



INTERNSHIP REPORT

On

Recruitment process of Standard Group

Submitted To:

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Program: BBA

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Internship Report
On
Recruitment Process of standard Group

Letter of Transmittal

August 30, 2020

Md. Azmol Hossain

Senior Lecturer

Department Of Business Administration

Uttara University

Subject: Submission Of Internship Report On “Recruitment Process Of Standard Group”

Dear Sir,

I Would Like To Submit The Internship Report On “Recruitment Process” Of Standard Group As A Part Of My BBA Program.

In preparing the report, i tried to collect the relevant information pertinent to this internship report to cover all the objectives. My sincerest gratitude to you for guiding me and giving me encouragement to fulfill this assignment on recruitment process. It was my privilege to work with you and i tried my level best to complete the internship report as per your guidance.

I Hereby Submit My Internship Report And Await Your Kind Consideration And Recognition. Your Acceptance And Appreciation Would Surely Inspire Me.

Sincerely Yours,

Ashik Iqbal

ID No: 2161011087

Batch: 39th

Program: BBA

Major: Marketing

Uttara University

Letter of Authorization

It Gives Me Immense Pleasure To Certify That The Projected Internship Report Has Been Completed By Ashik Iqbal. ID No.2161011087, Student Of BBA From 39th Batch, Uttara University Under My Supervision And Guidance. As Far As I Know, This Is An Internship Report Paper Made As Part Of BBA Program Which Has Not Been Published In Any Journal Or Submitted To Any Institution Or Department For Any Degree Of Diploma.

I Do Hereby Accept It And Fully Recommend The Internship Report For Evaluation.

.....
Md. Azmol Hossain

Senior Lecturer

Department of Busines Administration

Uttara University

Student's declaration

I am Ashik Iqbbal, hereby declare that the presented report of internship entitled is “Recruitment process of Standard Group” uniquely prepared by me after the completion of Eight Weeks work at Standard Group. This report has been prepared under the direct supervision of Md. Azmol Hossain, Senior lecturer, Department of Business Administration, Uttara University, Dhaka.

I also confirm that, the report is only prepared for my academic recruitment not for any other purpose. I also declare that this report has not been submitted to any other University/Institute previously for an academic qualification/certificate, diploma or degree. I also confirm that the report is prepared for academic purpose only.

.....

Ashik iqbal

ID: 2161011087

39th Batch

Program: BBA

Department of Business Administration

Uttara University

Supervisor's Declaration

It is my pleasure to certify that, Ashik Iqbal, ID No.2161011087, student of BBA from 39th Batch of Uttara University, has completed his internship successfully on “Recruitment Process of Standard Group” with acceptable performance under my supervision. I wish him success in his life.

He is permitted to submit the report.

.....

Md. Azmol Hossain

Senior Lecturer

Department of Business Administration

Uttara University

Acknowledgement

Successful accomplishment of this report is the outcome of the contribution of number of people, especially those who provided time to share their thoughtful guidance and suggestions for me.

At the beginning, I would like to pay my gratitude to the Almighty God for giving me the ability to work under all circumstances and time constraints.

First of all, I indeed grateful to my honourable supervisors for their Positive Support Md. Azmol Hossain , Senior Lecturer, Department of Business Administration, Uttara University

I would like to thank the authority of to give me the valued opportunity to do my internship in their prestigious organization. The experience and knowledge gained at helped me immensely to address and understand all the elements related to my report, which I otherwise would not have understood so well.

To complete my internship was indeed a great pleaser and a unique experience for me. It was also challenging and exciting event for me as it gave the freedom.

Executive Summary

This Report, Titled “ **Recruitment Process Files** ” is a result of the bba internship program in utara university .such programs help us to apply our understanding of theoretical knowledge to practice. This report details the recruitment process files , standard group is one of the longest running garment manufacturing companies in Bangladesh . Having established in 1984, it has one of the largest woven garment manufacturing facilities in Bangladesh including sweater production facility. During this eight-week internship program, i worked in the recruitment process of hr department, where my main responsibility was to recruitment process files . I have analyzed the recruitment process of standard group from the view of theoretical definition, practical application, basic principles followed and technology used in the whole process. Therefore, the main focus of this study relates to the knowledge i have gained in training and personal experience working in this section. In this report, the primary part is composed of an introduction, purpose, objectives, limitations of the study. The second part of this report discusses standard group company profile. In the third part, i discussed data collection & processing methods. In the fourth part i discussed details the hr method of standard group. In the following section, after these processes they also check that if the employee worked their company before or not by BMS system.

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CHAPTER-1

Introduction

1.1 Description of the study topic

In addition to academic education, it is difficult for a student to achieve such practical business knowledge, as a student can't compete with others who know the business world. An internship is an opportunity where a student can gain practical knowledge or experience working in an institution. To get experience, we must be taken a eight-week internship program at any institution as a student of Uttara university.

As part of my bba program, this internship program allowed me to gain practical knowledge of how a recruitment process method in Bangladesh. I choose standard group which is one of the longest running garment manufacturing and (RGM) sector human resource play a vital role. I worked under in the hr department of Recruitment process.

In this area, i completed my internship report. This study i would like to share my experience after working with company named standard group. Standard group in internship my project was in a broader perspective hr management.

1.2 Objective of the study

General objective

The main objective of this report is to have an assessment about Recruitment process & selection process activities of Human Resource department. In broader perspective I have also tried to learn all the activities of Standard Group.

Specific objective

1. To know about the test (Vision test, Color blindness test, Peg board test, written test).
2. To know about viva they take after written test.
3. To know about the Biometric system (BMS) (finger scan, data savings, take picture, previous data check).
4. To know about the orientation class & the handbook given employee after joining.

1.3 Limitations of the study:

- Time constrains
- HR department employees are busy, sometimes it seems hard to get their attention.
- Within this limited period, it is a bit tough to track all the facts accurately.

CHAPTER-2

Company Profile



Established in 1984, Standard Group is one of the longest running garment manufacturing companies in Bangladesh. Over the years, the company has grown substantially in both size and customer base. It has one of the largest woven garment manufacturing facilities in Bangladesh including sweater production facility. In addition, the company has its own in-house garment washing, printing, embroidery, apparel design, garment testing and various accessories production facilities. Standard Group has one of the most comprehensive and technical manufacturing systems in the country. From the beginning of the order process to the end; we provide a complete and efficient solution each step of the way. Our production lines utilize the newest technologies available in the market; which alongside our highly skilled workforce are able to produce garments with the highest quality.

2.1 History of the Organization

Standard Group started its garment and apparel manufacturing operations in 1984 under the corporate operations of The Civil Engineers Limited. It was the blooming era for the for the neo-industrial revolution in Bangladesh after the Jute Industry.

Two young professionals freshly graduating from Bangladesh University of Engineering and Technology (BUET), established The Civil Engineers Limited in 1969 and sown the first seed for Standard Group. The Civil Engineers Limited is a construction-based company that earned many awards and recognitions at a national level. While the garments revolution was emerging out in the economy in mid-80s, Engr. Mosharraf Hussain and Engr. Atiqur Rahman took a very strong step towards joining the garments industry.

Today, Standard Group stands as one of the leading garment manufacturers in Bangladesh.

2.2 Organizational Structure

1969	Engr. Mosharraf Hussain and Engr. Atiqur Rahman enlightened their professional career in the field of civil engineering and started company THE CIVIL ENGINEERS LTD. of Standard Group – Construction Division.
1984	Standard Garments Industries Ltd. Incorporated as one of the country's Pioneer Garments manufacturer and Exporter specialized in woven area products: Outer Wear, Top and Bottom item.
1986	Quilting facilities put in operation in own factory premises to cater the increasing customers demand.
1987	Polyethylene pack manufacturing plant installed to meet and ensure smooth and steady supply of poly bag for Standard Group Garments Divisions.
1990	Average factory growth rate 2.33 per year, which brought factory strength in total 14 units.
1991	Standard Group enriched their production floor accommodation in own 12 storied building premises at Tejgaon Industrial Area.
1993	Paper carton manufacturing plant established to ensure packaging quality and smooth delivery of carton boxes.
1994	Standard Stitch Embroidery Factory set up which covers up to 15 colors.
1999	Average factory growth rate 1.13 facilitates factory strength reaching to in total 23 units.
2000	20 storied high-rise own factory building including facilities of Hospital and Medicare Center, Washing plant, Sand Blasting and poly bag unit.
2000	Standard Insurance Ltd. started as one of the country's pioneer Insurance Company covering general, marine and automobiles Insurance.
2001	Standard Sourcing Hong Kong started.
2002	TITCO Bangladesh – Thai joint collaboration Trading House.
2003	9 Storied 600,000 sq. ft. factories and 6 Storied 150,000 sq. ft. washing plant including facilities of Quilting, Packaging, Hospital & Medical Center at Konabari.
2004	20 storied high-rise building at Mohakhali Commercial Area opening soon as Standard Group corporate office location.
2004	New Sweater Factory project with 200 machines
2005	Printing facilities operational.
2006	12 Stories 300,000 sq. ft. area added to the lineup.
2010	Joint venture with AMAAN Germany.

2.3 Mission

To become a market leader in the industry by maintaining strong long-term relationships with our valuable stakeholders in order to meet challenges and demands of the globalized business environment through competitiveness, innovation, excellence, and accuracy in work.

Vision

To become a niche global player in the textile testing business by delivering economic value to customers through quality of work and maintaining safety in work & environment.

❖ Objective of the Organizations:

- Adhere to high ethical standards that exceed compliance standards set by our customers.
- Provide equal employment opportunity to all employees.
- Encourage innovation and adopt necessary changes.
- Ensure a safe & healthy working environment for all our employees.
- Abide by all laws and regulations set by both our customers and the government.
- Assist all employees and their families in need.
- Keep our production environmentally friendly.

2.4 Product/Service of AOC group

Woven	Knit	Accessories	After Effects	Services
Bottom Top Active & Sports Wear Inner Wear Overall Outer Wear Woven Accessories	Sweaters, Pullover, Cardigans Knitted Vest and Tank Tops	Carton Poly bag Rib Belts Elastic Drawstring Elastic Draw cord Gum tape Cello tape Belt tape Twill tape Paper Sticker Label	Washing 1. Dry Process 2. Wet Process Embroidery Printing Dyeing	Testing Laboratory 1. Softline Testing 2. Quality Assurance Training Design House 1. Creative Design Consultation 2. Artwork Development 3. Sample Development

2.5 Market

Our customer base ranges from small retailers to large hyper-marts. Our customers are situated in North America, Europe and Asia. We have built long lasting partnerships with each of our customers through impeccable service and consistent quality assurance.

2.6 Department where I worked

I started my internship from 20 July, 30 August, as an intern at Standard Group in Human Resources Department. As an intern i have performed numerous activities. My main task was selecting the employee and all the recruitment process. It includes many processes to selecting an employee like check all the documents are valid & correct, take different types of exams (Vision test, Color blind less test, Peg board test and written test), viva, BMS, register employee in papers & Computer. Through the internship program I have learned regular work as well as corporate work experience that I never could have learned in the classroom. Moreover, Besides the regular office work I have learned to deal with the challenges of the corporate industry, got the opportunity to apply knowledge gained from the academic experience, explored many scopes to observe various roles and jobs in the corporate sector and all these learning's helped me to gain real world experience in corporate world.

CHAPTER-3

Data collection & processing

3.1 Methodology of the study

This Study Is The Reflection Of Three Months Internship Program At The Standard Group, 26 Sahapara Road, Gazipur 1700. As An Internee I Had To Collect Data & Information From Both Primary And Secondary Sources From That Busy Corporate Environment.

3.1 Data description

In order to make this report more meaningful and presentable, two sources of information have been used. The study requires a systematic procedure from the department of the topic to final preparation. To perform the study, the data sources are identified and collected, these are classified, analyzed, interpreted and presented in a systematic manner and key points have been found out. The overall processes of methodology are given below-

Data have been collecting from two sources:

- Primary sources.
- Secondary sources.

I used both primary and secondary data to prepare the report.

3.2 Ways of data/ information collection

The report has been prepared based on primary and secondary data. I collected data by the following ways

□ **Primary Sources:**

- Face to face conversation with the respective officers
- Direct Observation
- Practical desk work

□ **Secondary Sources:**

- Annual report of Standard Group.
- Internal server and external websites of Standard Group.
- Performance appraisal process

Job description for each employees Standard Group

3.3 Data/ information Processing Method

Collected primary data through face to face conversation with employee, manager, and studied additional data from secondary sources. All the collected data have been analyzed with MS Office software.

CHAPTER-4

Findings and Analysis

Objective 01: To know about the test (Vision test, Color blindness test, Peg board test, written test).

Standard group take various kind of test, there is classification base on employee position. For worker, helper, Operator there is some kind of test these are the vision test, Color blind less test, Peg board test also written test. And for officer level employee like admin, assistant manager, officer, they take written test and computer test.

Test for helper & operator: Standard group take vision test to the helper, worker & iron man.

1. **Vision test:** In a page there are different colors & in this color there are number written, examinee have to tell the number written in the paper in a certain time. If the examinee correctly tells the number within certain time, he/she pass, there are different grades (a, b, c, d) these marks depends on how quickly they respond.
2. **Color blind less test:** In this test there is a beeline/line around many colors, examinee has to show the line to the examiner correctly by using his/her hand within certain time.
3. **Pegboard test:** In this test there is a two-sided board each side have 50 holes and total 100 holes in the both sides. In a corner of that board there are 100 sticks with two colors, examinee have to fill the holes with those sticks but each side he/she have to fill with certain color in certain time.

- 4. Written test:** Standard group take written exam in different way. They take these exam bases of employee education quality. There are different division of questions like S.S.C., H.S.C., Honors/BBA, and Masters. For S.S.C passed candidate they take written test with S.S.C level questions and master's candidate for master's level questions.

For promotion they also take written test but in these exams most of the time question are related with the position basis.

- 5. Computer typing test:** Typing test basically for officer level employee like assistant officer, Admin, Assistant manager. They test how many words candidate can type in a minute most of the time they require English (40-60) word in a minute and Bangla (35-50) words.

Objective 02: To know about viva they take after written test.

Viva is taken all the candidate by standard group. They take viva who is candidate for jobs by seeing their qualification. They ask different types of question in viva this depend on the candidate educational background, experience, also seeing which department he/she is.

In viva they check out the document's first to see the hard copy are correct and all the signature's and other things are given or not. Try to know them self as much as they can in period to see the candidate are suitable for that job or not by asking about themselves, try to know their skills, talents, knowledge and experience (if they have).

For promoting the employee stand group also take exams and viva to know that the employee is capable for that position or not.

In the viva there are examiners from hr department, general manager or dgm or agm, assistant manager, head from the department which they needed for. In the viva for worker, helper & operator levels recruitment there is only hr department head and assistant manager who is taken the viva.

Objective 03: To know about the Biometric system (BMS) (finger scan, data savings, take picture, previous data check).

BMS system is used to saving data of every employees who work in Standard Group. Even security guard, cleaner's information also saved there. Employee's pictures, finger prints and all personal information storage in there.

In recruitment process after viva hr department check candidate that the person is worked there before or not in their group by using BMS system finger prints scan. If the person worked there before than after scanning their all information showed.

So, the HR department can see the candidate is honest or not. They check this for sometimes candidate told in viva that he/she didn't work there before but in the BMS check examiner found their data. This is also do for sometimes workers do illegal things in the company and they deprived from the work or runaway but after some periods they came back to work there, so the company can find out the info and can take necessary action or can cancel the candidate application.

Standard group taking workers attendance in & out time by using facial recognition system and it linked with the BMS system. When worker keep their face in front of the facial recognition system the frs check worker face from the BMS storage server. And automatically worker attendance day, date, time record and save in the server.

Objective 04: 4. To Know About The Orientation Class & The Handbook Given Employee After Joining.

Orientation Class: in orientation class hr department first introduce the employee about the company. Then tell them about the salary/wages, bonus, leave policy and working hours about the employee. Tell them about the company rules regulation and how they should behave with the other employees. Professional health and safety they should be aware of. Factory inspection, emergency departure plan and the idea about fire equipment is major. Company policy (child labor, disciplinary policy, grievance policy, maternity leave policy, marriage principles, compensation and benefit, what to do in emergency). Also give them idea about the welfare benefits, company benefits, job description.

Employee Handbook: In employee handbook there are written many rules and regulation that helps an employee lot to know about the company.

❖ **There are 9 chapter in employee handbook.**

Chapter-1: Recruitment policy of employment, Procedures, Terms & Conditions of employment (Necessary document, Age of the candidate), Recruitment & Promotion procedure these four points they discuss.

In chapter-2 they discuss about Salary/wages (wages for piece rate), Increment of wages, Overtime allowance for additional work, Payment time of wages, Deduction form wages & Compensation (compensatory amount in some cases) these points they discuss in this chapter.

In chapter-3 they discuss about employee working hours, Overtime hours, Intervals for rest or meal.

Chapter-4 they discuss about all kind of leaves & holidays like leave and holidays with wages (weekly holiday-1, festival leave-11, casual leave-10, sick-14),

Standard Group give 112days maternity leave to the employee with full salary and free medical checkup. Maternity leave & benefit (Computation of maternity benefit and maternity benefit given in case of death of a pregnant woman). Standard Group offers various Maternity benefits for its female employees. Each pregnant woman is provided with light work during pregnancy, maternity leave, free weekly health checkups by certified doctors and other benefits. Standard

Group is among the first companies to provide Maternity Welfare benefits to employees in Bangladesh.

Chapter-5 they discuss about the health & hygiene, cleanliness, ventilation & temperature, sufficient lighting, removal of wastages, artificial wet process, drinking water.

Chapter-6 they discuss about the safety system like precautions in case of fire (what should employee do), fencing of machinery, employment of experienced persons on dangerous machinery (in dangerous machinery they allow to work to operate only experience employee), chemical preservation, personal protective equipment.

In Chapter-7 they discuss about the admissible benefits, medical facilities (first aid box), child care center, lunch & rest place, prayer space, welfare officers.

Chapter-8 they discuss about the retrenchment, discharge, punishment for misconduct & conviction, punishment procedure termination of employment by the employer without dismissal & others, termination of employment by the worker, disciplinary procedure (grievance handling, smoking, in case of offence).

In Chapter-9 they discuss about the record of services, miscellaneous (behavior, dress policy, shifting duty), conclusion.

CHAPTER-5

Findings, Recommendations & Conclusions

The findings of the project on the talent acquisition process of Standard Group are briefly stated below: -

- Standard Group encourages fresh graduates to start their career in their organization. The reason behind recruiting fresh graduates is that they can create their manpower based on the organization culture by providing relevant training which helps Standard Group to create a productive manpower.
- Based on employee skills, educational background, experience and talent of work employees are recruited in the organization.
- Standard Group has a structured and standard selection process. This is strictly followed by the selection board that is empowered by the organization to avoid any unfair activities during hiring employees.
- Most of the employees are highly motivated and satisfied working with their seniors and subordinates. However, management must be more concern of tackling employee grievance to avoid any sort mismanagement.

5.2 Recommendations

Standard Group has extremely wonderful and systematically working techniques. To recommend Standard Group is quite difficult thing for me as an internee. The new changing HR professionals carry with new responsibilities and confronts. But all things around us are changing at an accelerating rate. I have found some points to be noticed to Talent Acquisition Process section for betterment of Standard Group.

- Right now, Standard Group (CEC) hasn't any permanent place to take the exams and viva to the candidate. So, I suggest to take and select a better place for taking the exams and viva.
- In Standard Group (CEC konabari branch) in the main office where most of the employees (Officers) who worked they treated better with food (tea, biscuits, bread, etc.) but in the floor workers (officers) they don't treat like them. But on the other hand, others officers served 4 or 5 times a day. I just think in some view of point this is not right. Because of these officers who work in the floors can be demotivated and their main intention can be just how they can get promotion and work in the main office so that they can be treated like them.
- HR often faces difficulties to accommodate trainee as there is not enough room to conduct training session. Therefore, HR should ensure a number of new training rooms to conduct training smoothly.

5.3 Conclusion

The standard group is one of the largest & longest running garment manufacturing companies in Bangladesh. It has one of the largest woven garment manufacturing facilities in Bangladesh including sweater production facility. The standard group has been producing garments for well over 35 years. In addition, the company has its own in-house garment washing, printing, embroidery, apparel design, garment testing and various accessories production facilities. Standard group has one of the most comprehensive and technical manufacturing systems in the country. From the beginning of the order process to the end; we provide a complete and efficient solution each step of the way. Our production lines utilize the newest technologies available in the market; which alongside our highly skilled workforce are able to produce garments with the highest quality.

As a student of bba whereas major subject is marketing; practical knowledge about hr sector is very much necessary for by doing internship in this company it has been possible to gain practical knowledge about marketing sector. The findings and analysis of the research are about standard group environment, its people, its work, its products and its service provided to its distributors. Also, the main findings about strategic hr environment of standard group.

CHAPTER-6

Internship Experience & Reference

❖ Internship Experience

6.1 Work, Workflow and people met

My Internship Standard Group, Started On 20th July, 2020 And End On 30th August, 2020. During These Eight Weeks Pandemic Situation Covid-19, I Was Assigned In Jarun, Konabari, 26 Sahapara Road, Gazipur 1700 The Standard Group And Was Given Responsibilities Of Different Divisions To Perform And To Gather Some Valuable Knowledge And Practical Experience. This Practical Experience Is Necessary For The Development And Preparation Of An Individual In The Job World. It Was A Great Opportunity For Me To Get The Chance To Work In Different Departments Of Standard Group With Other Officers During My 2 Month Internship Period.

6.1.1 Duties and Responsibilities department

I Worked In The HR Department In Of My I Eight Weeks Internship I Worked This Department With My Supervisor And Others Officers. From The 1st Step Candidate Cv, All Certificates Checks, Applications Check And Taking Written Test, All Kind Of Tests Then Measurement That Which Candidate Has Good Number, Skills, Experience Depending On This And Taking The Viva-Board And Joining I Directly Worked With My Supervisor And Sometimes. I Helped My Others Officer In Their Training Season. My Supervisor Md. Ashadul Islam (HR Assistant Manager) Helped Me And Encourage Me Lot To Work With This Department. In This Whole Period Of My Internship I Worked With Him By Sited His Desk. I Also Work Under Md. Ekramul & Hamid Sir. Besides All The Officers Are Always Encourage To Me Work And Helped Me Lot. And Practically I Learned Lots Of Things In Which I Need To Work Future.

6.2 Significant pleasant and/or unpleasant incidences

6.2.1 Significant pleasant incident

Some of the significant pleasant incident is caught my eyes that are given bellow:

- Strong employee bonding.
- Working Environment is so much good and friendly.
- All Employee and staffs of Standard Group they are very much helpful & friendly.
- They always show positive attitudes with their new Employee.

6.2.2 Significant unpleasant incident

There was no unpleasant incident during my internship period. But I did not like many things in Company that are given bellow:

- Lack of modern service orientation.

6.3 Linkage between work-internship topics

I had some linkage between my work-internship topics. Working at Standard Group was a great experience for me. I have learnt many things from them. There are few specific work-internship topics linkage I have performed in Standard Group. These are:

- **File documentation:** File documentation is one of the main responsibilities regarding my internship in this organization. I had to collect, and arrange, various types of official document according to their importance. For this purpose, I had to coordinate with different sector of Recruitment and Selection Department at HR.
- **Coordination among department:** I had to coordinate with different department of the organization.
- **Entry of information in office document and soft copy:** I had to input office documents and update the office document. Data entry and database management is remarkable of them.

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Appendices

1. Recruitment Source

- Internal source
- External source

2. Selection source

- Selection

The selection procedure

- Background
- Source Evaluation Board Members
- Qualifications and Experience of FAR Source Selection Evaluation Board Members
- Maintain the right focus
- Follow the process
- The importance of industry exchanges
- Handling sensitive proposal information—a critical requirement
- Important of Proposal Evaluation Criteria
- Source Selection Plan (SSP)

3. Selection Process

- Selection
- Objective of selection
- Mode of selection process

Different Selection

- Screening and Short-listing Applications
- Written Test
- Selection Interview
- Reference Checks
- Employment Decision
- Offering the Role
- Verbal offer
- Written letter of offer