



Inspiring Excellence

**BUS400**

**Internship Report on**

**Recruitment Process of**

**Thakral Information Systems Private Limited**

**Submitted To:**

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**Submitted By:**

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**Submitted On:**

**26<sup>th</sup> July, 2017**

**Wednesday**

**Summer 2017**



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# INTERNSHIP REPORT

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**Thakral Information Systems Private Limited**

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**Internship Report on**  
**Recruitment Process of**  
**Thakral Information Systems Private**  
**Limited**

**Rifah Nanjiba**  
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**BUS400**  
**BRAC Business School**  
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## Letter of Transmittal

26<sup>th</sup> July, 2017

Ms. Tania Akter

Lecturer,

BRAC Business School,

BRAC University, Mohakhali, Dhaka.

**Subject: Submission of Internship report for the completion of BBA program.**

Respected Madam,

With great pleasure I, Rifah Nanjiba, submit my Recruitment process report on “Thakral Information System Private Ltd.” that you have assigned to me as an important requirement of the completion of my Bachelors of Business Administration Degree I got this as my prior assignment. I am happy to inform you that I have successfully completed my 12 week internship at Thakral Information System Private Ltd. I have found the study to be quite interesting, beneficial & insightful. I have tried my level best to prepare an effective & creditable report.

The report contains a detailed study on Recruitment process & a look at how it is done in the practical world. Here I have gathered information through different sources such as websites and actual interviews from my Supervisor of “Thakral Information System Private Ltd”. Throughout this study I tried to accommodate as much as information & relevant issues as possible and also to follow the instructions you suggested. I tried to make this report informative. I also want to thank you for your support and patience for me and I appreciate the opportunity provided by you through assigning me to work in this thoughtful project.

Sincerely

Rifah Nanjiba

## Acknowledgement

At the very beginning I would like to thank Almighty for his great blessings upon me to successfully complete this internship report, with the enthusiasm and strength needed. Acknowledgement is made to the courtesy of all who have kindly provided information and given permission for making this term paper. Without whom this term paper can't be completed. Firstly, I would like to thank BRAC University and BRAC Business School for enlightening me over the period of my Bachelors in Business Administration. Every faculty of BRAC Business School receives my greatest honor because of all their teachings. I would like to thank Ms. Tania Akter, Lecturer. BRAC Business School, BRAC University for providing me the proper guidance to complete the whole internship report. My gratitude goes to Md. Harunur Rasid, Vice President of Thakral Information Systems Private Ltd. for selecting me as an intern into their organization and President, Md. Omar Faruq Chowdhury, Assistant HR manager for guiding me which helped me to learn about corporate culture in highly competitive market. Along with that I would like to show my gratitude to all the members of the HR department who have always been very supportive towards me and helped me to work resourcefully. Finally, I consider myself fortunate to have had the guidance of all the faculties and mentors throughout my 4 year Bachelor of Business Administration program at BRAC University, which helped me to shape my perception and understandings for facing the real world career challenges. It also helped me to prepare a fruitful report.

## EXECUTIVE SUMMERY

As a part of academic requirement and completion of BBA program, I have been assigned to complete Study report on “Recruitment process of Thakral Information Systems Private Limited.” under the guidance of Mr. Md Omar Faruq Chowdhury.

“**Recruitment Process**” is a segment of human resource process; As such I have selected this topic to make it clear. I have divided this report in some sub segments. As a young HR Intern in a reputed company like **Thakral Information Systems Private Limited**, I have tried my best to go through their Recruitment process within little tenure period.

The report starts with a general Introduction of the company. After that I continue on to my main focus of the Study report- Recruitment process of Thakral Information Systems Private Limited” describing the different steps of it. The first part is about the overview of the HR department and how the recruitment process starts. Getting approval from the CEO, advertisement is given internally within the organization or in external media like bdjobs.com and career website of Thakral Information Systems Private Limited.

Following steps are arranging written exam, taking one or more interviews, and finally the medical checkup. A detail elaboration of selection of best candidate has been added in the project part and the contribution of HR department for selecting the most eligible employees for Thakral Information Systems Private Limited has been highlighted. In this report, some other important topics of their HR division are also discussed like HR hierarchy, the environment within the organization and accommodation of a pull of candidates. After completion of this report it can easily say that efficient, competent and active part in Recruitment process take a company to the peak of the success.

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# Section 1: Introduction

## 1.1 Overview:

Now a days, the method for business success is very simple: drive innovation with the help of Information technology. So, the first thing for the any industry is to try to figure out is how to make smart IT choices for business support. Without a strength of information technology, a business is not going to go far. So, the Information Technology (IT) business in no longer standing only on its crucial concerns rather than it goes beyond with numerous new subsidiaries, which helps the business to raise fast as well as becomes a great source of employment. It also guarantees a maximum profit for the organization. Thakral Information System Private Limited is one of those IT Company which started and spreading gradually in this country; and now standing as one of the successful and popular Information system company.

Thakral Information System Private Limited is one of the biggest IT Company in Bangladesh. It currently employs more than 700 employees all over the country. To ensure the proper management of this huge manpower, it requires a sound and well managed HR policy. Though most of the employees are engineer so the best manpower is in the technical department but there is an adequate manpower in HR department to manage them all. Thakral Information System Private Limited has got a very effective HR team which is always active in ensuring a sociable working environment, successful recruitment, job satisfaction etc. This report focuses on the overall selection and recruitment process of Thakral Information System Private limited Company.

The internship opportunity at HR department of Thakral Information System Private Limited provides a remarkable learning opportunity for a BBA student. Being a HRM major, an internship program at this company takes a student to the topmost of a learning curve which one can carry towards his/ her challenging journey to the corporate world. This reports comprehends the finest learning outcome during the internship program along some precious observations and recommendations as well.

This report also contain of the company background along with their product & service offerings. Moreover, the organizations vision and other aspects as a whole are comprised in the body of the report. Linking with this report with HR policies like selection, recruitment training & development, HR operations and some promo of their HR policies. This report provides an overall overview about the select Recruitment process along with some sight

about their HR operations as well. It concludes with some of its problem identifications, challenges and recommendations on the rooms of improvement.

## 1.2 Introduction of the Report:

Human resource management plays a dynamic role in every organization. Human resource management handles the different issues in the organization like recruitment and selection, training and development, compensation, and performance management. Workers are the main assets of any organization, and so it is important for organizations to have a right people at the right time in the right position throughout the whole recruitment process.

Recruitment is the process in which organization find the best qualified applicant for the job. Organization must find them in a cost and time effective way. In the recruitment process HRM define the requirement of given job and attract applicant for that job. (Hsu-Shih, 2005)

The important practice of human resource management is recruitment that is effect on the success on the organization.it helps choose the qualified applicant who are the finest to fill the position in the organization. In other word selection is the method of construction of “Hire” or “Not to hire” outcome regarding every candidate for the job. The most essential part of Human Resource Management is recruitment process. And this is the very indispensable part of the organization. (Hsu-Shih, 2005). As we all know, manpower is the assets for the organization. The organization’s culture, environment, its success everything will depends on its people. So HR department actually build the organization by recruiting the human resource. If the task is not performed properly, then the whole organization will be in great trouble. In this report, I mainly concentrate concentrated on the Recruitment process of **Thakral Information System Private Limited** for their new potential incumbents. After that I try to add the training part, which they provide to the all-new employees.

## 1.3 Statement of the Research problem:

This research is complete to find out the Recruitment process of the organization. This research problem is obliging to understand the procedure and polices of recruitment which

will help for the organization effectiveness and in the impact of policies and procedure of Recruitment.

The process of recruiting prospective employees, remains a key strategic area for management. An organization's performance is direct result of the individual employees' performance, the precise strategies used and decisions made in the staffing process will directly impact an organization's success or failure. The activities performed as part of recruitment offer an organization numerous choices for finding and screening new human assets. These selections can have a significant impact on an organization's efficiency because some are much more extensive, costly, and time-consuming than others. Organizations have great opportunity to select from a variety of staffing techniques, each of which offers various degrees of complexity and selectivity:

A key problem of Recruitment process for many companies is that which policy or technique need to follow for recruiting and selecting new incumbents. Because every policy has some benefits and every techniques is expensive and time consuming. So, it is very important to use appropriate policy to hire the appropriate one.

## **1.4 Objective of the project**

This report is constructed on the job tasks that I performed during my three months long internship at Thakral Information System Private Limited. Undoubtedly this internship was a must need for every BRAC University student to put a flourishing completion to their BBA program. This report demonstrates the reflection of the works that an intern does at Thakral Information System Private Limited as a part of the internship program.

As the student of Human Resource Management it is very important to do some practical study like various management issues. Here we have only looked at the recruitment and selection section of Thakral Limited. So the specific objective of the study is

- ✓ To get an overview of the Recruitment Procedure, its impact, usage, importance, shortfalls in the ground of Human Resources (HR).

- ✓ To get practical knowledge about Recruitment process in the field of Human Resources (HR).
- ✓ To identify major strength, weaknesses, opportunities and threat of Recruitment Process and its' practical usage in Thakral Information System Private Limited.
- ✓ To recommend ways and means to solve problems and future success regarding Recruitment Process in the arena of human resources.

## 1.5 Methodology

As a part of BUS400 this report is prepared. It's an Internship course in order to successfully complete the course as well as my bachelor degree. This is a qualitative report containing information regarding the total Recruitment process of Thakral Information System Private Limited.

- **Selecting of the topic**

The topic is formed on the work I performed at Thakral Information System Private Limited. During my three months long internship program in their HR department. My internship advisor Ms. Tania Akter has assigned me to work on the particular topic after a few conversation with me regarding the topic assortment. The given issue goes exactly with my job responsibilities therefore it can be reflected as a picture-perfect choice.

- **Sources of Information collection**

Information for this report have been collected both from primary sources as well as Psecondary sources. But most of them are from primary sources and my personal experiences and direct involvements into the process. The primary sources include:

- ✓ Working with the HR manager
- ✓ My own observations regarding the recruitment process.

The secondary sources comprise:

- ✓ Internet
- ✓ Text book

All the described sources have been used to prepared different part of the report. Many References are also given at the end of the report.

- **Assemblage & Interpretations of data**

Primary data have been collected with face to face discussions with the employees of people & corporate division. I gathered secondary data from company website and text books. Company history of the services they delivered, other company associated information are collected form their website. Yet again, some articles facilitated me to learn about their history and their engrossment in other sectors. Finally, text books abetted me to relate numerous HR topics with my job responsibilities. All the data sources have been presented in the reference part of the report.

All the expected data has been presented in descriptive manner. Certain tables and diagrams have been inserted in order to present and interpret them. In addition, the appendix part displays the supporting data that comforts to interpret the included data.

- **Results of the study**

The findings of the study have been accessible as descriptive form in the later part of the report. The findings are trailed by some recommendations.

## **1.6 Significance of the study:**

Working in Thakral Information System Private Ltd. is an opportunity for gathering practical knowledge regarding the modern HR practices like Recruitment Process that is so much challenging because this is critical arena to find out right person for right position So, I have to use the practical and previous information that I have personally apportioned for doing recruitment process in Thakral Information System Private Ltd for making the data more reliable.

## 1.7 Limitations

This internship program itself was quite stimulating to complete in these three months. Likewise, collecting proper information for this report purpose was another big challenge.

As a whole the limitations of this report can be detailed as follows:

- ✓ Confidentiality is the biggest limitation of this report. As HR is full of personal information, records and information about each and every employee regardless of their position, generally they are unapproachable for an intern.
  
- ✓ Time restraint was a limitation too. A longer period could have facilitated me to gain information from various recruitments. Overwhelming all these challenges, making this report was a new learning experience for me. The report may comprise some unintentional mistakes however I tried my best to put the best consequence in it.
  
- ✓ Thakral Information Systems Private Limited's website is not very organized.

## Section 2: Literature Review



## 2.1 Literature Review:

Generally, the Recruitment Process is intended to find out the prospective of the employees who will fit well long with the organization that is hiring him or her. It is a complex, expensive and time consuming process. According to Ahmed and Schreoder (2002), organizations' are focusing to only "hard" technical skills rather than the "soft" behavioral skills. But soft skills are essential for the quality management practice. Employees are easily learn the hard skill in short period of time but it takes a lot of time to learn soft skills. So, organization make change in their Recruitment Process to implement the advanced HRM process.

After focusing on cultural diversification and behavioral issues, communication Skills, teamwork, cross functional activities are more important for an organization rather than hard skills. So, at the time of Recruitment, they should keep this in mind.

The result of the sound Recruitment process enhanced organization effectiveness. The main purpose of the Recruitment for an organization, is the hiring the right people for doing the right job and enhance the profit of the organization. Recruitment also provide the information about the job which help the people to select the appropriate job for themselves. (Kumari, 2012)

The purpose of this study is to discuss the Recruitment Process. Online recruitment is a new phase in the recruitment process. The reaction of the managers about the online recruitment is very important. Many study found that the online recruitment is very successful for the organization because it reacquire the less time and cost. (Parry and Wilson, 2009). So, here we can implement this.

The technology of employee's recruitment is more advanced. The process of recruitment is very significant for the effectiveness of the organizations. The organization's success in the recruitment process indicates the population of the applicant which they are to recruit for the work in the organization. The large range of potential results in the organization is linked with the well and organized Recruitment process. (Rynes, 1989).

Recruitment Process is a costly procedure. It is almost one-third of the new employees' annual salary (Taylor & Bergmann, 1987). So, Recruitment process have to be done in very careful way. A wrong recruitment can cause many serious lose for the organization.

According to Holm (2012) E-recruitment means electronic recruitment, in the developed countries, it is speedily becoming one of the fastest-growing recruitment process. Communication with applicants' plays a more noteworthy role in this process, recruiters should be conscious about the increased demands associated with online process. In particular issue, special attention should be given to actions related to the Internet communication and automated mailing system. But there is a concern conveyed by many recruiters and two of the organizations made extra resources available and specially educated staff accessible to deal with the matters of online communication.

According to the study of Ahmed and Schreoder (2002), The findings of their research shows that 79% employees are agree that the E-recruitment is the best techniques for the organization in the recruitment and selection policies and procedure and furthermore 90% result shows that the self-assessment technique is also helpful in the recruitment process.

With the growing use of online social networking for recruitment resolutions, the task of communicating with candidates becomes even easier, it saves time but in some cases, it is becoming more complex to operate. Now in this global world, technological advancement is progressing everyday so it is better to go with the flow and emphasize on e-recruitment process.

Recruitment Process is one of the vital task of HR department, besides, the human assets are generated by them so in recruitment process, the advanced technique and formulas should be use here.

## Section 3: Organization Part

### 3.1 Introduction of The Organization

Thakral Information Systems Private Limited is the Consulting, IT Solutions and Support Services which is support part of the Thakral Group of companies. Incorporated in 1997, Thakral Information Systems Private Limited is headquartered in Singapore with existence in **Hong Kong, Malaysia, Philippines, India, UAE, Vietnam, Cambodia, Sri Lanka, Nepal, Bangladesh, Bhutan, Brunei and Myanmar**. However, through the geographical existence of the Thakral Group, Thakral Information Systems Private Limited has access to additional countries and the markets are worldwide including China, Japan, and Europe. The Company is affianced in the IT solutions, supply chain management in consumer electronics sector, electronic manufacturing services (EMS), creation of technology products, as well as property and equity investments. It has four vigorous activities: supply chain management, IT support, marketing and brand building; EMS; property holding division, and others. Its brand portfolio consist of Apple, Asus, Canon, Casio, Cisco, Fuji, Kodak, Lenovo, Nikon, Nokia, Olympus, Orion, Panasonic, Pentax, Samsung and Sony. Some of the products disseminated under these brands include digital video cameras, digital still cameras, plasma televisions, desktop and notebook computers, personal digital assistants, data projectors, electronic accessories, mobile phones and audio products. It is the only authorized vendor of IBM in Bangladesh. They also supply various products like computer, printer, laptop etc all over the Bangladesh.

Thakral Information Systems Private Limited have team of skilled consulting and technical professionals who offer territory expertise and skills in IT infrastructure, enterprise applications and tools, risk and compliance consulting as well as trustworthy and long-term managed support. Thakral Information Systems Private Limited has served over 204 clients through 407 engagements through 11 countries from 2012 to till now single-handedly. Today, Thakral Information Systems Private Limited continues to invest in industry and domain specific capabilities to support customers maximize their returns on their technology investments. In each case, Thakral Information Systems Private Limited strives to assemble a unique combination of technical and functional experts to address business challenges in the most cost effective way possible.

Thakral Information Systems Private Limited provide their support in the most of the MNC like: British American Tobacco, Brac Bank, Brac University, Unilever, Nestle Bangladesh, North South University, IDLC, IPDC and many more. Besides they also provide service and distribute products to Bangladesh ICT Division, Bangladesh Bank and many others Government organization. As we know, Bangladesh is recently developing in IT sector, so it is the only company which is supporting Bangladesh from the very beginning of the IT departments.

### **Objectives of the company:**

Thakral Information Systems Private Limited's mission is to address the business and functional needs of organizations through the implementation of the best and relevant IT solutions and services. Thakral Information Systems Private Limited continually strive to ensure customers meet their objectives through the enablement and provision of People, Technology and Process solutions. Solutions and services are delivered by a combination of territory experts, business consultants and solution architects from our global supply base and strategic alliances.

### **Product and services:**

Thakral Information Systems Private Limited partners you in planning for a future that encourages healthy and continuous growth, unencumbered by processes that may slow you down and applications that may hold you back. By helping you to leverage IT so that it becomes a more efficient and strategic asset of your business, Thakral Information Systems Private Limited enables your organization to strengthen the impact of its people, manage complexity and achieve nimbleness, shield information, control access and advance the business with optimized IT solutions.

Thakral Information Systems Private Limited, as a Gold Certified Partner of Microsoft, deals with Microsoft Infrastructure Optimization solutions, Central Infrastructure and Unified Communications ; that can benefit to standardize and advance your organization's IT infrastructure capabilities without excessively rinsing the resources and investments.

Prepared with highly competent and professional consultants, they are dedicated to deliver the solutions which support best to the customers' business objectives at the same time, meeting the profitability and growth of the business. Thakral Information Systems Private Limited also recommends virtualization tool from VMware for efficient desktop and datacenter supervision.

Thakral Information Systems Private Limited offers specialized consulting services, educational services, implementation services, staff augmentation services, infrastructure support services and accomplished services spread across the entire stack. In addition, the above declared key offerings, specific service offerings include:

- ✓ Distinctiveness and Access Management
- ✓ Desktop, Server & Device Management
- ✓ Security & Networking
- ✓ Data Protection & Recovery service
- ✓ Virtualization

## **3.2 HR department of Thakral Information Systems Private Limited**

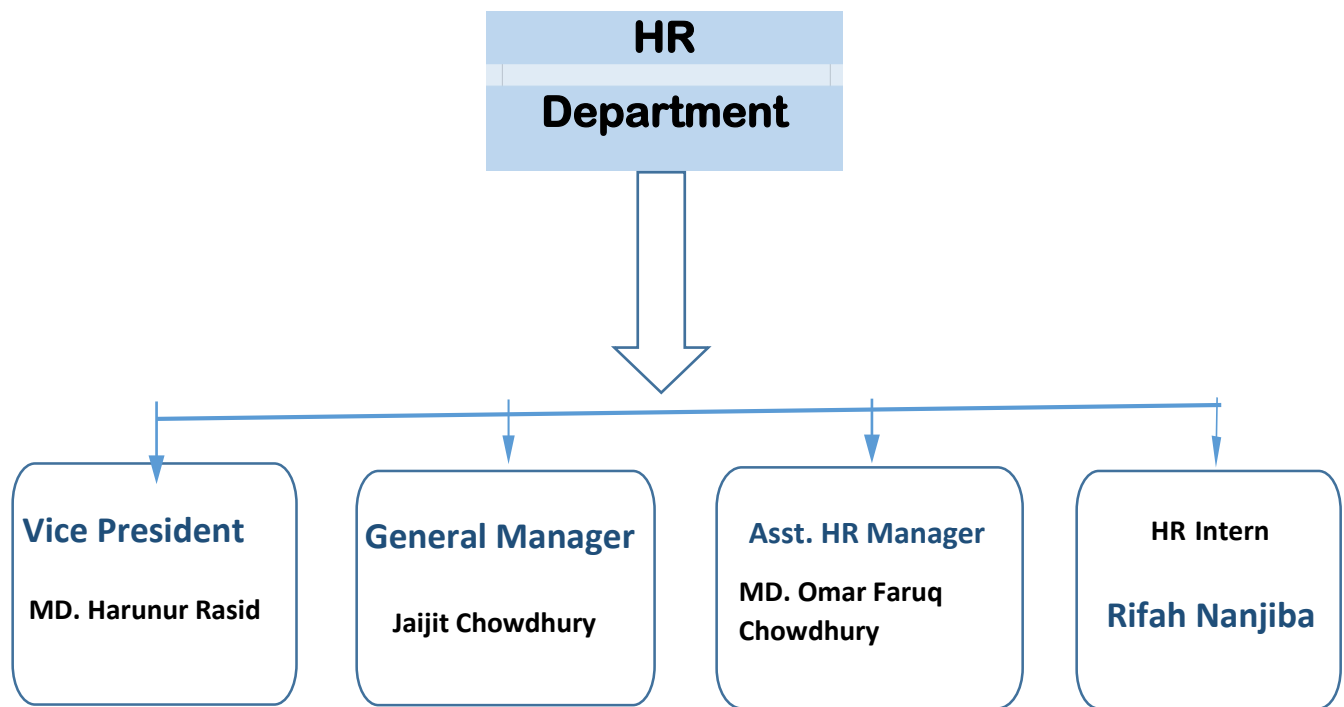
Human are the most dynamic constituent of any business and human assets are the resources when it create the worth of their actions that are used to meet the objective of the organization. HRM is maintaining of the exercises of enrollment, determination of worker, giving appropriate introduction and recruitment, giving authentic organizing and the creating aptitudes, evaluation of representative (execution of examination), giving appropriate compensation and advantages, stimulating, keeping up representatives security, welfare and wellbeing by agreeing to work laws of trouble state or nation. Human asset administration is the process of proper use and magnifying the welfares of open restricted gifted workforce.

Human Resource Department at Thakral Information Systems Private Limited, it is led by a VC, followed by GM, Managers, Specialists and interns. This department give emphasis to on making the effective and efficient use of human resources. Its activities include leading training sessions, day long sessions on topic such as ethics & morals, presentation skills,

hiring suitable candidates for a position, preparing a fair & structured compensation strategy, preparing documents concerning increments, promoting healthy work culture among the employees.

It also analyze the need of training, job satisfaction level. As most of the training programs are take place at Singapore, the HR dept. arrange the visa process and complete all the legal activities behalf of the trainee. So, HR department take good care of every employees who working under the organization.

### 3.3 Organogram of HR Department



**Figure 1: Organogram of HR Department (Source: Primary Data)**

### 3.4 My job responsibilities at Thakral Information Systems Private Limited:

I am working there as an HR intern so I have to handle various core responsibilities to support HR manager. I have to perform following activities in Thakral Information System Private Limited.:

- a. Administrative: administrative letter writing, documentation, file update and preparing reports as required by Management time to time.
- b. Posting job advertisement to the various website and download the all CV against that job advertisement.
- c. Recruitment & Selection: CV Soring & selection, Written exam Coordination, Calling Interview for Selected Participants, Coordinating Interviews, Coordinate and help new employees to complete joining procedures and main work is updating the files of existing employees, creates new employees files, etc.

Basically for the relevancy of my report I have explained the activities that I have been performing in Recruitment Process.

1. **CV Soring & selection:** After getting any requirement from any concerned department about any vacancy, I have advertised in various Electronic Medias, Head Hunters from various HR Consulting Firm, Print Medias etc.
2. **Calling Interview for Selected Participants:** The Shortlisted candidates are called for written/ oral interview.
3. **Written exam Coordination:** Coordinate written exam in exam period like guard the candidates in the time of exam. If any candidates feels any kind of problem then solve it by conducting with the respective officer.
4. **Update old files:** Before all employees files based on paper, which creates lots of problems to maintain because it need lot of space, paper, cabinet to keep, spend time to search and main problem was it has risk to lost. So now we convert it from paper based to computer based. And also search those papers which are missing and add these.
5. **Creates New Files:** At a time more than one people can join in an organization and all of them have different files which creates by us. Lots of papers we have to



accumulate with new files like joining forms, disclosures forms, declaration forms, gratuity forms, Conflict of Interest, Medical reports, Pre-employment medical test, CV with Certificates, Job Advertisement, Manpower Requisition forms, CV shortening criteria, Tabulation Sheets (1<sup>st</sup> interview, 2<sup>nd</sup> interview, written test), Approval note, Appointment Letter etc.

6. **Induction:** When any new employee has joined orientation program should be arranged, company briefing related training arranged etc. are done by me.

These aforementioned activities are performed by me in term of recruitment process of Thakral Information System Private Limited. Into its HR & Admin Department.

### 3.5 Observation from my task:

- HR Division is very alert for selecting candidates and also the process is very transparent so that they can choose the best candidates among applicants.
- In this process there is no nepotism so there are higher possibilities to be selected without having any back up.
- When they search for any experienced people they give more concentration on Previous experienced, Educational background, length of services etc. so that they can select the most suitable experienced people.
- When they select entry level candidates than they concentrate more on pro-activeness, creativeness, ideas which related with the post.
- Thakral Information System Private Limited has CV bank. At the time of Selection process they collect CV form the bank and give chinch to them.
- In the time of calling the candidates for interview or written exam, if the candidates missed then the officers try hard to inform them.
- HR selects candidates from a pull of application so that they can choose most suitable candidates. But also the process has some problems like the space for written exam is very small, so accommodation of all candidates is tough. And the difference between calling

candidates and taking interview is very short so sometimes it creates problems to contact with candidates.

Working environment is very good in Thakral Information System Private Limited. They are very friendly to help each other. Any one feels pleasure to work with Thakral Information System Private Limited. If they take remedial decision beginning of starting a work then many mistakes can be solved. As an example: there are many interview rooms are available if two of interview room is convert into a written exam room or then no problem will be arise. If we consider two or three problems then the functioning process are very good.

## Section 4: Project Part

## **4.1 Role of Human Resources in Recruitment Process:**

In recruitment process the main role is played by HR & Admin division. The process is start with manpower requisition and finish with new joining formalities.

When there is a need of manpower, the required departments send the manpower requisition to HR consist the approval of General Manager. Then HR starts the process. The process include some step or task that done by a sequential order. First step is manpower requisition. It comes from the division who has vacancies. It can be replacement or for the new candidates. In the second step the requisition comes to HR department the particular officer of HR & Admin Department takes approval from the Head/Manager-HR & Admin. Then the third step starts, HR give advertisement for the job along with job description, it can be external or internal. After collecting CVs HR starts sorting suitable CVs for that post. After sorting of CV the forth step starts. The forth step is written exam. Written exam has two parts, one is the HR parts and another is the particular department's parts. The candidates must have passed HR part.

When a candidate passed the written exam then he or she gets call for interview. It is the fifth step of the process. Generally the candidates have to face one interview but sometimes they have to face two interviews. After interview a candidate is selected by the interviewers. Then the selected candidate has to go for medical checkup. It is sixth step. Then comes reference check step. Lastly selected candidates fill up joining forms and then he/she gets the appointment letter.

This is the procedure that Thakral Information Systems Private Limited. HR follow to recruit people. Actually in Thakral Information Systems Private Limited the recruitment and selection is totally control by HR & Admin Division. HR & Admin Division makes the policy for recruitment and selection and also takes decision sometimes that a department required manpower. When the requisition comes HR starts the process.

HR also supervise that Recruitment process not simply mechanisms for filling vacancies rather they are viewed as the key factor for suitable placements.

## **4.2 Recruitment Process At Thakral Information Systems Private Limited**

As we know, Recruitment refers to the process of finding possible candidates for a job or function, usually undertaken by recruiters. It also may be undertaken by an employment agency or a member of staff at the business or organization looking for recruits. And Selection is a process by which candidates employment are divided in to two classes those who will be offered employment and those who will not.

Recruitment is one of the most important for every organization. Cause by this company makes a person as the member of it. There is a general process of recruitment and selection that a company should follow. In Bangladesh's perspective many company does not follow any specific process for recruitment and selection. There are lots of limitations a company face in case of recruitment process. But the recruitment process must be developed, modern and fair.

Thakral Information Systems Private Limited's recruitment is done by a specific process and which is very much up-to-date. It starts with the manpower requisition and end with appointment. And after that Thakral Information Systems Private Limited. arrange various types of training and development program for the employees to develop their skill. In true sense Thakral Information Systems Private Limited. Follow a developed recruitment process for selecting right people in right place.

## **4.3 Basic Rule of Recruitment in Thakral Information Systems Private Limited**

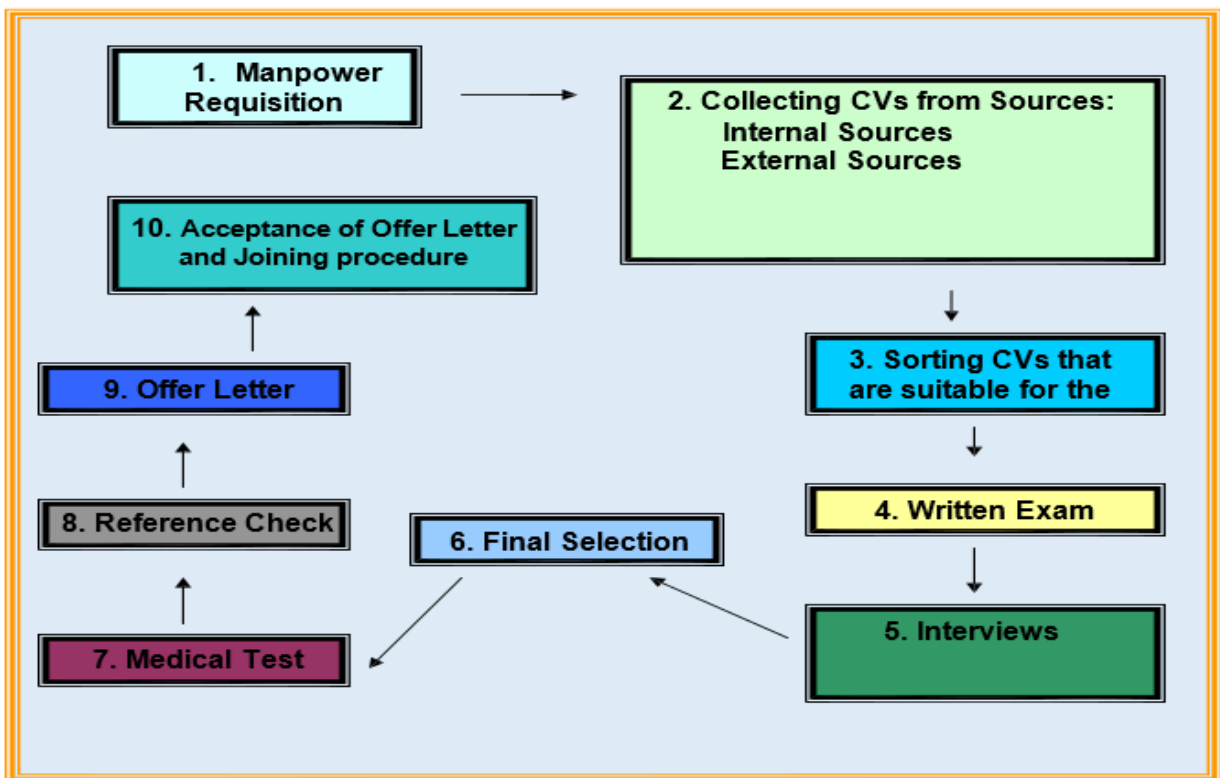
For recruitment Thakral Information Systems Private Limited. HR follow some rules. These rules are set up by HR for better recruitment. The rules are:

- ✓ Thakral Information Systems Private Limited. Recruitment is to hire the right kind of people at the right place selecting them through an effective process from a pool of candidates in the job market. Effective recruitment shall ensure the proficiency and high quality performance of the whole organization.

- ✓ No one who is below 18 years of age can be hired as an employee for Thakral Information Systems Private Limited on regular, contract or temporary status.
- ✓ Under no circumstances a regular or contract employee of any other organization is allowed to undertake regular or long-term contract employment in Thakral Information Systems Private Limited.

#### 4.4 Diagram of Recruitment Process at Thakral Information Systems Private Limited:

The Process of recruitment and selection at Thakral Information Systems Private Limited. is consisting of number of sequential steps. The following picture can show the process very clearly:



**Figure 2: Recruitment & Selection Process (Source: Primary Data)**

## **4.5 Human Resource planning:**

Recruitment Process is not simply mechanisms for filling vacancies rather they are viewed as the key factor for suitable placements. With a view towards placing the right person at the position, in Thakral Information Systems Private Limited.

Thakral Information Systems Private Limited's Human Resource planning will start at the beginning of the year in accordance with the approved business Plan and budget provisions. Each Division will submit their month wise recruitment plan to HR for the whole year and on the basis of such requirement HR & Admin Division will prepare the upcoming recruitment plan of each Division/Department. They also rewrite a new Job description every time before Human resource planning. Because a proper job description is very important for the employee as well as for the employer. So, it is needed to decide from planning stage what to add on job description and what to deduct.

## **4.6 Manpower Requisition:**

Based on the HR & Admin Planning respective Division/Department Head will inform HR on personnel requirement through Manpower Requisition form, after obtaining necessary approvals from the General Manager. Employment Requisition Form must contain a JTOR (Job Terms of Reference), comprising Job Description and Job Specifications / Requirements of the position.

Requisition form contain some information like

- Name of the position
- Status of the employment
- Job description
- Job specification
- Approval of the General Manager

When the approval comes to HR & Admin Department, the process begins by collecting suitable candidates from sources.

## 4.7 Recruitment Sources

First and foremost step of recruitment is collecting CVs from sources. There are two sources of recruitment:

Internal source (within the organization)

The external job market.

### 4.7.1 Internal Recruiting:

Recruiting from among the existing workforce offers many advantages. Seeing your employees at work on a day-to-day basis will enable you to evaluate their particular strengths and weakness accurately and choose the most suitable person for the position. When the company recruits from within the organization the employees will feel important and highly valued since it appears that the organization immediately turns to them whenever a vacancy occurs. Their work rate and performance should improve as well as they will realize that increasing job opportunities are available to them if they are industrious and successful at their jobs. However any method has its own merits and demerits.

For encouraging the internal candidate, job vacancies in Thakral Information Systems Private Limited may be advertised through internal notices to all Thakral Information Systems Private Limited employees. Recruitment from the internal source may be through Promotion or delegating individuals with new assignments.

In the case of internal sourcing, HR along with the concerned Division/Department will identify prospective candidates on the basis of Individual Capability matching with Competency/Role Profile and will conduct appropriate tests to select the most suited person.

In internal source Thakral Information Systems Private Limited consider mainly three types of employees:

Contractual

Full-Time

Interns

Contractual employees are those who are working in a contact of six months or one year. And full-time employees are those who work in permanently under all Department. And also interns, after completing their study and completing their graduation can apply for job.



### **Merits of Internal Recruitment:**

From the perspective of Thakral Information Systems Private Limited, there are some merit regarding internal recruitment process:

- It improves the morale of the employees as they are emotionally attached
- The employee is in better position to evaluate those presently employed than outside conditions
- It promotes loyalty among the employees, for it gives them a sense of job security and opportunities of advancement.
- These people are tied and can be relied upon.

### **Demerits of Internal Recruitment:**

From the perspective of Thakral Information Systems Private Limited, there are some demerit regarding internal recruitment process:

- It often leads to inbreeding and discourages new blood from entering into the organization.
- There are possibilities that internal sources may “dry up” and it may be difficult to find the requisite personnel from within an organization.
- No innovation are made no new thinking so on new inputs which is very much essential for the growth of the organization.
- Usually promotions are based on seniority so the danger is that really capable hands may not be chosen.

### **4.7.2 External Recruiting:**

When a company is involved in large expansions and is more oriented towards achieving high growth and high market share, with more focus on quality of the product and high customer satisfaction then it is inevitable for any organization to go for external recruiting. External recruiting is nothing but recruiting the people in your organization from outside the company. It will help the company to make best use of other sources that are lying outside the organization like for example campus recruits is an effective and efficient way of recruiting when a company wants new minds that are more creative and go-getters for any task. If a company wants to concentrate only on its core activities and wants to relieve the burden of the task of recruitment then the more feasible option would be third party recruiting

or recruitment process outsourcing RPO. The experienced persons but unemployed can be recruited into the company which may reduce the training cost if they are from same industry. Retired and experienced people can yield more by enhancing their prior experience in new business situations.

In short external sources mean collecting CVs from outside. Thakral Information Systems Private Limited collects a lot of CVs from outside. Recruitment from external sources will be through

*Executive search* – for Senior Managers and Above Positions.

*Advertisements* - for managers and below positions.

The CVs are collect by following ways:

*HR CV Box*

*Advertisement*

*Internet Job Sites*

*Employee Reference*

*Other*

### **Merits of External Recruitment:**

From the perspective of Thakral Information Systems Private Limited, there are some merit regarding external recruitment process:

- New entrant to the labor force i.e., young mostly inexperienced potential employee's fresh graduates or postgraduates can be taken and mound in accordance with company's culture.
- External recruiting results in best selection from the large sources
- In the long run this source proves economical because potential employees do not extra training.
- Many different ways of recruiting is available.
- The excess applications generated for current requirement may be utilized for future vacancies.

### **Demerits of External Recruitment:**

From the perspective of Thakral Information Systems Private Limited, there are some

demerits regarding external recruitment process:

- Extra time is required by the people to adjust themselves to the present working situations.
- If the recruiting is done from large source then it will be more time taking as the applications generated are more and short listing becomes critical.
- Cost of recruiting will be comparatively more than internal recruiting.
- Sometimes it creates employee dissatisfaction as there may be mismatch between the employee expectation with the company and the company's expectation with the employee.

Before making a choice and making decisions as to which source should be adopted for recruiting both the sources should be thoroughly assessed and must be studied carefully the wide variety of individual sources of recruitment that are available whether Internal or External. So, Thakral Information Systems Private Limited does the both according to the need and requirement.

## 4.8 Recruitment mistakes

There are a number of methods companies should avoid when putting their recruitment plans into practice. For instance, many businesses have the necessary talent within their organizations, but are too busy looking outside to recruit the skilled employees they already have. Others try to look for a mirror-replacement to the employee they have lost, duplicates with the same attitudes and skills, when companies can benefit more from employees with new experience and outlooks on the position. Some employers forget to include their employees in the recruitment process, or attempt to find the “perfect” employee without noticing the talents of the job seekers they interview.

## 4.9 Steps in Recruitment Process

There are some sequential steps that are followed by Thakral Information Systems Private Limited:

### **CV Box of Thakral Information Systems Private Limited HR:**

There is a Box for CV in Thakral Information Systems Private Limited. HR. In that box anyone can drop his or her CV in anytime. From the CV Box HR sort out suitable CVs for

the required position. This box is open for everyone who wants to drop their CV. Almost every day this box get full of CVs. It contains about five hundreds of CVs. By this way Thakral Information Systems Private Limited. HR collect a lot of CVs for job.

**Advertisement:**

Advertisement is a well-known and worldwide accepted source of recruitment. Like other company Thakral Information Systems Private Limited also have a career website from where applicants can fill up an application forms. When the job requirement is matched with the applicant's CV then HR select these applications for recruitment.

**Internet:**

Internet advertisement is another new source of Recruitment. Now a day every employee has a website and they collect CVs by internet. Ever there is lots of job website and company can send advertisement over there. Recently Thakral Information Systems Private Limited. Launch a carrier website for the candidates.

Like other company Thakral Information Systems Private Limited also give advertisement over net. Generally Thakral Information Systems Private Limited gives advertisement in [www.bdjobs.com](http://www.bdjobs.com). The interested candidates whose profiles match with the requirements can apply for job over the net. By this way Thakral Information Systems Private Limited gets many CVs.

**Employee Reference**

Employee Referrals may be collected through circulation of advertisement to all employees. Thakral Information Systems Private Limited consider employees reference because it got some advantage, the internal employees know how to do the work so he can easily understand who can do work. If an employee refer someone that means he knows about him better and that helpful for the company because Thakral Information Systems Private Limited believes employees cannot be harmful for company.

**Other sources:**

Depending on the circumstances professional employment agencies, notice boards of technical universities

## **Screening of Candidates**

Following publication of Job Vacancy, concerned Divisional/ Department Head and HR & Admin Division will scrutinize the applications and short list candidates for inviting to oral interviews or written tests where applicable.

When screening the following criteria will be followed:

- ✓ For the Executive position, candidate must be at least graduate (from preferred universities)
- ✓ For Executive and above, candidate must have at least 1<sup>st</sup> class in all academic level. However, in case of competent candidates with strong experience in the relevant field such educational qualification may be relaxed.
- ✓ For Non-Management permanent employees, minimum educational requirement is SSC.
- ✓ For Non- Management contractual employees, candidate must be at least class eight pass.

## **Written Exam**

For every job Thakral Information Systems Private Limited. HR arrange a written exam for candidates. The written exam is must for each and every candidate.

The written exam is called “General Ability & Psychometric Test”. It contain two parts,

**General Ability:** In this section, the general ability of the candidate has been checked.

**Psychometric Test:** This is one kind of physiological test by which the behavioral sides of candidates have been checked.

This is the way of written exam that taken by Thakral Information Systems Private Limited for job. It is a very important and useful way to find our good candidate from the all kind of candidate.

## **Oral Interview**

For the oral interview, competency based structured interview will be conducted. The standard Interview Assessment Form along with Thakral Information Systems Private Limited questions will be supplied by HR & Admin Division. Position specific structured interview with necessary Proving Questions and Assessment form can also be developed/

used. The oral interview may take place in different phases according to the decision of HR & Admin Division and concerned Division/ Department and on the basis of Position:

### **Interview of Key Position:**

If the recruitment is for any key position/ Head of Department or above level a final interview must be conducted with the General Manager. Sometimes one interview makes the final result and sometimes there are two interviews. Interviews are arranged by HR. HR arrange interview for every post even for a tea boy and for a driver. Generally these interviews are held in HR floor of Thakral Information Systems Private Limited. There is a separate room for interview.

These interviews are generally taken by Managers of the required division and there must be an HR person in that interview. In interview the interviewer find out the fact candidate behavior as well as the ability of the candidate. Interviews also test the intelligence and smartness of the candidate.

### **Final Selection**

From the interview some suitable candidates comes out. Once the final incumbent is selected, HR & Admin Division (Compensation & Benefit) will initiate the compensation Plan and will make offer/ process the appointment formalities. This time HR discuss about few things like:

- ✓ Terms and condition of company
- ✓ Salary and benefit
- ✓ Joining

### **Final Approval**

Like the requisition for appointing candidate the approval of General Manager is needed. This time HR sends the approval to General Manager that these candidates are selected in interview for this position and they are going to appoint these candidates for the post.

### **Medical Test**

When the General Manager approved the appointment of the candidate HR call the candidate for a medical checkup. The candidates have to collect a letter for medical from HR and go

for the medical test. The selected candidate must undergo a medical checkup and subject to satisfactory medical report formal appointment letter will be issued.

### **Reference Checks**

When a candidate is selected for the job, his or her given reference has been checked by HR. Reference check may be conducted by HR Division upon acceptance of offer. Subject to satisfactory response joining will be accepted

### **Appointment or Offer Letter**

At last the after the medical test and reference checked, the offer letter for the candidate has been issued. After that the candidate gets the call that he or she has been appointed and he or she has to collect the letter from HR.

### **Acceptance of Offer Letter & Joining Procedure**

The joining also has some procedure. In time of joining at first the candidates have accept the offer letter by signing it. Then he or she has to fill up some forms like,

- HRIS form
- ID Card form
- Declaration

When all this formalities are over the candidate will become one of the member of Thakral Information Systems Private Limited and start working as an employee of Thakral Information Systems Private Limited.

## **4.10 Recruitment Cycle of Thakral Information Systems Private Limited.**

Human Resources Division will take maximum 30 days to complete a recruitment process. The breakdown of the 30 days as follows:

<b>Requisition</b>	<b>= 2 days</b>
<b>Advertisement</b>	<b>= 7 days</b>
<b>Short listing/Screening</b>	<b>= 7 days</b>
<b>Written test</b>	<b>= 3 days</b>
<b>Compilation &amp; Approval</b>	<b>= 3 days</b>
<b>Reference Check</b>	<b>= 3 days</b>
<b>Medical Check</b>	<b>= 3 days</b>
<b>Appointment letter</b>	<b>= 2 day</b>

This is the time cycle of Recruitment process. This is a time consuming process. So, it should be done in the proper efficient way so that they can get the right one for the appropriate post.

#### **4.11 SWOT Analysis of Recruitment Process:**

SWOT analysis is the detailed study of an organization's exposure and potential in perspective of its strength, weakness, opportunity and threat. This facilitates the organization to make their existing line of performance and also foresee the future to improve their performance in comparison to their competitors. As though this tool, an organization can also study its current position, it can also be considered as an important tool for making changes in the strategic management of the organization.

After working there for 3 months, I am able to find out their strength, weakness, threats and opportunities. Following there are brief points based on my own observations based on **Thakral Information Systems Private Limited**.

- **The strength of Recruitment process of Thakral Information Systems Private Limited**

i) The management of Thakral Information Systems Private Limited cares for the quality of service as well as the quality of its human resources.

ii) The recruitment process is quite fair and square. Everyone at the HR Division is honest and impartial which promotes the environment of accountability.



iii) It's External and Internal selection process growth creates an attachment between the employees and the organization.

iv) Moreover, internal growth has increased the recruitment and selection efficiency of the HR Division, since it has better knowledge about the applicants' knowledge, skills, abilities and other qualifications.

v) The recruitment and selection process of Thakral Information Systems Private Limited emphasizes more on who fits the organization, rather than who fits the job. Thus, it has created a unique organizational culture and the whole HR Division has ensures a friendly and caring working environment.

vi) They are so conscious about medical fitness so that other employees do not got effected for one employee.

▪ **The weakness of Recruitment Process of Thakral Information Systems Private Limited**

i) Thakral Information Systems Private Limited's HR planning can be made more effective if it is revised more often according to the change in this fast moving industry.

ii) Statistical measures such as correlation analysis and regression analysis are not applied to predict and analyze the recruitment requirements more precisely.

iii) Quantitative methods are not practiced in determining utility in recruitment and selection. There is no feedback system established to find out the efficiency of the system and correct its drawbacks.

iv) No study is conducted to justify the effectiveness of the recruitment tests.

v) Regret letters are not sent to the candidates who are not selected after joining of the finally selected candidates.

vi) Thakral Information Systems Private Limited does not always check references properly, which may lead to a grave problem for the organization.

- **Opportunities of Recruitment Process of Thakral Information Systems Private Limited**
  - i. Thakral Information Systems Private Limited can introduce more innovative and modern HR recruitment process.
  - ii. Thakral Information Systems Private Limited can recruit experienced, efficient and knowledgeable work force as it offers good working environment.
  - iii. They can use HR software for better analyzing the employees.
  
- **Threats of Recruitment Process of Thakral Information Systems Private Limited**
  - i. They are stuck with off trend written test question. So they should upgrade the question pattern according to the requirements of the post.
  - ii. They don't take telephone interview so they can introduce it as many companies are doing so in order save time and expense of both the parties.

## 4.12 Training and Development

After successful recruitment process, training and development process is the most important part. The new hired employee is experienced and qualified but beside that they need training to adapt the new environment. Now a days, most of the organization have this department for the development of employees working there. This not only develops the skill & knowledge of employees but also encourages employees to perform with more effort. Training methods varies depending on organization type and employee condition.

### **On the job training**

It talks about the learning something by for all intents & purposes doing that. This backings the representatives to prepare themselves at their work area while they work. This is for the

most part a viable condition worried with preparing program. Representatives coordinate prevalent or talented associate helps them as they are yet to assimilate the procedure.

### **Off the job training**

Off the job training means the trainings that are delivered to the employees away from their work place, specifically in a distinct training institute for a specific period. Throughout this time the employee does not need to attend office like regular schedule.

**Thakral Information Systems Private Limited** provide both type of training. For administrative job, they mostly provide on the job training and for technical job, they mostly send permanent employees to India and Singapore Head office.

## **Training Evaluation at Thakral Information Systems Private Limited**

### **Types of training evaluation:**

#### **Process evaluation:**

Assessment of preparing methodology itself. For instance, if the instructional course took after the procedure that at first set out.

#### **Outcome evaluation:**

Result appraisal can be over and done by Kirkpatrick's model of assessment. Nonetheless they don't utilize the term in a straight line as indicated by my reconnaissance the system drops into the model by avoidance. In the model the lower stages are the necessities for additional prevalent sums. The 4 phases are reaction, learning, lead and result. The underlying 2 phases are the estimate of the accomplishments of learning. Arrange 3 and 4 will amount the achievement of points and target.

## Section 5: Analysis

## **5.1 Analysis of Thakral Information Systems Private Limited Recruitment process**

Thakral Information Systems Private Limited mainly emphasizes on internal and external sources for recruitment. Internally the organization discloses the positions of the job and announces it to all current employees. Nature of the position and the qualification needs for the job is described in the announcement so that the interested candidates can apply. Thakral Information Systems Private Limited recruits the relatives and dependents of the employee for CV in some cases. Another way to find applicants is through employee referrals by other departments. Informal communication among managers who can lead the discovery for the best candidates who are working in other department in the firm.

Based on employee skills, educational background, experience of work employee can be recruited in the organization. For external sources the organization does advertisement, takes help from the employment agencies (only for technology department), do campus recruitment, arrange study for the students, take employee from personal contact or by employee leasing. Thakral Information Systems Private Limited has a structured and standard selection process. This is strictly followed by the selection board that is empowered by the organization. They first screen CVs. This process is done by some selective criteria which are needed for the company. Then initial interview is held. After that Selective applicants are asking for written test. Those who are successfully passed the written exam are called for final interview. The recruitment process is done then the employees are appointed base on their job description. The organization fills the position by promoting the present employees. But most of the times it recruits from outside. Interns are recruited based on their performance. Employee leasing is an option. Their Training and development program is also very essential right after the new recruitment. The new employee joining policy is also great as it is very transparent and helpful for the employee as well as for the organization.

Thakral Information Systems Private Limited, they don't use their personal website for job recruitment, here they can post their job vacancies and candidates can directly send their CV there. Sometimes they hire unskilled employees who have strong reference and they end up with poor performance. They also don't post their job advertisements on any reputed university's job and alumni page but fresh graduates mostly look for jobs in there university social media groups. Moreover, they don't keep any track record of previous recruitment

process that conducted with in the organization. As there are many Indian and Singaporean people working here, they also hire from abroad. But they don't use advance technological support for Skype interview.

In this analysis part, there is an over-all analysis of the whole Recruitment Process of Thakral Information Systems Private Limited. This analysis is totally based on my own observation. From my perspective, there are some flaws that can be easily recovered and there are also some strengths which is also their unique feature. This process is helping the employees as well as the organization to get the most essential resource which is human resource. This process also help me to learn many thing. After 3 months of internship in this organization, I have erudite with numerous different things and also enjoyed the employed condition and support from my supervisors.

## Recommendation and Conclusion

## 6.1 Recommendation

Recommendation part is not only based on my estimation, there are also some suggestions that the employees want from new recruitment. Successful employment planning is designed to identify an organization human resources need. Thakral Information Systems Private Limited can use software to keep employees update; which type of qualified employees they have; forecast future requirement of qualified employees like other MNCs.

Additionally, when the candidates come for interview or written exam the authority doesn't check the person with the picture that the candidates attached with the application. So, they should match them and verify the all information that are given.

The Company can use 3<sup>rd</sup>. party for all the department to reduce cost. And it is not possible all time to get the best CV, in that case 3<sup>rd</sup>. party can help them. But if they think they are sufficient then they shouldn't go for 3<sup>rd</sup> party. As there is an option, so they can keep this in consideration.

Most of the time company filled the vacant position from outside. But they can fill it by promoting appointment or suitable person in the organization. According to their company policy, it is better to hire from entry level and top most position are filled by internal recruitment after providing promotions. So, I think Thakral Information Systems Private Limited Basically relied on external search for recruiting purpose. They must attempt to develop their own low level employees for higher positions through more internal search. To do so they must ensure a communication network notifying interested persons of opportunities, including advertising within the organization like "position open" bulletin board in every department.

All of these organizations must use open up recruiting efforts to the external community like job fair through external search. They can participate in career and job fairs and open houses and must develop and support educational programs and become more involved with educational institution that can refer more diverse talent pool.

HR department should undertake a background investigation of applicants who appear to offer potential as employees. They should verify an individual legal status to previous work through checking credit reference, criminal records and so on.

As sometimes, they are forced to recruit unskilled employees with strong recommendation, in that case, they can offer them internship later on they can be permanent if they become



capable.

Thakral Information Systems Private Limited HR department should create a “Black List” and they can put the black listed people on that list. Black listed people are those who previously worked there and got terminated for some misdeed. Besides, those candidate who were aggressive or seems harmful during interview. These list will give reminder about them whom they shouldn’t allow for any future job.

In the organization, there is less number of female. They generally don’t prefer taking female employee. They should become equal opportunity provider. It is an International company but our local HR are doing discrimination. So they should avoid doing this.

Thakral Information Systems Private Limited should keep the track record of all candidates who sit for interview and create a database so that they can call them in near future if they need them for the same post.

They can also introduce telephone and Skype interview session for international employees to save the time of both the parties. They can book a full room for Skype interview with all advanced technological support for uninterrupted interview process.

Thakral Information Systems Private Limited can also give recruitment announcement on various social media. As we all know, people now a days, so much into social media so it will be helpful for them to find more suitable employee. They can also give job post on various university’s job circular page to find the young talents.

## **6.2 Conclusion**

Recruitment is an important issue for any organization. Recruitment process allows an organization to assess the vacancy and choose the best personnel who will run the organization in near future. So the organization should give more emphasize on selecting a best fit person, who can carry forwarded the organization in terms of development, values and morals. Mostly the precious resource for any organization is their knowledge based efficient workers. The organizations should become more thoughtful regarding this issue to ensure the quality and ethics.

From the above discussion, we can easily understand that Thakral Information Systems Private Limited is one of the biggest IT Company of Bangladesh. It covers the whole

Bangladesh by its IT service. There are two service and product Thakral Information Systems Private Limited make available in the Market-IT service and IT related equipment and logistics. At this moment, the company is in growing position. But one day, the strategies of the company will take the company to the “number one” IT Company’s position in Bangladesh.

So we can easily find out the Human resource exercise in recruitment process, employee satisfaction and relations at Thakral Information Systems Private Limited. It is a very developed and effective one. As a multinational company, for making the process more effective, Thakral Information Systems Private Limited should analyze the recruitment process of other multinational company of home and abroad. That can make Thakral Information Systems Private Limited perfect in recruiting people and the company will get efficient professionals, that will increased the productivity as well as revenue and take them to the peak.

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