Internship Report

on

Recruitment and Selection Practices at ZOJE Bangladesh Ltd.

Submitted To

Department of Business Administration

Faculty of Business

Sonargaon University (SU)

Dhaka-1215

Submitted By

Kamrun Nesa

ID: BBA1903018112

Program: BBA (Major in HRM)

Semester: Summer 2023

Department of Business Administration

Faculty of Business

Sonargaon University (SU)

Dhaka-1215



SONARGAON UNIVERSITY (SU)

Date of Submission: 5th September, 2023

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Submitted To

Ashik Das

Lecturer

Department of Business Administration

Sonargaon University (SU)

Dhaka-1215

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SONARGAON UNIVERSITY (SU)

Date of Submission: 5th September, 2023

Letter of Transmittal

05 September, 2023

To,

Ashik Das

Lecturer

Department of Business Administration

Sonargaon University

Subject: Submission of Internship Report.

Dear Sir,

With due respect, it is my great pleasure to submit the internship Report. The report entitled “Recruitment and Selection Proctices & its role in the ZOJE Bangladesh Ltd ” which is a partial requirementfor the completion of BBA degree. I have left no stone unturned to collect data about the procedures of cash incentive scheme and find out its role in the ZOJE sector in Bangladesh. I have furnished all the things what I have learnt during the internship program at Rahman Rahman Huq (KPMG Bangladesh), Chartered Accountants. I hope that this report will meet the standards of your judgments. I have tried my best to make this report interesting, informative and better one. Any mistake or shortcoming in this report would be apologetically considered as my fault.

I, therefore, pray and hope that you would kindly accept my report and oblige thereby.Sincerely your

Kamrun Nesa

BBA1903018112

Department of Business Administration

Sonargaon University

Preface

Today we are very much involved in the business era. Only book-based knowledge is not enough to cope with real business environment. Effective combination of theoretical knowledge with practical experience is the key to success. Considering this, internship program is included in the degree Bachelor of Business Administration (BBA) from the Department of Business Administration Sonargaon University

I have selected the audit firm as my field to conduct my internship program which runs for three months only. I triedmy best to collect relevant and significant data as much as possible and prepare the report with my best effort. I regret for any undue mistakes in this report. If the report do little support to any student,teacher, researcher or analyst, I may consider my effort does not go in vain .

Declaration

I, **Kamrun nesa ,** a student of BBA, Department of Business Administration, Sonargaon University, do hereby declare that the internship report titled **"Recruitment and Selection Proctices & its role ZOJE Bangladesh Ltd"** is the outcome of three months practical work on the topic mentioned above under the supervision of **Ashik Das**, Lecturer, Department of Business Administration , Sonargaon University, Bangladesh.

I also declare that this report is an original work and no part of this report has been copied from elsewhere. In addition I would also like to mention that this report has not been published or submitted for being published or submitted for awarding any degree, diploma or recognition.

Sincerely Yours

Kamrun Nesa

BBA1903018112

Department of Business Administration

Sonargaon University

Letter of Acceptance

This is to certify that **Kamrun Nesa,** ID No:BBA1903018112, Department of Business Administration , has completed his internship report titled on "**Recruitment and Selection Practices at the ZOJE:** Evidence from Bangladesh" under my supervision as a part of partial requirement for obtaining Bacholer of Business Administration (BBA) degree in HRM Major. This report can be accepted for evaluation.

Ashik Das
Lecturer
Department of Business Administration
Sonargaon University

Acknowledgement

In every scene of one's life there are some persons who make other's life precious. They provide inspiration support, and maximum effort to help in different way to make other's smile at the end of anevent. In same manner to completion of this internship report, I cannot deserve all the praise. There were lot of people who helped me by providing valuable information, guidance and their valuable time.

At first, I would like to express my gratitude to almighty Allah for enabling me the strength and opportunity to complete the report within the schedule time successfully. It was a great pleasure to prepare internship report titled “Recruitment and Selection Practices & its role in the ZOJE Bangladesh Ltd”

I have benefited from the cooperation of many people during the preparation of the report. First of all, I would like to tender my gratitude to my esteemed Ashik Das , Lecturer, Department of Business Administration for his sincere guidance about how to prepare the report. Without his guidance, it would very difficult for me to complete the report.

I express my deep gratefulness to Sadia Sultana Sathi (Finance &HR Manager) ZOJE Bangladesh Ltd and granting me theaccess of different correspondence file related to cash incentive audit.

But there are also so many people who helped me during this period by their valuable speech, time, hospitality & co-operation. The Internship program cannot be successful without their proper guidance and Kind co- operation.

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Chapter One

Introduction

1.1 Introduction

Human Resource Management (HRM) is vital part of any organization. HRM is the strategic and coherent approach to the management of an organization's most valued assets. Globalization has exposed the corporate business organization to worldwide competition, mobilization of professional manpower and modern quantitative management practice. With the increase in the size and complexity of business organization, man has become the most important factor in business. Organizations need people to make them operated. An organization is nothing without human resource. Of all the resources, the most important one is human resource, because human beings play a dual role- as resource, as well as a motive force for all other resources by manipulating them, by the way of developing, utilizing, commanding and controlling.

Employees are the core resources of any organization, without them, one cannot run their organization. Human resource is conducted with the growth of development of people toward higher level of competency, creativity and fulfillment. It keeps employees become more responsible person and then it tries to create a climate in which they contribute to the limits of their improved abilities. It assumes that expanded capabilities and opportunities for people leads directly to the improvement of operating effectiveness that people are an organization's greatest resource. Yet, until fairly recently, human resource management was not considered as critical to success as other business operations, like marketing, finance or sales. This notion has been largely altered by new technology, globalized markets and changes in organizational hierarchies. Today, business leaders place great emphasis on hiring the right people and keeping them engaged. My topic is, Recruitment and Selection Process of Zoje Bangladesh Ltd.

Zoje Bangladesh Ltd always determines what jobs need to be done. It determines how many and types of workers will be required. So, establishing the structure of the company assists in determining the skills, knowledge and abilities of job holders. To ensure appropriate personnel are available to meet the requirements, Zoje sets a strategic planning process.

1.2 Origin of the Report

As a student of BBA, it is mandatory to engage in an organization as intern to know more about the corporate world in order to increase business knowledge. In this internship program, I got the opportunity to do my internship at Human Resource Division Zoje Bangladesh Ltd Uttara, Dhaka. During this internship program, I have to prepare a report on a specific topic related to the organization, which is assigned by my supervisor. My honorable supervisor has assigned me the Recruitment and Selection Practices at Zoje Bangladesh,Ltd. This report and internship program have familiarized me with the practical implementation of the knowledge which I have learnt during my BBA program. In this report I have written the Recruitment and selection practices which are followed by Zoje Bangladesh, Ltd. This report has been prepared through extensive discussion with company employees. Prospectus provided by the asset management company also helped in preparing the report and on the basis of my theoretical knowledge and practical observation I have written the findings.

1.3 Objective of the Report

There have been some objectives set forward in doing this report so that it can be determined what tasks have to be done. The objectives of the report are:

- **General Objective**

The main objective is to compare the theoretical knowledge with the practical aspects of HRM practices.

- **Specific Objectives**

❖ To know the HRM practices at Zoje.
❖ To get idea about the Sewing Machinery Industry scenario of Bangladesh.
❖ Find out the acceptability of Zoje to the employees.
❖ Find out the existing problem of Zoje related to human resource management.
❖ To gain the experience of corporate life.

1.4 Scope Of the Report

The scope for this report basically surrounded with Zoje Bangladesh Ltd. This report has been prepared through extensive discussion with company employees and practical observation. HR policy and annual report of the company also helps to prepare this report. As I was doing my internship at Human Resources Division, Zoje Bangladesh Ltd, Uttara, Dhaka, Branch so at the time of preparing this report I had a great opportunity to know in depth knowledge of all the HRM activities practiced by, ZOJE. This report has emphasized with all the information and activities that I assigned by my supervisor. I have tried to collect all the HR related information from the employees of that particular division. When I started doing this report, I have focused on areas which are as follows:

* HR planning
* Recruitment and Selection process
*Application process
*Preparing the Recruitment policy for different categories of employees

1.5 Methodology of the Report

The methodology section of a report usually includes a theoretical explanation of the method utilized in the report . It is divided into two parts. The first is the data analysis and data acquisition methodologies.

The report is being written utilizing exploratory research approaches, in which each qualitative approach is being used to evaluate primary and secondary data .

1.5.1 Primary Sources

• Practical deskwork in my specific area posted by the company.
• Face to face conversation with the employees of the division.
• Direct observations are another important way to aid myself in learning more about the topic.

1.5.2 Secondary Sources

• Annual report of Zoje Bangladesh Ltd.
• HR policy of Zije Sewing Balngladesh Ltd.
• Related articles about Zoje Bangladesh Ltd.
• Some hard copy of report.

- Publications obtained from the internet and from the website of Zoje Bangladesh Ltd.
- Office circulars and other published paper, documents and reports.

1.6 Limitation Of the Study

The report is written mainly on the basis of face to face conversation with the officials and little practical experience in the machinery industry . So, no perfect study is conducted to measure the viability of the report. Though I try my level best to make this report based on facts and complete information available, there are some limitations that are unavoidable. The following are some limitations-

* The main obstacle while preparing this report was time. As the tenure of the internship program was only three months, it was not possible to highlight everything deeply.

*As, I had more dependence on the primary sources, so there might be some level of inaccuracy with those collected information

* Human resources department was hesitant to provide information, because of difficulty in accessing sensitive data and information.

* Confidentiality of information was another important barrier that was faced during the conduct of this study. Every organization has their own secrecy that cannot be revealed in publics.

*Non-availability of some previous statistical data.

* Preparing this report required lots of work. After doing fulltime office, it was tough to do the report. That was another limitation of the report.

Chapter Two

Industry Overview

2.1 Meaning of Sewing Machinery Industry

A Sewing machinery is a mechanical (or electrical) device that joins fabric using thread, in a manner similar to manual sewing. Sewing machines make a stitch, called a sewing-machine stitch, usually using two threads although machines exist that stitch using one, three, four or more threads. Sewing machines can make a great variety of plain or patterned stitches. They include means for gripping, supporting, and conveying the fabric past the sewing needle to form the stitch pattern. Most home sewing machines, as with many industrial machines, use a two thread stitch called the lockstitch. Some other common machine types are chain stitch machines and sergers

2.2 History of Sewing Machinery Industry

The Industrial Revolution saw the transformation of the manufacturing processes in Europe and the US from around 1760 to the mid-19th century. It saw the transition from hand production methods to machines, chemical manufacturing and iron production processes, and an increase in steam and water power. Machine tools were developed, and we saw the rise of the mechanised factory system. Textiles were a dominant industry during this time, and the textile industry was one of the first to utilise modern production methods. The sewing machine changed the way clothing was made and the speed at which clothes were manufactured, transforming how the whole clothing industry operated. Here's a look back at the humble beginnings of industrial sewing machines and how they played a role in the industrial revolution.

2.3 Sewing Machinery Industry in Bangladesh

Bangladesh is divided into 8 administrative regions: Dhaka, Chittagong, Khulna, Rajshahi, Barisal, Silet, Rangpur and Mymensingh, with 64 cities, 489 counties and 4550 townships. 80% of Bangladesh's international trade and 40% of its industrial output are generated in Chittagong.

In terms of investment environment, the advantages of Bangladesh are mainly reflected in the government's attention, preferential policies, rapid economic growth, large market potential, sufficient labor resources and low prices. According to data released by the Bangladeshi government, in the past 10 years, Bangladesh's economy has continued to grow

steadily, and the average annual growth rate of its gross domestic product (GDP) has remained above 6%. As an important part of the Bangladesh-China-India-Myanmar Economic Corridor, the “Belt and Road” initiative represents a huge development opportunity for Bangladesh.

2.4 List of Sewing Machinery Brands And companies

A sewing machinery Is a machine used to stitch fabric and other materials together with thread. Sewing machines were invented during the first Industrial Revolution to decrease the amount of manual sewing work performed in clothing companies

2.4.1 Top Sewing Machine Brands and companies

There are lots of sewing machine manufacturing brands available in the market but all of them do have not enough brand identity in the market. Therefore, your one wants to buy a sewing machine he or she can check out the following branded sewing machine. Following are the top sewing machine brand in the market. They are-

1. Singer Sewing Machines
2. Janome Sewing Machines
3.Brother Sewing Machines
4.Viking Sewing Machines (Husqvarna)
5. Bernina Sewing Machines
6 .Pfaff Sewing Machines
7 . Elna
8. Juki Sewing Machines
9 . Jaguar Sewing Machine
10 .Toyota Sewing Machine
11. Baby Lock Sewing Machine
12. Melco Sewing Machine
13 .Simplicity Sewing Machine
14 . Bernette Sewing Machine
15 .Baby Lock – a Tacony brand.

16. Bernina – Sergers, and embroidery systems.

17. Brother – Sewing machines company in Japan.

18. Dürkopp Adler.

19. Feiyue Group - Chinese company. Janome.

20. Juki.

2.4.2 List of Sewing Machinery companis in Bangladesh

1. Shohag Enterprise .

2 T.K. Group Of Industries .

3 Unihouse Limited Factory.

4 Modarn Sewing Machinery.

5 Sewing Mall Bd Pvt. Ltd.

6. Ali .

7. Rts Bangladesh

8. Zoje Bangladesh Ltd.

9. Automation Bd

10.Bakul Enterprise

2.5 Function Of Sewing Machine Industry

An industrial sewing contractor operates the process of attaching two pieces of specialty film or fabric by stitching them together using specialized industrial sewing machines. Custom sewn products that require higher stitch rates and precision utilize industrial sewing machines that can handle these requirements in high volume.

The industrial sewing machine has a wide range of uses such as constructing durable garments like a hazmat suit; producing furniture covers; making sails; creating auto interiors and safety belts; repairing luggage and other items made from leather, canvas, vinyl, or nylon. And that’s just scratching the surface.

Chapter Three

Organizational Overview

3.1 Organizational Orientation

ZOJE, founded in 1994, has a registered capital of 688 million yuan ,a total asset of 1 billion yuan and an annual output of 800000 sewing machines.Focusing on technology leading and industrial innovation, the company has advanced automation equipment for casting, casing processing, coating and assembly.It has Provincial research Institute and National high-tech enterprise.ZOJE ' s international equipment along with advanced science and technology compacted into an excellent quality and formed a unique industrial cluster.The company's products have complete categories and excellent quality. It has high brand awareness and reputation in the international market, and is deeply favored by users at home and abroad ZOJE is committed to building a world-class smart sewing brand, providing global customers with higher value smart sewing solutions and making the world fall in love with ZOJE smart sewing .Sewing is the craft of fastening or attaching objects using stitches made with a needle and thread .Sewing is the craft of using needle and thread to attach or fasten objects. It is one of the oldest existing crafts in the world .Advanced Technology Transformation Productivity, which need advanced production and processing capacity Internationalization of equipment is to enhance the international competitiveness of the important quality For the "quality of excellence" to lay a solid foundation.A highdegree of concentration ,high technology contentof products ,high brand awareness and reputation , a the golbal industrial sewing machine comprehensive strengh leading production base. Annual production of the company is capacity of 1 million units.

ZOJE has been conferred with numerous honorary titles,such as”State Torch Program New-tech&high-tech enterprise”,”National Private Economic Power of 500”. Zoje was named “China Top Brand by the State Bureau of Quality and Technical Supervision many times, got a first in a selective examination for Chinese sewing machine. The company got listed at Shenzhen Securities Exchanged in July 2004 and became the first Chinese private sewing machine company to go on list and the first public company in Yuhuan County Zhejiang Provice.

3.2 Corporate Profile Of ZOJE Bangladesh Ltd .

Features	Particulars
Name	**ZOJE Bangladesh Ltd.**
Registered Address	**No.198, Xinggang East Road,Damaiyu Street, Yuhuan 317604 China**
Legal Status	**Zoje Resources Investment Co., Ltd.**
Chairmen	**Mr. Lishu Zhang**
CEO	**Mr. Jianjun Ni**
Vice Chairman	**Mr. Xueguo Zheng**
Year Of Commencement	**1994**
Regisetered Capital	**567.8 Million (CNY)**
Total Assets	**2.6 Billion (CNY)**
Face Value Per Share	**2 .07 (CNY)**
SWIFT	**ZOJE**
Number Of Branches	**8**
Phone	**+86-576-87333222**
Fax	**+86576-87338266**
Websites	**W.W.W.Zoje .Com**
E-mail	**export@zoje.com**

3.3 Vision, Mission & Core Values Of ZOJE Bangladesh Ltd.

Vision

To be the best Sewing Machine company world in terms of efficiency, capital adequacy, asset quality, sound management and profitability having strong liquidity.

Mission

To build Zoje Sewing Machine Co., Ltd into an efficient, market driven, customer focused institution with good corporate governance structure. Continuous improvement of our business policies, procedure and efficiency through integration of technology at all levels.

Core Values

• DELIVER

High standard to their customers, clients and shareholders. They share a passion for serving the financial needs of people, companies and institutional investors.

• COMMITMENT

Fully committed to achieving success for their customers, their teams and their selves through compliance with regulatory guidelines.

• TRUST

Have trust in their team. They work together to deliver towards full capabilities to all their constituents. They strive to be consistent and straightforward in their interactions.

• SUCCEED

Know they succeed only when their customers, communities and environment succeed. They do business in an open, direct and sustainable way.

3.4 Forward Looking Statement of ZOJE Bangladesh Ltd.

• Zoje company is creating a responsible business that will always meet customers' needs and a culture where its employees put customers first. This is the key to their long-term success and to fulfill their aim to retain their position as the best private commercial bank for customers, colleagues and shareholders.

• The transformation in the form of centralization recently undertaken will ensure them maintain the core values of the past while equipping them to succeed in the future.

• To keep pace with the rapid change in technology to bring new opportunities to improve their service to customers with faster, more convenient and more extensive propositions tailored to meet their needs.

• They aim to treat all their customers fairly and inclusively, making it easy for them to find, understand and access products that are right for them, whatever their circumstances.

• They are working to build a “strong balance sheet” by maintaining capital adequacy, asset quality, strengthening liquidity position, and adopting risk mitigation measures against market risk.

• Cost management has been a strategic priority and they like to remain focused on maintaining their competitive advantage in cost leadership aligned with their centralized business model.

• They are strong supporters of comprehensive regulatory reform. They support many of the steps that have been taken to protect consumers in the financial services sector.

• Their approach to reward aims to provide a clear link between remuneration and delivery of the Bank’s key strategic objectives, namely, becoming the best bank for customers while delivering long-term, superior and sustainable returns to shareholder.

• Maintaining corporate sustainability will always remain to be an issue of critical importance to them. They recognize their responsibility to take actions.

3.5 Corporate Philosophy of ZOJE Bangladesh Ltd.

For Customers

• To provide the most courteous and efficient service in every aspect of its business.

• To be innovative in the development new products and services.

For Employees

• By promoting their well-being through attractive remuneration and fringe benefits.

• By promoting good staff morale through proper staff training and development, and provision of opportunities for career development.

For Shareholders

• By for going ahead and consolidating its position as a stable and progressive financial institution.

• By generating profits and fair return on their investment.

For Community

• By assuming their role as a socially responsible corporate citizen in a tangible manner.

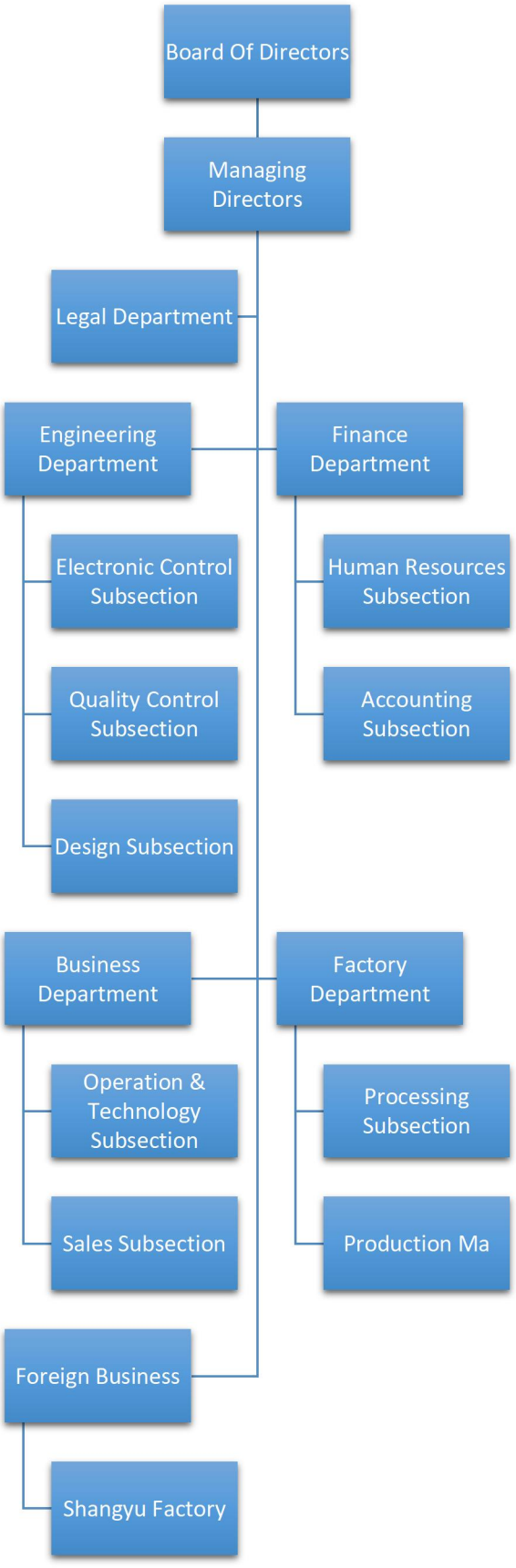
• By adhering closely to national policies and objectives thereby contributing towards the progress of the nation.

• By upholding ethical values and best practices constantly seeking to improve performance by aligning their goals with stake holders' expectations because they value them

3.6 List Of Products /Description

1. Plain Macine
2. Barteck Machinc
3. Eyelet Hole Machine
4. Tow Needle Machine
5. Template Machine
6. Button Hole
7. Chain Stich Machine
8. Zigzag Machine
9. Over Lock Machine
10. Flat Lock Machine
11. Side Cutter Machine

3.7 Organogram Of ZOJE Bangladesh Ltd.



Chapter Four

Literature Review

4.1 Human Resource Management

"HRM is a distinctive approach to employment management which seeks to achieve competitive advantage through the strategic deployment of a highly committed and capable workforce, using an array of cultural, structural and personnel techniques." (Stirey, 2007). "HRM is a managerial perspective which argues the need to establish an integrated series of personnel policies to support organizational strategy." (Buchanan & Huczynski, 2004). "HRM is a strategic approach to managing employment relations which emphasizes that leveraging people's capabilities is critical to achieving competitive advantage, this being achieved through a distinctive set of integrated employment policies, program and practices." (Bratton & Gold, 2012).

Parameswari & Yugandhar (2015) defined, "Human Resource Management can be defined as a strategic approach to acquiring, developing, managing, motivating and gaining the commitment of the organization's key resource – the people who work in and for it." DeCenzo & Robbins (2004) defined, "Human Resource Management is concerned with the people dimension." Flippo (1980) defined, (planning, organizing, directing, controlling of procurement, development, compensation, integration, maintenance and separation of human resources to the end that individual, organizational and social objectives are achieved." Graham (1978) defined, "The purpose of HRM is to ensure that the employees of an organization are used in such a way that the employer obtains the greatest possible benefit from their abilities and the employees obtain both material and psychological rewards from their work." Mathis & Jackson (2011) defined, "Human Resource Management as the design of formal system in an organization to ensure the effective and efficient use of human talent to accomplish organizational goal." Dessler (2005) defined, "Human resource Management is the process of acquiring, training, appraising, and compensating employees, and of attending to their labor relations, health and safety, and fairness concerns." Jucious (1959) stated that, "The field of HRM involves planning, organization, directing and controlling functions of procuring, developing, maintaining and utilizing a labor force." Yoder (1944) defined, "HRM is the provision of leadership and direction of people in their working or employment relationship."

Griffin & Fleet (2013) defined, "Human Resource Management is the set of organizational activities directed at attracting, developing and maintaining an effective workforce."

Milkovich & Boudreau (1994) defined, “Human Resource Management is a series of decision that affect the relationship between employee and employer: it affects many constituencies and is intended to influences the effectiveness of employee and employer.”

4.2 Major Functions of Human Resource Management

DeCenzo & Robbins (2004) pointed out that, Human Resource Management is made of four activities. These are-

(1) staffing, (2) Training and Development, (3) Motivation, and (4) Maintainance. Flippo (1980) defined that, the function of Human Resource Management is divided into two part. These are- (1) Managerial functions, and (2) operative functions. The managerial functions are: (a) Planning, (b) Organizing, (c) staffing, (d) Directin, and (e) Controlling. The operative functions are: (a) Procurement, (b) Development, (c) Compensation, (d) Maintenance, (e) Motivation, and (f) Integration. Dessler (2005) pointed out the major functions of Human Resource Management are- (1) Job analysis (2) Personal planning and Recruiting, (3) Employee testing and Selection, (4) Training and Development, (5) Performance management, and (6) Compensation.

4.3 Importance of Human Resource Management

Parameswari & Yugandhar (2015) stated that, the need for Human Resource Management are- (a) To provide, create, utilize and motivate employees to accomplish organizational goals. (b) To create opportunities, to provide facilities, necessary motivation to individual and group for their growth with the growth of the organization by training and development, compensation etc. (c) To employ the skills and ability of the workforce efficiently, i.e., to utilize human resources effectively. (d) To create a sense and feeling of belongingness team-spirit and encourage suggestions from employees. (e) To help maintain ethical policies and behavior inside and outside the organization. (f) To maintain high moral and good human relation within the organization. (g) To secure integration of individual and groups in securing organizational effectiveness. (h) To manage change to the mutual advantage of individuals, groups, the organization and the society. (i) To ensure that, there is no threat of unemployment, inequalities, adopting a policy recognizing merit and employee contribution, and condition for stability of employment. (j) To increase to the fullest the employee‘s job

satisfaction and self-actualization; it tries to prompt and stimulate every employee to realize his potential. They also pointed out 10 reasons for which Human Resource Department is important. These are: (1) Human Capital Value, (2) Conflict Resolution, (3) Budget Control, (4) Training and Development, (5) Employee Satisfaction, (6) Performance Improvement, (7) Cost Savings, (8) Sustaining Business, (9) Corporate Image, and (10) Reliability.

4.4 Human Resource Planning

Dessler & Varkkey (2009) affirmed that, 'Personnel planning embrace all future positions and planning flows from the firm's strategic plan.' Cascio (2003) defined, 'Workforce planning as a process in which an organization attempts to estimate the demand for labor and evaluate the size, nature and source of supply which will be required to meet the demand.' Walker (2002) affirmed that, "Human Resource Planning is the process of identifying and responding to the issue of workers and charting new policies, systems and programs that will ensure effective human resource management under changing conditions." Beach (1980) defined that, "Human Resource Management is a process of determining and assuring that the organization will have an adequate number of qualified persons available at the proper times, performing jobs which meet the needs of the enterprise and which provide satisfaction for the individuals involved." Megginson (1985) defined, "Human Resource Planning is an integrated approach to performing the planning aspects of the personnel function in order to have a sufficient supply of adequately developed and motivated people to perform the duties and tasks required to meet organizational objectives and satisfy the individual's needs and goals of organizational members." Flippo (1980) defined that, 'Human resource planning involves making an inventory of current human resources in order to determine the human resource status.'

4.5 Recrutiment and Selection

The relationship between employees and employers all started back in the 1800's when an English factory changed the way employees and management communicated and also the welfare of employees. This was done through cleanliness and particularly working conditions. Following this the civil war began which caused many arguments about labour. Personnel managers were then hired to help prevent disputes. These personnel managers

did the jobs of human resource manager's today. (Deadricka and Stoneb, 2014) Recruitment and selection started out in the 1940's. It came about because of WWII, when soldiers were called to war it created major openings in the working world. Where demand for labour workers was critical. After the war there was an immense requirement for human resource management. (Deadricka and Stoneb, 2014)

Agencies were created, to help find returning soldiers work who came back with new skills and people who weren't called to war work. In this past world of recruitment there was no such thing as mobile phones, internet or even computers. (Opus Recruitment Solutions, 2018) In the 1950's, it was said that people did not want to work because of the development of human resource. People then had to be made aware of how important human resource management was and how it contributed to the organisations. (Deadricka and Stoneb, 2014) People began to make their personal profiles including their skills. While the economy developed, businesses started to outsource their hiring needs. Since there was no internet or support for the recruiters they used bulletin boards and paid adverts in newspapers. Recruitment was only done through word of mouth, face to face with people who brought their cvs. Cv's were the kept in storage filing cabinets, making the process difficult when needing to retrieve a particular Cv. (Opus Recruitment Solutions, 2018) Fast forward to the 1980's, Ulrich studied human resource competencies which are still used in the recruitment and selection process today. Many organisations made out competency frameworks which have the specific quality, skills and experience that each organisation requires from potential candidates. These specific outlined frameworks allow organisations to pick the right employees. (Cohen, 2015) There were major skill shortages and the prediction was that there would be a decline in young people which would mean that the recruitment was moving to be more important to organisations. (Assignment Point, 2017)

Near the end of the 1890's, recruitment and selection within human recourse management was the main thing the organisation needed to focus on facing into the 90's. The prediction was that there would be trouble trying to recruit and retain staff because now people had skills that they were trained up in and could choose their jobs around these specific skills. (Collins and →, 2018) Applicant tracking system (ATS) was introduced as the same time as the computer. The ATS stored cvs making it easier to access and find cvs for recruiters. (Opus Recruitment Solutions, 2018) With the ATS it made the whole selection phase easier as it screened every applicant and choose the top scoring people and in the other hand it

screens out the candidates who did not reach a high score in the competencies. (Collins and →, 2018) At the beginning of the 1990s for a little while some organisations had major shortages of staff and particularly skilled staff. Many of these organisations that were stuck for staff began to widen their recruitment requirements because they were so stuck for employees. These adjustments were seen as very tactical because some organisations hired candidates and trained them and gave them the skills that they needed within their organisation. (Assignment Point, 2017) (Acikgoz, 2018) In the 1990's as predicted in the 80's, recruitment and selection were applied in organisations so that they could recruit and try retaining particular staff that they needed. During this time there was major focus put towards communication between the high management and employees – two way communications. (Collins and →, 2018) (Acikgoz, 2018) In the 90's when the World Wide Web was established jobs were then advertised giving it a global means of advertising rather than just in local newspapers. It also meant that everyone could access the jobs advertisements and apply online. (Opus Recruitment Solutions, 2018)

4.6 Recruitment Process

The recruitment process is the most important function of HRM department. The Human Resource Manager use different tactics to reach the potential candidate. The recruitment method used to contact the candidates differs based on the source of recruitment. The Recruitment In-charge often does the job analysis to find out the skills and ability to perform the job. Once the skills and abilities required are clear they start searching for people with such specialties. The HRM department explains the potential candidate about their job profile and the benefits (rewards) they can gain from the organization. The candidates interested in the job are further screened, interviewed by HR and finally best fit candidates are selected for the job. In short, a good hiring process involves the following *:*

1 . Identify the Recruitment Needs through Job analysis

2. Recruitment or Manpower Planning

3. Writing or Creating a Right Job Description/li>

4. Advertisement for Open Job Vacancies

5. Screening of Job Applications

6. Initial Short- Listing of the Candidates

7. Conducting Interviews

8. Assessment of the Applicant

9. Reference / Background Check

10. Issuance of Job Offer Letter

11. Joining & On-boarding

4.6.1 Recruitment of Methods

There are three significant methods of recruitment which are regularly used in the corporate world namely:

1. Direct Recruitment Methods
2. Indirect Recruitment Methods
3. Third Party Recruitment Methods

The major difference between direct and indirect method of recruitment is that the organization send a representative to contact the potential candidate (which means direct contact) in the case of direct recruitment method while in the case of indirect recruitment methods the candidates are informed about job vacancy through different channel of advertisement.

1. Direct Recruitment Methods:

The campus recruitment is a major part of recruitment carried out using direct method. The organization sends a representative from HRM department in educational institutes to interact with potential candidates. The candidates who are seeking for jobs are explained about the job vacancy in the organization and the skills which are required to perform the job. The representative interacts with the candidates with the help of placement cells of the institutions. A briefing session is conducted before the actual screening and interview process.

2. Indirect Recruitment Methods:

In the indirect method of recruitment the organization use the advertisement channel such as news papers, radio, job sites, radio, television, magazines and professional journals to reach the potential candidates. The advertisement provides information about the job requirement, the range of salary offered, the type of job (full time or part time) and job location. The candidates who are interested in the job apply for it and share their resume with the organization.

The Human Resource Management (HRM) Department of an organization uses indirect method of recruitment in three situations :

#When organization doesn't have a suitable employee who can be promoted to perform the higher position jobs.

When the organization is new to the work territory and want to reach out new talent in the market

#This method is often used to fill up the vacancy in scientific, technical and professional department.

3.Third Party Recruitment Methods:

The third party method of recruitment includes the helping hands which are outside the organization. The Recruitment Consultant or Employment Agencies, Search & Select Companies, Employee Referral, Voluntary Organization, Data Banks, Trade Unions and Labor Contractors are different channels which help the organization to establish contact with the potential candidates.

4.6.2 Types Of Recruitment

Recruitment is of 2 types

1.Internal Recruitment - is a recruitment which takes place within the concern or organization. Internal sources of recruitment are readily available to an organization. Internal sources are primarily three - Transfers, promotions and Re-employment of ex-employees.

Internal recruitment may lead to increase in employee's productivity as their motivation level increases. It also saves time, money and efforts. But a drawback of internal recruitment is that it refrains the organization from new blood. Also, not all the manpower requirements can be met through internal recruitment. Hiring from outside has to be done.

Internal sources are primarily 3

A. Transfers

B. Promotions (through Internal Job Postings)

C. Re-employment of ex-employees is one of the internal sources of recruitment in which employees can be invited and appointed to fill vacancies in the concern. There are situations when ex-employees provide unsolicited applications also

2.External Recruitment - External sources of recruitment have to be solicited from outside the organization. External sources are external to a concern. But it involves lot of time and money. The external sources of recruitment include - Employment at factory gate, advertisements, employment exchanges, employment agencies, educational institutes, labour contractors, recommendations etc.

A.Employment at Factory Level - This a source of external recruitment in which the applications for vacancies are presented on bulletin boards outside the Factory or at the Gate. This kind of recruitment is applicable generally where factory workers are to be appointed. There are people who keep on soliciting jobs from one place to another. These applicants are called as unsolicited applicants. These types of workers apply on their own for their job. For this kind of recruitment workers have a tendency to shift from one factory to another and therefore they are called as "badli" workers.

B.Advertisement - It is an external source which has got an important place in recruitment procedure. The biggest advantage of advertisement is that it covers a wide area of market and scattered applicants can get information from advertisements. Medium used is Newspapers and Television.

C. Employment Exchanges - There are certain Employment exchanges which are run by government. Most of the government undertakings and concerns employ people through such exchanges. Now-a-days recruitment in government agencies has become compulsory through employment exchange.

D. Employment Agencies - There are certain professional organizations which look towards recruitment and employment of people, i.e. these private agencies run by private individuals supply required manpower to needy concerns.

E. Educational Institutions - There are certain professional Institutions which serves as an external source for recruiting fresh graduates from these institutes. This kind of recruitment done through such educational institutions, is called as Campus Recruitment. They have special recruitment cells which helps in providing jobs to fresh candidates.

F. Recommendations - There are certain people who have experience in a particular area. They enjoy goodwill and a stand in the company. There are certain vacancies which are filled by recommendations of such people. The biggest drawback of this source is that the company has to rely totally on such people which can later on prove to be inefficient.

G. **Labour Contractors** - These are the specialist people who supply manpower to the Factory or Manufacturing plants. Through these contractors, workers are appointed on contract basis, i.e. for a particular time period. Under conditions when these contractors leave the organization, such people who are appointed have to also leave the concern.

4.7 Selection Process

The Selection is a process of picking the right candidate with prerequisite qualifications and capabilities to fill the jobs in the organization. The selection process is quite lengthy and complex as it involves a series of steps before making the final selection. The procedure of selection may vary from industry to industry, company to company and even from department to department. Every organization designs its selection process, keeping in mind the urgency of hiring people and the prerequisites for the job vacancy.

The selection procedure comprises of following systematic steps:

1. Preliminary Interview
2. Receiving Applications
3. Screening Applications
4. Employment Tests
5. Employment Interview
6. Checking References
7. Medical Examination
8. Final Selection

4.7.1 Selection Of Methods

selection methods are criteria for choosing an optimal candidate for a particular job position. They involve reviewing an individual's capabilities, education, experiences and personality to determine if they can perform key tasks and align with a company's overall culture. There are several categories of employee selection methods, including tests or examinations, interviews and background research. Hiring teams often use them to identify top candidates from a larger list and see how they approach different work situations.

Here is a list of 17 employee selection methods:

1.Resume sorting process

In this method, a recruiter chooses top candidates from resumes and other application materials sent through online job boards and portals. They typically use a set of guidelines that show attributes a company prefers top candidates to have, including relevant work experiences, skill sets and past training.

2.Introductory screening

A recruiter might use this method to identify candidates from a previously curated shortlist. It typically involves sending these candidates a series of questions by email that further assess their qualifications and professionalism. Afterward, a recruiter might send their top 10 selections to a hiring manager for a longer interview .

3.Assignment test

This selection method involves administering a test prompt that resembles a similar work assignment that a candidate might receive in a company. Recruiters often send the prompt through email to candidates from a shortlist. It can provide more information about a candidate's practical skills for a job position, including how they manage their time to meet a deadline efficiently.

4.Cognitive strengths test

Some employers include a cognitive strengths examination to assess a candidate's ability to process new information, problem-solve and make connections between different facts. Depending on the industry and job position. These exams can provide a numerical figure to represent a person's capacity to perform key job functions that involve critical thinking skills.

5.Candidate references

Candidate references are insights from a previous employer or colleague that can reveal their work conduct and overall capabilities. A hiring manager might ask for references in the preliminary round of a hiring process to learn more background knowledge before meeting them or toward the end to verify what they learned.

6. In-person interview

After narrowing down a list of applications to about three or four top candidates, hiring managers often bring each individual to the office for a formal interview. Some hiring managers plan a structured interview process, meaning they might plan questions .

7. Personality assessment

This selection method involves measuring a person's characteristics to see if they align with the requirements of a particular job position or a company's work environment.

8 .Job knowledge evaluations

A hiring manager may use this method to determine if a candidate has enough critical knowledge to perform certain job responsibilities. It's often helpful to administer this test if a candidate must know certain information prior to training or onboarding on the first day of work.

9. Situational judgment test

A situational judgment test (SJT) is a behavioral examination that shows work scenarios to a candidate, followed by a series of multiple-choice answers to indicate how they might respond. This method can allow a hiring manager to better understand how a candidate might react to everyday situations, particularly conflicts or high-energy events.

10. Biographical information

This method involves asking a candidate about their personal history, characteristics, hobbies and interests. A hiring manager can use this information to learn more critical information about how a candidate might perform the day-to-day tasks for a job position.

11. Group interview process

In this method, a hiring manager can ask multiple candidates questions at the same time or assign them a short-term project to complete together. They may prefer this method over individual interviews if the job position is in a high-energy work industry like food service, as it can streamline the process.

12. Internships or apprenticeships

An internship or apprenticeship can serve as an opportunity to have candidates undergo a trial period before they become full or part-time employees a company can also train an intern or apprentice according to company practices and policies to increase their opportunity of gaining a new employee who can perform the required tasks of a job position.

13. Integrity assessment

Integrity assessments are an examination process that can measure a candidate's value system and ethical standards. Hiring managers can use this method to determine a candidate's capacity to uphold company policies, especially if they involve legal procedures.

Integrity assessments may help prevent conflicts between personnel or customer conflicts in the future, as it establishes a baseline for acceptable actions and behavior.

14. Work simulation

This method involves providing a candidate a work assignment they might encounter on a day-to-day basis to measure how they perform. A hiring process for managerial positions may benefit from this method, as supervisors often evaluate new situations and determine the most effective strategies for addressing them. They may also give candidates critical facts about a situation, then instruct them to prepare an oral presentation about it for a simulated work meeting.

15. Physical assessment

Hiring managers may implement a physical ability assessment for careers that require manual labor. They often involve completing a series of tasks that a candidate might encounter in a job position, such as climbing up a ladder or carrying a heavy object. Hiring managers typically score these assessments based on a candidate's capacity to accomplish them successfully.

16. Background checks

A background check is an automatic process to verify certain information about a candidate. Hiring managers can use this method to review whether facts presented in their resume and cover letter aligns with an external resource, like confirming they attended institutions or gained certifications they listed.

17. Internal processes and referrals This method involves reviewing candidates that a company has already vetted beforehand, like individuals who applied for another position, current employees or referrals from staff members.

Chapter Five

Learning from Internship

5.1 My Job at HR Division in ZOJE Bangladesh Ltd.

I have started my internship at HR Division in ZOJE Bangladesh Ltd , dated on Jun 10, 2023 and it will continue up to September 10, 2023. I glad to work with HR Division of ZOJE, which helps me to get familiar with corporate culture and the Recrutiment and Selection Practices. This practical experience helps me to develop and prepare myself for the job market. During my internship I have learned following things:

- ❖ Meaning of responsibility
- ❖ Necessity of commitment
- ❖ Punctuality and regularity
- ❖ Communication with people
- ❖ How to face critical situation
- ❖ How to handle pressure
- ❖ How to follow the chain of command
- ❖ How to adopt with corporate culture

5.2 Responsibility as an Intern

Being assigned for the separation team of ZOJE , my core job was to complete the separation process of an employee. I have worked under my supervisor and assisted him to complete the separation process of resigned employee, terminate employee, retired employee and so on. I have tried my level best to assist my supervisor as well as to gather some practical knowledge about the task. Moreover, whenever I have enough time, I am assigned some task from the recruitment team. During this three month I have performed some other clerical work from several teams like promotion and up-gradation, disciplinary action, leave management etc. some time I have to communicate with several branches for collecting information regarding particular employees. Moreover, they are cordial to support me at any inquiry. I have tried to accomplish all the tasks with full of responsibility and accountability.

5.3 Task with Recruitment Team

Although I am assigned for separation team whenever I have enough time, I have been assigned some task from the recruitment team. These are-

- Checking CV
- Call for interview
- Call for internship
- Find out needed information from CV
- Preparing short list for interview
- Documentation of needed information

5.4 Observation

I am very glad to work at HR Division in ZOJE. The working environment is so friendly and the employees are also cordial. They are always at my sight whenever I face any problem. They always assist me whenever I ask any question regarding my report or other issues. Though all the information is confidential, they support from their level best to fulfil my queries. During the internship program I have observed some practices that are given below:

- ❖ Accomplished the job on time.
- ❖ All the employees are connected with HR connection system.
- ❖ Information is communicated over e-mail.
- ❖ Every employee is accountable to supervisor for their responsibility.
- ❖ A good performance is always appreciated by other colleagues.

Chapter Six

Recruitment and Selection Practices of ZOJE Bangladesh Ltd .

6.1 Recruitment and Selection Practices

Recruitment and selection is the process of getting human resources into organizations, departments, sections and jobs use. What might be an even more useful definition of recruitment is that about the art of discovering and procuring potential applicants for actual and anticipated vacancies in the organization. This definition has introduced the concept of 'art' which is about the soft skills of management, some of which might be a natural talent of some managers or acquired through specialized training. The use of the word 'discover' emphasizes effective recruitment, a process that involves exploration which require specialized methods and techniques, short of which no 'discovery' of potential people for the job can be made. Usually, recruitment and selection depends on the organization's policy guiding recruitment and selection.The basic principle in selection is "right man for the right job" and can be achieved only through scientific recruitment and selection. This is because the ability of an organization is determined to a great extent by the ability of its workforce. The old belief that capital was fundamental to the progress of the organisation and does not hold good any longer as employers around the world have begun to believe that a smart workforce is the key to the success of an organization.

6.2 Functions Performed by Recruitment and Selection practices at ZOJE Bangladesh Ltd.

ZOJE Bangladesh Ltd has a fully functional Recruitment and Selection supported by manpower. The Recruitment and selection practices of the ZOJE Bangladesh Ltd. performs the following functions :

1) Assessing recruitment
2) Job design and development
3) Fixing standards
4) Making initial contact with prospective candidates
5) Advertisementand publicity
6) Preliminary examination and assessment of applications
7) Hiring the best candidates
8) Identification and seeking applicants

6.3 Recruitment and Selection Planning Procees at ZOJE Bangladesh Ltd.

Recruitment is the planning of attracting qualified candidates for a job role and Selection is the process of identifying and selecting the right candidate for that job. The contributions of each employee play a pivotal role in the sustenance and growth of a business. Hence it is extremely important to select the right person for the job. The same way as a square peg does not fit in a round hole, a bad hire can affect the overall business outcomes.

6.3.1 Recruitment and Selection planning Procees Followed by ZOJE Bangladesh Ltd.

ZOJE Bangladesh Ltd performs their Recruitment & Selection Planning task by the following way:



6.3.2 Job Analysis of ZOJE Bangladesh Ltd.

ZOJE Banglsdesh Limited performs the job analysis in order to identify and determine in detail about the particular job duties and requirements and the relative importance of these duties for a given job. This is done by three functions-

- Job Description
- Job Specification
- Job Evaluation

Job Description: ZOJE Bangladesh Ltd. clearly states the essential job requirements, job duties, job responsibilities of a particular job. Job description provides the clear idea about the portfolio of an employee and his/her specific responsibility. ZOJE Bangladesh Limited has used a written and specific job description for their each and every circular. In circular they try to clarify the following things like what would be-

- Job Title
- Job location
- Job Summary
- Reporting to
- Working Conditions
- Job Duties

Job Specification: ZOJE Bangladesh Ltd. defines the job specification to hire the right employee for the right position. In order to accomplish this task ZOJE Bangladesh Ltd. basically focus on educational qualifications, specific qualities, level of experience, physical, technical and communication skills required to perform a job. It also includes general health, mental health, intelligence, aptitude, memory, judgment, leadership skills, emotional ability, adaptability, flexibility, values and ethics, manners and creativity etc. The experience required for the employee may vary from position to position.

Job Evaluation: ZOJE Bangladesh Ltd. practices the job evaluation for determining the value/worth of a job in relation to other jobs in an organization. It tries to make a systematic

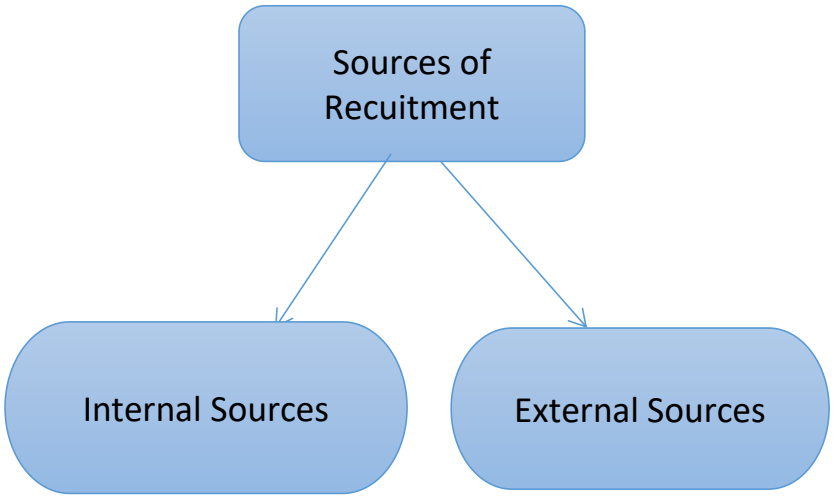
comparison between jobs to assess their relative worth for the purpose of establishing a rational pay structure.

6.4 Recruitment Practice at ZOJE Bangladesh Ltd.

The recruitment goals of ZOJE Bangladesh Limited are to attract and retain highly qualified human resources who will perform best in their respective areas. The company not only tries to attract well-qualified candidates but also tries to identify and recruit people who are really interested to Work in the Company for an acceptable period of time.

- ZOJE usually promotes from within the organizations, but when the need arises, the company also hires from outsides for vacancies at all levels.
- ZOJE always emphasizes on hiring for a long period of time. The company tries to attract and select those candidates who will move through the organizational hierarchy to the senior level positions in the future.
- ZOJE has developed a corporate culture where employees are not treated as mere employees. They are treated as associates of the company . Together, they form a family and all associates are the members of the families.

6.4.1 Sources of Recruitment



6.4.2 Interanl Sources:

The existing employees may be interested in taking up the vacant jobs. As they are working in the company since long time, they know about the specification and description of the vacant job. For their benefit, the advertisement within the company is circulated so that the employees will be intimated.

Internal Sources of Recruitment:

1. The existing employees get motivated

2. Cost is saved as there is no need to give advertisements about the vacancy.

3. It builds loyalty among employees towards the organization.

4. Training cost is saved as the employees already know about the nature of job to be performed.

5. It is a reliable and easy process.

6.Former employees who had performed well during their tenure may be called back, and higher wages and incentives can be paid to them.

7.Employees may be transferred from one department to another wherever the post becomes vacant.

8. Young people with the knowledge of modem technology and innovative ideas do not get the chance.

9. The performance of the existing employees may not be as efficient as before.

6.4.3 External Sources:

A wide choice for selecting the appropriate candidate for the post is available through this source. It gives publicity to the vacant posts and the details about the job in the form of job description and job specification are made available to public in general.

External Sources of Recruitment:

1. New talents get the opportunity.

2. The best selection is possible as a large number of candidates apply for the job

3. In case of unavailability of suitable candidates within the organization, it is better to select them from outside sources.

4. Skilled and ambitious employees may switch the job more frequently.

5. It gives a sense of insecurity among the existing candidate**.**

6.5 Selection Practice at ZOJE Bangladesh Ltd.

Managing human resource is one of the priorities of ZOJE in which 'Selection' receives critical attention. The success of business depends mostly on the quality of services rendered to the customers both internal and external. Quality depends on competency of the employees recruited and retained. So, ZOJE commitment is to handle all selection with fairness and objectivity. ZOJE ensures objectivity, transparency, diversity and also accountability in the selection and appointment process of all employees in the company.

6.5.1 Selection process of Internal Recruitment

The selection process of internal recruitment starts with job analysis. The duties and responsibilities of particular post are identified by job analysis. They mostly select the experience employees. At first the recruitment team sorts out the database and summarized the curriculum vitae. Then they call those employees for interviews and select them who passed the interview session. As the internal recruitment company does not take any written test for the proposed post. After selecting the employees, the company places the employees to the proposed post. Sometimes job rotation takes place to fulfill the particular branch need.

6.5.2 Selection process of External Recruitment

The Selection Process of external recruitment consists of two types. They are-

A. For Fresher

B. For lateral

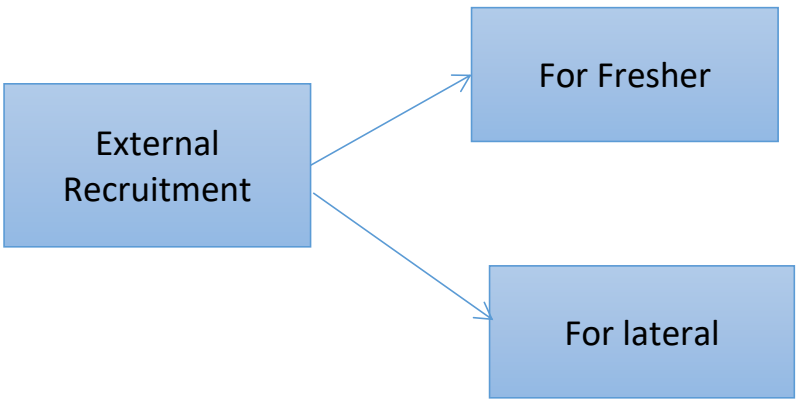


Figure 7: Types of External Recruitment External Recruitment For Fresher

6.5.2.1 For Fresher

ZOJE Bangladesh Limited has standard process for selecting fresher for the post. Mainly they follow this process for the Management Trainee Officer (MTO)

1. Initial Screening: After collecting CVs from the applicants, they start sorting them. The screening process is mainly based on some criteria like educational background, skills, extra curriculum activities, age and so on. For example, For the MTO age limit is thirty years and the candidate should complete her graduation from a reputed university.

2. Written test: After screening CVs, they take written test of the applicants who survive through screening test. Based on the result of screening test they sort out few applicants and processed for taking interview.

3 .Interview & Final Selection: Those who passed the written test are called for interview. Interview will be conducted by the Management Selection Committee. They take face to face interview of the applicants and the interview play crucial part as it helps the company to know about the applicants. The personnel are selected based on the outcome of face to face interview.

4. Fitment & Negotiation: The appointed personnel have to submit medical report to the ZOJE Bangladesh Limited. The company assesses the medical report of personnel. Depending on the volume recruitment around 7 days' time is required for fitment and negotiation process of the candidates.

5. Approval: Upon completion of fitment, negotiation process if recommended by the management selection committee MD / Board approval is taken.

6. Offer & Appointment Letter: Offer letter, pre-employment, medical test, background test and finally appoint letter is issued.

7. Joining: The personnel join the ZOJE Bangladesh Limited based on the appointment letter's mention date and branch. As a fresher join to the company, they have to pass probation period to recruit as a permanent employee of ZOJE Banhladesh Limited.

6.5.2.2For Lateral

ZOJE Bangladesh Limited select experienced employee for specific purpose. In case of lateral entrants, the bank follows some steps, these are: inviting application, CV screening, face to face interview, selection and offer letter, medical examination and joining. The bank assesses the CV from the internal and external sources and direct call interview. As lateral entrants, the bank does not take any written test for the proposed post. Sometimes job rotation take place to fulfill the particular branch/division need where few employees perform the banking operations from where abound of employee available in the branch.

Chapter Seven

Findings ,Recommendations and Conclusion

7.1 Findings

Recruitment and Selection practices : Recruitment and selection are two key parts of the hiring process that allow companies to find and attract the best talent. Recruitment involves getting a job description in front of as many people as possible. Selection involves narrowing down the pool until you're left with the best person for the role. The recruitment and selection process involves six main step creating a job description, advertising the role, screening candidates, conducting interviews, carrying out tests and assessments and selecting the successful candidate.

Recruitment and Selection Planning : The processes of human resource planning, in ZOJE for recruitment and selection are very pivotal in any organization irrespective of size. This is because they determine the quality of employees in the organization who in turn determine how processes are carried out. Human resource planning involves making appropriate decisions in regard to the positions that an organization ought to fill and the best ways to fill them. It also entails determining the human resource needs of an organization with respect to the stipulated strategic plan.

Recruitment: ZOJE Bangladesh Ltd practices two types of recruitment. One is yearly based recruitment and another is need based recruitment. They use both internal sources and external sources for their recruitment. They basically prefer lateral employees for recruitment.

Selection: In the case of lateral employees ZOJE does not take any written test. Employees are selected on the basis of interview . ZOJE puts much importance on experience of an employee regarding Sewing machinery industry. On the other hand, in the case of fresher they take written test as well as viva for selecting the candidates.

7.2 Recommendation

Firstly, ZOJE Bangladesh Ltd. should provide more opportunity for the fresher. Because every year a large number of students complete their graduation and post-graduation. They have no job experience to get entered as a lateral employee.

Secondly ,ZOJE should practice proper Alliance Capital guideline. The purpose of Human Resource Management is to improve the productive contribution of people and get effective and efficient employee, HR department should be well informed regarding the employment personal.organization should provide well direct compensation as well as direct to its staffs. The management should have job evaluated salary structure, which is most competitive than other organizations in the country.

Thirdly, Members of training team should be increased so that the employee may take support whenever they required. There should start supervision span under the trainer in order to monitor the progress of employees.

Fourthly, Training bond options in the case foreign training should make flexible and employee friendly so that employee can easily avail the training opportunity. Because, bank must have to ensure employee betterment.To evaluate employee's performance; the management should follow promotion policy properly. In order to get competitive advantage and to deliver quality service, top management should try to modify the services.

Finally, In the case of gratuity benefit and provident fund ZOJE Bangladesh Ltd. should comply with the "Bangladesh Labour Law, 2006". Because, it ensures a better labour practice.

7.3 Conclusion

Now-a-days, Sewing machinery industry has become more competitive. ZOJE Bangladesh is promised to be they doing business loyalty and honesty. They compete with others company alongside with Japan brand .ZOJE Bangladesh Limited invested more finances in export and import business. Clearect resoning of the bank including building up an effective system over the nation and expanding assets will have the capacity to assume an impressive part in the arrangement of development .ensures their best services to all the employees. In order to keep pace with the global competitive environment, HR division of ZOJE Bangladesh Ltd. takes proper initiatives to make the employees a competitive work force. They believe by making the employees satisfied, it is possible to take the best output from the employee. to retain expert employees. So, from my opinion HR division of ZOJE Bangladesh Ltd. plays the vital role in the success of ZOJE Bangladesh Ltd.

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