

Sonargaon University (SU)
Dhaka, Bangladesh

Thesis Report
on
Recruitment and Selection Process in Bangladesh: A Case Study on Mahmud Group, Dhaka- Bangladesh

Submitted by:
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ID: EMBA -2003021015

Semester: Fall-2021

Program: Executive Master of Business Administration (EMBA)
Major: Human Resource Management (HRM)

Submitted to:
Department of Business Administration
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January 15, 2022

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Submitted to:
Md. Rasel Hawlader
Lecturer
Department of Business Administration
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Dhaka, Bangladesh

Date of Submission:
January 15, 2022

Letter of Transmittal

January 15, 2022

Md. Rasel Hawlader

Lecturer

Department of Business Administration

Sonargaon University (SU)

Dhaka, Bangladesh

Subject: Submission of Thesis Report on "Recruitment and Selection Process of Mahmud Group, Dhaka- Bangladesh".

Dear Sir,

With reference to the above subject, I am pleased to present the report which is a part of me completion of Executive Master of Business Administration (EMBA). I believe that within me limited knowledge this report provides detailed information about "Recruitment & Selection Process in Bangladesh". This report is an integral part of our academic courses in completion of the EMBA program, which has given me the opportunity to have an insight into the Recruitment & Selection Process in Bangladesh. I hope this report reflects on the contemporary issues on the HRM that are being practiced by organizations in our country. During the exercise, I have tried my best, especially in giving a more organized shape and to follow the guidance that you have provided which gave me a viewpoint the whole experience of this program and to get an insight into the real-life situation. Therefore, I sincerely hope that you will find pleasure in reading to analyze the report about Recruitment and Selection process. I humble request you to accept this report for your kind evaluation.

Kind regards,

Very truly yours,

_____

Md. Nurul Islam

ID: EMBA -2003021015

Summer Fall-2021

Department of Business Administration

Sonargaon University (SU)

Dhaka, Bangladesh

Letter of Authorization/Certificate of Supervisor

This is to certify that thesis paper of **"Human Resources Management Practices in Bangladesh: A Case Study on "Recruitment and Selection process on Mahmud Group, Dhaka Bangladesh"** has been prepared as a part of completion of the Executive Master of Business Administration (EMBA) program from Department of Business Administration, Sonargaon University (SU), carried out by Md. Nurul Islam, bearing ID: EMBA -2003021015 under my supervision. The report or the information will not be used for any other proposes.

_____

Md. Rasel Hawlader
Lecturer
Department of Business Administration
Sonargaon University (SU)
Dhaka, Bangladesh

Student's Declaration

This is **Md. Nurul Islam**, a student of Executive Master of Business Administration, ID: EMBA -2003021015 from Sonargaon University (SU) would like to solemnly declaration here that this report **on Recruitment and Selection Process in Bangladesh: A Case Study on "Mahmud Group**, Dhaka- Bangladesh" has been authentically prepared by me. While preparing this report, I didn't breach any copyright act internationally. I am further declaring that, I did not submit this report anywhere for awarding any degree, diploma or certificate.

Sincerely Yours,

_____

Md. Rasel Hawlader
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Acknowledgement

I would like to express my immense gratitude that have incurred over last one year while preparing this report to the number of people who have provided me guidelines, assistance, support and cooperation for making it happen.

First and foremost, I would like to my gratitude to the almighty Allah for giving me the ability to hard work.

I wish to extend my sincere gratitude to **Md. Rasel Hawlader** for giving me opportunity to take up this study and his precious comments, Excellent and Valuable suggestions with his supervision through the course of my study. Without his cordial support it would have been very difficult for me to complete this report.

This acknowledges to our Departmental Head **Mr. Md. Abul Kalam** and Coordinator **Mr. Masud Rana,** Department of Business Administration, I am really grateful to them for their valuable suggestion, nice cooperation and excellent guidance. I always respect and remember them.

I also acknowledge and I like to special thanks my respected all Course Teachers for their lovely teaching and hard work for us. They are tried to full efforts and guidance us.

I acknowledge to Department of Controller, Accounts and Administration all personnel for them nice cooperation and necessary help.

Incomplete if I don't acknowledge and thanks to my Classmates and others Colleagues for them help and valuable support time to time.

.....

Md. Nurul Islam

ID: EMBA 2003021015

Semester-Fall-2021

Major: HRM

Department of Business Administration

Sonargaon University (SU)

Dhaka, Bangladesh

Executive Summary

As a part of academic requirement and completion of Executive Master of Business Administration (EMBA) Program, I have been assigned to complete the thesis report on **Recruitment and Selection Process in Bangladesh: "A Case Study on "MAHMUD GROUP), Dhaka- Bangladesh"** under supervisor of **Md. Rasel Hawlader.** Lecturer, Department of Business Administration, Sonargaon University (SU), Dhaka. As usual, primary data and secondary data were used to prepare this report. Primary data collected from my day to day activities, observation, interviewing for employees and practical working experience.

Secondary data are collected by Organizational Employees, Local policy, Hand book, Website, and relevant books. I tried to minimize partiality and produce and unbiased report. "Human Resources Management" is a portion of Human Resource Process, as such I have selected this topic to make it clear. I have divided this report in some sub sections. As Plant head of Mahmud group, A I have tried to go through their Human Resource Management process to employee selection and requirement process within me tenure of last 20 years. The report starts with a general introduction of **M a h m u d G r o u p** After that I continue on the main focus of the report "Human Resources Management Practices in Bangladesh. After completion of this report, it can easily be said that efficient, competent and active part in Human Resource Management practices take a company to the peak of the success. I have conducted my thesis in this organization in the Human Resources Department. During my whole thesis tenure. The Human Resource Department of the organization is the most crucial department. As an intern I didn't get the chance to work in every sector very deeply but I had my contribution on the Administration and HR Department.

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Chapter-1

Introduction

1.1 Introduction

I have done my major in Human Resource Management (HRM) from Sonargaon University (SU). I have completed 18 months of theoretical part of EMBA. Now the rest of practical part, I have completed from won job field like **Mahmud Group**, Dhaka-Bangladesh in HR Department. It is local based RMG industries . This practical part will be evaluated by my Honorable Academic Supervisor. For that reason, I have prepared this report on the basis of my practical experience and submitted to my supervisor.

The topic of the report is Human Resource Management Practices in Bangladesh: "A Case Study on Recruitment and Selection Process of **Mahmud Group** , Dhaka Bangladesh". As a part of my thesis for my EMBA program. This thesis report very help and it is possible and essayer for me, I am Head of the P l a n t in this organization since 2017. So, HR department and Recruitment and Selection process under me supervision and recommendation.

Human Resource Planning and Manpower Planning & Policy helps determine the number and type of people an organization needs. Recruitment follows Human Resources Planning and goes hand in hand with the selection process by which organizations evaluate the suitability of the prospective Candidates for the job. Job analysis and job design specifies the tasks and duties

The next logical step is to select the right number of people the right type to fill the jobs. Selection involves two broad groups of activities:

(i) Recruitment; and

(ii) Selection.

Recruitment is the process of finding and attracting capable applicants for employment. Whereas Selection is the process of picking individuals (out of the pool of job applicants) with requisite qualifications and competence to fill jobs in the organization.

This is the service-oriented organization, whether it is, the ultimate aim is to achieve organizational goal. This achievement can only be possible through skillful and effective management of manpower. Selection is a key component in the acquisition of human resources. Without a reliable and corrective selection mechanism, a business can never flourish, especially in the present world of market economy, which is fiercely competitive. Usually after successful completion of recruitment, selection and introduction process the new employee must be developed to better fit the job and the organization.

Human Resource Management is under Administrative Department. Through definite and systematic recruitment and selection procedure select & trains up its manpower for achieving its ultimate goal. This study is important because we may find out what are the methods of URC can adopt for recruitment and selection and some recommendations for their better effect in future.

1.2 Objectives of the Study

The main objective of this report is to have an assessment about overall activities of HRM Recruitment and Selection Process of and its impact. In wider perspective I have also tried to learn all the activities **Mahmud group.**

1.2.1 Specific Objectives

- Understand the HR operations of Mahmud group.
- Understand how basic functions of HR activities of Mahmud group.
- To achieve the main objective this study highlights some specific objectives that can be the following manner:

- .To focus on theoretical knowledge in the field of Human Resource Management (HRM);
- .To analyze Human Resource Practices and examine the recruitment and selection procedure of Mahmud group.
- To assess and evaluate the existing recruitment and selection procedure of Mahmud group. with the .
- To find out the shortcoming of existing recruitment and selection procedure of Mahmud group, and standard;
- To summarize the recommendations of existing Recruitment and Selection Procedure of Mahmud Group

1.3 Methodology of the Study

To make this report meaningful and presentable, I used primary and secondary research base. Most of the data came from my critical observation. Primary data came from my practical on job experience, observation, unstructured interview. On the other hand, secondary data has been collected from internet, different journals, and regular reporting.

Methodology refers to the systematic method consisting of pronouncing the problem, expressing theory, and collecting the facts or data, analyzing the facts and reaching certain conclusions either in the form of solutions towards the concerned problem or in certain

generalizations for some theoretical formulation. It includes the process of gathering, recording and analyzing critical and relevant facts about any problem in any branch of human activity.

It refers to critical searches into study and investigation of problem/proposed course of action/hypothesis or a theory. The study requires a systematic procedure from selection of the topic to preparation of the final report.

Data was collected through previous documents, archival records and highly dependent on observation. Main source of data is open ended interview and observation. To find out the system loop hole and inefficiency I had to stay long hours with the factory and its employees.

To perform of the study, the data sources were to be identified and collected, to be classified, analyzed, interpreted and presented in a systematic manner and key points were to be find out. The overall process of methodology has been given as below.

1.3.1 Sources of Data

The data and information of this report are collected from are as below:

i. Primary sources

The data were collected through personal interview and discussion. The interview sessions were conducted with some Faculty Member, Officers and other than officer of the organization.

I have collected primary data from the workers, different managers. The research itself is mainly of qualitative research. In the qualitative part it is actually an unstructured, exploratory research methodology based on small samples indented to provide insight and understanding of the selection and recruitment department's activity.

ii. Secondary sources

Mahmud Group Activities Report, Job Description, Organizational Policy/Hand book, Official Records, Booklet, Published Materials, Training Materials, File study of Administration Department.

1.4 Limitations of the Study

I have been working as a head of plant, I obtained whole-hearted co- operation from employees of Mahmud Group. All the day, they were so busy, but they gave me much time to make this report properly. I have faced the following problems that may be terms as the limitation of the study.

- The research is confined to just one organization; Lack of technical expertise;
- Lack of manpower and other resource constraint;
- Sample size is very small compared to the entire population;
- Due to the limitations many aspects could not be discussed in the report.

Chapter-2

Profile of the Organization

2.1 About us

Mahmud Fashion Limited (MFL) is a sister concern of Mahmud Group. It's designed and installed with a state of the art equipment, skilled & experienced manpower in all sectors and most updated automatic machineries. We are always keen to ensure customer's satisfaction and established all our business units with modern and high-tech machineries. Accordingly we have furnished our garment and washing unit, MFL with all modern machineries like VI BE MAC, Euro MAC, AGM, Kuris, Tonello, Avntec, Jeanologia from Europe. We are always beside our customers to ensure best products at the right price and time.

2.2 Our Mission & Vision:

We will make every customer smile by manufacturing world class Products of outstanding quality that give our customers a competitive advantage through superior products and value.

- To encourage people's ownership, empowerment and working under team structure.
- To achieve highest level of efficiency, integrity and the honesty.

2.3 At a glance:

Fully vertical setup – CAD & Sampling, Cutting, Stitching, Washing and Finishing.
Year of establishment : 2017
Production Capacity
: 75,000 Pcs per day (Proposed)
Factory Space
Group Turnover
Total Manpower
: US$102.00 million per year
: 2,500
Management Personnel : 225
: 20,000 Pcs per day (Existing)
No of Production Line : 48 lines (Proposed)
: 13 lines (Running)

: 4102015sft.

Sewing & Finishing

Washing : 40,000 Pcs per day

Contact details:

Management:

A.K.M Aminul Islam

Managing Director

Mobile : +088 01714166201

Rafee Mahmud

Director

Mobile : +88 01714166215

E-mail: rafee@mahmudgroup-bd.com

Marketing and Merchandising:

Md. Mostafa

GM (Marketing & Merchandising)

Mobile: +8801714166263

E-mail :mostafa.mahmudjenans@mahmudgroup

Gazi Mahabubul Alam

Director

: +088 01714166200

: gazi@mahmudgroup-bd.com

Factory Contact Person:

Mohammad Belal Hossain

DGM (HR, Admin & Compliance)

: +88 01730 377 364

:belalhr.mfl@mahmudgroupbd.com

Corporate Office:

House # 25, Road # 10

Sector # 06, Uttara Model Town,

Dhaka-1230, Bangladesh.

Ph: +88-02-8961594, Fax: +88-02-8961508.

Factory: Baroipara, Ashualia, Savar, Bangladesh.

Phone: +881700702530

Website: http://www.mahmudgroup-bd.com

2.4 Certificates:

SL No	Audit/ Certification	Status	Validity	Remarks
1	ACCORD	Close to finish	N/A	
2	amfori BSCI	B	25/12/2020	
3	Sedex	Accepted	21/10/2020	
4	ICS	C	04/08/2020	
5	OCS		11/03/2020	
6	GOATS		22/07/2020	
7	GRS		16/03/2021	
8	QMS 9001:2015		11/03/2023	

2.5 Social commitment:

We are also engaged with bellow activities:

- Better Work Bangladesh
- Zero Discharge of Hazardous Chemical CPI2
- Sweden Textile Water Initiative
- Environmental Management System (ISO 14001:2004) etc.

Major Customers:

K-Mart (Australia) Bestseller

Carrefour Next

Hema TAO AVON

Kaufland J-Craft

2.6 ListofMachineries(Cutting):

SL.	Machine Name	Used Section	Quantity
Cutting			
1	Automatic Fabric Cutting Machine (KURIS)	Cutting	02 Pcs
2	Auto Spreading Machine (KURIS)	Cutting	04 Pcs
3	Cutting M/C 8”	Cutting	14 Pcs
4	Cutter M/C	Cutting	03 Pcs
5	Cutting M/c	Cutting	13 Pcs
6	5-Finger Hand Gloves	Cutting	14 Pcs
7	Cutting Table (Length 32 M)	Cutting	04 Pcs

2.7 List of Machineries(Sewing):

SL.	Machine Name	Used Section	Quantity
Sewing			
1	Pocket rolling	Sewing	06 Pcs
2	Pocket design	Sewing	05 Pcs
3	J- Stitch	Sewing	09 Pcs
4	Two needle	Sewing	44 Pcs
5	Feed of the arm	Sewing	22 Pcs
6	Waist Band	Sewing	06 Pcs
7	Loop Attach	Sewing	06 Pcs
8	Automatic Pocket Pressing	Sewing	09 Pcs

9	Automatic Pocket Setter	Sewing	10 Pcs
10	Two Needle Front Pocket Tap Attach	Sewing	17 Pcs
11	Single Needle	Sewing	333 Pcs
12	Two Needle	Sewing	22 Pcs
13	Two Needle Angular	Sewing	22 Pcs
14	Bar tack	Sewing	40 Pcs
15	Eyelet Hole	Sewing	10 Pcs
16	3 Needle Chain Stitch	Sewing	15 Pcs
17	Loop Machine	Sewing	06 Pcs
18	Over Lock 6th	Sewing	55 Pcs
19	Button Hole Machine	Sewing	05 Pcs
20	Button Stich Machine	Sewing	19 Pcs
21	Pattern Sewer (Design M/C)	Sewing	04 Pcs
22	Two Needle Top Fold Covering M/C	Sewing	17 Pcs
23	APW M/C	Sewing	15 Pcs

2.8 Mahmud Fashion(Washing Plant):

To ensure best product and smooth service to our customer we have setup a very modern laundry in our same compound with all European machineries. The plant is equipped by all modern machineries like curing oven, Laser machine etc.

 The most latest technology we have implemented in our plant is JEANOLOGIA which is very much environment friendly and efficient to get best quality wash by using less natural resource like water, gas etc. This unit is managed by foreign and local expertise.

Wet Processing:

- Acid Wash
- Bleach-out Wash
- Enzyme Wash
- Garment Dyeing
- Garment Wash
- Heavy/Enzyme Stone Wash

- Stone Enzyme Bleach Wash
- Enzyme Silicon Wash
- Rubber Ball Wash
- Resin Finish (Resin Dip)
- Chemical Spraying (Silicon, Pigment, Resin

2.9 List of Machineries(Washing Plant):

SL.	Machine Name	Machine Brand	Model	Capacity	Qty
1	Washing Machine	Tonello	G1 420 HW1	120kg	10
2	Washing Machine	Tonello	G1 420 HW2 No stone	120kg	2
3	Washing Machine	Tonello	G1 420 H1 Ofree	120kg	2
4	Washing Machine	Tonello	G1 420 H1 Core	120kg	1
5	Washing Machine	Tonello	G1 130 HW1	40kg	1
6	Washing Machine	Aventec	Clr 420	120kg	5
7	Belly Washing Machine	Sutlick	XH-600	600 LB	2
8	Acid Wash Machine	Sutlick	XR-600	601 LB	1
9	Sample Belly Washing Machine	Sutlick	XR-100	100 LB	1
10	Sample Washing Machine	Tonello	G1 30 HW	5 Kg	1
11	Sample Washing Machine	Tonello	G1 60 HW	7 Kg	1
12	Sample Washing Machine	Tonello	G1 70 H1 Core	8 Kg	1
13	Sample Washing Machine	Tonello	G1 70 L1 ofree	8 Kg	1
14	Sample Washing Machine	Aventec	TS 20	20kg	1
15	Sample Washing Machine	Aventec	TS 6	5kg	1
16	Sample Oven	Tonello	Bohemia 2	2 Pcs Gmts	1

2.10 List of Machineries(Washing Plant):

SL.	Machine Name	Machine Brand	Model	Capacity	Qty
17	Hand Sanding Machine (Vertical)	Metod	C-SCR	1 Pcs Gmts	22
18	Hand Sanding Machine (Horizontal)	Metod	A-SCR	1 Pcs Gmts	1
19	Steam Dryer	Triventa Grand Impiantt	E/250 RRV	247	18
20	Shuttle	Triventa Grand Impiantt	Shuttle Atlantis		3
21	Sample Steam Dryer	Triventa Grand Impiantt	E/50 V	50	2
22	Sample Steam Dryer	Triventa Grand Impiantt	E/25 V	25	2
23	Whisker Machine	Metod	M-SCR	2 Pcs Gmts	18
24	Auto Destroy Machine	Metod	Met-DST	1 Pcs Gmts	2
25	Destroy Machine	Metod	Met-DST	2 Pcs Gmts	6
26	Grinding Machine	Metod	Met-GR08	8 Pcs Gmts	1
27	PP & Resin Spray Both Machine	Metod	WSC-6R	6 Pcs Gmts	1
28	3D Machine	Metod	3D-CEF4	2	7
29	Oven Machine	Metod	ID0C-UT12-ECO	300	1
30	Oven Machine	Mactec	Oven Catena	200	1
31	Oven Machine	Tonello	Bohemia 12Plus	16	1
32	Laser Machine	Jeanologia	Mannequin system	600w	2
33	Laser Machine	Jeanologia	Flat bed	500w	2
34	E- Flow System	Jeanologia			1

2.11 Growing Green

Building Green Factory:

Mahmud Fashion Limited is building it's new Green Factory to comply with the present global ecological demand. At the present global situation everybody is concerned to make our globe green by energy saving and reduction of greenhouse gas emission. From that social commitment we have invested on this green factory. Details of the facilities are as below:

Utility Equipment's List

S/N	Deacription	Brand	Model	Capacity	Quantity
1	Transformer	Adex	050317-1272	6.25 MVA	1
2	Transformer	Adex	050317-1271	3150 KVA	2
3	Compressor	Insersoll Rand	R-90-160N/R-110N-A10	2050 Kg.	2
4	Compressor	Atlas Copco	GA75+	12.29m3/min	1
5	Compressor	Renner	RS-15	1960 ltr./min	1
6	Air Dryer	Atlas Copco	F335	20.1 m3/min	1
7	Air Dryer	Ingersoll Rand	D1890IN-A	31500 l/min	2
8	Generator	Waukesha	VHP5904LTD	900 KW	1
9	Generator	MWM	TGC2020V16K	1125 KW	1
10	Gas Boiler-1	Bosch	UL-S5000	6000Kg/h	1
11	Gas Boiler-1	Dong young		6000 Kg/h	1
12	Perfect Boiler	Intertac	WT-3000	2000 Kg/h	1
13	WTP	Evergreen	-	30m3/h	1
14	Diesel Generator	Parkines	GT100PM	80 Kw	1

2.12 ETP Plant

- Types of ETP: Biological Treatment Plant
- ETP Capacity: 6000m3/day
- ETP Supplier Name: Taxmac (Bangladesh) Ltd; Brand: Simem Italy.

Biological treatment is an important and integral part of any wastewater treatment plant. Aerobic wastewater treatment is a biological process that takes place in the presence of oxygen. It is the rapid and the most efficient biological waste treatment which remove up to 98% of organic contaminants. Aerobic biological treatment will remain efficient and stable in all conditions. Aerobic biological treatment processes include many processes such as activated sludge process and aerated lagoons etc. Activated sludge process is the most widely used process for industrial wastewater.

Chapter-3

Literature Review

3.1 Theoretical Analysis of Selection and Recruitment Process

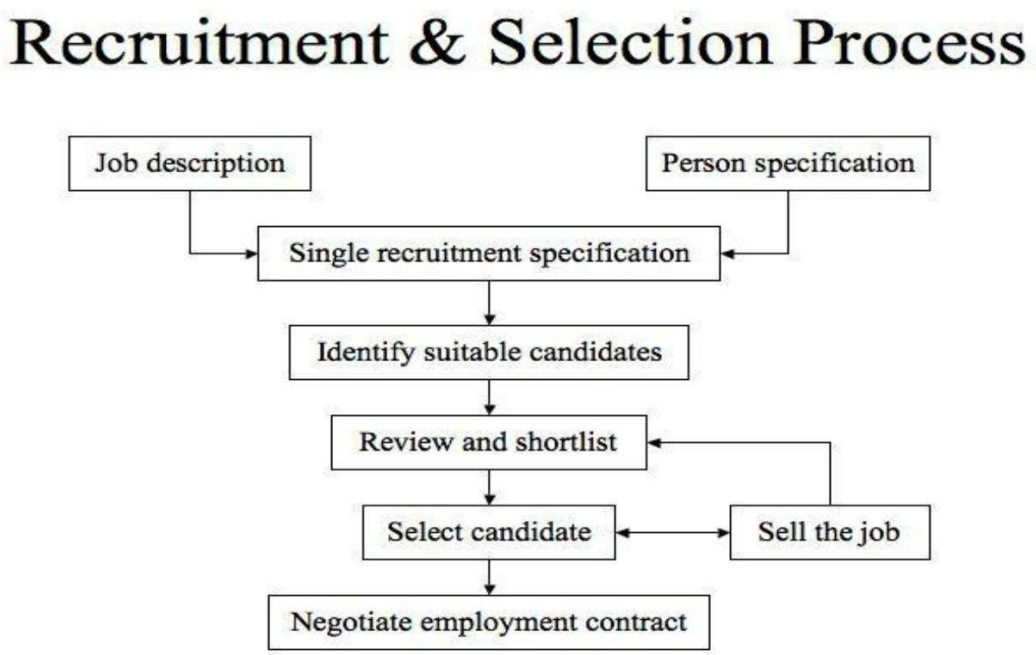
3.1.1 Importance of Selection Process

Selection is an important process because hiring good resources can help increase the overall performance of the organization. In contrast, if there is bad hire with a bad selection process, then the work will be affected and the cost incurred for replacing that bad resource will be high.

The different stages of recruitment comprise a workflow familiar to even the most entry level recruiter. They include sourcing, applicant conversion, selection process, the interview, reference checks, and on boarding/hire.

Employers that want to attract the best and brightest need to ensure their process is running at highest efficiency. To do that, to break down the different recruitment stages and optimize for each.

3.1.2 Recruitment & Selection Process



Recruitment is the process of finding candidates for the vacant position and encouraging them to apply for it.

Selection means choosing the best candidate from the pool of applicants and offering them the job. Recruitment is a positive process aimed at attracting more and more job seekers to apply.

3.1.3 Recruitment Strategy

A strong recruitment strategy can help you attract the best talent. The market is full of talents and a wrong move can let you lose a suitable candidate. Building a strong and planned employer branding strategy can help you stand out from this competition.

3.1.4 Seven Stages of Recruitment

There are several options based on level of need, frequency of hiring, complexity of process. You can outsource the process to a consultant, you can hire an experienced Talent Acquisition leader, or just implement some basic internal structures.

If you're keen to give it a go on your own because you don't have the budget or the hiring volume to support the cost of adding headcount, here are some of the things they would likely implement or advise you to implement.



3.1.5 Seven (7) Stages of Recruitment

- Prepping for Your Ideal Candidate. ...
- Sourcing and Attracting Talent. ...
- Converting Applicants. ...
- Selecting and Screening Candidates. ...
- The Interview Process. ...
- Reference Check. ..
- On boarding

3.1.6 Main Principles of Recruitment

All recruiting comes down to three basic decisions:

i. Time;

ii. Cost; and

iii. Quality.

These are the three recruiting pillars when it comes to effective recruiting and hiring. In most cases your cases, two of these may come easily – but the third one can be a real challenge for talent acquisition and recruiting teams.

3.2 Various Types of Recruitment Process

- Direct advertising. ...
- Talent pool databases. ...
- Employee referrals. ...
- Boomerang employees. ...
- Promotions and transfers. ...
- Employment exchanges. ...
- Recruitment agencies. ...
- Professional organizations.

3.3 Successful Recruitment Strategies

- Step up your job advert game.
- Get on the programmatic job advertising bandwagon.
- Build a talent pool.
- Create an employee referral program.
- Cater to Generation Z.
- Make internal mobility a priority.
- Get serious about your Employer Brand and EVP.
- Engage with passive candidates.

3.4 Complete Recruitment Life Cycle

"Full Life Cycle Recruiting" is a term used for a complete process of recruitment. Full Life Cycle Recruiting encompasses 6 main recruiting stages:

i. Preparing;

ii. Sourcing;

iii. Screening;

iv. Selecting;

v. Hiring; and

vi. On-boarding.

3.5 HR Basics of Seven Functions

- Recruitment & selection.
- Performance management.
- Learning & development.
- Succession planning.
- Compensation and benefits.
- Human Resources Information Systems.
- HR data and analytic.

3.6 HR Role of Recruitment and Selection

HR locates the talent, then shares the best applicants (resumes, social profiles) to the hiring manager, allowing them to select the ones that they would like to see included in the interview process, and then from there HR conducts the primary screenings to make sure all skill and education requirements are met.

3.7 Important Selection Process for HRM

Selection is an important process because hiring good resources can help increase the overall performance of the organization. The purpose of selection is to choose the most suitable candidate, who can meet the requirements of the jobs in an organization, who will be a successful applicant.

3.8 Role of HR Recruiter

HR Recruiter responsibilities include sourcing candidates online, updating job ads and conducting background checks. If you have experience with various job interview formats, including phone screenings and group interviews, and can help us recruit faster and more effectively, we'd like to meet you.

A recruiter finds qualified candidates for a job opening and works to meet the demands of both the employer and the employee throughout the hiring process. ... Attracting and sourcing candidates, pre-screening and presenting qualified job candidates to the hiring manager.

3.8.1 Seven Qualities of HR Recruiter

3 A Great HR Recruiter is Proactive. ...

4 Lead with Confidence. ...

5 Empathy and Insight are Key. ...

6 Exceptional Communication Skills. ...

7 Strong HR Recruiter Is Tech Savvy. ...

8 Understand Marketing. ...

9 7- HR Recruiter Should be Target-Driven.

3.8.2 Seven Skills Needed for Recruitment

- Communication skills. ...
- Marketing and sales skills. ...
- Motivated and persistent. ...
- Relationship-building skills. ...
- Multitasking skills. ...
- Time-management skills. ...
- IT and social media skills.

Chapter-4

Analysis of the Study

4.1 Recruitment and Selection Process of Mahmud group

The process of attracting a pool of candidates towards the organization for the job is called recruitment. As an Expert in Human Resource (HR) Bangladesh has enough knowledge in recruitment and selection process. Our HR department has the support and expertise of employment specialists who assist hiring managers with the procedures to ensure company leaders are making wise hiring decisions. There are several pieces to the recruitment and selection process: sourcing candidates, reviewing and tracking applicants, conducting interviews and selection for employment.

When new staff members are needed for a **Mahmud group** , a Scope of Work (SOW) will be developed by that project's Director and approved by the HQ in USA. The SOW must include title, job description and list of duties/responsibilities, start date, end date if it is different from the end date of the project contract, and duty station.

Vacant positions will be advertised in the National Daily News Papers and Online advertising as widely as possible within Bangladesh by the Finance & Administrative Manager (FAM). If appropriate, HQ may also place the job posting online. Applicants should be directed to send their curriculum vitae and a cover letter to the mentioned respective address.

All CV's will be reviewed by the Group Director, with the assistance of the FAM were necessary, along with the Country Director and at least three finalists will be selected. The selected CV's will be reviewed by a selection committee composed of the Project Director, the Country Director, along with other technical staff chosen by the URC HQ.

At least three or more short listed applicants will be selected for interviews by the committee.

Further approval may also be required by **Mahmud Group** and will be obtained by the Technical Advisor or the Country Director. The committee will strive for consensus in its decisions, but may also decide by majority vote.

4.1.1 Direct Recruitment

Direct Recruitment means an appointment made otherwise than by promotion from within the Service or by transfer of an official already in the Service of Government of Bangladesh or any others Countries. There are several pieces to the recruitment and selection process are as below:

4.1.2 Sourcing Candidates

This is the first step in the recruitment and selection process. Sourcing candidates means us employment specialist is using a variety of methods to find suitable candidates for job vacancies. Sourcing can be done via online advertising on job and career sites or professional networking and participation in trade associations. As a top manpower recruitment agency in Bangladesh we are proud of URC's recruitment and selection process. we always use our experience and try to include new strategy to update our knowledge in the field of manpower sourcing in Bangladesh.

4.1.3 Reviewing & Tracking Applicants

The next steps in the recruitment and selection process are tracking applicants and applications and reviewing resumes. Applicant Tracking Systems (ATS) are becoming extremely helpful to employers, and this technology aids in the management of job vacancies and applications for every open position. URC's Employment specialists use ATSs to review applications and resumes. Following your employment specialist applicant review, he can then decide which applicants he wants to interview. With some ATSs, applicants can track application status.

4.1.4 Preliminary Phone for Interview

Conducting a preliminary phone interview is essential for obtaining information about the applicant background, work history and experience. When our employment specialist conducts a preliminary interview, the objective is to determine whether or not the applicant has the requisite skills and qualifications for the job vacancy. Consistent with widely accepted human resources practices, "A quick initial review will reveal those applicants who obviously do not meet the minimum requirements for the job." While an employment specialist may investigation further into the applicant experience and interpersonal skills, the purpose of this interview is to narrow the field of applicants to send for consideration by the hiring manager.

4.1.5 Preparing for Ideal Candidate

Just as important as getting applicants to your job by posting it, is getting the RIGHT candidates to apply. Volume without quality equals a lot of time spent on unproductive administrative work, and either no hire or the wrong hire. Spend some time sharpening your axe before you start chopping at a tree. Develop an ideal candidate profile first. Otherwise you'll be doing what is called "post and pray."

This is the person who has the Knowledge, Skills, and Abilities (KSAs) to achieve the

goals of the position. Once you define what those are, you can use that candidate profile for effective targeting, outreach and attraction.

4.1.6 Sourcing and Attracting Talent

This stage is about being resourceful and focusing on the candidate experience. Don't frustrate candidates by not responding to and communicating with them, by taking too long to make a decision, by creating too many hoops to jump through, or by having unrealistic expectations. Develop a process that is efficient, communicative, standardized, and reportable by investing in a modern Applicant Tracking System (ATS). There are several basic low-cost ones out there to choose from, and you can work with one of their representatives to set it up and configure a workflow.

At the very least you should leverage automated screening to knock out unqualified applicants and automated emails to communicate application status and let them know where they stand. You'll also have the ability to disposition and communicate with people in bulk using pre-written email templates.

4.2 Converting Applicants

This is the number or percentage of people that move from one step to the next. If you have a step that has high fallout or no fallout, you may be getting too few or too many out the back end. If a step has high fallout, you can re-evaluate if the step is screening out too many people unnecessarily.

All of this process management will help ensure a quality candidate experience, which will help get the good candidates all the way through the process to hire.

Some of the best metrics to track are the number of clicks your job postings get vs the number of people who apply. A good ATS will convert applicants between 30%-40% based on my experience.

4.2.1 Selecting and Screening Candidates

Additional note on position requirements (KSAs) and screening: Define your must-haves and your nice-to-haves. Your must-haves are the bare minimum requirements or qualifications to be able to perform the job. Nice-to-haves are the extra over-and-above qualifications that would be ideal to have. An automated pre-screen with a recruiting chatbot is a great tool that can knock out or disqualify all who don't have the must-haves. If you also add the nice-to-haves in you prescreen, you can quickly get to your short list.

4.2.2 The Interview Process

Focus on efficient convenient scheduling. Speed really counts in this step. Eliminate the time and effort of going back and forth to coordinate phone screen or interview dates and times by using a calendaring app like *Calendly* or go a step further and purchase an interview scheduling tool. You set aside blocks of time that you or your team can be available and allow candidates to self-schedule into any of the slots that work with their schedule. It's a good idea to offer slots

During lunch time or outside of normal working hours to accommodate those who are currently employed.

4.2.3 Reference Check

Don't dismiss top contenders until you have an accepted offer with all conditions met and a start date (salary/schedule accepted, references checked, background check/drug screen complete). Candidates will change their mind, accept a counter-offer, or fail pre-employment testing. When that happens, you'll want to have your backup candidates warm and ready to go.

Keep in touch with them, even just to let them know you don't have any updates yet, but they are still actively under consideration. Once you reject them, it's harder to bring them back.

4.2.4 On boarding

This area is frequently overlooked and your best opportunity for all that hard work to go to waste. It's kind of like a murky grey area that is the hand off between Recruiting and Operations. If you don't make sure that you have a strong on boarding program that involves training, mentor-ship, information, and necessary resources, you will wind up with hires that feel not welcomed, not trained, and in a job that is not what they were sold. I recommend digitizing all parts of on boarding especially now that most of us are working remotely. Let candidates receive and sign their HR paperwork electronically. They will certainly thank you for it. Having a recruitment process that is well thought out to meet the specific needs of your organization and structured in a measurable platform can help you evaluate and continually improve your hiring plans, and eliminate or revise non-value-added steps that eat up time and may eliminate good candidates needlessly. It will also ensure you cover all important steps, creating a standardized experience for all candidates, and reducing the opportunity for bias.

4.2.5 Face-To-Face Interview and Selection

In this stage of the recruitment and selection process, the hiring manager reviews the applications and resumes the employment specialist forwarded to his/her. The hiring manager invites the applicant to interview face-to-face; communication about the interview and scheduling is generally handled by the employment specialist. This ensures that all qualified applicants receive the same information. At times, the employment specialist will prepare the applicant for the faceto-face interview. After the hiring manager interviews the applicant, he/she further narrows the field of candidates from which to select for the job opening.

4.3 Purpose of Selection

Selection is the process of picking individuals who have relevant qualifications to fill jobs in an organization. The basic purpose is to choose the individual who can most successfully perform the job, from the pool of qualified candidates.

4.3.1 Primary Purpose of the Selection Process

The purpose of selection process is to pick up the most suitable candidate who would meet the requirements of the job in an organization best, to find out which job applicant will be successful, if hired.

4.3.2 Selection Process

The selection process can be defined as the process of selection and shortlisting of the right candidates with the necessary qualifications and skill set to fill the vacancies in an organization. The selection process varies from organization to organization, company to company and even amongst departments of the same company Once the hiring manager decides which candidate is most suitable for the job vacancy, time to inform the candidate of pre-employment matters, such as background inquiries, drug tests and, if applicable, licensing information. When recruiting for positions where you negotiate the terms of employment, compensation and benefits, and other issues, a draft employment offer may change hands from the candidate to theemployer until the parties reach an agreement. An employment offer should always be in writing to document the terms of your agreement with your prospective employee.

4.3.3 Final Selection Process

a) Mahmud Group Contractor Employee Biographical Data Form

All existing and new employees must complete a **B G M E** A p r o v i d e s Bio-data Form. The employees contact information must be current and the education and employment details complete with all dates and salary information. The Bio-data Form will be checked by the FAM and the HQ Project Coordinator. All Bio-data Forms must be signed by the employee and a HQ representative. Salary approval cannot be requested without a completed Bio-data Form.

b) Communication with HQ during the Hiring Process

The Country Director will take the following steps for all hiring for all **Mahmud Group companies** As soon as it is decided that a new/vacant position needs to be filled, he/she will send the HQ Project Coordinator the position title and description (scope of work) and an estimate of the salary needed, so he/she can add it to the project operating budget. The above documents must be sent to HQ for every person hired, whether he/she will be offered a more than 4% increase, or even no increase over his/her current salary. If the applicant will be offered a more than 5% increase, BGMEA approval will be needed. A n d i t ' s A mandatory to increase the salaries minimum 5 % or as per the labor law.

c) Setting Salaries

In filling staff positions, the initial salary will be established based on the following:

- **The candidate's salary history during the last three years;**
- **The candidate's previous experience and training that is relevant to the position;**
- **The level of responsibility of the position;**
- **Contractual guidelines related to the work assignment;**
- **The current market for the candidate's skills.**

Establishment of initial starting salary and the percentage of annual salary merit increases are also governed by the terms of the project's contract with **B G M E A** and, as such, are subject to **BGMEA** approval prior to implementation. However, no employee shall receive a salary less than the minimum wage provided by Labor law in Bangladesh. After final negotiation with selected candidate(s), must be issue a selection memo for

written approval from selection management committee and top management authority Country Director.

4.4 Extending an Employment Offer

Once the hiring manager decides which candidate is most suitable for the job vacancy, time to inform the candidate of pre-employment matters, such as background inquiries, drug tests (if applicable, licensing information). When recruiting for positions where negotiate the terms of employment, compensations, benefits and other issues, a draft employment offer may change hands from the candidate to the employer until the parties reach an agreement. An employment offer should always be in writing to document the terms of your agreement with your prospective employee.

The appointment letter will then be written by the Head of Finance & Administration and signed by the Group Director.

4.5 Considerations

As a leading manpower recruitment o f **Mahmud Group**'s Human Resource or recruitment consultant is always trying to make the recruitment and selection process easy and effective for **Mahmud Group**. **Mahmud Group** recruitment and selection process in Bangladesh is the best way to achieve success in the Bangladesh market.

Chapter-5

Findings

5.1 Findings

Although the Recruitment and Selection activities of **Mahmud group**.is doing job at present. But there is scope to enhance development both internally and externally. To modernize and strengthen the overall activities of this IN-GO the following areas have been identified and findings are below:

- They have individual HR department in Bangladesh Office;
- This organizational job is parament based;
- It's a 20 years old company in Bangladesh.
- Foreign team are not working actively in **Mahmud group**.
- Long time there are lot of capable Team Leader at present in **Mahmud group**.
- At present no sufficient staff working in Bangladesh office.
- Job satisfaction is very poor in **Mahmud group.**

Chapter-6
Recommendations
&
Conclusion

6.1 Recommendations

Through the performance of **Mahmud group**. is found in the satisfactory level but the following important positive steps may be taken to improve its activities and satisfactory service according to my short observation are as below:

- Recommend to create individual HR Department for smoothly staff Recruitment and Selection activities and others related works;
- Long times no project in Bangladesh. So, I am strongly recommended to recruit capable and experienced person as Team Leader for **Mahmud group**.
- Recommend to recruit more expert Consultants for preparing strong Project Proposal (PP) and gain new project fund for Bangladesh country office;
- At present no sufficient staff working in **Mahmud Group**. So, I recommended strengthen the staff force immediately;
- Recommend to training professional staff locally and overseas for gain more capabilities on the respective job;

6.2 Conclusion

As a personnel function recruitment and selection is a major Human Resource function designed to attract, obtain and retain the qualified workforce to meet the future organizational needs. Through efficient handling of this practice the company can successfully continue its operation. This requires a sharp business focus from HR professionals and the delivery of high-quality HR systems that are integrated into the organization strategy and operations.

The study "**Recruitment and Selection Process of Mahmud group.**" under HR revealed that employees are the most valuable resources for the progress of the organization. For the development of these valuable resources there are many factors involved. The analysis of the report shows some positive practices and negative practices which are need to improve for conducting the employees successfully. To increase the activity of an organization effective & dynamic recruitment and selection process is essential. They are working worldwide with confidently. This is very good International Organization. URC are presented excellent performance on Child and Mother Health Care & TB related activities in Bangladesh

. **Mahmud group practices an innovative Recruitment and Selection Process. Based on the KPI and strongly maintain staff Recruitment and Selection process.**

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