

# Internship Report

On

*RECRUITMENT AND SELECTION PROCESS OF  
RAHIMAFROOZ ENERGY SERVICE LTD. (RESL)*



Supervised by,

**Mohammad Rezaur Razzak**

Associate Professor  
BRAC Business School  
BRAC University

Prepared by,

**Taposhe Rabeya**

I.D#13164040



***BRAC UNIVERSITY***

## Letter of Transmittal

2<sup>nd</sup> September, 2015

**Mohammad Rezaur Razzak**

Associate Professor

BRAC Business School

BRAC University

**Subject: Submission of internship report on “Recruitment and Selection Process of Rahimafrooz Energy Service Ltd. (RESL)”**

Dear Sir,

With great pleasure to submit you my internship report titled “**Recruitment and Selection Process of Rahimafrooz Energy Service Ltd.** I was assigned to work at Head office of Rahimafrooz Energy Service Ltd. (RESL). I have tried my level best to fulfill all my requirements of this course and tried to follow my supervisor’s instructions while preparing this report. This gave me the opportunity to theoretical knowledge in practical field, which will help me in my future career. The report contains a detailed study on Recruitment and Selection process of RESL and a look at how it is done in the practical world.

I also want to thank you for your support and supervision to guide for preparing the internship report and I will be very grateful if you could kindly provide me with your valuable feedback on this study of mine.

Yours Sincerely,

\_\_\_\_\_  
Taposhe Rabeya

ID: 13164040

## Declaration of the student

This is to certify that Report “**Recruitment and Selection Process of Rahimafrooz Energy Service Ltd. (RESL)**” submitted by me in Masters of Business Administration program from BRAC Business School (BBS), BRAC University is my original work and the project report has not formed the basis for the award of any diploma, associate ship, degree, fellowship or similar other titles. It represents the original work done by me under the guidance and supervision of **Mohammad Rezaur Razzak** Associate Professor, BRAC Business School, and BRAC University.

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**Taposhe Rabeya**

I.D#13164040

## Executive Summary

This Report is prepared as per requirement of the internship phases of MBA program of BRAC University. The study is based on the problem statement, “**Recruitment and Selection Process of Rahimafrooz Energy Service Ltd. (RESL)**”.

The main objective of the report is to find out Process which followed by Rahimafroz in their Recruitment and selections. This report starts with a general introduction “Rahimafrooz Bangladesh Ltd” as well as its purpose, scope and limitation. Then this report proceeds into the brief discussion of history of “Rahimafrooz Bangladesh Ltd.” one of the largest and most well respected private companies in Bangladesh.

Then in the analysis part of the report, I discussed the process of Rahimafrooz Recruitment and Selection” describing the different steps of it. The steps are arranging written exam, taking one or more interviews, and finally the medical checkup. To finding the effectiveness of Rahimafrooz process I have done a survey with 20 employees of Rahimafrooz to find out how effective their recruitment and selection policy. In my questionnaire, I have included 5 questions to find out the recruitment and selection policy at Rahimafrooz.

After surveying, In findings part I have found that in the question– all business units at Rahimafrooz use the same recruitment and selection policy, 20% of employees strongly agreed, 52% agreed, 15% neutral, 6% disagreed and 4% strongly disagreed. In Rahimafrooz is delivering a diverse range of quality job to both male and female 60% strongly agrees, 26% agree, 8% neutral, 4% disagree and 2% strongly disagree. In male and female discrimination question– 26% of employees are strongly agreed that there is nodiscrimination during recruiting, 30 % agreed, 20% neutral 18% disagreed and 6% strongly disagreed. In the question regarding fairness of recruitment and selection process of Rahimafrooz72% strongly employees agreed, 22% agreed, 6% were neutral, but no one disagreed. In final question aboutRahimafrooz compensation Package and benefits comparison 20% employees strongly agreed, 28% agreed, 16% were neutral, 32% disagreed and 4% strongly disagreed that Rahimafrooz compensation Package is better than other.

Finally I have suggested some scopes of improvement in the recruitment process of Rahimafrooz. And in the conclusion I give a brief summary of the whole report.

## ACKNOWLEDGEMENT

It is my great privilege to express my gratitude to our creator Allah for such great opportunity to be in touch with Rahimafrooz Energy Service Ltd. (RESL) for the following days. My assigned topic is “**Recruitment and Selection Process of Rahimafrooz Energy Service Ltd. (RESL)**”. In preparing the proposed report I get great support and guidance from the persons of Rahimafrooz Energy Service Ltd. (RESL).

I express my heart full thanks to my supervisor in Rahimafrooz **Md. Sabir Hossain** under whose supervision I have learn a lot of things about a company’s Human resource Department’s functions. He also helps me in conducting my survey among the employees of Rahimafrooz and also in preparing my reports.

I also want to thank my teacher and supervisor **Mohammad Rezaur Razzak** to helping me & assisting to make my report most attractive. Without his help and support it will be very difficult for me to prepare the report.

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## CHAPTER- 1

### Introduction



## 1.1 Preamble:

Rahimafrooz, founded in 1954 by Late A. C. Abdur Rahim as a trading company, is one of the largest corporate groups in Bangladesh. It consists of 9 SBUs, several other affiliations and nonprofit social enterprise (Rural Service foundation). The Chairman of Rahimafrooz is Mr. Afroz Rahim and the Managing Director is Mr. Feroz Rahim

Rahimafrooz operates in three broad domains: Storage power, Automotive aftermarket and electronic, energy service, and retail. It sells tires, lubricants, batteries, diesel, emergency power products as well as gas generators, lighting products, solar systems, electrical accessories, energy solutions using compressed natural gas, and power rectifiers. The Group also runs the first retail chain 'Agora' in Bangladesh.

Through Rahimafrooz IPS, UPS and Voltage Stabilizer, the Company relishes clear leadership of the emergency power products market. The Corporation brings to Bangladesh leading diesel and gas generator brands – Primacy and Mitsubishi. It also markets home and industrial lighting goods from General Electric USA (GE) and electrical accessories from Hager France.

Rahimafrooz produces and markets a range of motorcycle, battery products, automotive, Industrial (stationary, deep cycle, traction, VRLA) and appliance batteries, IPS and UPS batteries and rectifiers. Lucas and Spark are the leading names in the local battery market while Volta, Delta batteries and Optus are fast gaining equity as International brands. Dunlop and Kenda, the international tyre brand includes in the Group's portfolio and it has own brand too named RZ Tyre. Rahimafrooz holds the exclusive franchisee of the full range of lubricant brand Castrol in Bangladesh.



## 1.2 Origin of the Report:

The MBA program in BRAC University (BU) has an internship program so that the students can apply their theoretical understanding into real life's practical situation. This internship report has been prepared towards the execution of the partial requirement of the MBA. Program as authorized by the BRAC Business School, BRAC University (BU). In addition, the report would be submitted to **Mohammad Rezaur Razzak**, Associate Professor and MBA Internship Supervisor of BRAC University (BU). In this report, I have tried to see the things what are being done in the Human Resource department of Rahimafrooz. I have also tried to present my personal observations from each department of this branch. As I am an Official of Rahimafrooz, I had an opportunity to be acquainted with the practical HR related work prevailing in head office of Rahimafrooz. The knowledge, which has been acquired in my Internship Period, I have tried my level best to show in this report.

## 1.3 Objective:

### 1.3.1 The broad objective:

- To prepare a comprehensive analysis to find out the Recruitment & Selection Policy of Human Resources Department of Rahimafrooz.

### 1.3.2 The specific objectives:

- To find out the Position of the Rahimafrooz in the Bangladesh market.
- To find out the initiatives behind the success of Rahimafrooz Human resource department.
- To find out the reaction of employees regarding recruitment and selection procedure of Rahimafrooz.



## 1.4 Methodology of the report:

### Source of Information:

1. **Primary:** The primary information collected through face to face interview and observation
2. **Secondary:** The secondary information collected from website, books and some other relevant sources.

Both the primary and secondary data sources will be used to generate this report. Primary data Sources are observation while working in different desks. The secondary data sources are Different published reports, manuals, updates and different publications of ‘Rahimafrooz.’

## 1.5 Scope of the Report:

I participated in internship program in the Office of RAHIMAFROOZ at 260/B, 2<sup>nd</sup> Floor, Tejgoan industrial Area, Dhaka. The main aim of Rahimafrooz is to serve their Customers Therefore; they produce good quality products for the customers and distribute them. I observed and concentrated on the Human Resources Department and I have done my Report on this departments work.

## 1.6 Limitations of the study:

Several problems arose while completing this report, they were –

- Faced problem with the questionnaire fill up. Some of the employees were so busy and that is why could not fill up the questionnaire properly.
- Rahimafrooz maintains strict policy on information sharing and confidentiality, thus a lot of the information could not be included in this report to protect confidentiality.
- This report is only focusing on brief overview of Rahimafrooz, Recruitment and Selection Process of Rahimafrooz, and some of my working experiences.

## CHAPTER- 2

### Organization's profile

## **2.1 Background of Rahimafrooz Energy Service Ltd.**

Rahimafrooz Energy Services Ltd. (RESL) was established in the 2000 as a standby, captive and distributed power solution provider. It is a leading name in the diesel generator industry which has a customer base of nearly 900. At present more than 3000 (20 KVA to 1500 KVA) of RESL generators is installed. Its clientele comprises of industrial plants, hospitals, real estates, telecoms, educational institutions, corporate houses, supermarkets, NGOs, embassies and various government institutions.

## **2.2 Vision, Aspiration and Quality Policy**

### **Vision 2015**

A billion dollar diversified group committed to adding value to all stakeholder and community

### **Aspiration**

To be the most trusted and admired association through excelling in everything they do, adding value to stakeholders and following ethical business practices.

### **Quality Policy**

We are totally committed to customer delight through operational excellence, innovation and continual improvement of quality

## 2.4 Values of Rahimafrooz

Rahimafrooz is built on its values. And time and again the company has proven that they live their values. A country like Bangladesh, where we lack innovation and creative thinking in all aspects of life from governance to plain entertainment, Rahimafrooz stood true to their promise.

Rahimafrooz express their values by the following diagram:



Figure-1: Company Values

## 2.5 Corporate Information:

Registered Name	Rahimafrooz Bangladesh ltd
Registered Corporate Office	Arzed chamber , 13 Mohakhali C/A, Dhaka 1212, Bangladesh
Group Managing Director	Mr. Feroz Rahim
Group Chairman	Mr.Afroz Rahim
Group Deputy Managing Director	Mohammad Ismail
Group Director	Niaz Rahim
Group Director	MunawarMisbahMoin
Group Director	MudassirMurtazaMoin
SUBs	9

Table -1: Rahimafrooz Corporate information

## 2.6: The wend of Rahimafrooz towards present and important achievements

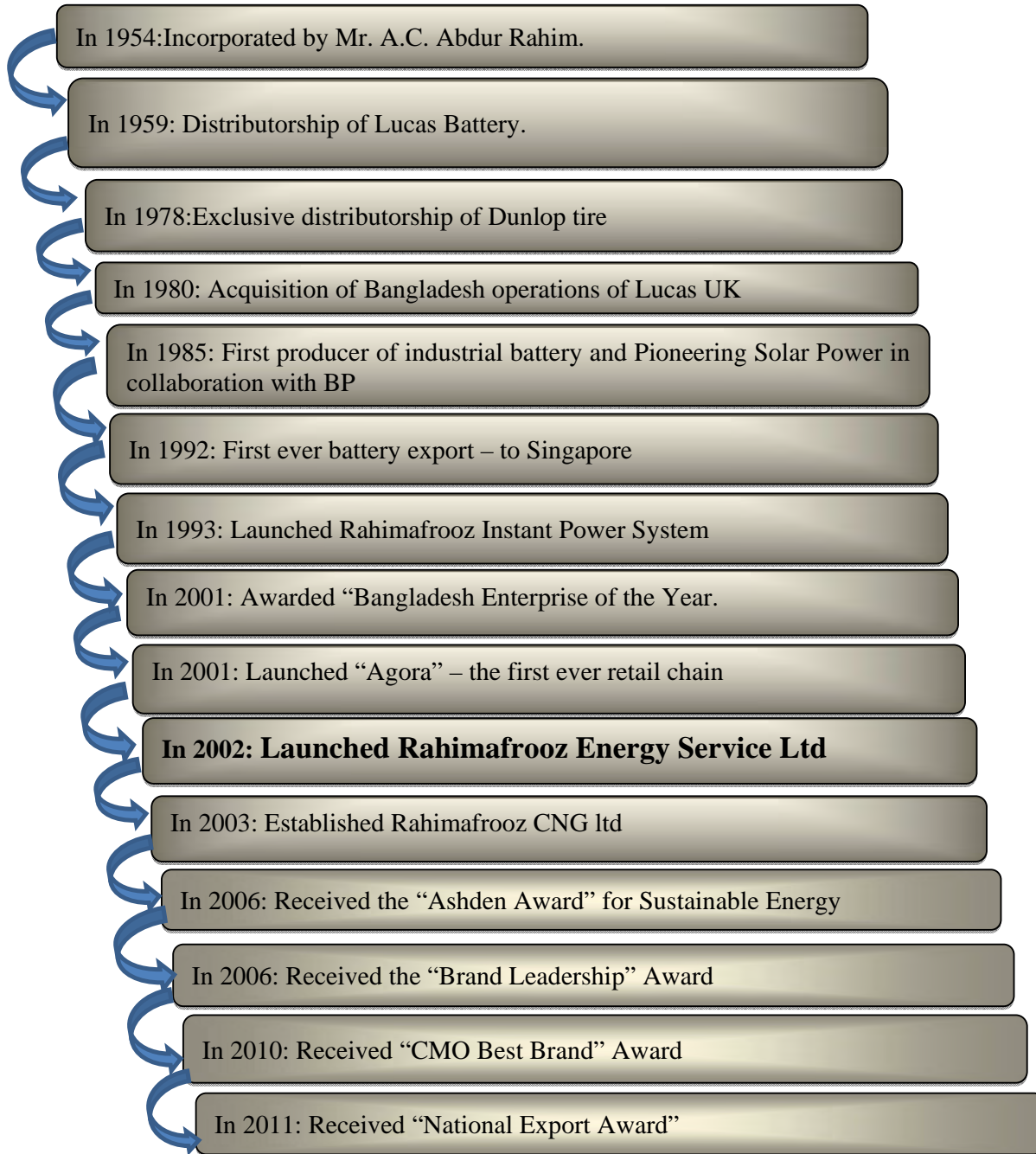


Figure-2: The wend of Rahimafrooz



## 2.7: Other SUB Business Units of Rahimafrooz

No.	Name	Detail
01	Rahimafrooz Accumulators Ltd.	Rahimafrooz Accumulators Ltd. (RAL) began operations from 2009, as a separate unit to cater to the growing needs of the local as well as international market. RAL produces as well as marketplaces many manufacturing batteries which are used in telecommunication, power station, forklifts, railways, UPS, electric vehicles, ships, buoy lighting, inverter and solar power systems.
02	Rahimafrooz Batteries Ltd.	Rahimafrooz Batteries Ltd. (RBL) is the major lead-acid battery manufacturer in Bangladesh. It manufactures about 200 different varieties of batteries for automotive, IPS, motorcycle and other applications in its factory located at West Panisail, Zirani Bazaar, Gazipur. The business sustains high requirements associated with procedures, that happen to be accredited throughout each ISO 9001 in addition to ISO 14001 requirements.
03	Rahimafrooz Globatt Ltd.	Rahimafrooz Globatt Ltd (RGL) is the global SBU of Rahimafrooz group. With 2.5 million unit manufacture capacity per year, RGL is the biggest battery export plant in South Asia. In appreciation to its quality management system, RGL has received ISO 9001:2008 Certification from Orion Registrar, Inc., USA. The manufacturing process of RGL ensures maximum level of environment sustainability.
04	Rahimafrooz Distribution Ltd.	Rahimafrooz Distribution Ltd. (RDL) is the distribution SBU of the Group, At present it has 172 Dealers nationwide distribution network of, 263 Retailers and 102 Lubricant Dealers it also carrying over ten national and international brands. It is the clear leader in the automotive aftermarket and emergency power products categories
05	Rahimafrooz Superstores Ltd. (Agora)	<b>Agora</b> the first ever retail chain in Bangladesh launched by Rahimafrooz Superstores Ltd. (RSL) in 2001. Agora promises a cherished shopping experience that offers quality and fresh products at the exact price. It aims to constantly provide a remarkably nourishing and valuable shopping experience through a business that improves the quality of life for consumers and team associates.



06	Rahimafrooz Gastech Ltd. (RAGL)	RAGL is one of the leading complete CNG solution providers in the country. It offers solution for vehicle conversion, offline (mother-daughter) and online (conventional) CNG refueling stations, industrial CNG solutions, maintenance and services, as well as gas retailing.
07	Rahimafrooz Renewable Energy Ltd	Rahimafrooz Renewable Energy Ltd. (RREL) has been providing Solar Energy solutions for households, healthcare, agriculture, telecommunication, education, rural streets and marketplaces as well as government and private institutions.
08	Rahimafrooz Excel Resources Ltd.(RERL)	RERL is a leading name in tyre retreading. The company also manufactures and markets emery cloths and abrasive papers. Retread of tyre is a process whereby new tread rubber is applied on a used tyre casing; if done properly, this process allows similar mileage new tires.
09	Rahimafrooz CIC Agro Limited (RCAL)	RCAL established in June 2011, is a reflection of Rahimafrooz's vision to be a frontrunner of the best quality harvest from 'seed to shelf'. The company was as a joint venture with a leading company in Sri Lanka, CIC Agri Businesses (Private) Limited.
<b>Other Venture</b>		
01	Metronet	MetroNet Bangladesh Ltd. (MBL) is a joint venture SBU of Rahimafrooz Bangladesh Ltd. MBL provides vigorous data communication services to private sector offices, ATMs, financial institutions, and many other institutions.
02	RZ Power	RZ Power Ltd. (RZPL), a subsidiary of Rahimafrooz, It is the lowest cost High Speed Diesel (HSD) power plant associated to the national grid. RZ Power commenced operation of its 50MW diesel-fired power plant in Thakurgaon in September 2010.
03	Core Knowledge Ltd.	Core Knowledge Ltd (Core-K) was started in 2009 with the aim to support the country's vision of Education for all with a goal to equip these institutions in a digital age which ensure global knowledge.
04	Rahimafrooz Customer Care Center	In line with the company's core value of Total Commitment to Customer Satisfaction, Rahimafrooz launched the new Customer Care Center on March 2011. A customer can now dial 16213 from any land line or mobile phone and talk directly with the customer care agents from 8.00 am to 10.00 pm any day of the year.

Table -2: Other SUB Business Units of Rahimafrooz

## 2.8 I+10 Habits of Rahimafrooz

All staff connected with Rahimafrooz follows I+10 habit in their actions according to the roles of Rahimafrooz higher authority. This I+10 habits include following things-

### **Habit 1: Response rather than react**

Act in advance and act on things rather than letting them on others. Try to be hopeful of likely changes. Always try to takes steps to avoid/minimize the impact of the possible changes to the business situation.

### **Habit 2: Be purposeful**

It is important to draft a life mission. Having a mission, a sense of what I want to achieve, gives my life both direction and makes it prioritization.

### **Habit 3: Choose to grow**

Produce quality outputs. Finish deadline related work on time. Spend time doing on purposeful work.

### **Habit 4: Work toward success for all**

Try to understand the objectives of others. Share knowledge and resources with others. Appreciate others contributions.

### **Habit 5: First enter the other persons world before inviting them to your world**

Listen to other person, matches other person emotions, thought process and behaviors. When communicating a different point of view thinks about the other person situation.

### **Habit 6: The even better, third alternative**

Appreciate others point of view. Try to bring synergy which will produce a higher quality solution.

### **Habit 7: Constant and never ending improvement**

Show constant desire to improve 6 aspects of life:

Competencies

Health

Relationships

Emotions

Finance

Spiritual

Always uses every opportunity to learn something new from colleagues, company, TV, newspaper and kids etc.

### **Habit 8: The magical right brain and the logical left brain**

Believes in imagination and hopes are powerful and uses them. Works toward improve even the little things.

### **Habit 9: Lighten up**

Appreciate even the little things in life and consider them as blessings. Always smile, greets and is a pleasure to be around.

### **Habit 10: Give more than expected**

Promises only what can be delivered. When promises are made, they are delivered better than promised (earlier, more caring, better quality)

## CHAPTER- 3

### Literature Review

### **3.1 About Human Resource Management**

Human resource management is few functions performed in organizations which designed to capitalize on employee performance of an employer's strategic objectives. Human resource is mainly concerned with the management of persons within establishments, concentrating on policies and systems. HR departments and units in institutions normally accept a number of activities, including employee selection and recruitment, performance appraisal, training and development, and rewarding etc. HR is also concerned with industrial associations, that is, the balancing of organizational applies with desires arising from collective negotiating and from governmental laws.

The Human resource practice began after the human relations movement of the early 20th century, when researchers began verifying ways of making business value through the strategic supervision of the employees. The purpose was initially dominated by transactional work, such as benefits administration and payroll, but due to company consolidation, globalization, technological advances, and further research, Human resource as of 2015 focuses on strategic edges like mergers and acquisitions, succession planning, talent management, diversity and inclusion and industrial and labor relations.

In the current global work environment, most companies concentrate on lowering staff turnover and on keeping the ability and information held by means of their employees. New hiring not merely entails a higher cost but also increases the danger of some sort of newcomer not to be able to replace the one who was in that position before. HR divisions also make an effort to offer benefits that could appeal to help workers, thus reducing the danger of losing corporate information.

### **3.2 Functions of HRM**

The performance of the HR function is restrained largely in expressions of employee and customer contentment feedback metrics. The background of the HR function is increasingly for HR managers to have had line experience. For getting best productivity Rahimafrooz has a strategic work outline. The Human Resources Department currently has some different functions wings. These are:



Figure-3: Functions of HRM

### 3.3 Recruitment

Recruitment refers to process of discovering right people for the right job as well as function, usually carry out by Human Resource Department. Different task required different ability. So, suitability for any job is normally assessed by seeking skills, such as communication skills, laptop or computer skills. Evidence for skills essential for a job might be provided by means of qualifications (educational as well as professional), experience in the job requiring this relevant skills as well as the testimony regarding references. Following are the two main recruitment methodologies utilized by the company currently:

- (a) Internal Recruitment
- (b) External Recruitment

#### 3.3.1 Internal Recruitment

This includes filling vacancies by means of internal means through existing employees. Following questions should be asked. Will there be an internal candidate who could occupy the role? Do you know the strengths, limitations in addition to training required? Initial consideration should be given to the particular company's employees, particularly for filling vacancies above the beginner's. If external efforts are undertaken without taking into consideration the desires, capabilities in addition to potential of existing employees, a company may perhaps incur both short and long run costs. In brief run, morale may perhaps de-generate, in the long run companies with any reputation for reliable neglect of in-house talent may battle to attract new individuals available through different channels.

### **3.3.2 External Recruitment:**

To meet requirements and vacancies from external sources for brilliancy brought about by growth, desire for fresh thoughts or to replace employees who leave corporations periodically turns to the outside employment marketplace. The “Five” most popular external recruitment sources are:-

- Job consultants
- Recruitment advertising
- Referrals
- Campus Placement
- Online Application

### **3.4 Selection**

Employee Selection is the procedure of putting right person on right job. It is a procedure of matching organizational desires with the skills, experiences and qualifications of people. Effective selection could be possible only when there is effective matching. By selecting best contender for the requisite job, the organization will get quality output from the employees. Furthermore, organization will face less of nonattendance and employee turnover problems. By selecting right contender for the requisite job, organization will also save money and time. The selection procedure is basically the proper screening of candidates. All the potential candidates who apply for the particular job are tested in this process. But selection must be distinguished from recruitment, though these are two phases of employment process. Recruitment is measured to be a positive process as it influences more of candidates to apply for the job. It creates a group of applicants. It is just sourcing of data. While the inappropriate candidates are rejected here so selection is also a negative process too.

#### **3.4.1 Selection Procedure**

The selection process can be successful if the following requirements are satisfied:

- Someone should have the right to select. This right comes from the employee requisition as developed by an analysis of the work-load and work force.
- There must be some standard of staffs with which a prospective employee may be associated i.e. comprehensive job description and job specification should be available earlier.
- There must be sufficient quantity of applicants from whom the compulsory number of employees may be selected

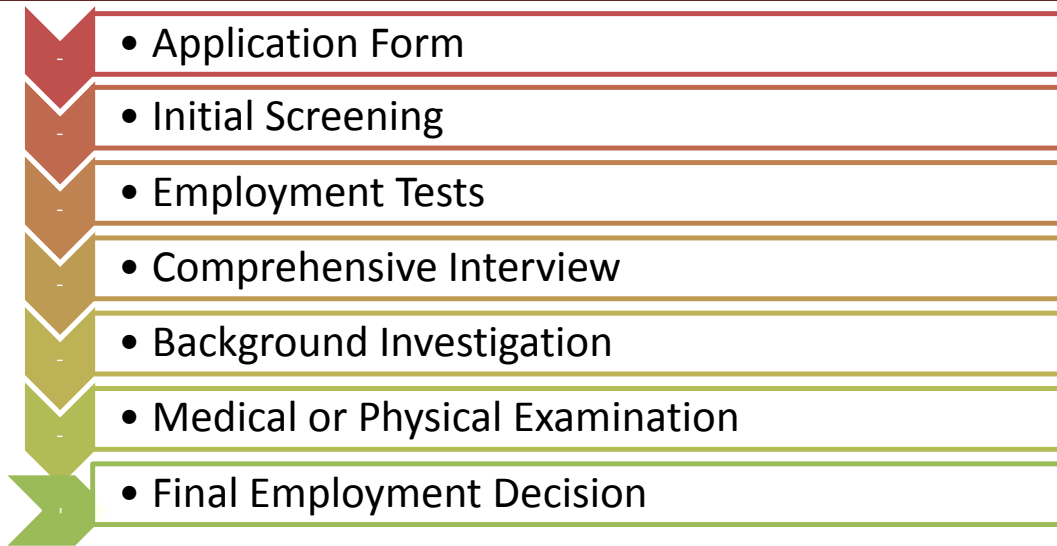


Fig-4: Employee selection Procedure

### 3.5. Rahimafrooz Corporate Recruitment and Selection Policy

There has to be a business obligation to fill up the vacancy. The direct line manager should patterned first whether the rearranging current roles can meet role requirements & responsibilities. SBUs to create and maintain validated Managing Plan as part of their ABP.

- To ensure composure across the Rahimafrooz Group, the obligation for recruitment Grade-10S & above is with Group HR. Divisional HR will ensure full recruitment process for Grade-10 & below for their particular divisions & SBU/Businesses under their divisions. SBU/businesses who are not under divisional structure will be responsible for the full recruitment process of G-7S & below.
- Any exception to ABP approved headcounts must be approved by Divisional/SBU MD. Group Head of HR will also be in the loop of approval process (through the requisition form).
- All original documents up to Grade-10 shall be maintained by respective Division with copies to Group HR and all original documents for Grade-10S & above shall be maintained by group HR with copies to Division HR.
- SBUs which are not under Division structure, original documents of candidate for Grade 8 and above will be maintained at RACO with copies to respective SBU HR and all original documents for Grade-7S and below shall be maintained at respective SBUs with copies to RACO.



### 3.6 Recommended Requirements for Selection

Grade	Competencies and Minimum Educational Qualifications
1 - 4	SSC pass. However 8 passed with authorized trade course & relevant experience are preferable for technical jobs/ class. The educational qualification may be relaxed to Class 8 For the job like messenger/peon.
5, 6	Fresh Graduate (4 years course) from recognize university. Diploma in Eng./ equivalent degree, with Relevant Experience: 3 years preferable
7	Graduate (4 years course), Minimum 2 years' experience preferable Technical diploma, Minimum 7 years' experience preferable
7S	Graduate (4 years course), Minimum 4 years' experience preferable. Technical diploma, Minimum 9 years' experience preferable.
8	Graduate (4 years course)/ Professional degree, Minimum 6 years' experience preferable.
9, 9S	Graduate (4 years course)/ Professional degree, Minimum 8 years' experience preferable.
10	Graduate degree (4 years course) / Professional degree, Minimum 9 years' experience with 1 to 2 years Sr. Manager role in the relevant area
10S	Graduate degree (4 years course) / Professional degree, Minimum 10 years' experience with 1 to 2 years Functional head role in the relevant area
11	Graduate degree (4 years course) / Professional degree, Minimum 10 years' experience with 2 to 3 years Functional head role in the relevant area
11H, 12	Graduate degree (4 years course) / Professional degree, Minimum 12 years' experience with 2 to 3 years in General Management role
13	Graduate degree (4 years course) / Professional degree, Minimum 15 years' experience with 3 years in heading large diversified company or business

Table -3: Recommended Requirements for Selection

## CHAPTER- 4

# Analysis and Finding

#### 4.1. My Task during internship

I joined Rahimafrooz as an intern on 1st June 2015. The internship program duration is three months. I am placed in Human Recourse Department. I will work there for till 30 August 2015. During this period of time I work as a part of recruitment and selection such as CV sorting, Calling candidates for interviews and Helping seniors in interviews procedure, Coordinating and helping new employees to complete joining procedures, helping in taking written exams of candidates. Now I would like to specify and focus on my major work and responsibilities of Recruitment and Selection Process.

**Update old files:** Before all employees files based on paper, which creates lots of problems to maintain because it needs lot of space, paper, cabinet to keep, spend time to search and main problem was it has risk to lose. So now we convert it from paper based to computer based. And also search those papers which are missing and add these.

**Creating New Files:** At a time more than one people can join in an organization and all of them have different files which creates by us. Lots of papers we have to accumulate with new files like joining forms, disclosures forms, declaration forms, gratuity forms, Conflict of Interest, Medical reports, Pre-employment medical test, CV with Certificates, Job Advertisement, Manpower Requisition forms, CV shortening criteria, Tabulation Sheets (1st interview, 2nd interview, written test), Approval note, Appointment Letter etc.

#### 4.2 Observation

- HR Division is very attentive for selecting applicants and also the process is very crystal clear so that they can select the best candidates among applicants.
- When they search for any experienced people they stretch more attentiveness on past experienced, Educational background, span of services etc. so that they can select the most appropriate experienced people.
- In this process there is no discrimination so there are higher likelihoods to be selected without having any reference.
- When they select fresh graduate they focus more on pro-activeness, ideas,creativity, and academic performances which can suit the job offered.
- In the time of calling the candidates for interview or written exam, the executives call several time to make sure of his/her arrival

### 4.3 Analysis

To finding the effectiveness of Rahimafrooz process I have done a survey with 20 employees of Rahimafrooz to find out how effective their recruitment and selection policy. In my questionnaire, I have included 5 questions to find out the recruitment and selection policy at Rahimafrooz.

In the questionnaire I try to focus on the questions where questions are regarding whether all business units at Rahimafrooz use the same recruitment and selection policy, whether there has any discrimination between male and female during recruiting, whether recruitment process is delivering a diverse range of quality job candidates-male and female, whether both male and female are being appointed in different departments in the organization or not. Whether both male and female are being appointed to senior management positions in our organization etc.

### 4.4 Findings

I have done a survey of above questions among 20 employees of Rahimafrooz to find out how effective their recruitment and selection policy is, I have done a random survey with 20 employees from different SBUs of Rahimafrooz. I have done my survey on different SBUs so that I can get a clear opinion from wide range of employees. Various employees from the organization give different opinions. According their opinions I have prepare few findings through pie chart and graphs. As the result of the survey can easily understandable.

The answer of questions taken by 5 layers strongly agree, agrees, Neutral, Disagree, Strongly disagree.

I asked the following 5 questions -

1. All business units at Rahimafrooz use the same recruitment and selection policy.
2. The recruitment process of Rahimafrooz is delivering a diverse range of quality job to both male and female candidates.
3. There is no discrimination between male and female during Recruiting.
4. The overall recruitment and selection process is fair and based on merits and skills.
5. The compensation Package and benefits of Rahimafrooz is better than other organizations.

The findings from the 5 questions survey are given below:

**Question 1: All business units at Rahimafrooz use the same recruitment and selection policy.**

After surveying, this question I have found that in the question, 30 percent strongly agrees, 52 percent of employees agrees, 8 percent neutral, 6 percent disagree and 4 percent strongly disagree.

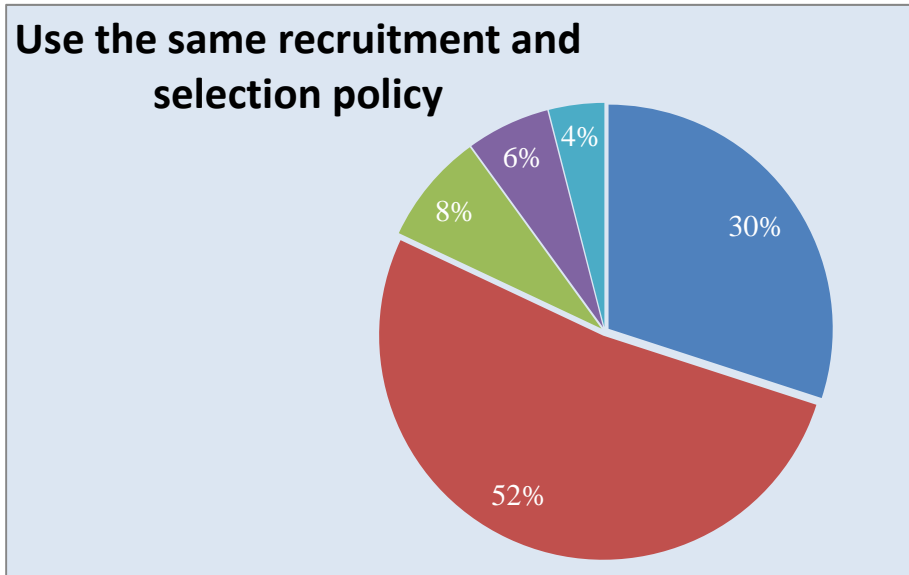


Figure-5: Result of all business units at Rahimafrooz use the same recruitment and selection policy

**Question 2: The recruitment process of Rahimafrooz is delivering a diverse range of quality job to both male and female candidates.**

In this question, 60 percent strongly agrees, 26 percent of employees agree, 8 percent neutral, 4 percent disagree and 2 percent strongly disagree.

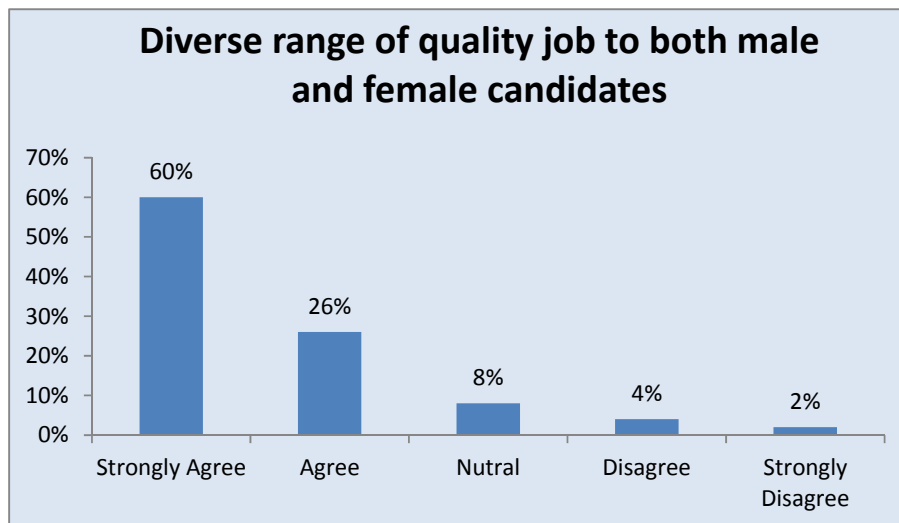


Figure-6: Result of diverse range of quality job to both male and female candidates.

**Question 3: There is no discrimination between male and female during Recruiting.**

Although there has male domination among employees in Rahimafrooz, Still 26 percent employees strongly agreed, 30 percent of employees agreed, 20 percent neutral, 18 percent disagreed and 6 percent strongly disagreed in this question. The maximum disagree opinion comes from the women.

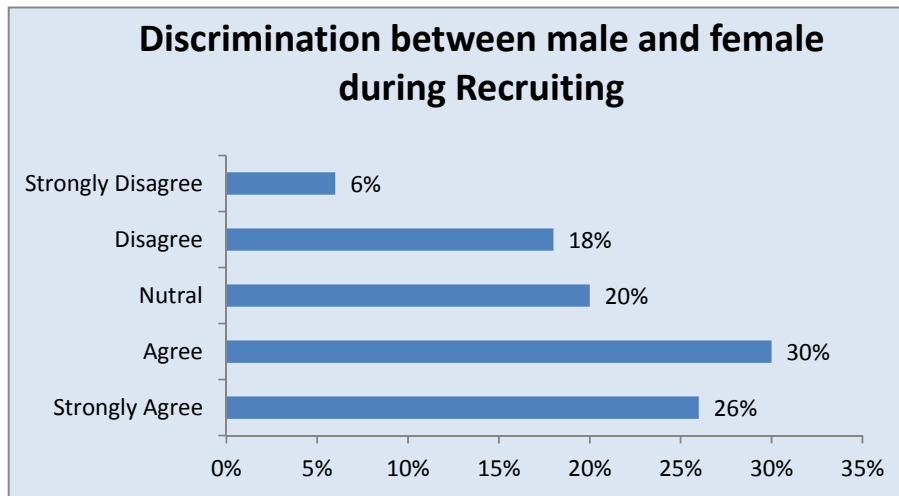


Figure-7: Result of no discrimination between male and female during Recruiting

**Question 4: The overall recruitment and selection process is fair and based on merits and skills.**

This question I asked on the newly appointed employees, Maximum newly appointed employees agreed that their process was fare. Here the result is 72 percent employees strongly agreed, 22 percent of employees agreed, 6 percent neutral, no one disagreed on this question.

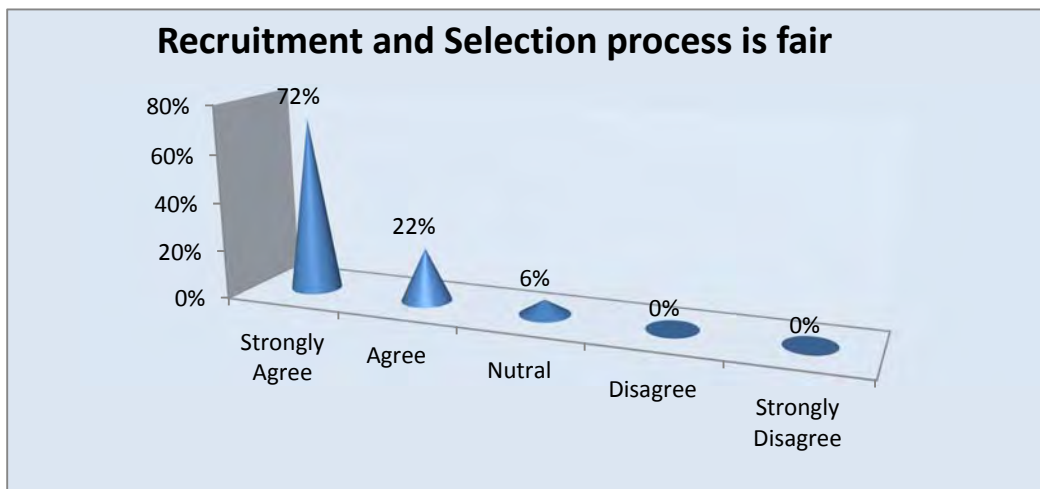


Figure-8: Result of recruitment and selection process is fair and based on merits and skills

**Question 5: The compensation Package and benefits of Rahimafrooz are better than other organizations.**

There comes a mixed range of answer from this question. Here the result is 20 percent employees strongly agreed, 28 percent of employees agreed, 16 percent neutral, 32 percent disagreed and 4 percent strongly disagreed.

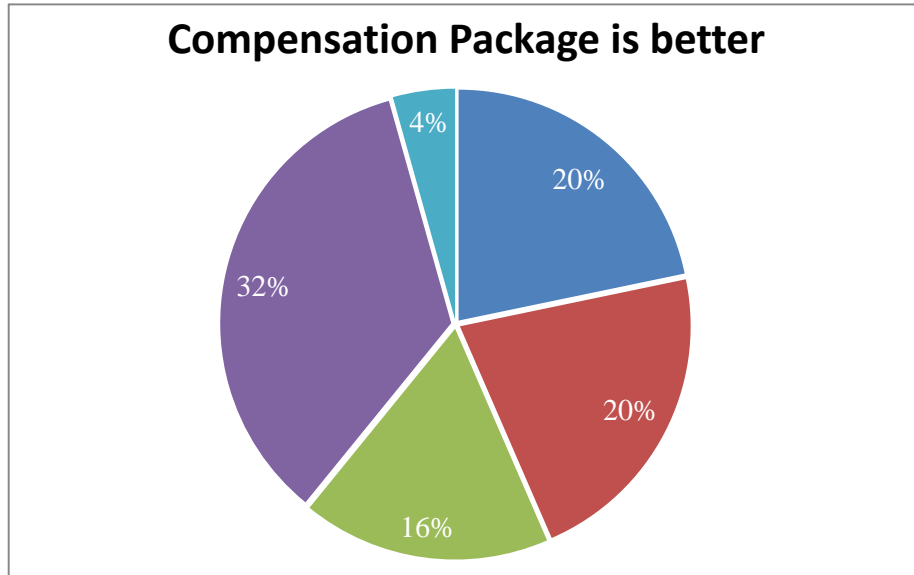


Figure-9: Result of The compensation Package and benefits is better than other organizations

**Summary of Findings**

1. Maximum 52% agreed that all business units at Rahimafrooz use the same recruitment and selection policy.
2. Maximum 60% strongly agreed that the recruitment process of Rahimafrooz is delivering a diverse range of quality job to both male and female candidates.
3. Maximum 30% agreed there is no discrimination between male and female during Recruiting.
4. Maximum 72% strongly agreed the overall recruitment and selection process is fair and based on merits and skills.
5. Maximum 32 percent disagreed the compensation Package and benefits of Rahimafrooz are better than other organizations.

## CHAPTER- 5

### Recommendation and Conclusion



## Recommendation

In my short duration of internship I have tried to figure out their problems in terms of their recruitment and selection process. Rahimafrooz Bangladesh Limited (RABL) is quite able to ensure brilliancy in their performance but still I think they can improve their performance in following area.

1. The software and network system of HR department is not updated. They should adopt the updated software to work more swiftly and efficiently.
2. They need to modify their compensation package as it become more attractive for the applicants.
3. Rahimafrooz focus mainly on experience candidates, they should need to focus on employing more fresh graduates as well, as fresh graduates can bring more new ideas and creativity within the organization.
4. They have few training facilities; they can establish more trainings for the employees as they can develop their skill more.
5. Rahimafrooz administration must change the structure of appointing people by giving their reference. It has been deeply witnessed that most of the reference appointees are not up to the standard and performed poorly.
6. HR forecasting system need to improve more as it is the most important part of HR planning
7. Organization should hire more Skill executive in HR department because there has insufficient manpower.
8. Rahimafrooz needs to be more focused on CSR activities and welfare programs for employees.

## Conclusion

Internship is an important part for MBA Degree. It teaches us the worth of reality and how things are done in real life. It is a bridge between theoretical and practical phases of education and workplace. I have learned so much from this practical experience. It was a perfect end to the education in BRAC University. I liked working with Rahimafrooz HR Department which made my work fascinating and productive.

Rahimafrooz has always highlighted on developing a good leadership system in order to achieve its desired businessgoals. To choose the best personnel who will lead the organization in future an effective recruitment and selection process is more than a desire aspect.And for that reason the organization should give more emphasize on selecting a person who can carry forwarded the organization in terms of development, values and ethics. Mainly the precious resource for any organization is their knowledge based efficient workers. During the time of internship I give maximum concentration to learn their Human resource practice. The Human resource practice, employee satisfaction and relations,recruitment and selection process at Rahimafrooz is a very established and effective one. The most vital key source factor of Rahimafrooz is its capable human resource. I have learned a lot of things from the vastly experienced executives of Rahimafrooz. I finally want to thank **Mohammad Rezaur Razzak** sir for his kind supervision and assistance without which it would be impossible for me to complete the report.

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## Appendix

<b>Questionnaire Regarding recruitment and Selection Policy of Rahimafrooz</b>						
Personal information						
Name:			Gender: Male <input type="checkbox"/> female <input type="checkbox"/>			
Designation:			Job duration:			
Department:			Salary:			
					Put Tick mark (✓) to your Opinion	
Questions:		Strongly Agree	Agree	Neutral	Dis Agree	Strongly disagree
1. All business units at Rahimafrooz use the same recruitment and selection policy.						
2. The recruitment process of Rahimafrooz is delivering a diverse range of quality job to both male and female candidates.						
3. There is no discrimination between male and female during Recruiting.						
4. The overall recruitment and selection process is fair and based on merits and skills.						
5. The compensation Package and benefits of Rahimafrooz is better than other organizations						