Sonargaon University (SU)

Dhaka, Bangladesh

Internship Report

on

Recruitment and Selection Process in Bangladesh: A Case Study on Paper21 Limited

Submitted by:

Amit Kumar Masid

ID: BBA1903018025

Program: Bachelor of Business Administration (BBA)

Major: Human Resource Management (HRM)

Semester: Fall-2023

Submitted to:

Department of Business Administration

Sonargaon University (SU)

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Bachelor of Business Administration

Date of Submission

Date: 05-Jan-2024



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Program: Bachelor of Business Administration (BBA)
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Date of Submission
Date: 05-Jan-2024

Letter of Transmittal

January 05 ,2024

To
Md. Rasel Hawlader
Lecturer
Department of Business Administration
Sonargaon University, Dhaka.

Subject: Submission of Internship Report on "Recruitment and Selection Process in Bangladesh "A Case Study on Paper21 Limited.

Dear Sir,

With due respect and honor, I would like to inform you that, I have successfully completed the requirements to entitle myself for the internship report, which is a mandatory requirement to completion of the BBA program. This is a great pleasure for me to submit the internship report on, "**Recruitment and Selection Process in Bangladesh "A Case Study on Paper21 Limited".** Here I gathered what I believe the most completed information available. I believe that it will provide a clear scenario of the HRM polices of the prominent industrial institution **Paper21 Limited**. This report is all about synchronizing my theoretical learning from BBA program with the real corporate world. I attempted my every move to go through all the necessary materials, documents, guidelines, and other subsequent reports which fulfill the requirements of this internship paper. I have placed my most effort on preparing this term paper and tried to leave no stone unturned to make the report a vivid and comprehensive one despite a lot of limitations. I sincerely believe that it will serve the required purposes. I will always be obliged to furnish any clarification regarding this paper, if required.

I humble request you to accept this report for your kind evaluation.

Kind regards,
Very truly yours,

Amit Kumar Masid
ID: BBA1903018025
Department of Business Administration
Sonargaon University (SU)

Letter of Authorization

I, Mr. Md. Rasel Hawlader, Lecturer, Department of Business Administration, Sonargaon University (SU) hereby certify that the Internship Report entitled as "Recruitment and Selection Process of Paper21 Limited" has been prepared by Amit Kumar Masid, ID: BBA1903018025, Department of Business Administration, Sonargaon University (SU) and submitted as a requirement for the partial fulfillment for the degree of the Bachelor of Business Administration (BBA) with major in HRM. To the best of my knowledge, the above-mentioned work has been conducted by the student himself. Any option and/or suggestion made in this study are entirely that of the author of this internship report. The report is an original work and prepared as a partial requirement of the degree the Bachelor of Business Administration (BBA).

_____

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

Student's Declaration

This is Amit Kumar Masid, a student of Bachelor of Business Administration, ID: BBA 1903018025 from Sonargaon University (SU) would like to solemnly declaration here that this report on Recruitment and Selection Process in Bangladesh: A Case Study on Paper21 Limited has been authentically prepared by me under supervisor of Md. Rasel Hawlader, Lecturer, Department of Business Administration, Sonargaon University.

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,

Amit Kumar Masid
ID: BBA1903018025
Department of Business Administration
Sonargaon University (SU)

Acknowledgement

I would like to thank Almighty Allah who made me able to complete this Internship report by utilizing my skills and knowledge.

I would like to express my indebtedness and deepest sense of gratitude to Supervisor **Md. Rasel Hawlader**, Lecturer of Business Administration, Sonargaon University for his encouragement, thoughtful suggestions, proper guidance, and supervision throughout the progress of my internship work.

I would like to Special thanks to **Ms. Nourin Sumi, Supervisor** Paper21 Limited. Motijheel Branch for his assistance while working in the concern.

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I would like to express my cordial thanks to **Mr. Shopon,** Executive, for all types of help during my internship report.

I express to my sincere thanks to **Mr. Limon,** for their wholehearted co-opration of compliance activities information while doing my internship report in the concern.

I wish to offer my warm thanks to **Mr. Sakit** for their cooperation during my report work. Special thanks go to **Mr. Delowar**, for all kinds of help during my internship report.

Last but not the least, I am also thankful to employees of HR department of Paper21 Limited. whose management experience and tips are always helpful for me. Without their encouragement and guidance, it might not be possible for me to complete my thesis paper so successfully and smoothly.

I am responsible for errors and mistakes presented in the report and a positive and constructive criticism will always be greeted warmth.

Amit Kumar Masid
ID: BBA1903018025
Department of Business Administration
Sonargaon University (SU)

Executive Summary

Paper 21 Limited was set up in the year 2016. Pretty much 1.5 kilometers toward the Notordem college, Dhaka, the Corporate Head office of Paper 21 Limited located. The different premises of this organization are situated at 53, Arambagh and box culvert road, Fakirapul in Motijheel, Dhaka. Open offices and advantages and in addition accessibility of workforce vital for materials and article of paper and garments industry are in the best shapes by nation gauges in and around those territories. Adding these points of interest to its very own aptitude and different qualities, Paper 21 Limited has now effectively advanced into a profoundly incorporated driving gathering in paper assembling and sending out from Bangladesh. Paper 21 Limited completed entire tasks from its own premises. These premises of the organization are structured with the most present day and cutting-edge special and local paper providing company. In Bangladesh, three main sources raw materials are acclimated to manufacture paper are Wood account for 30%, Waste Paper 39% and Agro predicated Raw Materials 31%. The current Ecumenical requisite is to bulwark the environment and preserving of trees to control Ecumenical warming which is the threat to mankind. Paper21 is responding to this call of the day and utilizing paper recycling process to cater the desideratum of paper. Paper recycling is the process of turning waste paper into incipient paper products. At Paper21 Ltd. we engender the finest quality wood free and chlorine free paper with state of art technology and machines. Paper 21 is able to provide high quality paper in all manners of thickness, finish, and patterns subject to availability and including those that are hand-made, sustainable, and can serve a wide range of customers, starting from the corporate and garments to the public sector. Paper 21 sources paper regularly from the world leaders in the paper trade. The paper products can be utilized for making Note Books, Text Books, Novels, Examination Material, Envelopes, Computer Stationery, Annual Reports, Journals, Diaries, Leaflets / Mailers, Calendars, indicting pads, Photocopying etc.

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Chapter - One
Introduction

1.1 Introduction

In the global landscape, the vitality of an organization lies in its workforce, making the recruitment and selection process pivotal for survival and prosperity. In this era of globalization, where effective operations are paramount, organizations must excel in acquiring and retaining qualified talent. The quality of employees directly correlates with organizational performance, positioning the recruitment and selection process as the lifeblood akin to capital. The overarching goal is to identify and secure individuals with the requisite qualifications.

Employee is one of the key factors of the organization's success. In this era of globalization, an organization needs to prosper and survive effectively and efficiently in the global economy. Every employer of the organization must promote and practice recruitment and selection process in an exceptional way. The success of the organization depends on the qualified employees and it is directly linked with organizational performance. Proper recruitment and selection process is the lifeblood of every organization as like as capital. The eminence of human resource profoundly depends on the effectiveness of proper recruitment and selection procedures. The inclusive objective of recruitment and selection is to find out the qualified candidates for the organization. In case of recruitment and selection, the recruitment is the first step then after selection and placement come in the employment procedure. The major aim of all employers is to select qualified candidates among the alternative group of qualified candidates for a specific job. All activities of the recruitment and selection process are done by the human resource department of an organization. These processes vary from organization to organization. The traditional sources are employee referrals, transfers, promotions, walk-in, and advertisements. But in the process of recruitment differs from organization to organization. I had the opportunity to work in one of the most important company who earn overseas money by import and export product, this company name Paper 21 Limited. It is a big sector in our country for contributes foreign income. Now I get my report topic is Recruitment and Selection Process of Paper 21 Limited.

1.2 Objectives of the Study

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

i. Broad Objective

ii. Specific Objectives

i. Broad Objective

The broad objective of the study is to analyze the overall recruitment & selection process of Paper 21 Limited.

ii. Specific Objectives

- To identify the sources of recruitment and selection procedures of various types of employees and workers in Paper 21 Limited;
- To determine the recruitment steps of Paper 21 Limited;
- To know the different steps selection process of Paper 21 Limited;

- To find out problems in current recruitment and selection process of Paper 21 Limited;
- To make some recommendations on the basis of problem to Paper 21 Limited.

1.3 Methodology of the Study

The research methodology follows a systematic approach from the beginning of the topic to the end of the report extension. The most common part of the methodology was the collection, analysis, presentation, interpretation and classification of information in a way that identified main points. The research was conducted from September, 2023 to December, 2023.

1.3.1 Sources of Data

Data are collected from both internal and external sources.

i. Primary Data

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

ii. Secondary Data

Secondary data was collected from Paper21 Ltd. Websites, Paper21 Ltd. Annual report and other related websites and documents.

1.4 Limitations of Study

Nothings ahead of limitation. The major limitations of the study are as follows:

- **Lack of information:** Adequate organizational information of Paper21 Ltd. is not available to access and unable to get confidential data.
- **Time constraints:** The specified time is hardly enough to know all Recruitment and Selection activities of the company.
- **Restriction:** Unable to get relevant papers and documents regarding Recruitment and Selection Process.
- Lack of experience to prepare Internship report properly.

Chapter - Two
Profile of the Organization

2.1 Overview

Paper 21 Limited was set up in the year 2016. Pretty much 1.5 kilometers toward the Notordem college, Dhaka, the Corporate Head office of Paper 21 Limited located. The different premises of this organization are situated at 53, Arambagh and box culvert road, Fakirapul in Motijheel, Dhaka. Open offices and advantages and in addition accessibility of workforce vital for materials and article of paper and garments industry are in the best shapes by nation gauges in and around those territories. Adding these points of interest to its very own aptitude and different qualities, Paper 21 Limited has now effectively advanced into a profoundly incorporated driving gathering in paper assembling and sending out from Bangladesh. Paper 21 Limited completed entire tasks from its own premises. These premises of the organization are structured with the most present day and cutting-edge special and local paper providing company. In Bangladesh, three main sources raw materials are acclimated to manufacture paper are Wood account for 30%, Waste Paper 39% and Agro predicated Raw Materials 31%. The current Ecumenical requisite is to bulwark the environment and preserving of trees to control Ecumenical warming which is the threat to mankind. Paper21 is responding to this call of the day and utilizing paper recycling process to cater the desideratum of paper. Paper recycling is the process of turning waste paper into incipient paper products. At Paper21 Ltd. we engender the finest quality wood free and chlorine free paper with state of art technology and machines. Paper 21 is able to provide high quality paper in all manners of thickness, finish, and patterns subject to availability and including those that are hand-made, sustainable, and can serve a wide range of customers, starting from the corporate and garments to the public sector. Paper 21 sources paper regularly from the world leaders in the paper trade. The paper products can be utilized for making Note Books, Text Books, Novels, Examination Material, Envelopes, Computer Stationery, Annual Reports, Journals, Diaries, Leaflets / Mailers, Calendars, indicting pads, Photocopying etc.

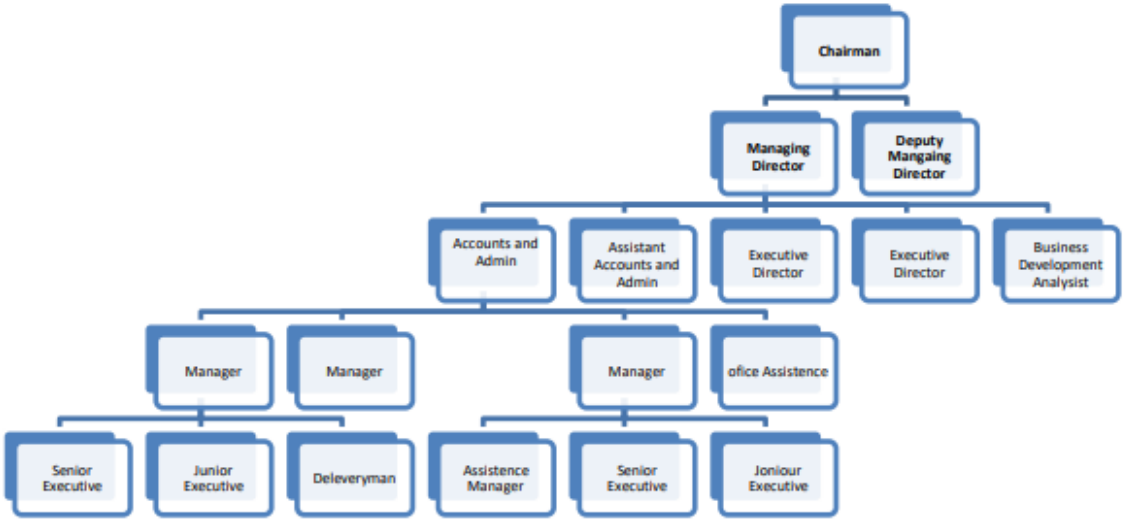
2.2 Company Profile of Paper 21 Limited

Head Office	53, Arambagh, Motijheel, Dhaka, Bangladesh.
Phone	+880 2224401216
Fax	+880 2224401218
E-mail	Paper21ltd.bd@gmail.com
Chairman	*Md Saiful Islam Mozumder*
Managing Director	*Md M. I. M. Mamun*
Dy. Managing Director	*Asma Akhter*
Contact Person	*Md M. I. M. Mamun* (Managing Director) Mail: mamunpaper21ltd@gmail.com
Year of Establishment	2014
Production Capacity/Monthly	1.2 Millions Sales
Total Turnover	US$ 50.00 million
No. of Workers	55 Persons

Main Product	All kinds of Handmade Board, Special paper, PVC Flim, Tracing paper, Emboss Board, Craft board and so on.
Main Market	53 Arambagh, Motijheel, Dhaka, Chattagram
Buyers/Brands	Swiss tex groups, Win tag groups, Mont Trims, Unitex Label, Mahin Design, Approach Groups, BBS group, Paper Leaf, Paper World and local buyers.
Suppliers	Guangzo International Trading Company, China Shunghi International , China

PAPER 21 LTD.
Your Vision Our Creation

Department Wise Employee Organogram



2.3 Vision of Paper 21 Limited

At Paper21, we believe that progress and preservation of nature go hand in hand. And as one of the most immensely colossal engenderers of fine paper we believe in giving back to the environment, more than we take. Towards this imperative endeavor of PAPER WORLD's, we have undertaken numerous initiatives. We concern to provide a dynamic and challenging environment for our employees. To be a responsible concern - We shall harmonize all our actions and reactions, with the global environment and actively work to reduce our environmental load. Being recognized as one of the best alternatives based on the high quality of our products and the fulfillment of what is offered to our customers. We are consistent about what we offer and what we do.

2.4 Mission of Paper 21 Limited

Our Mission is customers' contentment through the diversify business where feasible by innovative conceptions, works, engenderment and advanced technologies. We combine aggressive strategic marketing with quality products and services at competitive prices in order to provide the best value for consumers. Grow profitable through superior customer service, product innovation, quality and commitment. We will always care for the following aspects to consummate our mission:

- Provide high quality fine paper and outstanding-customized paper products
- Enabling customers' contentment by providing our world-class accommodation experiences
- Consider customers' mind first then ours'
- Provide competitive pricing
- Remain convivially, morally, ethically committed for our customers
- Perpetual development & magnification of fine paper market
- Engender environment that drives astuteness amongst all involved
- Strive to distribute the highest caliber in all aspects of our business relationships by perpetually setting incipient standards

2.5 Objectives of Paper 21 Limited

Paper 21 Limited is one of the largest distributor and agent of various types of fine paper and paper products. Paper21 Limited is always very concerned to maintain the quality along with the diversity types of paper products. At Paper 21 Limited, we prioritize meeting and exceeding the expectations of our clients, whom we regard as our most valued asset. Our business ethics is based on customer services, hard work and honesty. The company's management charter outlines the key attributes for our future success within the paper industry in Bangladesh, which include sincerity, confidentiality and respect for others. We build and maintain our position as a leading paper supplier in each of our chosen segments by ensuring outstanding service, quality, innovation and the value we provide to our customers. The main objectives of our quality management are:

- Identifying critical quality characteristics
- Defining performance standards
- Validating measured systems
- Establishing process capability and limits

- Identifying sources/causes of variation and relationships
- Establishing tolerance on control variables
- Controlling the crucial variables

2.6 Milestones of Paper 21 Limited

2010:	Debut of S.H. Paper Gallery
2014:	Converted into a Private Limited Company
2016:	Started a new branch Modina-A-Intisar Paper Mart
2020:	Beginning a new showroom Paper 21

2.7 Functions of Paper 21 Limited

- Communications
- Human Resources
- New Product Supply (NPS)
- Operational Excellence (OE)

2.8 Distribution offices & Factory's of Paper 21 Limited

Through a pay-package that includes salary/wages, allowances, bonuses, profit participation, leave salary, superannuation & retirement benefits, Paper 21 Limited works to provide the best remuneration to all of the workers that form the core of the managerial & operational strength of the firm. Paper 21 Limited seeks the greatest possible cooperation with the banks, financial institutions, and debtors and creditors who offer financial support when they require it for all kinds of capital market services. Paper 21 Limited works to meet its obligation to the government by paying all due taxes, duties, and claims from different public entities, such as municipalities, among others.

2.9 SOWT Analysis of Company:

2.9.1 Strengths

- Unique product or knowledge
- Excellent efficiency and productivity
- Customer service that creates raving fan customers
- Speed to market.
- High adaptability
- Diversification of products or services

- Paper 21 Limited gives the job Security
- Friendly Environment
- Great opportunity to learn how to work

2.9.2 Weaknesses

- High price
- Low variety of products
- Low packing size
- Lack of availability of products
- High cost of distribution
- Lack of sufficient promotional effort
- Some branches are not properly maintained.
- There is some problem in recruitment policy

2.9.3 Opportunities

- High confidence brand name and quality
- Market is significantly large and growing
- Proper utilization of yarn may arise much profit
- Incredible export potential
- New innovative therapeutic products
- Income is increasing day by day

2.9.4 Threats

- Social perception. With the rise of social media, consumers are increasingly aware of the business practices of the companies they support
- Natural disasters
- Technological changes
- Legislation
- Competition
- Globalization
- Data security
- Rising costs

Chapter - Three
Literature Review
&
Theoretical Discussion

3.1 Literature Review

Edwin Flippo explained Recruitment and selection interaction as "A cycle of looking for planned representatives and animating and urging them to go after positions in an association." In less complex terms, enrollment and determination are synchronous cycles furthermore, are null without one another. People on a very basic level change from one another and are principal elector of the affiliation. It helps in tracking down the potential and limits of contender for expected or genuine various leveled opening. It is an association between the positions and those searching for occupations.

Barbar (1998) indicated that there are two important phases of the recruitment processes that are very essential for good recruitment and selection processes. First, to attract large numbers of applicants and the second is the ability of Human Resource Divisions to make the best selections out of the total applicants (Barbar, 1998). According to Barber, Wesson, Roberson and Taylor (1999) recruitment process is effective if it brings enough pool of applications and the selection process is handled with ease. The effectiveness of the selection process is directly influenced by whatever happens during the recruitment process.

Dessler (2002) explored that there has been a significant amount of research examining what skills and qualities employers' value most in job applicants. Qualifications, work experience and communication or interpersonal skills are the most frequently identified qualities. Work experience and qualifications are measures of competence in relation to an applicant's technical skills, whereas the concept of communication skills appears to be a generic term incorporating many different specific skills. Indeed, communication in the workplace encompasses team skills; leadership skills; an ability to negotiate with or persuade others; problem solving skills; organizational skills; crisis management skills; and presentation skills. Other communication competencies include cultural adaptation, social competence and language proficiency.

Korsten (2003) and Jones et al. (2006) provided Human Resource Management hypotheses complement on strategies for enlistment and determination and plan the upsides of gatherings, assessment and psychometric evaluations as laborer decision communication. They further communicated that enrollment cycle may be inside or outside or may moreover be coordinated on the web. Typically, this cycle relies upon the levels of arrangement draws near, work postings and nuances, publicizing, demand for business and meeting measure, assessment, dynamic, formal assurance and getting ready (Korsten 2003).

Jones et al. (2006) suggested that examples of enlistment techniques in the clinical benefits, business, or present day territory may offer pieces of information into the cycles drew in with setting up arrangement draws near and portraying authoritative.

Price (2007) explained in his work Human Resource Management in a Business Context, authoritatively portrays enlistment and choice regarding the route toward recuperating and pulling unable applications with the ultimate objective of business. He communicates that the association of enlistment is genuinely not an essential decision cycle, while it needs the chief's dynamic and wide organizing to name the most reasonable applicants. Their current contention among business endeavors for register the most expected experts in on the pathway towards making progressions,

with the heads dynamic and supervisors attempting to enlist gives over the best applicants who may be the best fit for the corporate culture and ethics express to the association (Price 2007). This would reflect the way that the organization would particularly shortlist fit candidates who are outstanding with the necessities of the position they are applying for, including collaboration. Since having attributes of being a helpful individual would be crucial in any organization position (Price 2007). estimations.

Hiltrop (1996) was successful in showing the association between the HRM practices, HRM-legitimate methods similarly as progressive execution. He drove his investigation on HR head and companion's specialists of 319 associations in Europe concerning HR practices and approaches of their specific associations and found that work security, planning and progression ventures, enlistment and choice, participation, agent premium, lastly, personnel organizing are the most basic practices (Hiltrop 1999). In fact, the fundamental occupation of HR is to make, control, manage, brief, and achieve the obligation of the agents. The disclosures of Hiltrop's (1996) work similarly showed that explicitly utilizing vehemently influences definitive execution, and hence gives an extensive reasonable information to bosses and specialists included. Also, staffing and assurance stay to be a space of liberal interest. With enrollment and determination strategies for profitable selecting decisions, high-performing associations are bound to put more energy in giving planning particularly in correspondence and cooperation capacities (Hiltrop 1999). Moreover, the finding that there is a positive affiliation existing between firm displays and planning is clever with the HR point. Thusly, Hiltrop (1996) prescribes the chiefs need to make HR practices that are more focused on planning to achieve genuine benefits.

Silzer et al (2010) explained that was a center test in masterminding limit frameworks, going toward the connection and among the senior association. The solitary response for resolve the concern of accomplishing gainful capacity the board was by accepting totally executable selection procedures. Despite an inside and out drawn suitable game plan on enrollment and assurance similarly as a relationship of incredibly qualified administrative gathering, associations following enlistment cycles may go up against tremendous preventions in execution. As necessities be, speculations of HRM can give snippets of data in the best habits to oversee choice.

Delery and Doty (1996) concluded that increasing participants' knowledge about job prospects as well as enabling learners including the skills to engage future employees on their own would contribute toward more decent career identity and symptomatic.

Schmidt (1998) said according to Chris Piotrowski and Terry Armstrong's report, "almost every organization use conventional strategies for obtaining, and 30% among corporation's review seekers legitimately." As per Stakeholder theory (Community of Hr Managers), 15% of personnel within companies submit forged resumes. A few companies choose applicants using discriminatory criteria, which really becomes illegal throughout that workplace.

Ayoade (2000), revealed that placing any Constitutional mandate over acquisition, selection, or advancement normally segregates towards qualifications. As such measure, inexperienced individuals are recruited into workplace, resulting into lower outcomes.

Burton (2001) explored that human resource has already become essential with companies since like often even though leaders had existed. That too is a threat over certain organizations, however it becomes especially specific research and practitioner issue of fewer than rising ones.

Robertston and Smith (2001) provided assistance only with hiring phase as well as evaluate as well as assessment guidance. HR who improves any ability strengthens management and coordination about specific range of different people, or even the ability to determine whatever the corporation can really assure which is achieved.

Smith, M. (2001) explained different processes could be used within their recruitment process. As per the documentation, companies prefer to use conventional methods of recruitment instead of new technology.

Ahmad and Schroeder (2002) said that it’s very key thing seems to be understand any company's effectiveness would be ensuring whether people have the knowledge skills, but good hiring practices minimize attrition rate and boost workforce performance.

Leopold (2002) described hiring with only as a "effective method towards creating a number of voters via targeting a "target platform, desirable for run for reelection," and he goes on to explain when such applicants have been chosen, the method of identifying compatible staff to workforce will continue with gathering, assessing, including assessing data regarding applicants' skills besides the job.

Jovanovich (2004) identified hiring and choice is the method of reaching a team to potential candidates then choosing the finest among they. As a result, peak organizations have invested significant capital and time in producing advanced booker. As a result, hiring could be understood as the method of determining and recruiting a base of younger job applicants from across and without the organization.

Purcell and Wright (2007) identified five considerations that a company must respond in order to secure a great recruiting plan that promotes performance and growth in research. "Which one to enlist?" When to hire?" "What recruiting channels to employ?" "And which statement to interact?" are indeed the queries. Until implementing a hiring plan any such query should be patiently answered.

3.2 Theoretical Discussion

3.3 Definition of Recruitment and Selection

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

3.4 Recruitment

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

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

3.4.1 Sources of Recruitment

There are two sources of recruitment process and these are;

- Internal source of recruitment
- External source of recruitment

3.4.2 Internal Recruitment

Internal sources of recruitment; that is recruiting from within the organization. In this case it comes in the form of promotions which comes in the form of higher remuneration, more responsibility, better working conditions, advancement in hierarchy in the organization. For effective recruitment using the internal source, management should appraise and evaluate employees for a considerable period of time to identify their potentials and determine if they are fit for the job. Candidates in this category should also undergo all the necessary processes for recruitment. The internal sources of recruitment are:

- **Promotions:** Promotions means being given a higher position in the same organization. This comes with more responsibility, better conditions of service, a rise in the hierarchical ladder in the organization, better salary. In this case a qualified candidate who is already working in the organization is offered the contract to fill a vacant position.
- **Transfers;** This is another source of recruitment. An employee is transferred to another place of work within the same organization. In this case there is no rise in position or increase in the responsibility. The salary does not change but the employee is transferred to another place to fill a vacant position.

- **Internal advertisement:** In this case the company announce a vacancy within the company. Employees are encouraged to apply and the vacancy is filled from within.
- **Recall:** In this case the company recalls former workers to fill vacancies. For example, a retired worker is called to fill vacancies for a short period of time. This is normally done when the company is not able to get qualified persons suitable for the vacant position (Akrani, 2011).
- **Hiring employees, the second time:** Until recently it was considered unusual to rehire former employees – particular those who had left voluntarily 'for greener pastures'. Voluntarily leaving was often seen as a form of betrayal; and problems ranging from disloyalty to bad morale were often expected of those who had been involuntarily allowed to go. (Sefenu & Nyan, 2017). Hiring former employees has it merits and demerits. On the plus side the company's former employees are known and are already familiar with the company's culture, style, and ways of doing things. On the other hand, employees who were allowed to go may return with less than positive attitudes. Hiring former employees who left for greener pastures back into better positions may signal the current employees that the best way to get ahead is to leave the firm. Recruiting internally is very good for the growth of the organization as it reduces costs as compared to recruiting externally, and induction is not needed as the employees already know about the company. This form of recruitment also serves as a motivational tool for employees to work hard to aspire for higher positions which develops loyalty and sense of responsibility among employees hence boosting their morale. It reduces employee turnover among others (Akrani, 2011).

3.4.3 External Source

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

- **Advertisement**

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

- **Employee referrals**

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

- **Internship**

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

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

- **Posted CV's**
  An applicant posted his/her CV to as their suitable position in which he/she are capable to show their abilities and performances

3.5 Selection

Selection is the process of making the choice of the most suitable applicant from the pool of applicants who are recruited to fill the relevant job vacancy. On the other hand, selection is a procedure in which particular instruments are utilized to select the best people from the pool of individuals that are suitable for the jobs. Moreover, the selection is the systematic process of deciding on a specific individual to fill an available position. On the other hand, selection is the process of selecting the most suitable applicants from among the alternative candidates. The objective of the selection process is to match the applicant's ability, knowledge, skills and experience with job requirements in a fair and legal manner. Selection is the process of choosing the best qualified candidates from among alternative group of qualified candidates for a particular position in an organization. Whereas the recruitment process is aligned to encourage individuals to seek employment with the organization, the selection process is to identify and employ the best-qualified and suitable individuals for specific position.

3.6 Selection Process

Selection process is the hiring procedure of prospective employees among alternatives employees for doing a particular job. He also said that in the hiring procedure varying methods are used to discover significant information about an applicant, which can be compared with the job specification. All managers of the organization need to understand about necessary skills and abilities which need to perform a particular job. Interviews, reference checks, tests, applications and résumés can help to identify differences among candidates. The managers can take selection decision through strengths and weaknesses of the applicants. Similarly, like recruitment have also divided selection process those are mentioned in the following.

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

- **Interviewing**
  It's not always quick and easy to get hired. The job interview process can be lengthy. Being interviewed once and getting a job offer is typically a thing of the past. Today, many companies

have an involved interview process starting with screening interviews, which often take place on the phone, followed by in-person interviews, second.

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

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

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

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

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

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

- **Written letter of offer**
  A written letter of offer forwarded to the candidate. Once the candidate has verbally accepted the position, the appropriate letter of offer is organized. This letter sends to the

candidate within two or three-day s of making the verbal offer. An introductory package also sent to the successful candidate, along with the letter of offer. At least one week before the person commencing in their new position, an appointment notice will be placed on notice boards and/or the internet.

3.7 Study Framework

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

3.8 Conceptual Framework of Recruitment and Selection

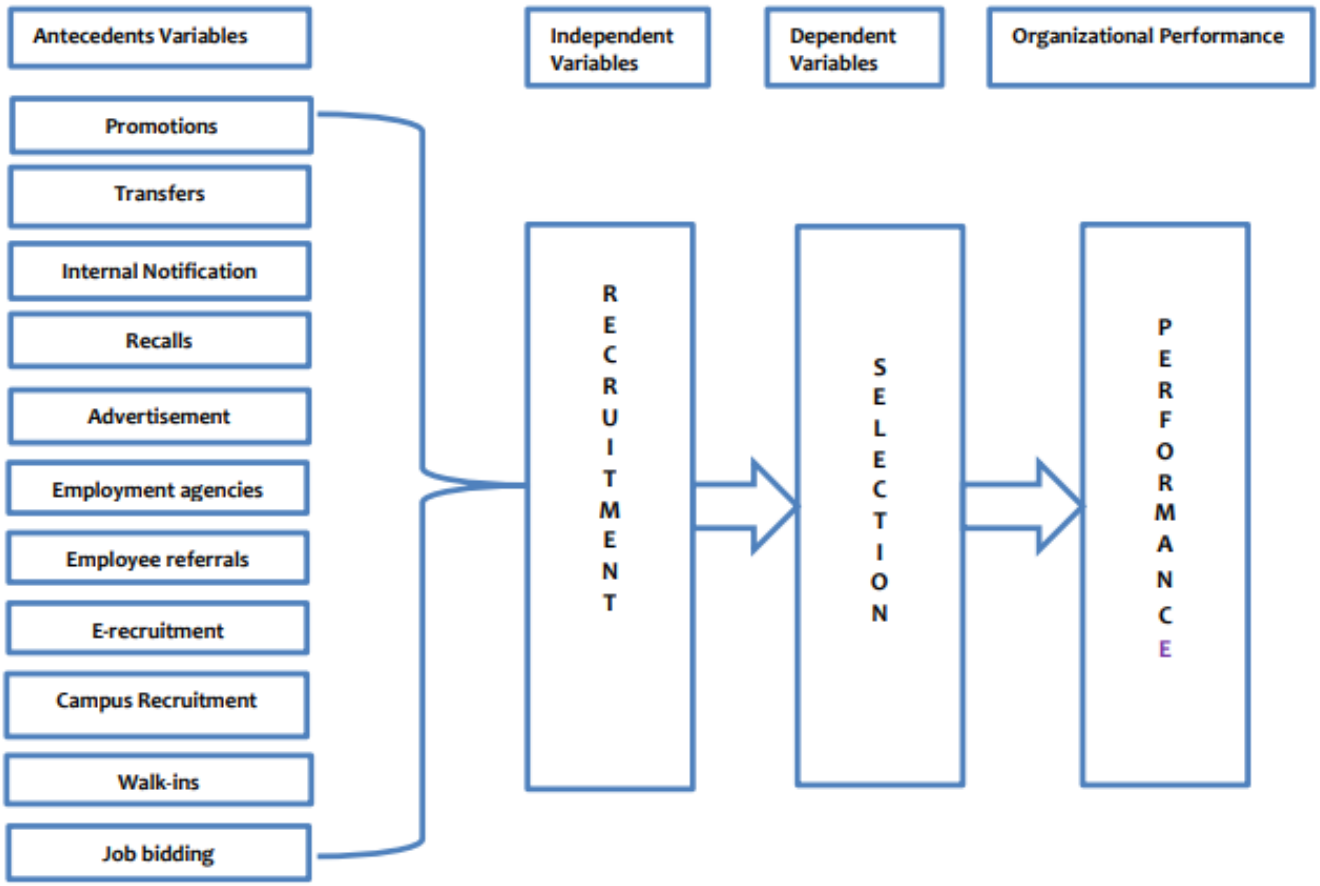


Figure: Conceptual framework of recruitment and selection process

3.9 Differences between Recruitment and Selection

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

Chapter - Four
Internship Responsibilities

4.1 Internship Responsibilities

During my one-month internship at the Paper21 Ltd., I was assigned a role and specific responsibilities. My primary focus during this internship was to assist in the development of Paper21 Ltd. recruitment and selection process. From September 01, 2023, to December 01, 2023, I collaborated closely with the HR Manager. I was responsible for performing administrative tasks and supporting daily activities. During this period, my main responsibilities were centered around the Recruitment and Selection process, Hiring and some other HR Functions.

4.2 Job Responsibilities

In the Human Resource Department of Paper21 Ltd., I undertook various responsibilities. My workday typically commenced at 09:00 AM and concluded at 6:00 PM. During this timeframe, I performed a diverse range of tasks that included preparing job descriptions, posting job ads online, screening candidates for interviews, scheduling interviews with candidates, conducting background checks, and following up with selected candidates under the supervision of hiring managers. Which are specifically outlined below.

4.3 Specific Job Responsibilities

- Job postings
- Resume screening
- Initial candidate contact
- Interview coordination
- Interview support
- Reference checks
- Data management (applicant tracking systems)
- Candidate communication
- Collaboration with hiring managers
- Onboarding support
- Market research
- Documentation
- Diversity and inclusion initiatives
- Feedback analysis
- Compliance

Job Postings: Assisting in creating and posting job descriptions on various platforms. According to job description.

Resume Screening: Reviewing resumes to shortlist candidates based on specified criteria.

Initial Candidate Contact: Communicating with candidates to gather additional information, clarify doubts, or schedule interviews.

Interview Coordination: Assisting in scheduling and coordinating interviews between candidates and hiring managers.

Interview Support: Participating in interviews, note-taking, and providing feedback to the hiring team.

Reference Checks: Conducting reference checks on potential candidates to verify their professional background.

Data Management: Maintaining and updating candidate databases and applicant tracking systems.

Candidate Communication: Keeping candidates informed about the status of their application and providing necessary details about the recruitment process.

Collaboration with Hiring Managers: Working closely with hiring managers to understand their requirements and preferences.

Onboarding Support: Assisting in the onboarding process for successful candidates.

Market Research: Staying updated on industry trends and salary benchmarks to contribute to the development of competitive job offers.

Documentation: Ensuring all recruitment-related documents are accurately maintained and stored.

Diversity and Inclusion Initiatives: Participating in or supporting initiatives aimed at promoting diversity and inclusion in the hiring process.

Feedback Analysis: Analyzing feedback from candidates and hiring managers to identify areas for improvement in the recruitment process.

Compliance: Ensuring that all recruitment activities adhere to legal and regulatory requirements.

4.4 Key Duties for Paper21 Ltd.

Job Postings

As an intern I was assigned to posting jobs advertisement with proper job description on various social media platform, online newspapers and some popular job posting sites.

Sorting CVs

After that need to sort CVs in accordance with company needs. I had to put experience as the most weighted determinant factor in sorting the CVs. Secondly, the level of education and the institution the candidate has studied was important in the selection of the candidates. Moreover, candidates with proper previous training were also sorted for the written test and interview. When the sorting of the CVs was completed, I had to complete a detailed CV chart of every candidate and upload data in the HRM database. Serial numbers were strictly maintained as number of applicants for the vacant posts was huge.

Interview Coordination

Within my internship, I took part in coordinating the interview process for the recruitment. I was provided with the attendance sheet with the names of the candidates and my job was to maintain

the serial of entrance into the interview room.

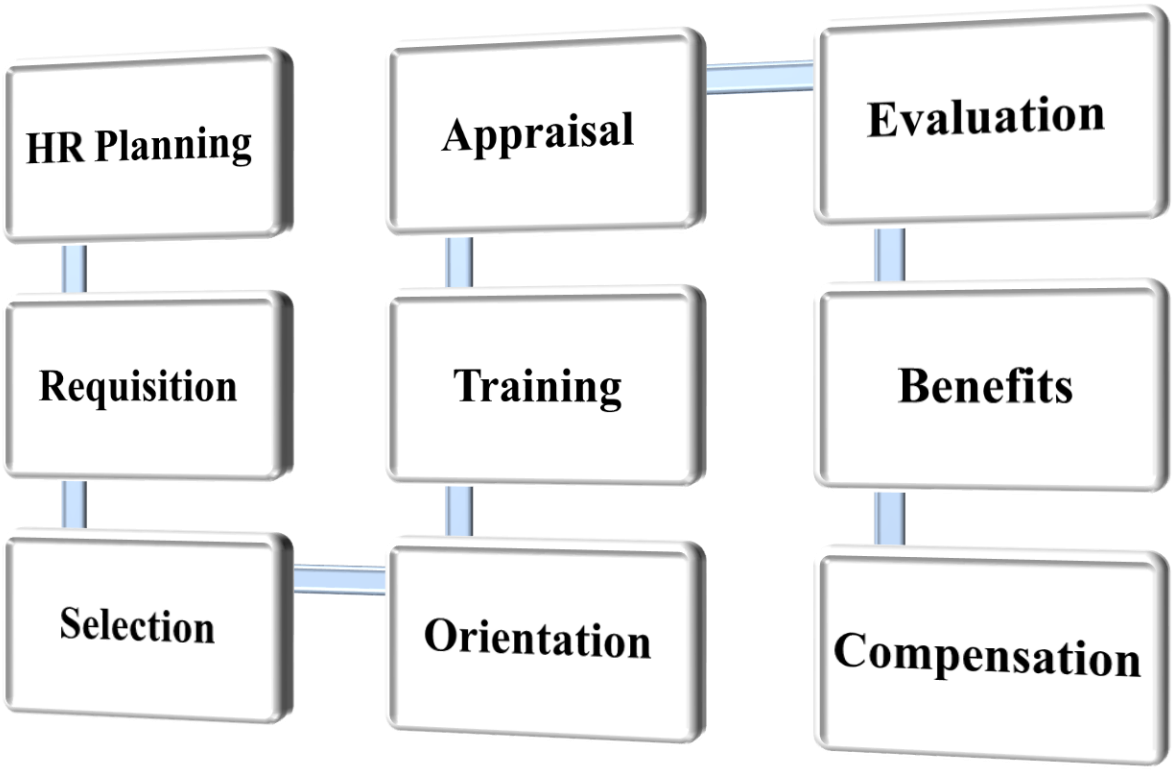
Entries of New Joining

Paper21 Ltd. recruit's new employees on irregular basis. As an intern, I had the opportunity to do the new joining entries. Maintain a given format; I had to enter data of new employees recruited in different positions.

Chapter - Five
Analysis of the Study

5.1 Human Resource Management Process of Paper21 Ltd.

HRM is a field of management involves planning, organizing, directing and controlling the functions of procuring, developing, maintaining and motivating a labor force. Paper21 Ltd. Human Resource Management Process consists of eight activities necessary for staffing the organization and sustaining high employee performance. The process is described below:



5.2 Human Resource Planning in Paper21 Ltd.

Planning is the foundation of all management functions, and it's the foundation on which the other three should be built. It's when management looks at where the company's human resources are now and where they want to go in the future. Then, they decide on the best course of action to reach the company's goals. Every organization has employment planning, and Paper21 Ltd. has their own. They usually predict their staff needs based on the company's mission, strategic goals and objectives, and any technological and other changes that could boost productivity. There are lots of ways to predict personnel needs, but they rely on managerial judgment because they think it gives a more accurate picture of the personnel needs. Other methods, like graphical methods, can't measure the actual needs of the people, but the manager's judgment method can. It depends on things like productivity changes, market conditions, etc.

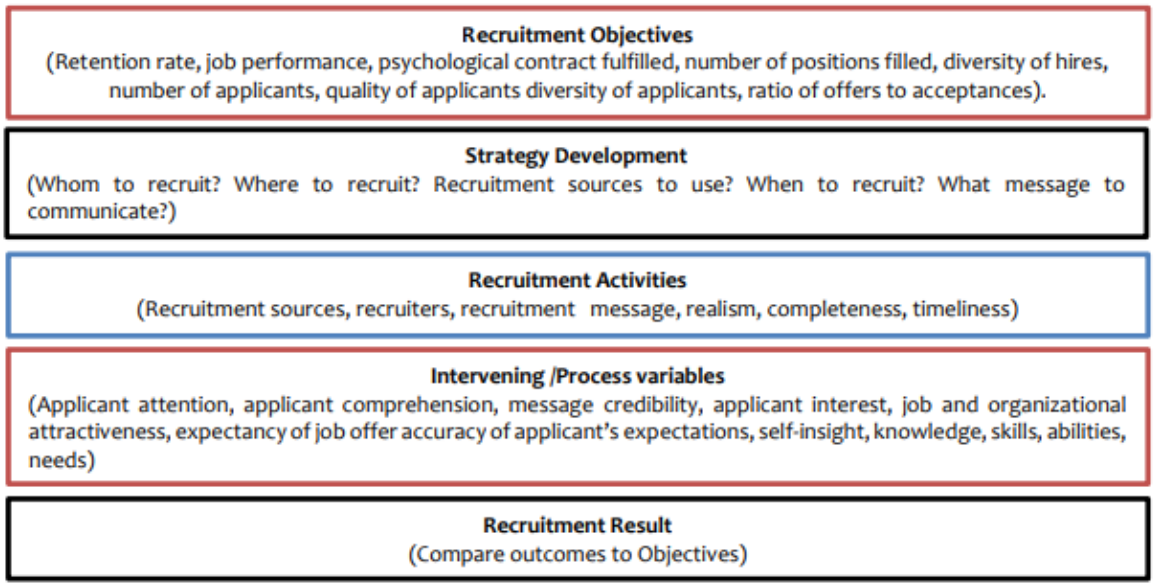
5.3 Recruitment and Selection Process of Paper21 Ltd. in Brief

PAPER21 Ltd. is always looking for top-caliber people who want the flexibility and resources to grow in their career. If anyone is the kind of person who has always stood out, PAPER21 Ltd. offer a place where you can continue to excel. No matter what is the field or range of interests, there are vacancies where the talents can likely be applied and developed. In PAPER21 Ltd. there are thousands of diverse people from different cultures and backgrounds working in a variety of different jobs in different fields. Here there is some requirements in the recruitment and selection process of PAPER21 Ltd.-

- Merit is the sole criteria for selection.
- Attitude is given as much weight age as functional competencies.
- Panel interviews comprising of HR Manager.
- Sources for recruitment are through campus, consultants, employee referrals, internal job postings and the internet.
- Antecedent verification is an integral part of our recruitment process.
- Medical fitness is pre-requisite for all positions.
- There is an equal opportunity employer and do not discriminate on the basis of race, community, religion or sex.

5.4 Recruitment Process of Paper21 Ltd.

A company's important intangible capital is human capital, which is the sum of the knowledge, skills, qualifications and experience of each employee. Additionally, three main stages generate candidates, maintain their status, and influence judgments about job choices. Furthermore, Paper21 Ltd. follows the five most important steps in the recruitment process are recruitment goals, strategy development, recruitment activities, variables and results of the recruitment process. These steps are described below:



Stage-1 (Recruitment Objectives)-This is the first stage of recruitment. In this section the organization determine the retention rate, number of applicants, quality of applicants etc.

Stage-2 (Strategy Development)- The second stage of the recruitment framework is strategy development. It includes the formulation of a recruitment strategy which is influenced by the response from the first stage. It includes whom to recruit? Where to recruit? When to recruit? What message to communicate?

Stage-3(Recruitment activities)- Recruitment activities include the recruitment advertisement and recruitment message. In order to be actual, recruitment message should be realism, completeness, timeliness). On the other hand, recruiting many employers is not overly concerned with post-hire outcomes.

Stage-4 (Intervening/process variables)-The process variables are applicant attention, comprehension, message credibility, interest, an accuracy of expectations and applicant self-insight. These variables directly influence the relationship between recruitment activities and recruitment outcomes.

Stage 5- (Recruitment results)-This stage relates the review and assessment of the sources of the recruitment process. The organization gets invaluable information of recruitment strategy from this stage.

5.5 Identify the Recruiting Sources of Paper21 Ltd

There are many sources of recruitment process. Paper21 Ltd. follows the both internal & external sources, what are given bellow:



Advertisement: Advertisement is a popular method of recruitment for Paper21 Ltd., as many recruiters prefer advertisement because of their wide area of reaching point. Advertisement must contain appropriate information, such as location of job, working condition, job description, compensation etc.

Announcement: For the internal source of supply, by notice board and personal memos on the other hand for the external source of supply, by mass media the HR dept. announce the vacancy announcement, and this vacancy announcement also includes internet, print media, recruitment budget, organizational culture, electronic media and urgency of recruitment etc.

Online Recruiting: Vacancy announcement on internet, now a day is more efficient & effective to used old or traditional format of advertising, HR dept. of Paper21 Ltd. has signed a contract with bdjobs.com, an online job site. Here they advertise about entry level, midlevel & top level job.

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

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

Notice Board: For recruitment sometimes the organization hanging notice boards for a specific position like driver, security guard technician or any other lower level post.

Employee Referrals: This is another source for Paper21 Ltd. Employee referral means using personal contacts to locate job opportunities. It is a recommendation from a current employee regarding a job applicant. The logic behind the employee referral is that “it takes one to know one”. Employees working in the, in this case, are encouraged to recommend the names of their friends working in other organization for a possible vacancy in the near future

5.6 Selection Process of Paper21 Ltd.

Selection is the process of gathering information for the purpose of evaluating and deciding who should be employed in particular jobs.

Screening Short-listing Applications

The responses to the advertisements are sorted and screened. The CVs as well as the Covering letters are judged. In the covering letter, the style and language of writing, the emphasis put on the areas asked for tin the advertisements and the quality of the letter (whether it is specifically tailored to the advertisement or just a standard response) are the aspects that are judged. Different weights are assigned to the selection criteria mentioned in the main specification depending on their relative importance. Based on the presence of these factors to the desired extent (experience, educational degree, computer literacy, etc.) the cumulative weights for all the applicants are counted and the short list of a sizable number of the topmost candidates is generated. However, the HR officials also study the CVs with the respective line manager to check whether any valuable deciding

parameter is missing that are mentioned in the CVs. Then the candidates selected in the shortlist are called for the written test.

Written Test

The Written test is a regular part of the normal recruitment process. It is conducted for maximum positions. The top management of Paper21 Ltd. believes the written test before the interview process has proved to be effective and a useful tool to select the desirable candidates. The written test has conducted in terms of knowledge about required fields. The candidates are called for the preliminary (first) interview based on their performance in the written test.

Selection Interview

The interview process is a three-tier one. A preliminary interview is conducted which follows the "elimination method". After that, the second interview takes place with a very few number of candidates. Then the finally selected person is called for the final interview. The interview time is kept convenient for the candidate, especially if s/he was working elsewhere at the time of interview. The shortlisted candidates must fill up an employee information form before the interview.

Reference Check

Reference checks allow obtaining information and opinions regarding the person's character, quality of the work and suitability for the position. It is an opportunity to validate the information received from the candidate via their resume and the interview. Speaking to the candidate's manager or other people whom they have worked with should also check internal candidates. The opinion of a referee who has worked can for an extended period is likely to be more accurate than the assessment from one to two hours of interviewing. Reference checks need to be done by the line manager or personnel of the HR department. During the interviews, the candidates would have given some examples of incidents, tasks or projects that can be asked about. The referee should be asked what the candidate did in those examples, which ascertain whether the information received from the candidate is consistent with that of the referee. Subjective questions may not always be a reliable guide; however, it can be useful to get the referee's opinion on areas such as quality and quantity of work, strengths and weaknesses etc.

Employment Decision

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

Pre-employment Medical Check-up

After submission of the application and the CV, the selected person has to go through full medical checkup that guarantees her/his physical fitness to perform the job successfully. A medical practitioner who uses a physical capability analysis that assesses the candidate against the physical capabilities documented for each role conducts the medical. A medical is also appropriate for internal candidates if they are applying for positions that require different physical capabilities.

5.7 Joining of the Candidate in Paper21 Ltd.

After completing all above process the selected candidate requested to bring all their academic & professional certificates along with their previous job separation confirmation application & other related documents and follow below criteria.

Offering the Role

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

Verbal Offer

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

- Tell the candidate that you would like to offer them in the role.
- Congratulate them.
- Tell them the remuneration package that is being offered, including superannuating.
- Ask them if they are happy with it.
- Ask them if they verbally accept the position.
- Tell them that we will be sending them a written letter of offer and introductory package.

Written Letter of Offer

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

5.8 Why CV's are rejected by Paper21 Ltd. in Selection Process

In selection process there are some important key points to short listing cv for final interview call. Paper21 Ltd. follows some strategy to reject a CV and find potential one.

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

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

Length of a CV: Interviewers do not want to know your whole life history. They just want to

know your actual purpose that match with the profession. But sometimes our CV's are corpus, so that interviewers do not find or put their attention to the actual message.

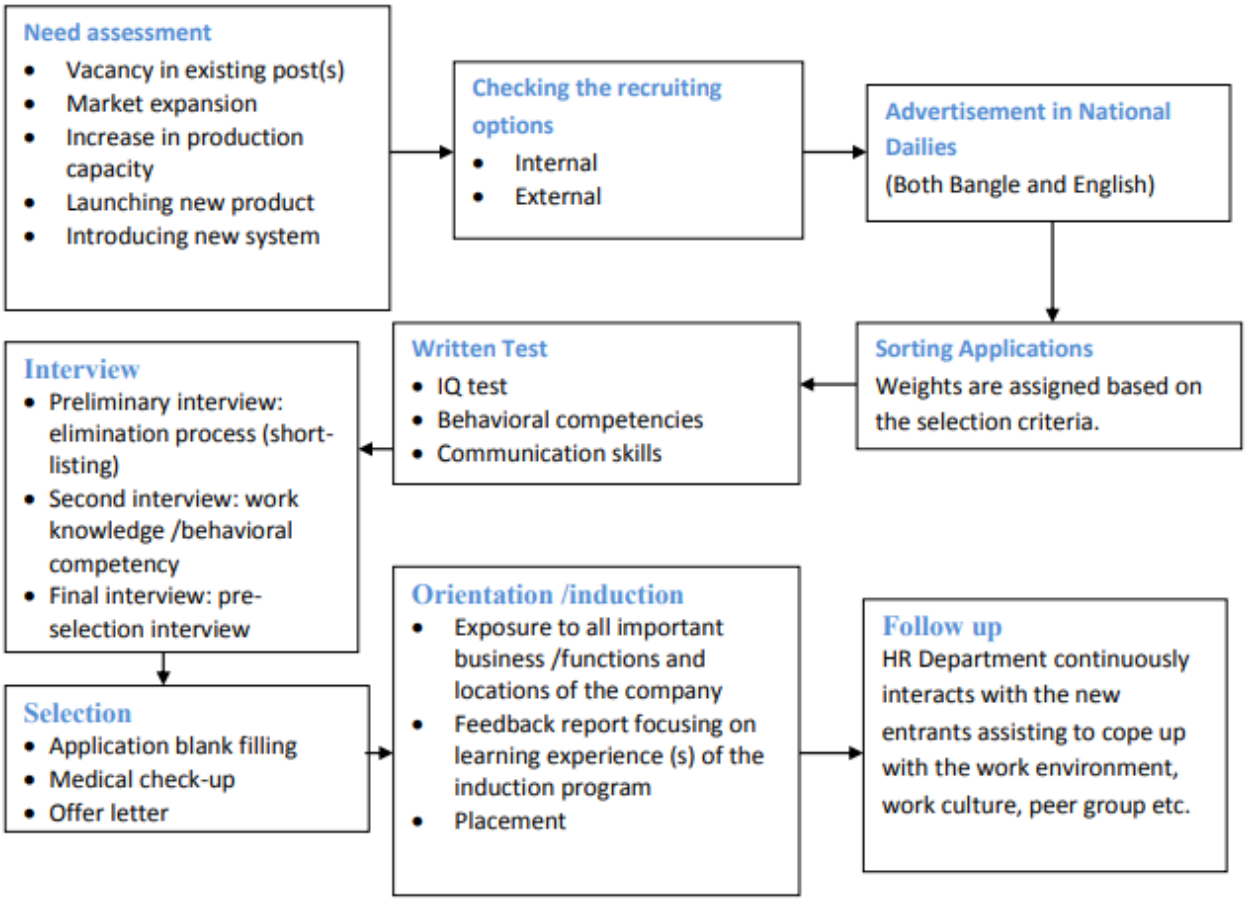
Too much information: Do not make your CV boring and difficult to read. Sometimes information is vague.

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

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

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

5.9 Summary of Recruitment and Selection Process of Paper21 Ltd.



Chapter-06
Findings of the Study

6.1 Findings

- In Paper21 Ltd., the major problem is that the company do not investigate properly about candidate s background or he/she has any crime report or not, when they recruit and try to select a candidate for any particular position.

- In Paper21 Ltd., does not check candidate's height and weight properly, so that after selection of a candidate cannot finish up his/her work efficiently and effectively because he/she cannot carry overload.

- In Paper21 Ltd. the company offers lower pay scale compare to market standard.

- Paper21 Ltd. has poor advertisement policy. Mostly they hire from reference and internal sources.

- Paper21 Ltd. mostly doesn't medical checkup properly and never investigate previous medical history.

- Paper21 Ltd. never participate in the job fairs for recruitment that's why the company don't have any candidate pool.

- In the job advertisement specially for bottom line employees, the HR department doesn't mention the pay structure. That's a harassment for candidates because maximum time the pay scale is under pay compare to market standard.

- The payment system of Paper21 Ltd. is not very pleasant. The company does not provide compensation and others like bonuses, incentives at fixed date.

- From the observation of mine, the company has a poor management who fails to provide fully furnished recruitment and selection process.

Chapter - Seven
Recommendations
&
Conclusion

7.1 Recommendations

- Paper21 Ltd. should implement a thorough background check process for candidates during recruitment. This should include investigating any criminal records and verifying educational backgrounds to ensure the credibility of potential hires.
- Paper21 Ltd. should assess candidates' physical fitness for job demands.
- Paper21 Ltd. need to align pay scales with industry standards.
- Paper21 Ltd. should participate in job fairs to build a diverse and dynamic candidate pool, ensuring a wider range of talents and skills.
- Paper21 Ltd. must ensure transparent job advertisements, especially regarding pay structure.
- Paper21 Ltd. need to implement a comprehensive medical checkup process for candidates, including an investigation into their previous medical history. This will contribute to a healthier and more productive workforce.
- Paper21 Ltd. has to invest in management training for a positive working environment and employee safety.
- The department may imply different employee benefits program and facilities to boost employees' loyalty and motivation to work for the organization.
- Paper21 Ltd. need to provide an eye on external recruitment process for better result.
- The payment system of Paper21 Ltd. is need to improve. The company should provide compensation and others like bonuses, incentives dispatch at same time.
- Less necessary official procedure in the recruitment and selection process of the company can be eliminated in order to make the process more effective.

7.2 Conclusion

My internship at Paper21 Ltd. has been very motivating for me. I got to know the HR department of an organization operates and the knowledge that I was provided in my BBA course works assisted me to compare theoretical knowledge with practical functions. During my internship, I have completed a survey to find out the Employees' opinion of the Recruitment and Selection Process of Paper21 Ltd. This survey helped me to know the opinion of the employees working. From breakdown of survey and my acute observation in the workplace, the employees were efficient and skillful in their work. According to the findings, it's clarified that, these Organization are supporting the recruitment and selection process almost rightly. Employees are agreed in most facts like, staffing, rightsizing, observation method and adequate pool given by HRM, use of HRM as a consultant, hiring other sources, training and development process. Overall, the total recruitment and selection process is going on a right direction, almost. It's a necessary step for organizations to ensure the implementation of recruitment and selection process. Recruitment is making by using clear notification of activates or task of the candidates. External sources are much more preferable by the employees than internal recruitment. And selection process is also designed according to the needed staffing system. It's indicate a better recruitment and selection process of these Organization, using the HRM department the much effectively. Maximum employees are supported with adequate pool which is given by HRM, for the quality applicant. Staffing process is also highly agreed by maximum population so it can be telling that, recruitment and selection process is working out nicely in these systems. Though there are far more facts which is being found in this report, which needs to be improve by practicing or changing the technique of recruitment and selection process strategy.

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