment.

On the other hand, the proactive search for prospective candidates to fill existing and future employment opportunities is known as candidate sourcing. To source candidates' recruiters collect valuable candidate information. By checking out social media and attending career fairs one can make sourcing candidates.

There are some ways that companies can use to screen job candidates like reading cover letters, interviewing, contacting references, searching candidate's social media etc. Screening & evaluating a job applicant's past position helps to select whether the candidate is fit for the organization or not.

When a company posts an available job, it may receive hundreds of applicants. But companies recruit the most deserving candidate. So first of all, they shortlist the candidates. An individual who is shortlisted for a job is placed on a list of prospective contenders for an available post, through which the business will make its ultimate decision. To limit down the most qualified and relevant people to interview for the position, a business usually produces a shortlist from all of the applications received. The number of candidates a company shortlists for a job depends on several factors.

An employment contract is an encouragement for a prospective employee to work for a business in a specified role. Position offers usually include information about the job, such as income, perks, and job duties. The estimated work schedules, the planned start date, and some other specifics may also be included in the offer letter. Some employment offers are made over the phone or informally. A verbal job offer may be sufficient depending on the breadth and complexity of the role, but in many circumstances, a job offer letter should be issued to cover the finer issues. The employment offer must be reviewed and accepted or declined by the job applicant. They must react to the employment contract for the recruitment and conditions to be finalized.

Depending on the role, the employment offer may be negotiable. Job seekers have the right to bargain with potential employers. The majority of companies expect their employees to bargain.



Figure 13: Recruitment and Selection Process

The Figure 13 (Jahan, 2016) also shows the steps that are followed by the recruitment & selection process. Summit Communications Ltd. also follows those steps.

6.3 Importance of knowing the difference between Recruitment & Selection:

Besides all, there is an important thing to understand that is the difference between recruitment & selection. Since many people confuse the two, it's crucial to recognize the distinction. Recruitment is the method of locating and encouraging suitable candidates to apply for a certain job opening. Selection, on the other hand, is the process of recruiting personnel from among the selected candidates and placing them in positions inside the firm (Kozikowska, 2021). Employees are critical to every organizational progress. When a person is well-suited for their position, the complete firm advantages from their unrivaled performance. Organizations use recruitment and selection to find the best applicants for open jobs (Barr, 2020). As a result, knowing the distinction between recruiting and selection is critical for an organization's success.

6.4 Findings about Overall Work Environment:

Summit Communications Ltd. is developing a lot. They always try to create an employee friendly work environment. Now-a-days they are very much concerned about employee's health & welfare. They provide flexibility to their employees. They focus on creating a healthy work environment for their employees. They do not discriminate male & female. They give priorities to their female employees also. Even Summit Communications Ltd. also gives health insurance benefits to their all employees & it is very important. Sexually harassment is strictly prohibited in Summit Communications Ltd. Overall employees are satisfied with the work environment & rules regulations of Summit Communications Ltd.

Chapter Seven: Conclusion & Recommendations

7.1 Conclusion:

Bangladesh's telecommunications industry has evolved at a rapid pace in past decades. The industry usually offers career possibilities to skilled individuals. Summit Communications Ltd., being a premier telecommunications business, plays a critical role in the industry as well as the national economy.

In order to compete in the employment market in today's corporate world, HR managers' jobs have gotten considerably more demanding. Human Resource Management is one of the most important aspects of any business. Employee engagement is critical to achieving a company's objectives. As a result, recruiting and selection are critical for every firm. A successful recruiting and selection policy not only meets the job criteria, but also guarantees that a company's pledge is upheld.

A firm's recruiting and selection processes are both costly and time-consuming. Both recruitment and selection are efficient recruiting processes that save resources. A lengthy and tough hiring procedure may result in competent individuals losing interest and moving on to another organization. People may save expenses by employing a simplified hiring and selecting procedure. A procedure that goes rapidly saves time and is more productive. A well-established recruiting and selection procedure can also help assure an open and equitable employment process. Workers are promised that they will not suffer any sort of discrimination and that their sensitive information provided will be kept confidential. This reduces the likelihood of legal proceedings being taken against the firm. A good recruiting and selection procedure also guarantees that the organization hires the correct person more frequently than not. Finally, the correct recruiting & selection procedure saves time on training for the business. With only a little training, the appropriate worker with the correct abilities will be eager to work.

While HR is responsible for a variety of things such as employee retention and other things, one of the most important areas of attention for HR is to recruit, select, and integrate qualified individuals for the firm. The correct procedure displays the organization's competence and sophistication in recruiting and employing the best people. An efficient approach aids in the preemptive establishment of a talent pool. Multiple parties, including firm executives, are involved in hiring. Though, to fulfill the demands of all stakeholders, the technique must be thoroughly defined and streamlined. On the contrary, we all know that selection is primarily a decision-making process in which managers choose which candidate to recruit in order to achieve work success. Applicants are split into two categories during this procedure: those

who have a possibility of getting employment and those who will not. Selection is a crucial component of the organization since it aids in the identification of qualified people, which is critical for a business. Selection also looks at each candidate's employee productivity. It also aids in the avoidance of candidate erroneous benefits and drawbacks. It should be apparent that there are no hurdles in the way of building a successful selecting procedure.

In this report, I have tried my hardest to analyze Summit Communications Ltd's recruitment and selection practices. I made an effort to adopt the company's practices, methods, and processes.

7.2 Recommendations on Recruitment & Selection Practice:

1. Employee referrals are the primary source of applicants for Summit Communications Ltd. The employment process includes several potentials for failure, from acquisition through orientation. So, there is a method to make it better. Summit Communications Ltd. posts job openings with a list of qualifications. The article is quite motivating.
2. Summit Communications Ltd. also looks for talent within its staff. They are in the habit of creating candidate-centric job advertisements. Along with Facebook job ads, LinkedIn is one of the finest places to find prospective searchers that match your requirements.
3. Professional ethics, adaptability, collaboration, and technical abilities are all valued at Summit Communications Ltd. They might attend career fairs in order to find work.
4. Successful participation at job fairs might help SCL boost its image as a prospective recruiter. CV publishing on the internet should be more sophisticated. People today prefer to publish on the internet, and it is a very effective strategy utilized by major corporations.
5. The Human Resource Department should investigate why the procedure of phoning candidates following their answers takes so long. In order to improve the efficiency of the recruiting and selection process, needless stages might be eliminated.
6. An organization's recruiting and selection efficiency can be accelerated. To avoid such discrepancies, a formal structure for picking the relevant candidates can be established.

With due regard to my work experience, I feel myself fortunate to have been a member of this firm for three months. I've gained so much knowledge that will help me do better in this field. In addition, I was able to apply my skills and knowledge in this firm, where I was able to directly connect some of the themes that I had learnt at university. I am excited to collaborate with Summit Communications Ltd. in the future.

Appendix

QUESTIONNAIRE ON EMPLOYEE RECRUITMENT AND SELECTION

I am Sanjida Hossain Maysha, a student at Brac Business School, Brac University. The following questionnaire is being conducted for my academic purposes. Your assistance will be greatly valued. All responses will be stored strictly secure and used for educational purposes only.

Gender: Male Female

Age: 18-25 26-35 36-50 50+

Job Type:

- Permanent
- Contractual
- Internship
- Part-time

1. What was the source through which you learned about employment?

- Career Fair
- E- recruitment (LinkedIn, Facebook, and so on)
- Personal reference
- Others

2. How much time did the company take to respond to your application?

- Less than a week
- 1-2 weeks
- More than 2 weeks

3. What different types of job assessments does your company employ?

- Primary Ability Tests (Verbal Reasoning, Numerical Ability, and so on)
- Assessment center exercises (focus group discussion, Negotiation Round, and so on)
- Cognitive ability
- Job knowledge
- Personality Questionnaires
- Other

4. Do you believe that throughout the hiring process, the business searches for experienced employees?
 Yes
 No

5. Are you pleased with the recruiting procedure that led to your selection?
 Yes
 No

6. What are the sources for recruitment and selection?
 External
 Internal
 Both

7. What was management's viewpoint during the hiring process?
 Casual
 Positive
 Negative

8. What impression you were having of Summit Communications Ltd. before getting recruitment?
 Average
 Pleasant
 Unpleasant

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