

Report On Measuring the Effectiveness and Efficiency of Selection and Training Program At GaoTek Inc.

By

Jane Megan Gomes
Student ID: 16104146

An internship report submitted to the BRAC Business School (BBS) in partial
fulfillment of the requirements for the degree of
Bachelors of Business Administration

BRAC Business School (BBS)
BRAC University
November, 2021

Declaration

It is hereby declared that –

1. The internship report I submitted, was created when I was completing my degree at BRAC University.
2. The report does not include any previously published or written content by a third party, unless it is properly cited with complete and correct referencing.
3. The report does not include any information that has been accepted or submitted for any other university or other institution's degree or diploma.
4. I've acknowledged all major sources of assistance.

Student's Full Name & Signature:

Jane Megan Gomes

Student ID:16104146

Supervisor's Full Name & Signature:

Md. Shamim Ahmed

Lecturer BRAC Business School

BRAC University

Letter of Transmittal

Md. Shamim Ahmed

Lecturer BRAC Business School

BRAC University

66 Mohakhali, Dhaka-1212

Subject: Submission of Internship Report on “Measuring the Effectiveness and Efficiency of Selection and Training Program at GaoTek Inc.”

Dear Sir,

I submit herewith a report on “Measuring the Effectiveness and Efficiency of Selection and Training Program at GaoTek Inc”. Here I have found this study is very compelling, advantageous and perspectival. Following the completion of my internship, I made an effort to write a believable report that incorporated my adventure, exploration, and academic knowledge.

This internship has offered me with the chance to work with GaoTek Inc.'s HR department, which provided me with vital insights into the working world. This was quite beneficial in terms of broadening my knowledge. This work has also allowed me to investigate the total hiring system and has assisted me in determining the productivity of GaoTek Inc's recruitment process.

Therefore, I would like to express my gratitude for your assistance, advice and supervision during the research and writing of this report. With tremendous enthusiasm, I finished the entire curriculum. I appreciate your taking the time to review my report in light of the study's limitations.

Sincerely yours,

Jane Megan Gomes

ID-16104146

BRAC University

Acknowledgement

It gives me great joy and honor to have the chance to show this report after three months of work experience on GaoTek, thanks to God's blessing.

I express my gratitude to Md. Shamim Ahmed, Lecturer at BRAC University (BBS), for his constant advice and supervision, as well as for his assistance in writing this internship report. I'd like to thank him for his assistance in this matter.

I would want to express my appreciation to GaoTek's Amelia Nasir, my supervisor, for her earnest direction and support. Without her help, I would not be able to complete my internship program in Gaotek's HR department.

My deepest gratitude goes to Md. Arafat Rahman Nelson (HR Bangladesh Country Lead) for carefully reviewing study and providing me with helpful suggestions on how to finish it properly. Last but not least, I'd want to offer my sincere appreciation to Umme Kulsum (Team Leader) and all of the GaoTek HR Department staff and team members for their unwavering support, valuable suggestions, collaboration, and help in the compilation of this study.

I would want to express my gratitude to BRAC University for giving me with the opportunity to grow as a person via real world experience.

Finally, I convey my thanks to my coworkers and colleagues, whose unending inspiration, love, assistant, and incentives have aided me becoming the person I am today.

Executive Summary

This report titled “Measuring the Effectiveness and Efficiency of Selection and Training Program at GaoTek Inc”. The internship program motivates us to put in what we've learned in university to the corporate world. GAO Tek Inc., incorporated in both the United States and Canada, is an international leading provider of embedded development tools, telecommunication testers, electronic measurement instruments, video surveillance & alarm, and other electronic products that serve the needs of electronic professionals around the world.

Human resource management is a critical component of every organization's strategy for gaining competitive manpower and gaining a competitive advantage. It's a framework for assisting employees in developing personal and organizational abilities, knowledge, and skills. The HR role primarily aids in the development of employees in order to make them more devoted, efficient, and dependable to the firm. And at GaoTek, a committee of the HR division's board of directors oversees all HR-related matters, ensuring that the right individuals are hired for the right jobs. Basically, they keep track of every phase of the recruitment and selection process as they choose candidates.

This report provides a brief overview of GaoTek's human resource management functions, including how their recruitment and selection operational system enhances their efficiency, how it is monitored, and how the technique for hiring the right talent for the right jobs is carried out. This comprehensive study is based on my time as an intern in the Human Resources Department at GaoTek.

In my report, I attempted to endorse all of GaoTek's Human Resource activities, functions, and policies, as well as to identify any errors that could be corrected and to make recommendations to help them improve their condition.

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Chapter: 1

Introduction of the Study

The primary activities in HR planning are an organization's recruitment and selection process. The fundamental goal of recruiting is to ensure that the best candidates are selected from a large pool of candidates. And good recruitment is critical because an adequate number of competent applicants is required to make sure that the selection process is completed as per plan.

The report "Measuring the Effectiveness and Efficiency of GaoTek Inc's Selection and Training Program" is an attempt to give a quick overview of GaoTek's HR operations and the efficiency of their recruiting and selection process.

1.1: Beginning of the Report:

The report was created as a partial fulfillment of the requirements for the internship program's approved by BRAC Business School, BRAC University. Primary goal of the internship work description is to provide hands-on involvement for a person as well as for interpretation of hypothetical commencement, other factors considered. The curriculum spans about 3 months of organizational coordination and a report on the completion work.

1.2: Objectives of the Study:

The report looked at "Measuring the Effectiveness and Efficiency of GaoTek Inc's Selection and Training Program." My main goal in this report is to determine how satisfied the HR is with GaoTek's recruitment and selection process.

1.3: Margin of the Study:

The study looked at "Measuring the Effectiveness and Efficiency of GaoTek Inc's Selection and Training Program." The report gives readers an insight of GaoTek Inc.'s recruitment and selection procedure. Also informs the reader whether or not the recruiters are satisfied with GaoTek's recruitment and selection process.

1.4: Limitations:

Support from several sources is essential to provide data and make this report read commendably. I couldn't obtain the facts I needed despite my best efforts since I was running out of time. As a result, this report isn't completely unrestricted. The following are some of the limits and issues that have arisen:

- Inadequacy and lack of data.
- Difficulty in obtaining process information; GaoTek, like all other institutions, is rigorous in providing some information.
- Due to a rush of work, the responsible personnel did not always give adequate time. Other than that, I also faced few problems while doing the works.
- As a matter of fact, three months of a year is just too short to consider mastering all of the activities.

1.5: Importance of the Study:

The study's findings and examination will be useful to GaoTek personnel and future researchers, and the study can be used by them. Because it will tell them about the recruitment process and the challenges that the hired employee faces, the authority will be able to determine what needs to be improvised. As a source of new data, the study's findings could be used as a foundation for subsequent research on the same topic.

Chapter: 2

Literature Review

The term "recruitment" refers to the process of soliciting, short-listing, and selecting qualified individuals for positions within a company. Employment consultancies play a crucial role in providing firms with manpower. Different organizations have different needs, and our consultant works successfully and productively with the applicant's specific skills to meet those needs. Massive writing was discovered to point out and recognize clear attributes and importance of hiring process, kinds and tactics for recruitment and final decision, as well as proper recruitment and choice process administration. Process of recruitment is the identifying and attracting qualified people for a company. It is from this pool of prospects that new staff are chosen. In reality, recruitment brings together workers as well as job seekers. The success of the organization is largely dependent on the efficient and effective use of the recruitment and selection process. However, success may not be possible due to misunderstandings or rumors about enrollment, as well as determination exercises. It is critical to establish a group of working duties that includes information about the region, capabilities, skilled administration, hierarchical incorporation, reviewing, and the education and particular qualification.

Chapter: 3

Methodology

The goal of the report was to learn more about "Measuring the Effectiveness and Efficiency of GaoTek Inc's Selection and Training Program." And interpreting the information properly, here I used two types of data sources:

♣ Primary Data:

- Consultation with GaoTek officials
- Informal meeting with recruited staff and one-on-one talk.
- Direct participation in HR activities.
- Personal opinion on how HR exercises should be conducted

♣ Secondary Data:

- Suitable research papers and journals.
- Information which available from the online site of GaoTek.

Chapter: 4

Analysis and Interpretation of Data

This study involves the information exploration of the “Measuring the Effectiveness and Efficiency of Selection and Training Program at GaoTek Inc”.

4.1: Human Resource Division:

The HR of GaoTek is developed primarily to handle the personnel development process, which includes everything from strategic planning to merge disconnection. The HR Division is in charge of assuring the right fit for the job, taking hr development calculate based on requirements assessment, setting retention policies, and, instilling an organizational culture wherein the entire organization is driven by a motivation to perform and achieve organizational success.

HR Division's primary goal was on employee engagement, salary and benefits planning, HR arrangements, developing workers, agreeing to Offer Letter Agreements of various sectors.

4.2: Functions of Human Resource Division:

GaoTek's human resource department is in charge of a variety of functions within the company. This division is in charge of hiring and firing representatives, as well as training employees, maintaining formal contacts, and interpreting labor regulations. This sector works tirelessly behind the scenes to ensure that an organization runs smoothly. As it is a distant operation, they have multiple teams for different regions. The HR division's responsibilities vary every organization, but for the most part, GaoTek can be summarized as,

Three primary ranges are:

- HR Performance

- Recruitment and Hiring Process
- Learning and Development

HR Performance:

Employee connection, salary, satisfaction, security, risk management, excel attendance sheet and additional maintenance are all covered by GaoTek's operational HR activities which are for their paid employee. These are activities or tasks that we must complete, as the name implies. GaoTek focuses primarily on employee relations in order to create and maintain a solid relationship between the employee and the employer in order to achieve the organization's goals, as well as to investigate work-related incidents and deal with any worker complaints. Employee trips, awards dinners, and recognition ceremonies are all part of HR's responsibilities.

GaoTek's compensation and benefits are one of HR Operations' most difficult tasks because they must maintain a large number of employees from all over the world. The operational aspect of compensation and benefits includes handling the employees remotely, checking wiped out and get-away leaves, and worker leave adjustments within the allowed time frame while creating long-term HR planning processes. Likewise, compensation and benefits masters make it simple to open an account for worker well-being inclusion and benefits for both new and departing representatives. Depending on the size of the company, operational HR activities may necessitate a significant amount of effort.

Recruitment and Employment:

GaoTek's primary goals are to recruit and retain highly qualified individuals who will excel in their respective roles. Gaotek makes an effort to attract well-qualified applicants as well as to identify and enroll those who are sincerely interested in working in Group of Company for a set period of time. The technique entails breaking down the demands of a job, reaching out the right people for the activity, posting job in LinkedIn, screening and selecting

competent individuals, contracting those individuals, and integrating those newly recruited employees into the company.

Learning Outcome and Development:

There is a plan for newly recruited employees, delivering weekly meetings, providing training to the employees' certain job tasks, or designating people who have been trained to be job mentors or advisors in a constantly changing environment are all part of GaoTek's learning and development territory. Gaotek may also use outside resources for providing training and development which are specially for their paid employees, such as review workers to organize professionals and experts who assess training needs and to deliver services at the organization's situation to meet basic training needs.

4.3: Management Trainee:

It's a type of preparation that well defined on strengthening a person's leadership and management abilities. They put a premium on sensitive abilities like correspondence and empathy, which allows for better collaboration also dynamic relationships in the workplace.

4.4: Requirement for HR Assistant of GaoTek:

- Under graduation from any reputed public or renowned private universities.
- Fluency in English as it is an international company.
- Ability to plan, achieve complicated issue goals, and analyze data
- Ability to multitasking with good communication skill.
- Presenting or demonstrating capacities in remotely.
- Strong interactive, personal, relational, social skills and the capacity to operate under pressure.

4.5: Recruitment Strategy:

- Firstly, HR assistant has to post a job in the LinkedIn based on the qualifications and other necessity information where candidates can apply. The HR assistants do the initial screening, where they reject and sort the qualified candidates.
- When the short listing part done HR assistants start emailing them with a questionnaire which they have fill before the interview.
- After the data entry was done they send emails to short-listed candidates and fix the interview time and date.
- Furthermore, the candidates are sit for the written test (not applicable for all positions). The questions to understand basic knowledge, English writing and critical thinking.
- From the selected candidates HR have to submit the candidates details and the score from the interview to the HR manager.
- Then HR manager and team discuss and decide, later on they email the person with offer letter.

4.6: Recruitment Policy:

Recruited employees are required to sign an offer letter to serve the company for minimum three months with other necessary information.

4.7: Many Recruitment Procedure:

GaoTek is well-known company for remotely working in the industry. I was able to observe and participate in a variety of contract and permanent employee recruitment processes. My team leader helped me to grow in every possible way, from how to log into the Bitrix website which is under Gaotek to how to submit the final candidate feedback report. I worked on an Excel database to keep track of the applicants' information.

Following the screening phase, I assisted the team in calling the interviewees for the interview, where I was given the authority to schedule them and conducting the interview as well. I also had to submit a candidate feedback report to the HR manager after taking the interview. I used to be a part of two distinct groups. I also did newly recruit employee's information & the action of integrating them into the company. Employees paperwork and other hard documents were arranged and saved in the files on the website's drive for future reference after they started their assigned duties.

4.8: Selection Procedure:

- Selected candidates will be contacted for further process.
- Qualified candidates will be gone through an oral interview.
- Candidates also have to sit for an online written test (not for all the positions)
- The interviewers submit an evaluation form from the interview about the candidates.
- Final Candidate Feedbacks are submitted by HR Assistant to the HR Manager of the that region.

4.9: Selection Process:

- Application Gathering: After the recruitment procedure is completed, GaoTek goes on to the selection phase, which begins with the online selection of application forms. If the application does not meet the required criteria, it will not be considered.
- Initial Resume Screening: The next step is to upload resumes in a short format. The HR division is engaged in during this shortlisting, and they also delegate this process to the various divisions to save time and find the best candidates for the proper job. Potential competitors are contacted for a written test once they have been identified.

- **Notifying Candidates:** After a short listing of the candidates, the HR assistant notifies the applicant about the Written Test. For GaoTek's written test, they provide an online questionnaire with given time limit.
- **Interview & Written Test:** The ability to adapt the extensive changing environment in online is the main focus of GaoTek while hiring an employee. After taking the oral interview, selected applicants have to sit for the written exam. In this oral interview and written test, the HR Assistant give a score and submit the candidate feedback to the HR Manager and Team.
- **Records Check:** GaoTek's hiring process is highly thorough, therefore HR thoroughly examines all records before employing new employees. If any erroneous data is uncovered, the application will be disqualified in this case.
- **Background:** The legal department verifies the information supplied. Additionally, secure the candidates' creditors and references.
- **Job Offer:** When candidate meets all of the aforementioned requirements, the GaoTek will make an offer of job to the candidate. They get paid positions offers which are mostly hourly based.
- **Appointment Letter:** Appointment Letter: Applicants are offered appointment letter which needs to send it back to the company as soft copy after signing or accepting the offer letter.

4.10: HR Assistant in a Group of Company:

Administrative personnel are required in every industry. Organizational plans as well as provide advice of crafted by association, set agreements, build up different channels of communications, and evaluate the work that is completed, from line managers to high ranking officials, administrative plans and provide guidance of made by the affiliation, set agreements, create up different channels of interaction,

and evaluate the task that is completed. These capacities require learning, aptitudes, and Attitudes that are most viably create themselves at work. To get ready people for the executives' duties, numerous organizations use HR Assistant positions. These abilities necessitate learning, skill sets and mindsets that are best developed in work. HR assistant positions are used by many firms to prepare workers for the responsibilities of executives. These jobs can be found in a variety of fields, including digital marketing, tech sales etc. Furthermore, regardless of the title, the goal of the post is the same: to qualify people for board positions inside the organization. The primary responsibility of this administration learner position is become familiar with the Group of Company's tasks and processes by completing allotted responsibilities, tasks, and initiatives throughout the framework

Chapter: 5

Findings of the Study

As a consequence of this investigation, GaoTek's personnel discovered a number of severe concerns. The investigation revealed that the number of HR personnel is fairly low. However, the majority of GaoTek's HR professionals were dissatisfied with their online recruitment and operations systems because they were conducted remotely. Employees claim that the information provided by GaoTek's recruiter was insufficient to comprehend the entire Job Description. But there are few happy employees, the majority are extremely unsatisfied with the different team process where one has to separately for each team which is very time consuming and the process is lengthy.

Chapter: 6

Recommendation

GaoTek, it should be mentioned, ensures that their staff are satisfied by making their efforts valuable. However, when it comes to HR recruitment, there are some tips and some important difficulties that workers confront that are covered. These are some of the things I learned while interning at GaoTek.

On the basis of my findings, some recommendations are given below:

- GaoTek's talent acquisition system can be improved because this issue may cause them to skip out on qualified individuals. As they are highly dependent on LinkedIn and their online website.
- GaoTek can thoroughly clarify the job title in the job post precisely so that candidates are aware of the expectations and can perform their duties efficiently.
- Finally, the employees of GaoTek said that it takes more time to achieve the main goals which are given to the interns in the allocated time because of other extra work pressure, which makes them disappointed. So they should execute a better plan to satisfy their needs and relaxation which will assist them in becoming more motivated in future work.

Chapter: 7

Conclusion

GoaTek is an international company which is working remotely all over the world with a huge cultural diversity. The GaoTek's management team is highly skilled, with energetic and creative leaders who have helped to the company's continued improvement and progress throughout the years. The HR department and the recruitments are remarkably similar to those of other major companies. Since expertise interviewing reduces the possibility of partiality and makes the hiring process more impartial by allowing interviewees to rate applicants based on attributes that aren't related to the job, GaoTek is always on the search of talented people. If the management committee can make HR more appealing and embrace the recruitment process as an industry, GaoTek will be able to build an effective team to help the company expand.

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