



Internship Report on

Bulk Recruitment Process of enroute international limited





An Internship Report

On

Bulk Recruitment Process of enroute international limited

Submitted To:

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Assistant Professor

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Submitted By:

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Date of submission: 23.04.2017

Declaration Letter

This is to certify that the research paper entitled 'Bulk Recruitment Process of enroute international limited' submitted by Salsabil Jahan Tonny (ID: 14164044) as an impartial fulfillment of the requirement for the degree of Master of Business Administration from BRAC University is a record of candidates own work carried out by his under any supervision. All verbatim extracts have been distinguished by quotation marks and all sources of information have been specifically acknowledged.

.....

Dr. Suman Paul Chowdhury

BRAC Business School

BRAC University

Student's Declaration

I do hereby declare that the work presented in this internship report titled “**Bulk Recruitment Process of Enroute International Limited.**” Is an original work done by me under the supervision of **Dr. Suman Paul Chowdhury**, Assistant Professor, of BRAC Business School, BRAC University.

No part of this report has been previously submitted for any academic certificate or Degree. The work I have presented also does not breach any existing copyright and any portion of this report is not copied from any work done by anyone and the organization where I worked has no objection on the content of this report.

.....

Salsabil Jahan Tonny

ID No.: 14164044

Program: MBA

Major: Finance

BRAC University

Letter of Transmittal

23rd April, 2017

Dr. Suman Paul Chowdhury

Assistant Professor

BRAC Business School

BRAC University

Subject: Submission of report on “Bulk Recruitment Process of Enroute International Limited.”

Dear Sir,

With due respect & honor, I, the student of MBA Department, BRAC University, am submitting the report on **“Bulk Recruitment Process of Enroute International limited”**. I am pleased to inform you that I have successfully completed the intern report under your kind supervision. Now I am placing this report for your approval. Hope that my report will fulfill your expectation.

Sincerely yours,

Salsabil Jahan Tonny

Id: 14164044

BRAC Business School

BRAC University

Acknowledgement

At the very beginning I would like to express my deepest gratitude to the almighty Allah for giving me the strength and the composure to finish the task within the scheduled time. Internship report is an essential part of MBA program as one can gather practical knowledge by observing and doing the daily works in the chosen organization. I have done my internship at enrout international limited.

I would like to thank my honorable internship supervisor from BRAC University, School of Business (MBA), Dr. Suman Paul Chowdhury for providing me such an opportunity to prepare an Internship Report on "Bulk Recruitment Process of enrout international limited". Without his helpful guidance, the completion of this project was unthinkable.

I would like to place my gratitude to my supervisor at emc (enroute management consulting), Mr. Tariqul Haque (Chairman & Chief Consultant) for his continuous guidance and valuable suggestion from time to time.

I am also indebted to all of the officers and employees of the emc, who extended their wholehearted cooperation to me despite of their huge workload during this period. At last I must mention the wonderful working environment that has enabled me a lot deal to do and observe the activities during our internship period.

Executive Summary

Headhunting is similar to profiling the candidates. Each and every organization has its own competitors and rivals in that particular industry. If one organization is looking for a profile in the FMCG Industry, the organization will surely look for the candidate in the same industry.

Enroute's professionals have experience in headhunting suitable candidates for the niche skills companies look for in a candidate. Their headhunters have contacts with several individuals from varied industries who work at different levels which help us service our clients to ensure their full satisfaction.

The work of an employment agency is to bring job candidates and hiring companies closer. Thus, they help taking the first step towards building good employer and employee relationship.

In this report, I tried to describe the whole procedure of bulk recruitment and also the whole services offered by enroute international limited. Enroute International Limited follows the standard procedure of recruitment and to serve their clients the best service. In case of bulk recruitment enroute has their very own experienced project manager to handle the project. They offer the best service to match the role profile given by the client in a shorter possible time.

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Chapter-1

Introduction

1.1 Introduction

Every company in each and every industry takes different strategies to survive in this competitive world. Most of the companies are now using different HRIS in their operation to make their business more effective and efficient. Even some companies start a business transforming program to get a competitive advantage over their competitors. This report is actually made to present the work process of enrout international limited. This report is a study of the recruitment process, supportive management, and working environment in the context of enrout international limited. I have focused on the bulk recruitment process that enrout management consulting is following to give better service to their clients.

1.2 Origin of the report:

Internship Program of BRAC University is a post-graduation requirement for the MBA students. The main purpose of the internship program is to get the student exposed to the job world. Being an intern the main challenge was to translate the theoretical concepts into real life experience. An internship is like a glimpse of the real job.

The Real Purposes of the Internship Program are:

- Practical knowledge about the job responsibility.
- To experience the real corporate world.
- To compare the real situation with the lessons learned in the Academy
- To fulfill the requirement of BBA Program.

This report is the result of three months long internship program conducted in enrout international limited and is prepared as a requirement for the completion of the MBA program of BRAC Business School. As a result, I need to submit this report based on the “Bulk Recruitment Process of enrout international limited”. This report also includes information on the different services of enrout international limited and also the overview of the organization.

1.3 Objective of the report:

Based on two objectives I have prepared this report:

Primary Objective:

The main objective of this report is to provide necessary information about the procedures of Bulk Recruitment followed by the enrout international limited through the HR Department and recommendation.

Secondary Objective:

- a) To have a clear view about what is actually happening in the field of HRM of the selected business organization.
- b) To collect information and insight about the Recruitment & Selection function of the organization.
- c) To relate the theoretical knowledge with the real life experience of the Recruitment & Selection process of enrout international limited.

1.4 Scope of the study:

This report is sort of a real life case study, which means it is the illustration of the real scenario of the selected organization. So the scope of this report is limited. The first scope of this report is to have practical experience about how a research is done in the business organizations. The report has the scope to cover different aspects of HRM, which includes HR practices like Recruitment, Selection. It was part of my academic program to learn HR practices of enrout international limite to understand a real life scenario of the business world. Hence, this report does not go into the deep of the HRM activities of the selected company, it is beyond this report's scope to make focused suggestions or recommendation other than relating the observed and reach to a conclusion.

1.5 Methodology

The study is conducted in a systematic procedure starting from selection of the topic to final report preparation. The integral part was to identify and collect data; they were classified, analyzed, interpreted and presented in a systematic manner to find the vital points. The overall process of the methodology followed in the study is explained further.

Sources of Data:

Data are collected from both primary and secondary sources -

- **Primary Sources**
 - ✓ Observation of the organization.
 - ✓ Discussion with officials and concerned experts.
- **Secondary Sources**
 - ✓ Internet
 - ✓ Textbook

Collection of Data:

Primary data I collected from observation method, face to face communication with the officials.

Secondary data was collected from enrout international limited's websites and other related websites and documents.

1.6 Limitations

Depending on the practical experience this report has prepared. But there were some information associated with the report was confidential enough to disclose to the external world. Another problem was time constraint. In case of research, the sample size was quite small as it was not possible to analyze a large sample due to time constraint. The duration of my work was only three months. But this period of time is not enough for a complete and clear study. It is because of the limitation of information some assumptions were made. So there may be some personal mistakes in the report. Although there were many limitations I tried to give my best effort to furnish the report.

Chapter-2

Industry Analysis

Human resource plays the vital role to get the maximum contribution from its workforce. It is the nerve heart of the company as it is to deal with a man who is the vital and the most sensitive factor in any organization. Without the support of human beings machine remain idle, raw material lie stacked and money gets tied up. Human resource is the main force to achieve organizational goals and objective. In order to achieve these goals and objectives organizations need productive human resources.

The work of an employment agency is to bring job candidates and hiring companies closer. Thus, they help taking the first step towards building good employer and employee relationship. The employment agencies can be of two types – state sponsored and privately owned. The ones that are state sponsored neither charge anything from the candidates nor from the hiring organizations. The employment agencies that are operated by private individuals or corporations are generally for profit purposes. Whether, state sponsored or private, both are quite popular in Bangladesh these days.

2.1 Importance of employment agencies

Searching for a job is a confusing and complicated task. Conventionally, the job finding process needs developing large numbers of contacts. Thereafter, cold calls, interview and finally follow up interview are required for getting a job. The job seeking process is generally very much time consuming because the job seeker might not be able to easily get selected for the jobs he or she initially applies. This many often disrobes the job candidates of their courage and they get depressed after some time. However, with an **employment agency in Bangladesh** the job seekers here would not get discouraged or depressed.

2.2 Benefits of enrolling with an employment agency

Nowadays, employment agencies have insider connections with many organizations. This helps them to remain aware of all sorts of vacancies in a company. Many a times, companies do not post any notification for the vacancies in their company. These vacancies are filled through insider contacts and since the agencies have such contacts the candidates enrolled with such employment agencies become eligible for the vacancies.

The need for effective recruitment process organization in Bangladesh:

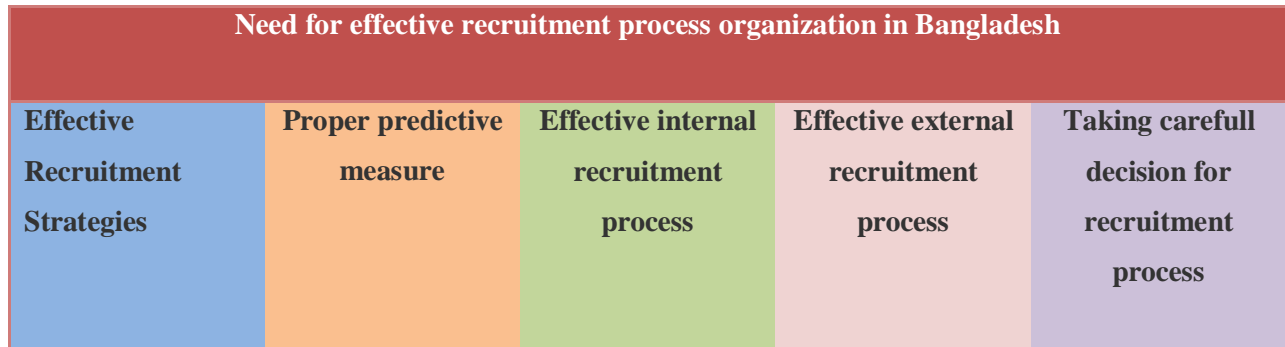


Figure: 1 The Need for effective recruitment process organization in Bangladesh

There are two ways of getting candidate for employment. That ways are-

- ✓ Internal Sourcing
- ✓ External Sourcing

2.3 Internal sourcing for employment:

An organization can fill the vacant position through internal talent sourcing. Organizations can find internal sourcing by various ways.

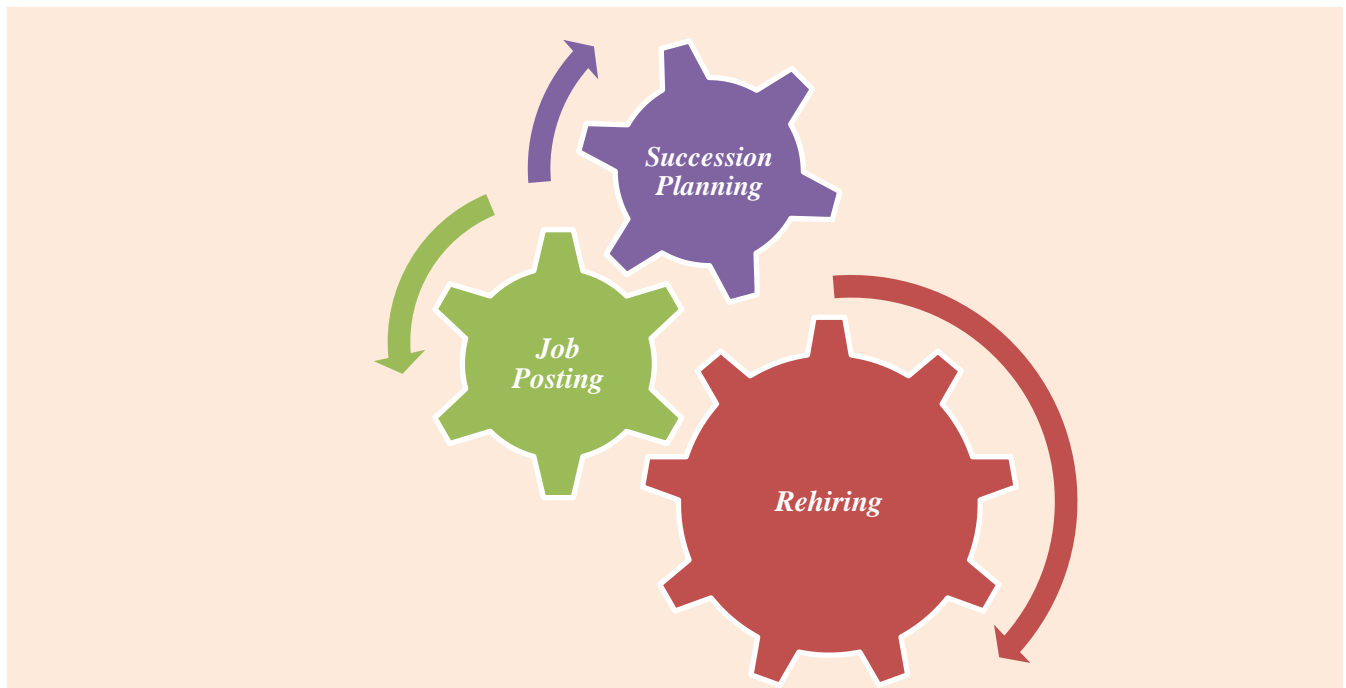


Figure: 2 Internal sourcing for Recruitment

2.4 External sources of candidates in the organization in Bangladesh:

- Most of the organization in Bangladesh prefers recruiting through advertisement via print media and electronic media. Still print media is the most useful sources of recruitment though online media is booming now-a-days.
- Now-a-days recruitment through job portals and organizational website is becoming popular in our country. HR divisions of the organizations collect CVs of the external candidates from different job portals such as bdjobs.com, prothomalojobs, jobsA1 etc.
- Many organizations also take part in job fairs, on campus recruitment and also uses “Word of Mouth” to attract competent candidates.
- Recruitment via employment agencies is now becoming popular in our country. These agencies provide CVs of only the competent candidates.

2.5 Why Employment Agency?

While finding out the right talent, an organization finds lots of difficulties where an employment agency can do their job very easily and smoothly. They have their very own expertise on this field of recruitment. So while recruiting someone a recruitment agency can place the right talent in a shorter period of time and also they can provide better consultancy to the organizations.

Some of the reasons for taking help of recruitment agency in the case of recruitment are given below-

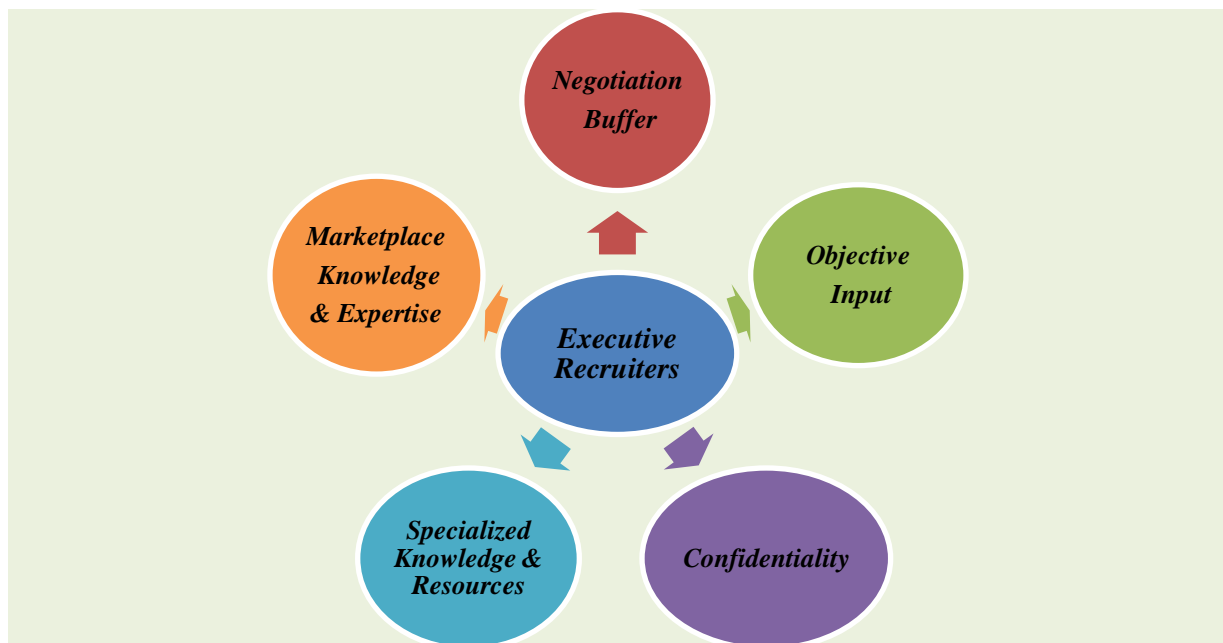


Figure: 3 Need for employment agency

Searching for a job is a confusing and complicated task. Conventionally, the job finding process needs developing large numbers of contacts. Thereafter, interview and finally follow up interview are required for getting a job. The job seeking process is generally very much time consuming because the job seeker might not be able to easily get selected for the jobs he or she initially applies. This many often disrobes the job candidates of their courage and they get depressed after some time. However, with an employment agency in Bangladesh the job seekers here would not get discouraged or depressed.

For the entrepreneurs, selection of the right candidates for their start-ups is very important. In the business world, competition is very high. You cannot afford to start a new venture without eligible staff on board. For a new venture, the starting few years are very crucial when it sets to adapt to volatile markets. The manpower chosen with great recruitment agencies can only help your venture to adapt easily.

If your venture is new then you will require no human resource department at all. The entire task of recruiting man power has to be handled either by you or a third party contracted recruiter. There are some more reasons for why recruiting agency is important which are shown below-

Time management

The most important resource that a startup venture needs to pay attention to is the time. You do not have excess of it and in your case if you are wrong with time management then the more established competitors of yours will get ahead easily. The manpower recruiting Bangladesh services save a lot of your time that you may be wasting on hiring the most eligible candidates. The expertise of these recruitment agencies will help you to invest your precious time in other business activities. The strict selection of candidates based on skills and employability tests provides better retention.

Easily availability of candidates

We all know that recruitment agencies have a vast network reach. It means you are not restricted to the appointment of the candidates from some fields only. With recruitment agencies on your side, you can be rest assured to get the best employees making use of their quality and reliable network. This also saves the cost of headhunting the right candidate and the time period to fill a vacancy.

Experts sharing knowledge and advice

If you are a venture beginner and lack the most important of all skills the expertise and experience, with the recruitment agency staff, you get both the expertise and professional services. You can count on the

manpower recruiting service from Dhaka for getting only the most eligible staff. Additionally as a perk of choosing these services you get free suggestions from the experts. These advices can sometimes be show changer for your venture.

So for the entrepreneur looking forward to start a new venture, recruitment agencies can help provide the best manpower solutions.

2.6 Major Players in the field of HR Consultancy

- enrout international limited
- grow n excel
- HR Connections
- HR Kites
- Peoplescape
- Proedge
- HR Bangladesh
- Front Desk

Chapter-3

Company Overview

3.1 Organizations Overview

enroute provides its clients a complete solution for business growth with its unique approaches to problem identification, concept development and world class execution of diverse services.

Since its inception in the year 2008, enroute with its highly experienced, passionate and expert business team, have been providing support & solutions to many Bangladeshi local and international companies of a selected segment. enroute, although not such an old name in this field of work, has successfully made a mark wherever enroute has set foot in these five years of the journey.

With its long-term partnership focus, value addition model, talented management team and alliance with local and international organization and individuals' expert in their sectors, enroute has built partnership agreements with many of the renowned local and multinational organizations of the country.

Various services provided by enroute international limited are-



Figure:4 Services provided by enroute international limited

3.2 Outsourcing

enroute offer a long term partnership which ensure the opportunities for their clients and gives them a competitive edge over rivals. enroute has been successfully providing outsourcing support to many

businesses of Bangladesh both local and international. They ensure enhancement of the shared services of their clients while they focus entirely on their core activities with ease.

enroute carry out work processes in a way that it adds value not only for their clients but for their customers as well. The expert enroute team provides a rather strategic and systematic approach to ensure that the services are aligned with the client company's long-term vision, as well as in-sync with the management style and company's reputation.

what we offer-

enroute Marketing Solutions

enroute Marketing Solutions with its highly experienced team have partnered with many local and international companies in enhancing the experiences for their consumers at retail and point of sales. We have been providing support for companies to manage their nationwide merchandising of the products and services. We also have the experience of managing brand promotion activities and retail for many big names in the market.

enroute has the experience of managing high value strategic channel for corporates in the country. We have been managing sales of specific target groups for our clients. We have been taking care of consumer promotions activities for companies we have partnered with. Sales and distributions are also activities we have successfully managing and creating value for our clients.

enroute Pay Solutions

enroute Pay Solutions is a unique managed service. We have been providing payroll solutions to many local and international organizations accomodating both small to large people resources. With our wealth of experience and our understanding of what businesses require from their payroll, we have grown in efficiency in the payroll outsourcing market. Our objective is to provide clients with a fast, reliable and user-friendly payroll service. We have the competent team, tools, processes, experience and local knowledge to deliver accurate, on time, and compliant payroll solutions, HR services, Payroll Processing services, legal and statutory reports for our clients. We also manage fund disbursement to employees through client's preferred or designated banks.

enroute OfficePro

enroute's office productivity tool, enroute office-pro, is a work place resource management service. We offer a one stop office solution or even a customized office solutions based on the needs and requirements

of the client. This tool offers a wide array of services. From office set-up services to maintenance, or be it front desk services to managing the security service of your organization, through enrout office-pro we will provide you any service that your company requires without having to lose any focus from your core activities. We provide skilled human resources to assist you in your support activities from either your premises or from ours.

3.3 Recruitment

enroute is one of the leading providers of executive search and managerial recruiting services. the business of emc is assisting clients in building their human capital through a well defined recruitment process as a value-added partner. Based on a client's objectives, the firm determines the profile of skills and background required for a position, and then, working discreetly and with the highest standards of integrity, identifies and evaluates the relevant competencies of candidates most appropriate for the role. We place an emphasis on building long-term relationships with our client and talents with highest collection of resumes.

enroute understands and values the importance of the talent pool that any organization counts on to bring synchronized and efficient business performance. It starts from recruiting the right talent to properly managing these talents to enable them perform in achieving company's ultimate business goal. enrout through one of its SBUs, enrout management consulting (emc) offers-

- ✓ **Talent Recruitment:** entry level recruitment, mid & senior-management level recruitment
- ✓ **Performance Management Programs:** developing the effective performance program vision and tools, training the key management to ensure smooth implementation
- ✓ **Reward & Recognition Program:** developing exciting and cost effective reward and recognition program e.g. The Checkered Flag, and manage the program on day to day basis

3.4 Training

enroute conducts various types of training and workshop for clients based on specific and customized needs and requirements. Our trainings and workshops are unique. We focus more on practical mode of learning through games and simulations. This enhances learning much higher.

So that individuals can remember the learning of the workshops better and actually believe to put the words into actions. We conduct various types of training and workshop for clients based on specific and customized needs / requirements. Our trainings and workshops are unique. We focus more on practical mode of learning through games and simulations. This enhances learning much higher.

emc trainings & workshops

emc gives training on different topics such as-

- ✓ communication skills & presentation skills
- ✓ energizing performance at work
- ✓ behavioral / soft skill training
- ✓ counseling techniques
- ✓ training of trainers
- ✓ negotiation skills
- ✓ managerial grid
- ✓ leadership & team building
- ✓ sales and selling techniques
- ✓ action-centered leadership
- ✓ customer satisfaction & care
- ✓ customer experience management
- ✓ customer relationship management
- ✓ performance management system
- ✓ project management
- ✓ excellence through micro-planning
- ✓ effective managerial habits
- ✓ personal effectiveness
- ✓ management of change
- ✓ conflict management
- ✓ essential business etiquettes
- ✓ disciplinary procedure
- ✓ interviewing skills
- ✓ time management
- ✓ improving work culture
- ✓ coaching and mentoring skills
- ✓ personal growth & effectiveness
- ✓ value building



3.5 Consultancy

enroute consultants are masters in their own fields. With years of experience and firsthand knowledge that they possess, our consultants have been successfully guiding businesses to prosper both in the public and private sectors. More to their experience, our experts hold deep understanding of the market situation of today's competitive world to help you make the Right Decisions for Your Business. We are experts in identifying any potential room for improvement in your business.

We Advise on strategies linking it to business, setting up units, create network for business development opportunities. We Formulate business policies and strategies for corporate culture and values, performance management systems and overall enhancement of the business. We Associate outsourced HR activities, knowledge management initiatives, setting up of operations for our clients, identifying suitable business partners. We Manage recruitment, training, organizational feedback systems, customer analysis and feedback. We are Catalyst for competence management, speed to market, customer experience, culture & strategy alignment, learning, executive coaching and mentoring. The horizon of enroute's expertise is vast and includes areas like HR and Organization development, Business operations, Marketing and branding, Finance and Accounts, Information service, Sales and distribution and Supply chain management.

Enroute helps to improve the clients business by giving them different kinds of experts' consultancy.

Different types of consultancy enroute provides are shown below-



Figure: 5 Different consultancy provided by enroute international limited

3.6 enroute management consulting (emc)

emc is a leading consulting firm with certified and an experienced business team working closely with national and international strategic partners. emc is unique to provide a complete solution through managing business growth.

emc is a SBU of enroute international limited. enroute international limited was established by a group of corporate professionals with an enriching career in renowned multinational and local organizations. We have a 360° approach from transformation to execution for business growth through problem identification, concept development and world-class execution.

Vision:

“Cultivating a world class Bangladesh through its people and organization.”

Strength:

emc understand first-hand the challenges faced by organizations in both the private and public sectors looking to improve the way they do business. Every member of their team of consultants has a broad experience and deep understanding of their respective fields, both as a consultant and in the work- life experience.

At emc, we understand first-hand the challenges faced by organizations in both the private and public sectors looking to improve the way they do business. Every member of our team of consultants has a broad experience and deep understanding of their respective fields, both as a consultant and in the work- life experience.

What emc do

- talent sourcing & recruitment
- recruitment process outsourcing
- training & development
- career counseling & confidence building
- hr process & policy development
- payroll management
- salary survey& benchmarking
- employee document verification
- pre-employment health check-up
- organization transformation

- organization survey
- change management
- capacity building
- call centre
- facilities management
- development sector (forward marketing , policy create , char development in their source of income)
- distribution
 - licensing partner with new business venture (Cartoon network)
 - credit recovery (receivable service in process for launching)
 - bank assessment
 - business process outsourcing
- people outsourcing

3.7 Different Services provided by enroute management consulting (emc):



Figure: 6 Different services provided by enroute management consulting

3.8 Major Clients of emc



Chapter-4

Analysis part

4.1 Bulk recruitment of enroute international limited

It is a recruitment process where companies hire a huge scale within a shorter span of time. They use various methods to fulfill their requirements of the manpower. Some of these methods could be through various classifieds, conducting various recruitment drives, Doing Campus Hiring, Participating in Job Fair etc etc.

A high volume recruitment project would typically happen when a company needs to hire large numbers of candidates in a stipulated time. Therefore to lessen the workload on HR and other departments of the company clients outsource the project to specialist recruitment providers. Essentially any hiring project which involves between 5 and 500+ staff, at one time, would be considered a High-Volume recruitment project. This is an area which very few recruitment companies are capable of delivering. It is not simply about numbers, it is also about quality, as the learning curve of new hires is fast and they need to hit the ground running in their new position. The selection process needs to be rigorous to ensure that the right people are being taken on regardless of whether it is 20+ people or 200+.

In most cases, the client's Recruitment/HR team, need help and support to make a project like this happen. Handling volumes of CV's, interviews, Assessment Centers, Reference Checks and all of the administration that needs to happen on a requirement of 350+ staff is both challenging and significant. **Enroute International Limited** with this expertise has dedicated Project Managers who specialize in this. Back office support teams are used to handling volume; they have the ability to make a high volume project happen fast.

Process of Bulk Recruitment

The process of bulk recruitment is shown in a diagram below:

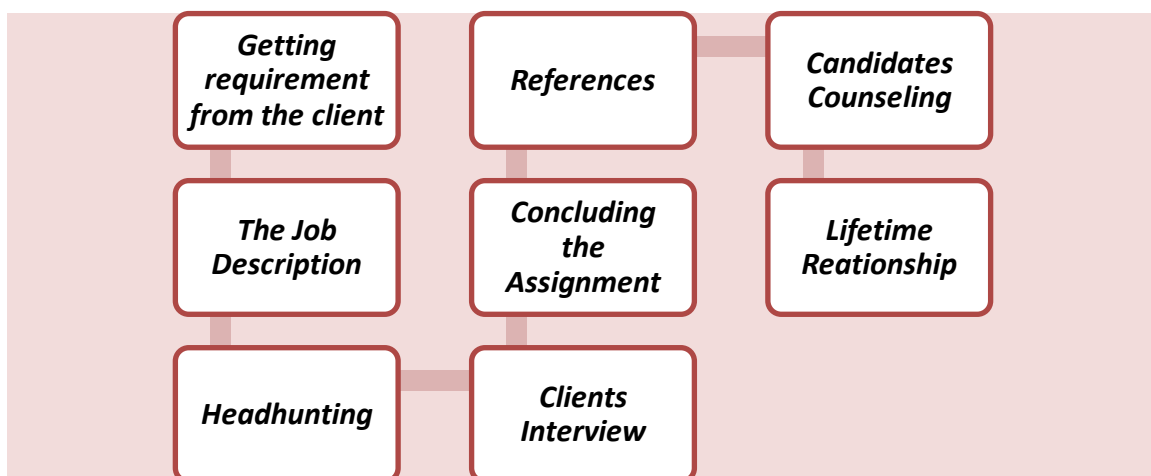


Figure:7 The process of bulk-recruitment

1. **Get the requirement from the client:** Bulk recruitment process starts with getting the requirement from the clients end.

2. **The Job Description**

We initiate the recruitment process by zeroing in on the exact job description and the candidate description from the client, which includes a detailed briefing meeting with the client outlining the company's background, culture, structure, market standing, stability, growth and future plans.

3. **Headhunting**

We outline a recruitment strategy that is the most appropriate for the brief. Starting with making a Industry analysis to ending to the Organization maps from where the appropriate candidate can be headhunted. Some organization wants to have a campus recruitment, some wants to do a job fair etc. Depending on the clients requirement enroute decides the procedure of hiring the candidates.

In case of campus recruitment, enroute follows the below procedure-

- **Screening the CV:** At the first stage we need to screening the CVs. From where we select only the shortlisted candidates for the written test.
- **Written Test:** After screening the CVs we need to prepare the question for written test according to the clients requirement. In the written test there are some assessment criteria given by the client which needs to follow in case of short listing the candidates for the group discussion. The written test has conducted in terms of knowledge about required fields. The candidates are called for the preliminary (first) interview based
- on their performance in the written test.
- **Group Discussion:** In the group discussion, there are different assessor to assess the candidates. Here we assess the candidates based on different criteria such as values, analytical skills, presentation skills etc.
- **One to one Interview:** Whenever we headhunts candidates, we personally interview those candidates who appear to be a close fit to the ideal profile. We use competency based interview technique, which is specifically prepared for each assignment. These interviews are conducted in a informal environment and each interview typically lasts for half an hour. During these interviews we carefully assess each candidate against the key criteria that have been specified in the brief. We pay utmost attention to the work exposure, capability, fitment to the job-candidate expectations, personality and cultural fit.
- **Shortlisting the candidates:** After completing the interviews, we compile a shortlist of those candidates who we consider to be the right match to the client mandate. We prepare

and present a comprehensive report on each of the shortlist candidates which includes a two page summary on the candidate fitment to the job.

4. **Client Interviews**

We arrange for the client and candidate to meet each other in a formal/informal environment and we then communicate feedback from each party to the other.

5. **Concluding The Assignment**

We advise the client on preparing an offer communicate it to the chosen candidate. We act as an intermediary to negotiate a mutually acceptable settlement between both client and candidate.

6. **References**

As per the clients requirement we take up references from the candidate and submit a Reference Check Report to the client . Reference checks allow obtaining information and opinions regarding the person's character, quality of the work and suitability for the position. It is an opportunity to validate the information received from the candidate via their resume and the interview. Speaking to the candidate's manager or other people whom they have worked with should also check internal candidates.

The candidate's immediate supervisors are needed to be contacted. Permission should be obtained to contact the candidate's referee, especially if their current employer is contacted. It is not unusual for a candidate to be uncomfortable with the organization's speaking to a current employer. If they are uncomfortable, an alternative person other than the current employer has to be chosen by the candidate (work colleague, for example). Unless the candidate is a graduate or school leaver with no prior work experience, only contact work related referees should be contacted. At least two reference checks should be done, however the more the better.

1. **Candidate Counseling**

We provide resignation, relocation and counter offer counseling in the form of pre-emptive written and verbal communication and support to the candidate, ensuring a high ratio of offer acceptance.

2. **Lifetime Relationship**

We believe that, this starts a life time relationship between enrout international limited, the Candidate and the client. We ensure that we stay in touch with both the parties for lifelong period of time.

Chapter-5

Findings & Recommendations

5.1 Findings:

While doing internship at enrout international limited I found some problems regarding the recruitment process which should be minimized. But the issues related with bulk recruitment defer depending on different projects. Some of the issues are described below:

- **Communication problem with candidate:** In case of bulk recruitment enrout needs to appoint call center to call the candidates for interview. So here sometimes there is communication gap between the client and candidate.
- **Database maintain:** when the recruitment size is very big that time maintaining the database is being very difficult. Also the format of database is not same for all the projects. It varies depending on the clients requirement. To maintain the database is also very time consuming.
- **Candidate sourcing:** Depending on different project sourcing the candidate is being the most difficult part of bulk recruitment.
- **Fixed Timeline:** In the case of bulk recruitment we have to follow a specific timeline which is one of the main constraints of doing quality work sometimes. As, in bulk recruitment we have to source a huge number of candidate so sourcing it in a limited time is very difficult.

5.2 Recommendations:

Based on the findings or issues I've put some recommendations for enrout international limited which are discussed below:

- First of all to solve the communication problem the project manager needs to brief the project very clearly to all of their employees. S/he needs to brief the way of communication and what should be the message.
- In case of database maintaining, enrout should give this task to someone who is very active and enthusiastic in this work. Because to maintain the large database is sometimes make people boring and that time there is huge chance to make an error. So to prepare an error free database they should appoint someone who is very active in this work.
- Enrout international limited should expand their network in all the fields. Because only good networking can help sourcing better candidate in a shorter period of time.
- As we can't cross the time frame given by the client so here enrout needs to speed up the work process. Also they can prepare their own database so that if there is any requirement they can instantly find the right candidate from their database.

Chapter-6

Conclusion & References

6.1 Conclusion

Recruitment agencies are growing day by day in Bangladesh at a considerable rate. The sector consistently creates job opportunities for highly qualified people. HR Consulting companies are either directly or indirectly contributing largely towards raising the standard of recruitment procedure. As one of leading HR consulting firm plays a vital role in the industry as well as in the national economy.

To be successful, relentless contribution and dedication of the organizations human resource management is very much needed. To compete in the international as well as in local markets in adverse situation the HR managers work has become much more difficult in today's ever changing business environment.

Developing plans in a dynamic situation demands critical analysis of the situation and strictly adhering to the core principal of the organization.

In this report, I have tried my level best to identify Bulk Recruitment & Selection procedure used by *enroute international limited*. In this report, I imply my acquired knowledge from HR course and try to comply with the techniques procedure and systems followed by the company. The companies in this industry should concentrate on quality product and quality service to take this industry towards further success. The Bangladesh government should also be considerable and cooperative to help the businesses flourish.

6.2 References

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