

Thesis Report On

Recruitment and Selection Process in KDS group

Submitted To

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Letter of Transmittal

Date: September, 2021

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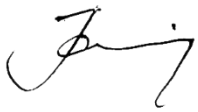
Subject: Submission of MBA Thesis Paper.

Dear Sir,
I would like to submit my Thesis Report titled **"Recruitment and Selection Process in KDS group"** as a requirement for the completion of the MBA program. I request you to receive the thesis paper prepared by me on the basis of my findings. Meanwhile, writing this thesis report has been a great pleasure and an extremely interesting and rewarding experience. It has enabled me to get an insight into **Recruitment and Selection Process in KDS group** in Bangladesh. I tried my level best to complete this project properly and to produce a meaningful project within all the constraints.

I request you modestly to accept my paper as it may suffer from some shortcomings.

Therefore, I hope that this will meet the standard of your judgment.

Thanking you,



……

Md. Zakir Hossen
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Acknowledgement

First of all, I would like to express my gratefulness to almighty Allah the most mercies who has given me the opportunity to go through the total process and to write a Thesis report in this regard.

I would like to acknowledge my deepest gratitude to the honorable supervisor **Mr Md. Masud Rana**, Assistant Professor, Department of marketing, Sonargaon University. Who has given me suggestions regarding the writing of the report and to go through the process, which has become an excellent way of understanding the topic of my Thesis Report?

I am also grateful to the office sharing service users'. They gave me time and support in collecting Information. Many times, I felt hesitate to talk about personal issue but they are tremendously co-operative that gives a boost to my work. They have talked and given information as much as they could.

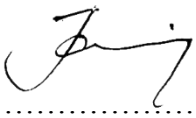
Finally, I express my gratefulness to all wishers who supported me with their helping hands. Thanks to all of them for providing valuable suggestions and information in preparing this paper. I am very glad that in spite of many limitations I have completed the thesis paper successfully

Student's Declaration

I declare that the Thesis report entitled "**Recruitment and Selection Process in KDS group ''** in Bangladesh is prepared by me after completion of thesis period. It is my own research work and persuade under the supervision of Mr. Md. Masud Rana, Assistant Professor, Department of Marketing, Sonargaon University, Dhaka-1215.

I further affirm that the work reported in this Research is original and no part or whole has been submitted to anywhere for any purpose

Sincerely yours,



……..

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Certificate of Supervisor

This is to certify that **Md. Jakir Hossen** Student of MBA Program, bearing ID No: 2003021006, Department of Marketing, Faculty of Business Studies has successfully completed his thesis paper title "**Recruitment and Selection Process in KDS group ''** in Bangladesh under my supervision as the partial fulfillment of MBA degree.

He has done his job according to my supervision and guidance. He has tried to his best to do this successfully. I think this program will help him in the future to build up his career

I wish all success and prosperity in his life.

……

Md. Masud Rana
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Executive Summery

KDS Accessories, one of the Strategic Business Units (SBU) of KDS Group, started its journey in 1993 to become one of the largest trims and packaging manufacturer of Bangladesh. Today KDS Accessories is one of the global contenders in this field while manufacturing many types of products and solutions to support the robust apparel manufacturing sector of the country. The company has already earned the privilege to work with many global brands. Today, personnel planning as an important part of an organization. It is a vital ingredient for the success of the organization in the long run. The objectives of Human Resource Department are Human Resource Planning, Recruitment and Selection, Training and Development, Career planning, Transfer and Promotion, Risk Management, Performance Appraisal and so on. Each objective needs special attention and proper planning and implementation. For every organization it is important to have a right person on a right job. Recruitment and Selection plays a vital role in this situation. Shortage of skills and the use of new technology are putting considerable pressure on how employers go about Recruiting and Selecting staff.

The purpose of this study is to review the present HRM practices emphasizing on the recruitment and selection procedure of KDS Accessories and identifying the areas for improvement. To identify the better way to follow the human resources management practice an attempt is being taken to evaluate the recruitment and selection procedure followed in KDS Accessories.

The design and objective of this research will be to evaluate the different aspects of recruitment and selection process of KDS Accessories and its future implementation. This review will help the company to recruit and retain better employee and upgrade the present recruitment and selection procedure.

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Chapter : One

Introduction

1.1 Background of the Study :

Nowadays, the world of business is instantaneously changing. As a part of an organization, HRM must ready to deal with the changing effect of business environment. Continuous improvement initiative contingent workforce changing skills requirement and workers collaboration are the issues for envisage.

Actually it s a big challenge to provide support to any organization by providing the best personnel in limited time.

Recruitment is a process of attracting the potential people towards the organization. And selection is a process by which try to nominate and then select the best people for the organization.

12. Objective of the Report

There are two kinds of objectives of the report. They are:

- Broad Objective
- Specific Objectives

1.2.1 Broad Objective :

The broad objective of the study is to analyze the recruitment & selection process of KDS Group.

1.2.2 Specific Objectives :

The specific objectives of this Thesis report are :

1. To find out the different steps of recruitment and selection process of KDS Group.
2. To analyze the different steps of recruitment and selection process of KDS Group.
3. To evaluate the different steps of recruitment and selection process of KDS Group.
4. To find out problems in correct recruitment and selection process of KDS Group.

5. To make some recommendation on the basis of problem KDS Group.

1.3 Methodology of the study :

The study is dealing with a systematic process starting from inception of the topic to final report amplification. The undisputed part was to identify and collect data, they were analyzed, presented, interpreted and classified in a systematic way to identify the main points. The whole procedure of the methodology followed in the study is narrated conversely.

1.4 Major Difficulties faced for accomplishing Thesis.

Three are some limitations and these are :

- Lack of information : Adequate organizational information of KDS Group is not available to access.
- Time constraints : The specified time is hardly enough to know all Human Resource activities of the company.
- Restriction : Getting relevant papers and documents any be strictly. They newly organize Thesis program in their organizations.

Chapter : Two

Organization Overview

2.1 Brief Profile of KDS Group :

KDS Group is a leading manufacturer and exporter of cloths from Bangladesh to Japan, Western Europe and North America. KDS Group was one of the first companies to start exporting value added finished leather products from Bangladesh. The company is also involved in local retail business. Established in 1990 as KDS Group, the company was renamed to KDS Group in 2006. This change occurred after a collaboration deal with La Nuova Adelchi, one of the largest footwear manufactures in Italy.

Journey of KDS Group started more than two decades ago, from the inspiration of leather business & later curving its way into shoemaking. As the largest shoemaker in the subcontinent, our company holds 15% share of leather footwear export in Bangladesh from $1.1 billion leather export. Shoemaking being a highly labor intensive job, our company is home to 6000 workers mostly women to make stylish leather shoes. Our shoe design inspiration is taken from latest international footwear trend. The influence is then converted to sophisticated leather shoes by in-house Italian & Taiwanese designers. Being a footwear giant, its our responsibility to be a role model in developing people and helping environment. Our core value is set with the belief of valuing people through continuous development & making a path for higher achievements.

2.1.1 Vision :

- Honest Growth

2.1.2 Mission :

- To ascertain sustainable enhancement.
- To be a potential seller.
- To generate standard for the customers, shareholders.
- To gain customer satisfaction.
- To promote and encourage diversity.
- To be a strong competitor in the business world.

2.2 Office :

- Factory : Chandra, P.S. Kaliakori, Gazipur, Bangladesh.
- Corporate Office : House # 06, Road # 137, Block # SE(D), Gulshan-1, Dhaka-1212, Bangladesh.

Chapter : Three

Theoretical Aspects

3.1 Recruitment and Selection Process :

During Recruitment I had to locate individuals with the qualification that I need for the company, qualifications and others that required. Recruit people with appropriate qualifications. Was important for the company had to recruit people those will lead to success.

3.1.1: 9 Steps of Recruitment & Selection Process:

1. Advertise the position: Be obvious and focus on the skills and abilities required for the job.
2. Resume screening: In this step, actually try to extract the applicants, whoever does not applicable or efficient & effective for the position what exactly HR dept, required.
3. Phone interview: Actually, in this step, taking interview to the candidate by mobile phone.
4. Face-to-face interview: well, in this step, the interviewer talk with the interviewee in face to face in the conference room and asked some particular questions.
5. Assessment: It is predictive assessment or measurement toll by which can easily measure that the candidate is suitable for the particular position or not.
6. Secondary face-to-face interview: this is the second time the interviewer meet with interviewee and asks questions and wants to know some broadly explanation
7. Job shadow: In this step, measure that the candidates can adopt the culture of the organization and can communicate with the co-workers or not.
8. Check the reference: Checking reference must needed because whoever reference any particular candidates that person background is accurate or real or not.
9. Job offer: And finally, after checking all the steps of recruitment and selection process offer the job to the capable person.

3.2 Recruitment:

Recruitment is the process of recognizing die potential and best qualified candidates for a particular position The HR dept. tries their best to attract the best qualified person towards the organization. Because of, without identifying the potential people for any specific position, it will not be so easy to select the candidate for that position.

- Need Assessment
- Defining the position description
- Checking the recruiting options
- Advertisement
- Screening and Short-listing Applications
- Written& Computer skill test
- Selection interview (3-tier)
- Employ ment decision (Application Bank)
- Pre- employment medical check-up
- Offer letter
- Orientation
- Placement

3.2.1: Sources of Recruitment:

There are two sources of recruitment process and these are;

A. Internal source of recruitment
B. External source of recruitment

A) Internal Recruitment:

The first step in creating a successful recruitment process is creating and using an internal recruitment policy. This policy should place limitations on managers so they do not steal employees from other managers or unnecessarily hold mi employee back from advancing his career if he qualifies for an available position. The policy describes what internal applicants can expect during the selection process and whether applying for an internal position will affect their current ones, A company should add whether an employee must remain working in a position for a minimum amount of time before applying for a new one in the company and should offer tips about how to advance to new positions.

- **Transfer & Promotion:**

After seeing an employee's performance the organization transfer or shift an employee to the different places. And the organization also gives promotion any particular employee based on his/her performance that how much efforts he/she give for the organization and also measure that employee's growth in the job. And transfer and promotion both are different things but it will give to the employees by seeing their skills, knowledge, abilities and performances.

B) External Source:

Many renowned organizations always do in-house recruitment. That means, the organization does not outsource the recruitment and selection process to any other agencies. The HR department of an organization controls the process very efficiently. The whole process is centralized.

- **Advertisement:**

For recruitment process the organization give advertisement by newspapers, websites, online, different pages like; job.com, job.bd. LinkedIn, senice.com etc. and the other online based social sites. So, by this system the job seekers can send their CV's for any particular position. And also for finding job there are some employment agencies, whoever helps the job seekers to get a job.

- **Employee referrals:**

In any organization there are so many employees. Sometimes, the employees give referrals for collecting resumes or CV' s.

- **Thesis:**

Sometimes the organization calls an intern to the selection process by seeing that intern's performance. Actually, the organization considers interns as their internal source.

- **Consulting the CV Bank:**

Before called for interview of an applicant check out that he she is capable for the required position or not.

- **Posted CV's:**

An applicant posted his/her CV to as their suitable position in which he/she are capable to show their abilities and performances.

3.3: Selection

Selection is the process through which we nominate and then select the best people for the organization.

- **Short-listing:**

The responses to the advertisements are sorted and screened. The CVs as well as the Covering letters are judged. In the covering letter, the style and language of writing, the emphasis put on the areas asked for in the advertisements and the quality of the letter (whether it is specifically tailored to the advertisement or just a standard response) are the aspects that are judged. The candidates selected in die shortlist are called for the written test & computer skill test (depend on the dept. he / she recruited).

- **Interviewing:**

It's not always quick and easy to get hired. The job interview process can be lengthy. Being interviewed once and getting a job offer is typically a thing of the past. Today, many companies have an involved interview process starting with screening interviews, which often take place on the phone, followed by in-person interviews, second

- **Screening interview:**

A screening interview is a type of job interview that is conducted to determine if the applicant has the qualifications needed to do the job for which the company is hiring. A screening interview is typically the first interview in the hiring process if the company does not start with open interviews where multiple candidates are screened at an open ring event.

- **Background Check:**

You may receive a job offer contingent on a background check and/or a credit check. Or, a background check may be conducted prior to a company offering a job. What the company learns during the background check could result in you not getting a job offer or in the job offer being withdrawn.

➢ **Offer:**

If the candidate has no problem with the stated terms and conditions of the job and the organization mentioned and discussed in the final interview, he/she is offered an application blank. The application blank is a standard format of employee-information that includes all the information die organization needs regarding the personnel. The candidate has to fill this blank and submit this to the company along with a CV.

➢ **Offering the role:**

Once all the documents & health check-up is done, the candidate is given an offer letter specifying the salary package, job responsibilities, utilities that will be provided by the organization. Even at this stage, the selected candidate has the chance to withdraw him/herself from the job offer He/she is always free to discuss whatever difficulty may arise regarding pay -structure or any other facilities, etc. the door of HR is kept open for any sort of relevant discussion.

➢ **Verbal Offer:**

The verbal offer of die role to the candidate is given once the medical and reference checks have been successfully completed. The discussion should cover the following:

- We tell the candidate that HR dept. is like to offer him / her role.
- Congratulate him / her.
- Tell them the remuneration package that is being offered.
- Ask him / her if they are happy with it.
- Ask him / her if they verbally accept the position.
- Tell him / her that we will be sending them a written letter of offer and introductory package.

➢ **Written letter of offer:**

A written letter of offer forwarded to the candidate. Once the candidate has verbally accepted the position, the appropriate letter of offer is organized. This letter sends to the candidate within two or three day s of making the verbal offer. An introductory package also sent to the successful candidate, along with the letter of offer. At least one week before the person commencing in their new position, an appointment notice will be placed on notice boards and/or the internet.

➢ **Study Framework:**

Recruitment & selection process is a vital factor for any kind of organization. Stimulation of modern technology' & all the system & control coming into wide spread use. Human resource management remains the most important factor in any organization. So, without being followed fair, modem & effective recruitment and selection procedure, it is not possible to gain best possible return from investment.

3.4 Differences between recruitment and selection:

Recruitment	Selection
1. Recruitment is a positive process 2. In recruitment process we say "Hi". 3. There is no screaming in recruitment 4. Actually, recruitment is a process by which the organization tries to attract the best potential people or candidates 5. There will be no final appointment in recruitment process.	1. Selection is a negative process. 2. In selection process we say "Bye". 3. There must have screaming in selection process. 4. Well, selection is a process of nominate and choose the best qualified people or candidate for the organization. 5. There will be final appointment in selection process.

Chapter : Four

Data Collection & Processing

4.1 Date Description:

I have collected both primary & secondary data for my research purpose. I have collected primary data by survey on employees of KDS Group. I have also collect secondary data from different types of articles. journals and internet.

4.1.1 Research Design:

Interview and personal observation methods are used to conduct the survey. But. only the qualitative data used to prepare this report.

4.1.2 Sampling Technique:

Almost 834 employees in this surveyed of the organization, nearly 10 people are selected as the sample size.

4.2: Sources of Data

There are two sources of data collection:

1. Primary data
2. Secondary data

4.2.1: Primary Data:

Primary data have collected based on my own experience, which gathered during the Thesis period. Personal observation, interview with officers or its also called face-to-face interview, an organization's executive & Manager were the key' source of primary sources of data. This data also collected by informal conversation between the employees & consultation with experts of the respective research fields.

4.2.2: Secondary Data:

Source of secondary data include:

- Office files
- Journals, books& some other relevant sources
- Different relevant website.

4.3 Way of Data Collection:

Well, the primary data was collected by informal interviews, personal observation, and finally face-to-face interview. And by observation the situation, the secondary data present this report.

4.4 Questionnaire Survey:

In the questionnaire survey, the interviewer asks some questions to the interviewee. Through this survey the interviewer can judge about the interviewee's knowledge that how much information that candidate's about any particular objectives. I discussed with manager & other employees about the recruitment & selection process of KDS Group I worked on a questionnaire survey about recruitment sources and selection process in KDS Group I developed 10 questions about recruitment and selection process about 26 employees. Which are given in the Appendix?

4.4.1 Data Processing Methods:

I have used Microsoft excel 2013 for processing the data I collect from primary &secondary sources. Then I found mean, percentages & other necessary function about the collected data of 26 employees. 1 used Pie charts & related tables in my report to process the data properly. It helps me to make accurate result to show. I designed a questionnaire about some recruitment& selection process related questions to the employees in KDS Group Then I collect data through the 26 employees. All items were measured on a 5-point rating scale ranging from one (strongly agree) to five (strongly disagree), and the items are reported in the Appendices.

4.5 Identify the recruiting sources of KDS Group:

There are many sources of recruitment process. KDS Group follows the sources what are given bellow-

Advertisement: Advertisement is a popular method of recruitment, as many recruiters prefer advertisement because of their wide area of reaching point. Advertisement must contain appropriate information, such as location of job, working condition, job description, compensation etc.

Announcement: For the internal source of supply, by notice board and personal memos on the other hand for the external source of supply, by mass media the HR dept. announce the vacancy announcement, And this vacancy announcement also includes internet, print media, recruitment budget, organizational culture, electronic media and urgency of recruitment etc.
Online Recruiting: Vacancy announcement on internet, now a days is more efficient & effective to used old or traditional format of advertising, HR dept. of KDS Group has signed a contract with bdjobs.com, an online job site. Here they advertise about entry level, midlevel & top level job.

In-House Recruiting: The best-performed employees sometimes become the great sources for the recruitment process. There are some employment services agencies, so they are try to regulate as a "great place to work" that they try to find out quality applications.

Thesis: Actually, interns are the organization's internal sources. In the selection process the interns are invited sometimes because of their well performed job.

Notice Board: For recruitment sometimes the organization hanging notice boards for a specific position like driver, security guard technician or any other lower level post. But. KDS Group doesn't publish at external sources. It sent a copy of advertisement to the notice board of every branch.

4.6 The selection process of KDS Group:

The selection processes in which KDS garments go through are discussed below -

Cognitive Aptitude Tests: It measures an individual s ability to learn, as well as to perform the job. After learning something how fast any candidate can apply in any particular work. It will measure a candidate's ability to learn and ability to perform.

Psychomotor Ability Tests: This type of test is used to assessment coordination and strength of a candidate. It will test a candidate's physical abilities.

Job Knowledge Tests: Well, this- test is designed to assessment a candidate's knowledge that how much information he/she know about his/her required position. This test is needed for every kinds of job.

Work-Sample Tests: This test is operating a task or a set of tasks that are representative of the job.

Vocational Interest Tests: Actually, this test is identifying the profession in which a candidate is most interested and how effectively & efficiently done that activity.

Personality Tests: By this test the interviewer can easily know about a particular candidate's skills, abilities and knowledge.

Honesty Tests: Through this test can identity about a specific candidate's behavior, ethics, and morality.

Internet Tests: And the last of all, by internet test can know about how much a candidate have knowledge about updated information, online sources, websites, technology etc.

4.7 Why CV's are rejected in selection process:

First impression: It's very important to draw or grape the first attentions of the readers but sometimes we fail to create good impression. The first 20-30 seconds of interview is very important.

Poor visual layout: We should use plenty of white space in our CV and appropriate headings and selection breaks but we fail to ensure proper layout.

Length of a CV: Interviewers do not want to know your whole life history. They just want to know your actual purpose that match with the profession. But sometimes our CV's are corpus, so that interviewers do not find or put their attention to the actual message.

Too much information: Do not make your CV boring and difficult to read. Sometimes information is vague.

Too little information: Sometimes we fail to present solid information by adequate wording. So, we need to use required information where necessary.

Spelling mistakes: If an employee's finding grammatical mistake, they will immediately rejected. Use spell checking software and also go over it by self efforts.

Incorrect reference: Sometimes candidates refer the big fishes but in reality they do not actually know them. So, when interviewers call about getting judgment to those big fishes, they completely rejected. So, ensure e-mail, address, and reference and telephone number.

Chapter : Five

Thesis Experience

5.1 Learning

I have done my Thesis in HR department of KDS Group. During my Thesis program I gained lot of experience about corporate environment. I have done my task mainly workers personal life. To create a personal life for each employee need some major document for keeping in the office. The major documents must need to keep in personal file: such as Appointment Letter, Application for Vacancy, Educational Certificates, Citizenship Certificate, Nationality Certificate, Character Certificate, Physical Health Certificate, Blood Group Checking Report, Employee History Background and Reference Check, And Employee Information etc. I prepare those documents.

And all the co-workers, staffs and all the higher level of employees and the lower level of employees are strongly connected and communicate with one another in daily basis. So that, the upper level employees know about the lower level employees job performance and their problems and also try to solve that problem within a short period of time.

5.2: Significant pleasant and/or unpleasant incidences

I am working in this organization as an internee (HR department), so I am not much familiar with this organization. But it was a generous gladness for me that the company gives the opportunity to work on the ground of recruitment and selection procedures. All HR department personnel have supported me very well. I have learned lot of things from this study which will help me to build up my carrier. I really enjoyed my Thesis in KDS Group

During my Thesis period no unpleasant incident has happened.

5.3: Findings

1. In KDS Group, the major problem is they do not investigate properly about candidate s background or he/she has any crime report or not, when they recruit and try to select a candidate for any particular position.
2. When KDS Group, wants to recruit and select a candidate, they do not check or verify that candidate's educational certificate or educational background.
3. In KDS Group, they do not check candidate's height and weight properly, so that after selection a candidate cannot finish up his/her work efficiently and effectively because he/she cannot carry overload.
4. And in KDS Group, do not check candidates N1D card before recruitment and selection.
5. In KDS Group, there are many child labors, which is illegal in Bangladesh's law.

5.4: Recommendations

1. Before recruitment and selection. KDS Group should properly check about candidate's background or he/she has any crime report or not.
2. Education is must needed for any position. So, before recruitment and selection KDS Group should know about candidate's educational background.
3. KDS Group should check about candidate's strength before recruitment and selection, so that it will be easy to know that, that candidate's can carry overload or can do any kinds of work.
4. KDS Group should properly check candidates N1D card, so that can easily know a candidate's actual identification.
5. Before recruit and select a candidate's KDS Group should know about all laws of Bangladesh and also should not consider a child as labor.

5.5: Conclusion

According to the findings, it's clarified that, these Organization are supporting the recruitment and selection process almost rightly. Employees are agreed in most facts like, staffing, rightsizing, observation method and adequate pool given by HRM, use of HRM as a consultant, hiring other sources, training and development process. Overall, the total recruitment and selection process is going on a right direction, almost. It's a necessary step for organizations to ensure the implementation of recruitment and selection process. Recruitment is making by using clear notification of activates or task of the candidates. External sources are much more preferable by the employees than internal recruitment. And selection process is also designed according to the needed staffing system. It’s indicate a better recruitment and selection process of these Organization, using the HRM department the much effectively. Maximum employees are supported with adequate pool which is given by HRM, for the quality applicant. Staffing process is also highly agreed by maximum population so it can be tell that, recruitment and selection process is working out nicely in these systems. Though there are far more facts which is being found in this report, which needs to be improve by practicing or changing the technique of recruitment and selection process strategy.

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