

Internship report
Best holdings limited





Inspiring Excellence

Internship Report
On
**Analysis of Recruitment and Selection Process of
Best Holdings Limited**

Prepared For-

Shamim E.Hauqe
Assistant Professor
BRAC Business School
BRAC University

Prepared By-

Maksuda Akter
ST. id – 13104092
BRAC Business School
BRAC University

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Shamim E.Haque
Assistant professor,
BRAC Business School,
BRAC University,
66 Mohakhali, Dhaka.

Subject: Submission of Internship Report.

Dear sir:

This is a great honor for me to present my internship report on “**Analysis of Recruitment and Selection of Best Holdings Limited.**” I feel delightful as I got the opportunity to do my internship in a reputed Company, Best holdings limited. I have given utmost dedication and concentration to the successful completion of my internship so that I could prepare a successful internship report. It is a great opportunity to present my internship report under your supervision. I am thankful for your guidelines and instructions.

I tried to put my best effort for the preparation of this Report. Yet if any shortcomings or flaws arise, it will be my pleasure to answer any clarification and suggestion regarding this report.

Yours Faithfully,

Maksuda Akter
St. id- 13104092
BRAC Business School,
BRAC University

ACKNOWLEDGEMENT

At the very start, I am grateful to almighty Allah for giving me the strength, courage and capacity to successfully complete my internship program and in addition the internship report in the scheduled time disregarding different difficulties.

It gives me tremendous joy to thank a substantial number of people for their friendly collaboration and consolation which has contributed directly or indirectly in setting up this report.

At first, I might want to offer my thanks to my internship supervisor Shamim Ehsanul Haque. His direction and feedback influenced everything crystal clear. At first I was scrambled that weather I would have the capacity to make a productive report however with his help, I figured out how to do everything precisely and in time. He kept me on track to finish this report and his suggestions were fundamental in making this report as perfect as could reasonably be expected.

Moreover, I must show my gratitude to my supervisor of Best Holdings Limited(BHL),Mr. Iktier Ahmed, who eagerly took my responsibility and gave me time and shared his working experiences to me. His direction showed to me a way not only to comprehend the workplace culture yet in addition how to manage all the employees around me.

I would also like to express my sincere thanks to all the employees of Human Resources Division of Best Holdings Limited who helped me during my work tenure and made my experience a memorable one.

EXECUTIVE SUMMARY

Recruitment and selection can play a pivotally crucial role in shaping an organization's effectiveness and performance. That is why an organization needs to properly plan about their recruitment and choice strategies and BHL is very conscious about it. The recruitment and choice process begins from the marketing and then ends with the selecting or hiring personnel. Recruitment and selection is a continuous system in BHL that takes places spherical the year. At some stage in this report I've executed some statistical analysis based on the recruitment and

selection process of BHL and the author's assigned project „analysis of Recruitment and choice process in BHL“. In a while a few pointers has been made so that it will be helpful for the enterprise in destiny.

With the help of the some hypothetical numbers in the recruitment database I did some statistical analysis of the recruitment process to make the whole scenario extra seen and understandable. Amongst all the functions, marketing has highest range of selected employees throughout this period

of time. A recruiting yield pyramid has been developed which implies that to hire 10 candidates the enterprise will must generate as a minimum 325 leads.

An evaluation has been shown at the most reliable supply of capacity applicants for BHL. Subsequently, a statistic showed that during most of the instances BHL HR has successfully provided desired candidates in extraordinary vacant positions. The incident ascertains that BHL HR is spark off and efficient in their recruitment and selection process.

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Chapter 1

INTRODUCTION

Origin of the Report

The report, titled “Analysis of Recruitment and Selection process of Best Holdings Limited ” has been equipped to fulfill the partial requirements of my internship of BBA Program of BRAC business School, Supervised by Shamim Ehsanul Haque, Assistant professor of BRAC business School. I have been connected with the team of Human Resource Department of Best Holdings Limited since November 01, 2017 and I have prepared this report in alignment with my assigned responsibilities.

Rational of the Study

The reason of this study is to collect information about corporate surroundings. Mainly operating in Human resource department will allow me to understand much stuff about an organizations Human resource policy and activities. As a student of BBA program at BRAC to meet the requirement of my degree, i was assigned to Human resource department of Best Holdings Limited, a sister concern of Metro group. There I worked in HR department as an intern and dealt with a few responsibilities of core Human resource department and particularly coordinated so many training and development applications. Therefore I came to understand about their organizational culture.

Objectives

The Primary objective of this report is:

□ □ To understand the operations in the Human Resource division of Best Holdings Limited along with giving some recommendation.

In addition to that, the report has a few specific objectives that it has tried to uncover:

- ✚ To increase practical knowledge about Human Resource Management practices.
- ✚ To identify the components those are helpful for the employees and its effect on employee satisfaction.
- ✚ To explore the changes in management view towards Human resource management.

Scope of the Study:

- ✚ Information for the analysis was collected from the internal websites, database, research

Papers & study materials of Best holdings limited.

- ✚ Geographic scope of the report is limited within Best holdings

Methodology

Methodology refers to the general strategies of research in my internship report. To achieve the required results to establish the objectives two basic methods were used-

✚ Qualitative Analysis:

In-depth interview of several managers and employees have been carried out to get proper perception on the HR guidelines at Best Holdings Limited (BHL).

✚ Observational Analysis:

Observation of the work environment throughout the tenure of internship at BHL.

Limitations

- ✚ Analysis is based totally upon historical data and experience.
- ✚ Due to confidentiality concerning records within the organization all essential facts couldn't be accumulated.
- ✚ There's also a lack of data in terms of comparison within this controversial industry.

Chapter-2

Company Overview

Metro Group

Since the inception of METRO group it consolidated and various its business with the liberalization of Bangladesh economy. Now the METRO organization's business embraces within the vicinity of civil construction Works, Infrastructure improvement, Land & apartment improvement, manufacturing Pharmaceutical products and buying and selling consumer items.

From the very outset, our guiding intention has been to ensure high-quality product and efficient customer service, an goal we intend to maintain to hold for the future. We tailor our activities to our customers' unique requirements, constructing trusting relationships, based on mutual admire and shared achievement. Customer satisfaction is one of the cornerstones of our business.

Our achievement lies in the exploitation of sophisticated generation. The dynamic and inspired control emphasizes on enjoy and professionalism. As a end result, the institution has a notably certified and nicely trained team of workers. This has enabled it to compete with multinationals in terms of value and high-quality.

Our proven track record of quality product, consistent achievement of targets and willingness to simply accept the hardest contracts are the hallmarks of our Metro group team.

The direction we've got taken to growth has been a collective attempt. The endless efforts of our employees, associates as a team, confidence and guide of suppliers, bankers and customers were contributing us through the years to attain the best.

I clearly thank all the ones who've contributed to METRO group's achievement in the past and continue to achieve this nowadays, and invite them to travel with us on our journey into the following millennium.

Best Holdings Ltd. is the brand new dimension within the commercial enterprise of METRO group. It has been ventured to exploit the excessive growth potentials of real estate area. The organization has been set with the vision of developing land, rental with unique layout, architectural concept to cowl an extensive demographic spectrum of clients.

The company has been engaged in developing low-rise & high-rise residential & commercial complexes with firm commitment to serve its customers recognize their schemes without compromising to excellent requirements.

Real estate Industry of Bangladesh

Real estate development is a business interest concerned with land and creation that gives value-adding offerings with the aid of developing residential, business, institutional, industrial and integrated initiatives and associated infrastructure. The idea of real estate in Bangladesh emerged after liberation. Over time, real estate has end up a topic of eager interest for the general public, businessmen and other stakeholders. The real estate and housing sector is one of the fundamental drivers of any nation's monetary development and industrialization. In Bangladesh, real estate has emerged as a critical sector of our economic system. It has a large multiplier impact on financial sports and therefore, is a huge motive force of financial growth. Its miles considered one of the largest employment-producing sectors after agriculture and clothes. no longer most effective does it generate direct and oblique employment opportunities, it also stimulates demand for ancillary industries, as an example metal, cement, tiles and sanitary ware, cable and electric ware, paint, glass and aluminum, brick, building materials, and customer durables.

Real Estate associations of Bangladesh

There is main real estate industry association in Bangladesh-

“Real Estate & Housing Association of Bangladesh” –(REHAB)

Few Real Estate Companies of Bangladesh:

1. Basundhara Group
2. Advanced Development Technologies
3. Alliance Properties
4. Amin Mohammad Group
5. Anwar Landmark
6. Artisan Group
8. Bangladesh Development Group

Product Offerings:

Best Holdings limited has consolidated and varied its business with the rapid increase of the Bangladesh economic system. Now the best Holdings“ business embraces inside the region of civil creation Works, Infrastructure development, Land and apartment improvement, production Pharmaceutical products and trading consumer goods.

Since the inception of best Holdings limited, it has set itself as one of the power house of hospitality sector in addition to constructing Residential and commercial apartment and distant places trading business.

From the very outset, best holding“s guiding aim has been to make sure excellent products and efficient customer service in the Hospitality and Civil Engineering fields as well as inside the other sections it offers. Best Holdings have several wing companies. They are:

- BestCom (Media and Event Management): we are an incorporated advertising and marketing agency with wide competencies. Bestcom was inaugurated on 1st of December 2014. We consider in the strength of innovative thoughts. We strongly perceive creativity is not just an art; it transmits logical and meaningful thoughts. If there“s something that distinguishes our style, it“s our simplicity, relevance and difficult work that result in every particular final results of each challenge we formulate.
- Niloy Agro Fisheries and Poultry Limited (Agro Businesses): Best Holdings limited has the very best quantity of dedication to preserve nature at the same time as making business. Nature, in the broadest sense, is equal to the natural, physical, or material global or universe. “Nature” refers back to the phenomena of the physical world, and also to existence in widespread. It levels in scale from the subatomic to the cosmic.
- Le Meridien Dhaka (Hospitality): keeping in mind of the requirement of a longtime inn management operator who has previous experience in operating a 5 star motel in Dhaka, the sponsors determined to change the operator from best Western premier to Starwood hotels & hotels.

The hotel has spacious 304 guest rooms to satisfy the demands of the vacationers who require world class centers once they live in Dhaka. The particular logo is „Le Méridien“ which operates in all of the primary cities of the world.

The hotel is managed via Starwood for 25 (twenty five) years. applicable Agreements were accomplished among exceptional Holdings limited and Starwood Asia Pacific hotels & resorts Pte. Limited on April 27, 2012. The agreement may be prolonged for up to two additional periods of 5 (five) years each.

- Real Estate & Commercial Buildings: Best Holdings Limited is one of the companies having that perfect knowledge of the Real Estate Business and its system. Its flagship concern Al-Amin Construction Company has that requisite experience and project successes in the sector.
- Interior Design & Solutions: CS49, a entire answer for interior decors, does provide an extensive range of distinct costly innovative outlook elements that you have usually dreamt of. We feel proud of delivering a wide range of imported furnishings and decors in correlation in your latent demand and want. Our CS49 showroom opened at eleventh of March 2017. We do provide the arena-magnificence finest great fixtures and indoors decors with a view to not best enhance your indoors outlook however will even present a amazing homely atmosphere feeling for you. Our basic purpose is to cater your entire demand for a lucrative best top rate indoors ornament and furnishing for your home, office, and resort.

Organizational structure:

Best Holdings Limited has a huge staff, around 80 high caliber professionals in engineering, finance and business administration who take managerial responsibilities at the headquarters in Dhaka.

Administrators, Finance and Accounts Managers, Project Managers, Engineers, Quantity Surveyors, Supervisors, Surveyors, Overseers, Foremen, Commercial Managers, Commercial Assistants, Stores and Material Management Personnel, Safety Engineers, Quality Assurance Engineers, Pharmacists, Designers, Architects, Lawyers; a diverse array of skills blended together to work as a team for common goal in perfect harmony.

It is remarkable how men from such diverse backgrounds and stations in life establish such perfect rapport. This is made possible by placing high value on every individual's sense of responsibility, professional skills and ability to exercise his initiative and judgment, while working as team member.

Training also plays an important role in our management. We impart training to our professionals and supporting staffs in the up to date technology, techniques and in the philosophy of modern management to expertise each in his field of activities to render services of customer's needs.

Major Functional Divisions and Departments:

BHL has been operating its business under the following major functional areas:

- Accounts
- Finance
- Human Resource
- Marketing
- Security
- Legal and Secretarial
- Information Technology
- Corporate and Regulatory Affairs

Human Resource Department

The department ensures that managerial development contributes to organizational development.

Areas covered by HR within BHL are-

- **Managing performance** i.e. measuring & aligning performance, rewarding performance, Managing & administering benefits etc.
- **Managing organizational learning and development** i.e. managing change, designing & developing the organization, managing organizational climate, Learning in the Organization etc
- **Resourcing** i.e. recruiting, assessing and selecting, HR planning etc.

- **Managing careers and development** i.e. assessing competencies and potential, career development systems, coaching and mentoring, training and development
- **Managing employment relations** i.e. managing employment legislation, managing workplace relations, managing HR customer services etc.

Chapter-3

Activities Undertaken:

I'm delighted to state that I got the opportunity to sign up myself as an intern in the HR department of BHL. The recruitment process took approximately 3 to 4 weeks. I posted my resume in the official website with my login and password. When they received my resume, I used to be called for a written exam. The examination included English and mathematics. This examination is taken to judge the analytical capability and logical reasoning of the candidates. After that, I was called for an interview, the assessors checked my leadership skills, compatibility, critical reasoning with the aid of giving me some hypothetical situations. After 3 days later, I was given a phone call and that they congratulated me and said I was selected. I was known as for the introduction application.

The activity calls for an individual who's a brief learner able to multitask, spend long hours operating, terrific command on Microsoft excel competencies and pc understanding at the side of a fixed of English language fluency each written and oral. Workplace hours could begin from 9.00am and retain until tasks are finished for the day. Free lunch and snacks is provided in the cafeteria in the BHL premises.

Maintaining all necessary Records Using MS Excel

I was assigned to do documentation of some issues. For instance, the previous model of networking device changed into turning into the brand new one. At that point, I was requested to maintain on the documentation of that strategies through the assist of my line manager. For that undertaking, I had to do huge research on some other record to keep all of the records nicely.

Using BHL Software:

Checking the BHL software weather it worked or not was very essential. This HRIS software program counted the first access and closing out of a worker. It counts the personnel punching of identification card. When the software program stopped I started it with its user identification and password. It was accessible for me to use the BHL.

Getting Signatures and updating files:

Each day I used to attain at sharp 8.45 am in the morning. I was given a locker in which I kept my bag and started out office sharp at 09.00a.m. Each day at first I delivered the signature record of

team of workers to office and updated daily all the files. I also used to update the day by day attendance of all of the employees.

Collecting CVS:

Everyday day I accumulated CVs from the security which have been submitted through the individuals via walk in. Then I sorted out the CVs in categories, one is for jobs and every other is for internship. I made distinct files for one of a kind CVs. For the job CVs there I made separate folders for the CVs application wise. On a folder for the job CVs admin and general, one folder for sales and advertising and marketing, one folder for accounts and finance, another folder for food and Beverage provider. In addition to that, one folder for security, one folder for house responsibilities and Laundry and another folder for front workplace.

Calling for interviews:

Calling the candidates for interview session becomes another assignment for me. I used the cell phone of Best Holdings Limited and had to maintain the telephone courtesy of the organization. Then, I needed to verify if the proper person had picked up the phone. After confirming this I had to tell them about their interview date and time, if anyone couldn't attend it within the meantime then I had to inform them about the alternative time schedule determined via the supervisor of HR and training branch.

Assisting the recruitment process:

The recruitment process in Best holdings limited is a step by step procedure. All of the levels should be followed by using the HR branch in addition to the applicants. I had to help the entire recruitment technique as a part of HR branch. There, after the interview session best few of the applicants were selected as trainees. The manager of Human resource and training department gave them the interview assessment sheet. Then, they were asked to convey Police verification letter and medical test letter. Those are some critical files that trainees have to post earlier than becoming a member of. I used to be empowered by using the HR branch to restoration a date to come. In this situation, I attempted to repair the date as early as viable due to the fact the police clearance is a prolonged technique. Whilst the applicants got here to take letters, I informed them approximately the conditions in addition to strictly followed organizational regulations and regulations sincerely.

Preparing Trainee Files:

Whenever a new trainee joined I made sure they had a separate trainee file.

Preparing ID card, name badge:

I had to put together casual and Trainee identity cards. They gave me their photos, blood group, designation. I filled up the records and took a sign from the HR director. I also used to prepare employee name badge.

Assisting in training:

Training is a common part of Human resource activities because training is organized in order to develop employees as well performers. Training is short term wherein improvement is long time.

Posting all the leave and overtime:

I used to submit all the leave (sick leave, casual leave, annual leave, Lieu leave) of employees within the excel sheet. Employees sent their leave application form and that i had to get hold of those form and posted in the excel document. This helped to make salaries for the employees. Afterward these reports had been sent to Finance branch.

HR Practices in Best Holdings Limited:

Recruitment:

Vacancy Create:

According to HR policy vacancy can be created by four ways

1. Resignation: each time an employee gives resignation, the post needs someone for retain the procedure.
2. Disciplinary Action: vacancy can be created when an worker get terminated or disregarded from any post.
3. End of Contract: After ending a settlement or contract with a selected worker the vacancy can be created except the contract gets prolonged through the authority.

4. New Vacancy: For the betterment of company new post can be created which is known as new vacancy.

Employee Requisition:

After creating vacancy for a particular post a requisition form needs to be created, where the call of the post needs to be noted and this requisition form may be coming first from the specific branch where the vacancy has been created. Then it involves HR branch for the signal of HR Director, then it is going to Finance branch for Finance director's signature and ultimately it needs widespread supervisor's signal for the permission of recruiting a new employee.

Advertisement:

In this phase two kinds of advertisements are given. One is internal which is for the those who are doing training for that branch. And some other one is outside. Best holdings Limited (BHL) commonly offers advertisement via BdJobs.com wherein participant can drop their CV's. CV quick list as in keeping with JD: upon getting CV's from exclusive aspect all the CV's are short listed according to the job Description. There are numerous greater elements which helped to short list the CV's like experiences, age, availability and so on.

Candidates Calling:

After short listing the CV's the selected candidates are called for interview session.

Interview:

Interview method goes via a few steps. For the general post applicants first off need to provide interview with the Departmental Head together with HR Head and some officers. After passing those steps they are again called for the final interview that is held with the overall supervisor of Best holdings limited. For the technical post applicants must undergo orderly written check then laptop test. And after passing those steps the interview board is created.

Training:

BHL conducts lot of training consultation for the employees, which might be beneficial for them and additionally for the corporation.

Some effective training applications are:

1. Yes I'm able to:

This is one of the primary training periods in Best Holdings Limited. This training is obligatory for each employee. Every time a new worker joined he or she has to attend this training session. After completing this session every employee receives a "yes I'm able to" certificates and also receives a pin of that.

2. Information security and data privacy Policy Awareness Training:

This training was given to the employees for his or her knowledge of data safety, how to preserve information secured and confidential. As best holdings limited also have partnership with Starwood Hotels and Resorts Worldwide, Inc. USA in order to that they have plenty information which could be very confidential. Employees can study all these things via this training consultation.

3. Behavior Training:

Through this training employees get to understand about the organizational behavior, the subculture of Best Holdings Limited.

4. Living Responsible Business:

Via this training the employees get a clean idea approximately their duties and the way they need to carry out their responsibilities

5. Orientation Training:

After becoming a member of at Radisson Blu Dhaka Water garden the employees are required to attend this training to get an overview of the resort and their working surroundings.

6. Training on workplace harassment:

Any types of harassment will not be tolerated. If someone is accused of any type of harassment, strict action will be taken against him or her.

Chapter 4

Background:

Recruitment and selection can play a critical role in influencing an organization's effectiveness and overall performance if organizations are capable of getting employees who already possess applicable information, talents and aptitudes and are also able to make a correct prediction regarding their destiny skills. This is why a corporation has to well plan approximately their recruitment and selection strategies. The procedure starts off evolved from the advertising and then ends with the selecting or hiring employees. A higher recruitment and selection coverage can assist a business to gain the sustainability and to perform better than others, because human resources are the main property who is accountable to run the enterprise. Groups tailor their recruitment techniques to the specific role(s) they may be seeking to fill. These strategies might also range depending on the level of the position. As recruitment and choice process plays the most giant role in making an corporation a success, I prepared my project on "analysis of Recruitment and selection procedure in BHL" I also ensured that each one the vital record keeping of all the recruitments takes place properly and accurately. For making the project effective, I had to perform a little other regular works. Back-end responsibilities assigned were-

- Taking CVs from sources and screening rendering to the criteria mentioned
- Scheduling recruitments through cooperating with the interviewers/assessors
- Calling applicants and updating about the interview timings
- Making files for each applicant for interview and assessment purposes
- Updating the information and status of recruitments in the database
- Organize and facilitate training programs for employees
- Calculating and preparing bills for events and training programs
- Scheduling and facilitating induction program for the new joiners

Description of the project:

Human resources department of BHL plays a completely essential role in the total organizational operation of the company. From recruitment to selection and also from worker welfare to industrial relations, this department has to play an essential role. Employee recruitment, selection, switch, promotion, overall performance appraisal, needs and wants of the employees are managed via this department to provide the whole organization efficient benefit. HR department of BHL consists of some incredible peoples who act as leader and guide for the employees of the employer. To expand human resource branch, BHL has put in a lot of efforts in responding to numerous changes and issues through effective method and implementation of human resource strategies through the HR department.

HR department believes in-

- Bridging the gap between top level and lower level management
- Improved performance through attractive reward system
- Strive for excellent management practice

In this project starting from calling up the applicants till giving the appointment letter, I attempted to examine everything of recruitment and selection technique. Sooner or later I additionally added some hints for making the process extra powerful and effective.

OBJECTIVES OF THE STUDY:

Primary Objective

The primary objective of the study is to analyze recruitment and selection process of BHL from the recruitment database

Specific Objectives

1. To explain the common phases of BHL recruitment and selection process
2. To find out total selections in last six months in different positions of different functions
3. To investigate the performance of different university graduates in BHL recruitment and choice process
4. To expand the Recruiting Yield Pyramid
5. To find out which source brings the quality applicants for BHL
6. To determine the desired time to refill a vacant role

Analysis of Recruitment and Selection process in BHL:

Best Holdings Limited usually recruits both from the internal sources, i.e., with the aid of promoting the present employees for higher positions, or they may cross for outside sources, i.e., giving commercials in media via introduction a pool of candidates. For that reason, inner and external assets of recruitment can either be resorted to through any businesses, challenge to persuade and feasibility. Recruitment is an artwork of attracting applicants, from whom the maximum appropriate ones can also be selected in a selected process or jobs.

For BHL, the primary resources of recruitment for distinctive sorts of employees are written underneath-

1. Internal sources- The sources inside BHL itself to fill a role are mainly termed as internal assets. Those are often two- transfers and promotions. Internal recruitment can also cause boom in worker's productiveness as their motivation stage will increase. It also saves time, cash and efforts.

2. HR & control consulting companies- numerous private consultancy corporations i.e. people Scope, develop n Excel, HR Kites and so forth. Carry out recruitment functions on behalf of BHL by means of charging a fee.
3. Profession Counseling facilities of various Universities- BHL has receives the CV of capacity applicants from profession Counseling facilities of various universities.
4. Inner Referrals- most customarily current employees endorse potential applicants for a vacant position. Internet (LinkedIn, job web sites)-BHL has their very own server in the leading activity web page of Bangladesh bdjobs.com wherein hundreds of applications are being received. Now-a-days, expert web page LinkedIn has come to be a precious source of recruitment.
5. Internship-from time to time interns are invited within the selection method based on their performances.
6. Posted CVs- Many fascinated humans submit their CVs to be taken into consideration for a vacant position or any suitable position.

Recruitment and selection policies at BHL are a great deal based. They prepare the policies in line with their requirements so that they can join up their favored requirements. The recruitment and choice process at BHL differs from department to department, feature to characteristic and degree to level. They know that department's necessities differ from one to any other. To be able to get the proper applicants, they've distinct recruitment and choice tactics. However there are consistencies in among the distinctive methods. The procedure starts with the screening of CVs and ends with the choice of employees.

Preliminary Screening of Applications:

The variety of packages generally received against any emptiness is generally big. This makes it a hard venture to select the right people from this big pool. Furthermore, undertaking exams and interviews for all the candidates won't be always possible and fee green. To keep away from such problems, BHL displays out candidates who don't meet the criteria for a specific function before going beforehand with the choice manner. BHL, earlier than going for the choice procedure develops their personal standards or potentials attributes for the vacant roles and for that reason display the programs.

Primary Interview:

Commonly, an interview way a conversation with a purpose. After screening the CVs, BHL arranges number one interview for the applicants. Interviews are essentially intention at giving records to the applicants about the function, judging the applicants via numerous conversations and finally shortlist few candidates for the subsequent step. The verbal exchange is meant to get statistics from candidates concerning their, background, revel in, education, training and interests to evaluate their suitability as per the requirements of the employer, its philosophy, employees regulations, and so on. In BHL, most of the interviews are dependent Interview. Earlier than every primary interview, an interview manual is given to the interviewers based totally on which they interview the candidates. For access level positions especially Territory officials, masses of applications come. After primary screening the quantity stays is also full-size. It consumes a number of times to take number one interviews of this sort of exact wide variety of candidates. That allows you to look at greater range of applicants in a short time period BHL delivered an opportunity to number one interview for the function of Territory Officer that is known as „Pre-assessment“. Right here there are 8 applicants who take a seat collectively in which they're given a quick case to clear up and present in organizations. The length is 1 hour. So in an hour the assessors can verify 8 candidates and choose the exceptional ones.

Final Interview:

The applicants who perform well within the assessment centers are referred to as for the final interview. This interview is usually with the functional heads. Throughout this interview the interviewer mainly assessments the candidates“ pastimes, reasons, commitments, willingness and high-quality mind-set towards the position. After interviewing they select the great candidates.

Physical examination:

BHL has another choice step that is referred to as the physical exam. After all the psychological and essential analysis checks, BHL conduct this bodily assessments. Physical tests encompass the strength and health check, drug test and many others. Thru the fitness test they are trying to discover that the worker might be capable of work inside the business enterprise or now not. As a Tobacco corporation, it is very vital for the employees (in particular running in PMD) as they want to be in contact with BHL all the time.

Job offer:

After selection of the candidates BHL gives the job to that employee. Generally, a HR employee calls the chosen candidate and congratulates for purchasing the job. If the person accepts that provide, then he is referred to as for pleasing a few formalities. Then the employment agreement and other methods are supposed to be completed with the aid of the selected candidate. And then the induction procedure starts or three days afterwards.

Difficulties faced in Selection Process:

A few observations concerning the recruitment and selection manner at the same time as accomplishing the extraordinary phases are given beneath-

1. First off, a lot of issues had been faced due to rescheduling the interviews or assessments numerous instances in internship duration due to interviewers' or assessors' busy agenda. BHL HR always gives the precise time to the candidate in order that they don't must wait a long. But, while operating on this mission I experienced common put off in interview or evaluation. Although the schedules were finalized primarily based on the given time through the interviewers/assessors still due to workload they couldn't hold the agenda. As a result every now and then the candidates had to wait for a long term.

2. Although BHL presents Interviewing and Assessing abilities schooling to quite a very good variety of employees, most usually it's miles visible that a few not unusual employees are taking the interviews or tests. Others attempt to keep away from them. Most customarily the primary purpose is given through them is that their schedule is booked for every other task. So the education given to the employees remain unutilized.

Recommendations:

After analyzing the recruitment and choice method the writer suggested some recommendations that are probably useful for the corporation. Following are some hints given to BHL: BHL can plan

- More campus recruitments consistent with the term of university graduation to get the quality applicants.
- After Selection, BHL HR ought to reveal the overall performance of graduates from different universities to discover whether their choice procedure is effective or not and to figure out which university graduates are appearing the exceptional.
- There has been a performance monitoring tool named “Your Voice” earlier to make the new personnel acquainted with their crew mates and coworkers along with measuring their degree of pleasure. This have to be started again and extra interest must accept closer to this device.
- To conquer the hassle of assessors’ unavailability, BHL can schedule at a quarterly foundation and e book assessors’ agenda through internal software to ensure they remain free in that point.
- Inside the case of urgency they must utilize the sources of candidates nicely to lessen the recruitment and selection time however have to now not be restrained to those assets handiest. It would deprive them in getting diverse talents.
- BHL should not be biased toward some precise establishments. As they accept as true with in various working environment so graduates from exclusive establishments is probably taken at BHL.

Conclusion:

From the whole report it is clear that the recruitment database is a very powerful tool for BHL HR for efficient recruitment and choice method. The facts that came up at the end of this report are that BHL has a completely structured recruitment and choice procedure. Recruitments and choices are being conducted at some point of the 12 months. The quantity of entry level recruitments and selections are greater in advertising department while there are some mid-stage recruitments and selections in one-of-a-kind capabilities as well. BHL has some very powerful source of recruitment. Some graduates from different universities are doing extensively well in BHL recruitment and selection procedure. And universal, the performance price of BHL HR concerning deciding on employees for a vacant position is appropriate.

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