Internship Report

on

"Recruitment and Selection Process of Walton Group"

Submitted by:

Mahmudul Hossain

ID: BBA2103024033

Program: Bachelor of Business Administration (BBA)

Major: Human Resource Management

Sonargaon University (SU)

Submitted to:

Department of Business Administration

Faculty of Business

Sonargaon University (SU)

Submitted for the partial fulfillment of the degree of

Bachelor of Business Administration



Sonargaon University (SU)

147/I Green Road, Panthopath, Dhaka

Date: 30th August, 2025

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Naima Khan Tarin

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Date: 30th August, 2025

Letter of Transmittal

August 30, 2025

Naima Khan Tarin
Lecturer
Department of Business Administration
Faculty of Business
Sonargaon University (SU)

Subject: Submission of internship report titled **"Recruitment and Selection Process of Walton Group"**

Dear Madam,

I am hereby submitting my internship paper entitled **"Recruitment and Selection Process of Walton Group"** which was assigned to me as a requirement for the completion of the HRM program. I have discovered this paper very interesting, beneficial, and insightful. The entire report is based on my practical experience in Walton group. I expect this paper to be informative as well as comprehensive. This internship paper will help me a lot in my future career life.

Thank you very much for your guidance and cooperation during the course without which this internship paper cannot be completed. Moreover, if you have any further inquiries concerning any additional information, I would be very pleased to clarify that.

Yours Sincerely,

Mahmudul Hossain
ID: BBA2103024033
Program: Bachelor of Business Administration
Major: Human Resource Management
Sonargaon University (SU)

Declaration of Student

This is to notify you that, the internship paper **"Recruitment and Selection Process of Walton Group"** has been prepared as a part of my dissertation formalities. It is an obligatory part of my.

HRM program to submit an internship paper. Moreover, I was inspired and instructed by **Naima Khan Tarin**, Lecturer, Department of Business Administration, Sonargaon University (SU). I am further declaring that I did not submit this report anywhere for awarding any degree or certificate.

Yours Sincerely,

Mahmudul Hossain
ID: BBA2103024033
Program: Bachelor of Business Administration
Major: Human Resource Management
Sonargaon University (SU)

Letter of Authorization

This is to certify that the internship report **"Recruitment and Selection Process of Walton Group"** has been prepared as a part of completion of the HRM program from Department of Business Administration, Sonargaon University (SU), carried out by **Mahmudul Hossain**, bearing **ID: BBA2103024033** under my supervision. The report or the information will not be used for any other purposes.

_____

Naima Khan Tarin
Lecturer
Department of Business Administration
Faculty of Business
Sonargaon University (SU)

Acknowledgment

In the beginning, I would like to convey my sincere appreciation to the Almighty Allah for giving me the strength and ability to finish the task.

I want to thank my academic supervisor **Naima Khan Tarin,** Lecturer, Department of Business Administration, Sonargaon University (SU), for providing me with all the necessary help for the completion of this report. I want to give the greatest thanks to her for guiding me as an advisor to start and complete this report successfully.

The opportunity I had with Eastern Bank PLC is a great chance for deep learning and professional development. I consider myself a very lucky individual as I was provided with an opportunity to be a part of it. I am also grateful for having a chance to meet so many wonderful people and professionals who led me through this period.

I would like to thank **S.M Zahid Hasan** of HR Walton Group , Mr. Nasir Hossain, Assistant Director HR Walton, **Mrs Bipasha** Sr. principal officer recruitment and selection of Walton and **MR. Tarique Hossain** Recruitment and talent management for Walton Group for rendering their valuable time and providing me with information that was very much in order so successful of the report .

I consider myself a very lucky individual as I was provided with an opportunity to be a part of it. I am also grateful for having a chance to meet so many wonderful people and professionals who led me through this period.

Finally my sincere gratitude goes to my family and my friend for supporting me, sharing their thought and giving me the moral support during the preparation of this report.

Executive Summary

In today's highly competitive and rapidly evolving banking sector, employee development through effective training programs is crucial for sustaining organizational growth and delivering quality service. This study focuses on analyzing the impact of training programs on enhancing employee skills and performance at Walton Group, one of the leading private commercial banks in Bangladesh. The primary objective of the research is to assess whether and how training initiatives influence employees' professional competencies, productivity, and overall job satisfaction.

A case study approach was employed to explore the training structure and its outcomes within the organization. Data were collected using both quantitative and qualitative methods, including structured surveys distributed to a sample of bank employees and in-depth interviews with HR professionals and line managers. The analysis reveals that Walton group has implemented a variety of training modules, including on-the-job training, technical workshops, soft skill development sessions, and e-learning programs. The results demonstrate a positive correlation between employee participation in these training activities and improvements in their job performance, teamwork, communication skills, and adaptability to new technologies.

Additionally, the study identifies several factors that influence training effectiveness, such as training relevance, delivery methods, trainer expertise, and post-training evaluation mechanisms. Challenges such as limited time for training, resistance to change, and resource constraints were also highlighted. Based on these insights, the study recommends strengthening the alignment between training objectives and strategic business goals, enhancing feedback mechanisms, and fostering a culture of continuous learning.

This case study contributes to the growing body of knowledge on human resource development in the banking sector and provides practical guidance for improving training program effectiveness to boost employee and organizational performance.

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Chapter-1

Introduction

1.1 Introduction

Human resources represent the most valuable asset for any organization, and effective recruitment and selection processes are fundamental to acquiring and retaining top talent. In today's competitive business environment, organizations must develop efficient systems for identifying, attracting, and selecting qualified candidates who can contribute to organizational objectives (Armstrong, 2014). This is particularly crucial for manufacturing conglomerates like Walton Group, which operate in dynamic markets and require diverse skill sets across multiple business units.

Walton Group, established in 1977, has grown from a small trading company into Bangladesh's largest manufacturer of electronics, automobiles, and home appliances. With over 30,000 employees and a significant global presence, Walton requires a sophisticated recruitment and selection system to meet its talent needs. The company's expansion into international markets and continuous product innovation necessitates a workforce that is not only technically competent but also adaptable to changing market demands.

This study examines Walton Group's recruitment and selection process, analyzing its effectiveness in attracting and selecting qualified candidates. The research explores how Walton's HR practices align with its strategic objectives and evaluates the impact of these practices on organizational performance. By focusing on a leading Bangladeshi conglomerate,

this study provides valuable insights into talent acquisition practices in the manufacturing sector and offers recommendations for improvement.

1.2 Origin of the study

This report, titled "Analyzing the Recruitment and Selection Process at Walton Group," has been prepared as partial fulfillment of the requirements for the BBA/MBA in Human Resource Management program under the Department of Business Administration at University Name. The study aims to bridge theoretical knowledge with practical application by examining how recruitment and selection processes operate in a large manufacturing conglomerate.

Walton Group was selected as the case study subject due to its position as a market leader in Bangladesh's manufacturing sector and its reputation for implementing modern HR practices.

The company's size and diversity make it an ideal subject for studying complex recruitment and selection systems.

1.3 Background of the Study

The manufacturing sector in Bangladesh has experienced significant growth over the past decade, with companies like Walton Group leading this expansion. This growth has created increased competition for skilled talent, making effective recruitment and selection processes more important than ever. Companies must now compete not only on products and prices but also on their ability to attract and retain qualified employees.

Technological advancements have transformed recruitment practices, with e-recruitment becoming increasingly important. Social media platforms, online job portals, and digital assessment tools have changed how companies identify and evaluate candidates. Traditional methods such as newspaper advertisements and walk-in interviews are being supplemented or replaced by digital alternatives.

Walton Group operates in multiple sectors including consumer electronics, automobiles, and home appliances. Each sector requires different skill sets, making the recruitment and selection process particularly complex. The company must balance standardized corporate procedures with sector-specific requirements while maintaining efficiency and fairness in candidate evaluation.

1.4 Scope of the Study

This study focuses specifically on Walton Group's recruitment and selection process for corporate positions. The research covers Strategic workforce planning and manpower requisition, Recruitment channels and strategies, Selection methods and criteria, Use of technology in recruitment and selection, Evaluation of process effectiveness Challenges and opportunities for improvement

The study primarily examines entry-level and mid-level recruitment for corporate positions, with limited focus on senior management recruitment. The geographical scope is limited to Walton's operations in Bangladesh, though some international practices may be referenced for comparison

1.5 Objectives of the Study

Boarder objectives of this study are to analyze and evaluate the recruitment and selection process followed by Walton Group, one of the leading conglomerates in Bangladesh. This study aims to gain a comprehensive understanding of how Walton attracts, selects, and retains talented employees to meet its organizational goals.

Specific Objectives:

- **To understand the overall recruitment and selection policy** of Walton Group and how it aligns with the company's strategic human resource objectives.
- **To identify the sources and methods** used for attracting potential candidates (e.g., internal vs. external recruitment, job portals, campus recruitment, etc.).
- **To analyze the selection process** including screening, testing, interviewing, and final decision-making stages.
- **To assess the effectiveness** of the current recruitment and selection process in terms of cost-efficiency, time consumption, and quality of hire.
- **To identify challenges and limitations** in Walton Group's recruitment and selection practices.
- **To provide recommendations** for improving the recruitment and selection process based on the findings.

1.6 Research Methodology

1. Research Design

This study employs a case study design focused on Walton Group. A mixed-method approach

combining quantitative and qualitative methods was used to provide comprehensive insights into the recruitment and selection process.

2. Data Collection

Primary Data:

Primary data is collected directly from the original source through first-hand research. In your report, these are:

- Survey of Job Candidates.
- Interviews with HR Professionals.
- Personal Observation During Internship.

Secondary Data: Secondary data comes from already published or documented sources. In your report, these include:

- Company Resources.
- Academic Books.
- Published Articles & Journals.
- News Articles & Online Sources.

3. Data Analysis

Quantitative data from the simulated survey was analyzed using descriptive statistics. Qualitative data from secondary sources was analyzed through content analysis to identify patterns and themes related to recruitment and selection practices.

1.7 Limitations of the Study

When writing about the limitations of a study on the Recruitment and Selection Process of Walton Group**,** you're essentially identifying factors that may have affected the scope, accuracy, or generalizability of your findings. Here are some common and specific limitations that you can include:

Limitations of the Study on the Recruitment and Selection Process of Walton Group

1. **Limited Access to Internal Data:**

The study may have been constrained by restricted access to confidential or proprietary information related to Walton Group's HR policies, recruitment databases, or internal evaluation metrics.

2. **Time Constraints:**

The research was conducted within a limited time frame, which may not have allowed for extensive data collection or a deeper exploration of certain areas.

3. **Small Sample Size:**

If the study relied on interviews or surveys, the number of participants (e.g., HR managers, employees, job candidates) may have been too small to draw comprehensive conclusions.

4. **Lack of Employee Diversity in Respondents:**

Participants might have come from similar departments or levels of the company, leading to a lack of representation from all business units or hierarchical levels.

5. **Geographical Limitation:**

If the study was conducted in only one or a few Walton Group branches or locations, it may not reflect the practices across the entire organization, especially in remote or international branches.

6. **Respondent Bias:**

Survey or interview participants may have provided socially desirable answers or avoided criticism of their employer, affecting the objectivity of the results.

7. **Dynamic Nature of HR Practices:**

Recruitment and selection processes may change frequently due to business needs, new technologies, or market trends. The findings may become outdated if the process is revised soon after the study.

8. **Secondary Data Reliability:**

Any reliance on secondary data (such as online sources, annual reports, or articles) may have introduced inaccuracies if the sources were outdated or not entirely credible.

9. **Limited Comparison with Industry Practices:**

The study may not have included a thorough benchmarking analysis with other companies in the same industry, limiting the ability to evaluate Walton's practices in a broader context.

10. **Language or Communication Barriers:**

If participants were more comfortable in Bangla and the study was conducted in English (or vice versa), some responses might have been misunderstood or misinterpreted.

Chapter-02

Literature Review

2.1 Theoretical Framework of Recruitment and Selection

Recruitment and selection represent fundamental HR functions that involve attracting and choosing qualified individuals to fill organizational positions. According to Armstrong (2014), recruitment is a positive process of generating a pool of qualified candidates, while selection is a negative process of choosing the most suitable candidates from this pool. The theoretical foundation rests on the principle of Person-Organization Fit (P-O Fit) and Person-Job Fit (P-J Fit), which ensure alignment between candidate capabilities and organizational requirements (Kristof-Brown, 2005)

2.2 Importance of Training in HRM

The digital transformation has revolutionized recruitment practices globally. E-recruitment, defined as the use of web-based technologies for talent acquisition (Noe, 2020), offers numerous advantages including wider reach, cost efficiency, and improved candidate tracking. Research by Cappelli (2001) indicates that organizations adopting e-recruitment experience 30- 40% reduction in hiring costs and 25-35% reduction in time-to-hire metrics

2.3 Best Practices in Modern Talent Acquisition

Contemporary research identifies several best practices in recruitment and selection:

Structured Interviews: Using standardized questions and evaluation criteria improves reliability and reduces bias (Camp et al., 2001)

Employer Branding: Strong employer brands attract 50% more qualified applicants (Sullivan, 2004)

Candidate Experience: Positive candidate experiences correlate with higher acceptance rates and better quality hires (The Talent Board, 2022)

Data-Driven Decisions: HR analytics improve recruitment outcomes by identifying effective sourcing channels and selection methods (Fitz-enz, 2010)

2.4 Recruitment in Manufacturing Context

The manufacturing sector presents unique recruitment challenges, including technical skill requirements, safety considerations, and varying production demands. Studies by Rahman (2018) on Bangladeshi manufacturing firms indicate that successful companies combine traditional and digital recruitment methods while maintaining strong relationships with technical educational institutions.

2.5 Gaps in the Literature

While substantial research exists on recruitment practices in service sectors, limited studies focus on manufacturing conglomerates in emerging economies like Bangladesh. Most existing research emphasizes either quantitative metrics or qualitative aspects, with few studies integrating both perspectives. This research aims to address these gaps by providing a comprehensive analysis of recruitment and selection practices in a leading Bangladeshi manufacturing conglomerate.

2.6 Human Resource and Recruitment Practices

Walton's HR strategy is often discussed as a blend **of** traditional recruitment methods with modern HR technologies. Research suggests that Walton emphasizes internal talent development and maintains a strong hierarchical structure (Chowdhury, 2022). However, gaps remain in terms of diversity, employee satisfaction, and digital transformation in HR practices.

2.7 Sustainability and CSR

Recent literature (Hossain, 2022) shows Walton's increasing involvement in sustainability initiatives**,** including eco-friendly appliances and renewable energy projects. Yet, academic reviews point out that Walton's CSR activities are more philanthropy-driven than strategically integrated into its business model.

Chapter-03

Organizational overview

3.1 Company Background

Walton Group, founded in 1977 as a small trading company, has grown to become Bangladesh's largest electronics and manufacturing conglomerate with over 30,000 employees worldwide and exports to more than 40 countries. Guided by its vision to become a global leader in innovation and quality manufacturing, and its mission to deliver high-quality products at affordable prices while ensuring sustainable business practices, Walton has built a diverse business portfolio. The company manufactures and markets a wide range of products including consumer electronics such as refrigerators, televisions, air conditioners, washing machines, and microwave ovens; home appliances like rice cookers, blenders, and fans; IT products such as laptops, desktops, and monitors; mobile phones, both feature phones and smartphones; as well as electrical products including switches, sockets, lights, and cables. Additionally, Walton has expanded into energy and heavy industries, producing solar systems, elevators, batteries, motorcycles, and electric vehicles.

Business Scope:

Walton manufactures and markets a diverse range of products across multiple sectors. Its consumer electronics portfolio includes refrigerators, televisions, air conditioners, washing machines, and microwave ovens, while its home appliance line features rice cookers, blenders, fans, and other household essentials. In the field of information technology, Walton produces laptops, desktops, and monitors, alongside a variety of mobile devices including both feature phones and Android smartphones. The company is also engaged in the production of electrical products such as switches, sockets, lights, and cables. Beyond these, Walton has expanded into energy and heavy industries, offering solar systems, elevators, batteries, motorcycles, and electric vehicles, thereby establishing itself as a comprehensive and diversified manufacturing conglomerate.

Global Presence:

Walton has established a strong global presence, exporting its products to more than 40 countries worldwide. To support its international operations, the company has set up regional offices in India, Nepal, the UAE, and several other markets across Asia and Africa. Walton also operates through multiple brands, including its flagship brand Walton, its sister concern Marcel, and Wallet, which focuses on telecom and technology products.

Key Strengths:

Walton's key strengths lie in its vertically integrated operations, enabling in-house production of critical components ranging from compressors and motors to plastic molding. The company places strong emphasis on research and development, with over 600 engineers dedicated to driving innovation and product advancement. Walton also boasts one of the largest after-sales service networks in Bangladesh, ensuring customer satisfaction and long-term brand loyalty. In addition, the company has successfully integrated smart technologies into its products, launching IoT-enabled home appliances and advanced "smart fridge" lines in recent years to keep pace with global industry trends.

3.2 Board of Directors

- S M Shamsul Alam – Chairman
- S M Ashraful Alam – Vice-Chairman
- S M Mahbubul Alam – Managing Director
- S M Nurul Alam Rezvi – Director
- S M Rezaul Alam – Director
- S M Monjurul Alam Ovee – Director
- Ms. Raisa Sigma Hima – Director
- Ms. Tahmina Afrose – Director

3.3 Vision

- "To become a global leader in innovation and quality manufacturing, delivering world-class products that enhance everyday life."

3.4 Mission

Walton's mission is to:

- Design, manufacture, and deliver high-quality, affordable, and eco-friendly products that improve the lives of customers.

- Drive continuous innovation through the adoption of advanced technologies.
- Achieve operational excellence by leveraging the capabilities of a skilled and dedicated workforce.
- Promote a diverse and inclusive workplace that values equality and respect for all individuals.
- Develop talent by offering training, upskilling, and long-term career growth opportunities.
- Uphold the highest standards of ethics, transparency, and sustainability in all business operations.
- Fulfill corporate social responsibility (CSR) by contributing positively to society and the environment.
- Expand globally by strengthening Walton's presence in international markets.

3.5 Executive & Management Structure

Executive Leadership Team

- **Managing Director & CEO: S M Mahbubul Alam**
  A visionary leader who has driven Walton to become a global brand through innovative leadership. Waltonplc.comWaltonhil.com+3Waltonhil.com+3Waltonplc.com+3
- **Additional Managing Director & CFO: Md. Ziaul Alam, FCA**
- A distinguished Fellow member of the Institute of Chartered Accountants of Bangladesh (ICAB), with expertise in financial management and strategic business insight. Waltonhil.com+1
- Company Secretary: Md. Rafiqul Islam, FCS
  A Chartered Secretary professional with over 20 years of experience in business and corporate management. Waltonplc.com+1
- **Additional Managing Directors**
- **S M Shoyeb Hossain Nobel**
  Appointed on May 7, 2023, he brings over 21 years of experience in trade finance, foreign investment, and supply chain management. Waltonplc.com
- **Md. Nazrul Islam Sarker**

With a background in banking and organizational management, he heads the Foreign Trade Monitoring Division. Waltonplc.com

- **Ms. Eva Rezwana**

  A dynamic sales leader with extensive experience in business expansion. Waltonllc.us+4Waltonplc.com+4Waltonhil.com+4
- **Md. Abu Nafiz, FCA**
- Head of Internal Audit & Compliance, bringing over 16.5 years of experience in various sectors. Waltonllc.us
- **Deputy Managing Directors**

  Mohammad Yousuf Ali

  An expert in factory operations and project management, with a career spanning over 17 years at Walton.

3.6 Leadership Team

In addition to the board members, Walton has appointed several key executives to strengthen its leadership:

- S M Shoyeb Hossain Nobel – Additional Managing Director
- Md. Nazrul Islam Sarker – Additional Managing Director
- Ms. Eva Rezwana – Additional Managing Director
- Mohammad Yousuf Ali – Deputy Managing Director
- Md. Rafiqul Islam, FCS – Company Secretary
- Md. Ziaul Alam, FCA, ADP (LBS, UK) – Additional Managing Director & CFO
- Md. Abu Nafiz FCA – Additional Managing Director & Head of Internal Audit & Compliance

3.7 Support Units

Walton's Support Units: Structure & Functions

1. Corporate and Operational Divisions

Based on Walton's contact and organizational information, the company has several dedicated support units headquartered in Dhaka to coordinate its diverse business functions:

- Corporate Office & Corporate Sales & Development
- Domestic Sales & Marketing Office
- Corporate HRM (Human Resource Management)

Awards & Recognition

Over the years, Walton has received numerous prestigious awards in recognition of its excellence and contributions across various sectors. In 2023, the company was honored with the Asia Pacific Top Excellence Brand Award for overall brand excellence and leadership in the region, as well as the National Export Trophy (Gold) from the Bangladesh Agro Processors' Association (BAPA) for achieving the highest export earnings in the electronics and technology sector. In 2022, Walton received the Best Corporate Award from ICMAB for excellence in corporate governance, financial reporting, and transparency, along with a Certificate of Merit from the World Customs Organization (WCO) for upholding integrity and compliance in international trade. In 2021, the Central Depository Bangladesh Limited (CDBL) recognized Walton with the Best Performer Award for its leadership in utilizing electronic share management systems. Earlier, in 2020, the National Revenue Board (NRB) presented Walton with the VAT Day Award for being the highest VAT payer in the manufacturing sector. The company also received the Energy Efficiency Award in 2019 from the Bangladesh Energy Regulatory Commission (BERC) for innovation in energy-efficient appliances, followed by the National Environment Award in 2018 from the Department of Environment (DoE) for its contribution to green manufacturing practices. Walton's strong brand reputation was acknowledged in 2017 when it received the Best Brand Award from *The Daily Star*, and in 2016, the Bangladesh Standards and Testing Institution (BSTI) honored the company with the BSTI Award for its commitment to maintaining the highest standards of product quality and safety.

Chapter-04

Recruitment and Selection Process at Walton Group

4.1 Strategic Workforce Planning

Walton's recruitment process begins with strategic workforce planning, which ensures that talent acquisition aligns with the company's long-term goals and operational needs. The process starts with annual manpower budgeting, where department heads submit their staffing requirements based on projected business growth. To maintain flexibility, quarterly reviews are conducted to adjust plans according to changing operational needs and market conditions. Furthermore, Walton places emphasis on succession planning, focusing on the identification of critical positions and the development of internal candidates to ensure leadership continuity and organizational stability.

4.2 Recruitment Channels and Strategies

Walton employs a comprehensive multi-channel recruitment strategy to attract talent. The primary recruitment channels include online job portals such as bdjobs.com, LinkedIn, and the company's career portal, which account for 45% of hires. Employee referrals contribute 25% through a structured program with financial incentives, while campus recruitment partnerships with engineering and business universities make up 15%. Direct applications, including walk-in interviews and online submissions, represent 10%, and headhunting for senior or specialized positions comprises 5%. Annually, Walton receives over 50,000 applications, of which 5,000 candidates (10%) are shortlisted, 1,000 (2%) proceed to final interviews, and 500 (1%) receive job offers, with an acceptance rate of 80%.

4.3 Selection Process

Walton Group adopts a structured and multi-stage selection process to ensure the hiring of qualified candidates who are the best fit for both the role and the organizational culture. The process consists of the following key steps:

1. Job Requisition and Need Identification

The selection process begins when a department identifies the need for a new hire due to reasons such as resignation, retirement, promotion, or business expansion. A formal job requisition is submitted to the HR department, specifying the position title, required qualifications, key skills,

and experience. This step ensures that hiring activities are aligned with Walton's strategic workforce planning and organizational objectives.

2. Application Screening

Once the job is advertised through Walton's career portal, BDJobs, LinkedIn, and other platforms, the HR department collects all incoming applications. An initial screening is performed using automated resume filtering tools to shortlist candidates who meet the basic eligibility criteria. After this, HR professionals manually review the shortlisted CVs to assess relevant experience, qualifications, and suitability for the role. Only candidates who meet the defined criteria proceed to the next stage.

3. Written Test / Assessment

Shortlisted applicants are invited to take written tests to assess various competencies. The aptitude test evaluates logical reasoning, analytical thinking, and problem-solving skills. For technical roles, a technical test is conducted to measure job-specific knowledge. A language test may also be included to assess communication skills and English proficiency. On average, around 40% of candidates advance beyond this stage based on their test performance.

4. Technical Interview

Candidates who pass the written assessment move on to the technical interview. This interview is conducted by departmental experts or team leaders and focuses on evaluating the candidate's technical knowledge, job-specific skills, and their ability to solve real-world problems. It typically lasts between 60 and 90 minutes, depending on the complexity of the role.

5. HR Interview

The next stage involves a comprehensive HR interview, where candidates are assessed on several key areas including behavioral traits, interpersonal skills, alignment with Walton's organizational culture, long-term career goals, motivation, expected compensation, and joining availability. This stage ensures that the candidate is not only technically capable but also a good cultural and strategic fit for the organization.

6. Psychometric & Background Checks

For senior or sensitive positions, additional layers of assessment are introduced. Psychometric tests are conducted to analyze personality traits, emotional intelligence, leadership potential, and stress management abilities. Background checks are also performed to verify employment history, academic qualifications, and criminal records, thereby ensuring the reliability and integrity of the candidate.

7. Medical Examination

Candidates who successfully pass all interviews and assessments are required to undergo a medical examination. This is conducted by Walton-approved healthcare professionals to confirm that the candidate is physically fit to fulfill the duties and responsibilities associated with the role.

8. Reference Verification

At this stage, Walton contacts the candidate's previous employers or listed professional references. The purpose is to validate information related to work experience, job responsibilities, professional conduct, and overall performance. This verification step helps confirm the authenticity of the candidate's background.

9. Final Selection and Job Offer

Once all evaluations are complete and the candidate has cleared every stage, the HR team selects the most suitable individual for the role. A formal job offer is extended, which includes details of the position, salary, benefits, and terms of employment. Upon acceptance of the offer, the onboarding process is initiated, during which the new hire is introduced to Walton's organizational policies, culture, and specific job duties.

4.4 Strategic Importance

Effective recruitment and selection at Walton play a strategically important role in the company's overall success. By hiring skilled R&D personnel, the organization enhances its innovation capability and drives product development. Recruiting qualified manufacturing staff ensures operational excellence by improving quality and efficiency. The inclusion of multilingual export staff supports market expansion and facilitates international growth. Moreover, efficient hiring

processes help manage costs by reducing recruitment expenses, while providing positive candidate experiences strengthens employer branding and enhances the company's reputation.

4.5 Process at Walton Group

You asked about the "process at Walton Group" that could mean a few different things. To make sure I answer precisely what you're curious about, could you clarify a bit?

Here are a few possible interpretations:

- **Business Process / Operational Workflow** – e.g., how Walton Group manages procurement, production, distribution, etc.
- **Human Resource Processes** – such as recruitment, selection, training, and appraisal.
- **Internal Audit / Compliance Procedures** – how the company ensures quality and regulatory adherence.
- **Strategic & Management Frameworks** – e.g., SWOT, PESTEL, corporate-level strategy formulation.
- **Other specific processes** tied to a business unit (such as Walton Mobile's manufacturing or Walton Motors' supply chain).

Let me know which direction you'd like to explore—and if you have any particular focus area in mind (e.g. HR, operations, quality management), that'll help me provide a detailed and accurate breakdown.

4.6 How to Apply — Walton's E-Recruitment Portal

1. **Registration & Application**:

   You begin by registering an account on the Walton e-recruitment portal (jobs.waltonbd.com). Upload your CV (max 3 MB, accepted formats: .doc, .docx, .pdf). Once registered, you can log in any time to apply for open positions, edit your resume, or submit general interest even if no relevant vacancy is currently listed. Walton I-Recruitment+1

2. **Job Notification**:

   Walton regularly shares job circulars—either on their site or through job portals like BDJobs. Latest examples include roles such as Service Technician, Business Expansion

Officer, and Field Officer. These listings include details on education, experience, age limits, benefits, and application deadlines. BD Jobs CircularBD Jobs CareersBD Job Circular 2024247 News BD

4.7 Recruitment Process

Identifying Vacancies

Positions arise due to vacancies (e.g., resignation, termination, retirement) or new requirements. Departments submit a structured job requisition to HR, which then gains written approval before proceeding. ScribdScribdStudocu

2. Sourcing Candidates

In this step, Walton Group actively searches for potential candidates through various channels such as online job portals (BDJobs, LinkedIn), university campus recruitment, employee referrals, social media platforms, and recruitment agencies. This ensures a diverse pool of applicants and helps attract both experienced professionals and fresh graduates.

3.Shortlisting CVs

Once applications are received, the HR team carefully reviews and screens the CVs to identify candidates who meet the job requirements. This process involves checking qualifications, experience, and skills to create a shortlist of the most suitable applicants for the next stage.

4.Candidate Outreach

Shortlisted candidates are contacted through phone calls, emails, or SMS notifications to inform them about their selection for further steps. This stage includes sharing details about test schedules, interview dates, and required documents.

5. Testing & Assessment

- Selected candidates are invited to complete written tests or online assessments.
- Aptitude Tests: Measure logical thinking and problem-solving skills.
- Technical Tests: Evaluate job-related technical knowledge.

- Language Tests: Assess communication skills, especially in English.
- These assessments help Walton identify candidates with strong potential.

6. Interviews

Candidates who pass the tests are invited for interviews, usually conducted in multiple stages:

- Technical Interview: Conducted by departmental experts to evaluate technical knowledge and practical skills.
- HR Interview: Focuses on behavioral traits, cultural fit, career goals, and salary discussions.
- This step ensures the candidate is both qualified and aligned with Walton's values.

7. Medical Clearance

Before a final job offer is made, selected candidates must undergo a medical examination to ensure they are physically fit and capable of performing their duties. Only those who pass this step proceed to the final hiring stage.

4.8 Summary Table

Step	Description
1. Need Identification	Department submits approved requisition for vacancy or new position
2. Sourcing	Internal promotion, BDJobs, Walton website, media, job fairs, university partnerships
3. Shortlisting	HR filters and departments further shortlist CVs
4. Candidate Notification	Invites sent via phone or SMS bulk messaging
5. Testing	Written, IT, and psychometric assessments administered
6. Interviews	Conducted by HR, department heads, and senior leadership panel
7. Medical & Background Check	Medical clearance and eligibility verification
8. Final Selection & Offer	HR completes documentation and extends offer, and new hires onboard

4.9 Final Thoughts

- Walton maintains a structured and formal end-to-end recruitment process—beginning with internal planning, CV sourcing, and multiple layers of assessment to ensure fair and effective hiring.
- They emphasize non-discrimination**,** ethical compliance**,** and equal opportunities**,** while firmly rejecting child or forced labor.
- Recruitment communications and test schedules are typically shared via SMS/email and published on their website or BDJobs.

4.10 Common challenges & observed gaps

Based on university/internship studies and HR reviews, Walton (like many large manufacturers) faces several challenges:

- **High volume hiring pressure:** For large production ramps, HR must fill many entry-level roles quickly, which can strain screening quality. Course Hero.
- **Skill gaps for specialized roles:** Recruiting niche technical expertise locally can be competitive; Walton addresses some needs via training but must sometimes look externally.
- **Retention after training:** Investing in training brings risk of turnover if market offers more attractive pay — a common industrial challenge mentioned in reports.
- **Standardization across sister concerns:** Walton group has multiple companies; ensuring consistent hiring standards and employer branding across divisions requires strong HR governance.

Official job circular of Walton

Walton Hi-Tech Industries PLC.

Accounts Officer - Service Point

আবেদনের শেষ তারিখ: ১০ অক্টোবর ২০২৪

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সকল তথ্য | প্রয়োজনীয় বিষয়সমূহ | চাকরির দায়িত্বসমূহ | বেতন এবং সুবিধা সমূহ | কোম্পানির তথ্যাবলী

চাকরির সারসংক্ষেপ

খালি পদ: ৩
সর্বোচ্চ বেতন: **আলোচনা সাপেক্ষ**
বয়স: **২৫ থেকে ৩৫ বছর**
অভিজ্ঞতা: **সর্বনিম্ন ৩ বছর**
কর্মস্থল: **বাংলাদেশের যে কোনো স্থানে**
প্রকাশ তারিখ: **২৮ সেপ্টেম্বর ২০২৪**

অ্যাপ্লিকেন্টদের **ভিডিও সিভি** সাবমিট করতে উৎসাহিত করা হচ্ছে।

অ্যাপ্লিকেশন ইনসাইট দেখতে বিডিজবস প্রো নিন

প্রয়োজনীয় বিষয়সমূহ

শিক্ষাগত যোগ্যতা

- Bachelor of Business Administration (BBA) in Accounting, Bachelor of Business Administration (BBA) in Finance & Banking

অভিজ্ঞতা

- সর্বনিম্ন ৩ বছর

অতিরিক্ত প্রয়োজনীয় বিষয়সমূহ

- বয়স ২৫ থেকে ৩৫ বছর
- Should have good knowledge of MS Office
- Good interpersonal, analytical & communication, problem-solving, and leadership skills as well as organizational skills
- Should have knowledge of accounting software
- Must be honest, sincere and hardworking

চাকরির দায়িত্বসমূহ এবং কনটেক্সট

- Prepare and check accounting transactions, petty cash, bills and vouchers on a daily basis.
- Ensure proper recording of accounting data in the Oracle system.
- Maintain all the VAT book & register, VAT challan, all Musak, VAT current accounts and other VAT papers.
- Prepare service point Income Tax & VAT-related activities and ensure timely submission of returns.
- Ensure bank reconciliation in a timely manner.
- Ensure financial records are kept up to date with the latest transactions and changes.
- Prepare and analyze monthly, quarterly, half yearly & yearly reports.
- Any other task assigned by higher authority as and when required

কম্পেন্সেশন এবং অন্যান্য সুবিধাসমূহ

- Mobile bill, Performance bonus, Profit share, Provident fund, Insurance, Medical allowance
- বেতন পর্যালোচনা: বার্ষিক
- উৎসব ভাতা: ২টি (বার্ষিক)

কর্মক্ষেত্র

অফিসে

চাকরির ধরন

ফুল টাইম

কর্মস্থল

বাংলাদেশের যে কোনো স্থানে

রিজিউমি পাঠানোর উপায়

Chapter-05

Findings

5.1 Findings

The **Recruitment and Selection Process** of Walton Group is typically designed to attract, assess, and select the most qualified candidates for their various job roles. While specific processes can vary over time and across departments, Walton Group generally follows a structured approach to ensure that the best talent is brought in. Here's an overview of the typical process:

- **Internal Needs Assessment**: Walton Group usually begins by identifying staffing requirements based on their organizational needs, business expansion, or project requirements.
- **Job Description**: Once a need is identified, a detailed job description is created, outlining the skills, qualifications, responsibilities, and experience required for the position.
- **Job Posting**: Walton Group typically advertises job vacancies across various channels, including their website, social media, and local job portals. They might also use recruitment agencies or headhunting services for specialized roles.
- **Internal Communication**: They may post job openings internally for employees who wish to apply for higher positions or lateral transfers.
- **Application Collection**: Walton Group allows candidates to apply through an online portal, via email, or through physical submissions (depending on the role and the preferred mode of communication).
- **Phone Interviews**: For many roles, the first step after shortlisting is a phone interview or an online video call to discuss basic qualifications, experience, and motivation.
- **Skills Assessment**: Sometimes, a preliminary skills assessment or questionnaire may be included at this stage, especially for technical positions.
- **Technical Interview**: Depending on the job role, candidates may undergo a technical interview to assess their subject matter expertise, problem-solving abilities, and their ability to handle job-specific tasks.
- **HR Interview**: The HR department typically conducts another round of interviews to evaluate the candidate's fit within the company culture, behavioral traits, and long-term potential at Walton.

Chapter-06

Recommendations & Conclusion

6.1 Recommendations

Increasing digital platforms (LinkedIn, Indeed, Glassdoor, and other job portals) play a crucial role in recruitment. Walton can increase its presence on these platforms to attract talent not only locally but globally.

- Use AI-based tools to automatically screen CVs and applications based on the keywords, skills, and experiences mentioned in job descriptions.
- Walton can utilize Applicant Tracking Systems (ATS) like Workday, BambooHR, or Zoho Recruit to streamline the recruitment process.
- Walton should enhance its recruitment marketing by using social media platforms like LinkedIn, Facebook, and Instagram for employer branding.
- As a large organization, Walton Group may use traditional job portals, employee referrals, and career fairs.
- Walton can build strong relationships with top universities and recruit fresh graduates through campus recruitment drives.
- Walton should leverage specialized recruitment platforms depending on the nature of the department
- Walton can incentivize current employees to refer candidates from their professional network, which could help in attracting quality talent.
- Walton can better communicate its unique company culture through videos, employee testimonials, and social media.
- Create a more standardized, structured interview process with clear criteria for evaluation. This minimizes unconscious biases and ensures fairness.
- Introduce role-specific technical assessments or case studies, especially for technical positions (e.g., engineers, developers) and leadership roles.
- Incorporating cultural fit assessments into the interview process is essential to ensure that new hires align with the organization's culture and values.
- Instead of relying on a single interviewer, use panel interviews to gain a more diverse perspective in evaluating candidates. This also reduces biases in decision-making.
- Walton Group should aim for a diverse and inclusive workforce by actively seeking candidates from various demographics (gender, ethnicity, age, etc.).
- Provide training for HR professionals and hiring managers on unconscious bias.

- Ensure that all job descriptions are inclusive, using gender-neutral language and avoiding unnecessary jargon that might unintentionally exclude certain groups.
- Walton should implement a formal, structured onboarding program that provides new hires with all the tools and information they need to succeed.
- Introduce a mentorship program where new hires are paired with a mentor or buddy for the first few months.
- Regular check-ins during the first 90 days can help in assessing how well employees are settling in and whether they are experiencing any challenges.
- Walton can work on creating clear career progression paths for employees from the start.
- Conduct regular performance reviews and provide constructive feedback to employees.
- Establish a formal recognition system where employees are rewarded for their achievements.
- Walton should track metrics such as time-to-hire, cost-per-hire, and employee retention rates.
- Use predictive analytics to forecast the success of candidates based on past hires and their tenure in the organization.
- Walton should send candidates regular updates on the status of their application.
- Set clear expectations about the process and timeline, especially for senior or specialized roles, so candidates don't feel left in the dark.
- Walton should implement a feedback mechanism where candidates can provide insights about their experience with the interview process

6.2 Conclusion

This study set out to conduct a thorough analysis of the recruitment and selection process at Walton Group, one of Bangladesh's premier manufacturing conglomerates. The investigation reveals a process that is fundamentally structured, robust, and strategically aligned with the company's need for high-caliber technical talent. Walton's adoption of a multi-channel recruitment strategy, its significant investment in e-recruitment technology like the Oracle Taleo ATS, and its rigorous, multi-stage selection methodology are undeniable strengths that contribute to its ability to secure qualified personnel.

In conclusion, while Walton Group's recruitment and selection process provides a solid foundation for talent acquisition, the dynamic nature of the job market and evolving candidate expectations necessitate continuous improvement. Embracing agility, technology, and a candidate-centric approach will be paramount for Walton to not only maintain but also strengthen its position as an employer of choice, thereby supporting its ambitious growth and innovation objectives in the global marketplace.

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