



United International University
QUEST FOR EXCELLENCE

INTERNSHIP REPORT

**On Recruitment & Selection Practices of Teletalk Bangladesh
Limited**

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LETTER OF TRANSMITTAL

May 11, 2019

Piana Monsur Mindia

Assistant Professor

School of Business & Economics

United International University

Subject: Submission of Internship Report on Recruitment & Selection practices of Teletalk Bangladesh Limited.

Dear Madam,

It is privilege to let you know, I have completed my internship program in Teletalk Bangladesh Limited. The 10 weeks internship program has been an extraordinary ordeal to me as it furnished with wide experience to the expert condition.

I sincerely hope that this report meets your approval and requirements and demonstrate my ability to present internship report. I am submitting this report for your kind consideration and thanking you for your constant assistance and guidance. Hope that you would be pleased to accept my report and oblige me

Sincerely yours,

Sayda Rumaiya Tabassum

ID: 111 123 007

United International University

ACKNOWLEDGEMENT

First of all, I might want to offer my thanks to Allah for enabling me to complete the report in due time. I would like to thank my parents for helping and guiding me throughout this phase of the internship as well as throughout my academic life. Without their guidance and faith in me, I could not have come this far in my life.

I might want to express my sincere gratitude to internship supervisor Piana Monsur Mindia, Assistant Professor, Department of Business Administration, United International University, for giving me the chance with detailed feedback & advice on this report. As she always gave me suggestions in my whole BBA life. The blessing, help & guidance given by her time to time shall carry me to a long way in the journey of life on which I am about to embark. Without his continuous support and suggestion, I can't be able to prepare this report.

I like to express my thanks and deepest gratitude to Teletalk Bangladesh Limited for giving me the opportunity. I also want to acknowledge the guidance of Sk. Md. Masum, Manager, Admin & Mahmuda Akther Murshid Sumi, Executive, Admin member of Admin Department Of Teletalk Bangladesh Limited, who spared their valuable time for me. I will never forget their kind and friendly behavior.

Lastly, I would likely to thank my friends, family members and all well-wishers for their continuous support in various ways for helping me to complete my internship report.

During my internship period, I have never felt lost as I have always been guided by my supervisors and co-workers in a proper way. This internship has helped me to learn in-depth knowledge about HR and would help me future career in a more proper way.

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EXECUTIVE SUMMARY

This is temporary internship job report in view of the three months' time frame entry level position program that I had effectively finished in Teletalk Bangladesh Limited under Human Resource Departments from 04.11.2018 to 31.01.2019 as a requirement of my BBA program.

Teletalk Bangladesh Limited began its business task on 31 March 2005 with skyscraping desire. Thinking about the season of activity of other existing administrators in this field, this period may appear to be little, yet thinking about the primary year of activity of an administrator, it's a really critical time. Likely it's the correct occasions to assess the accomplishments it has made contrast them and what it could have accomplished and furthermore to examine the chances and dangers which are approaching over.

The most striking achievement of Teletalk is the droop in Tariff Structure. When Teletalk reported its tax the durable oligopoly between other private portable administrators were broken. Sound challenge came into the versatile I showcase causing practically half, if not more, decrease in cost both as far as SIM cost and use rate. The drop in cost made cell phone reasonable notwithstanding for the low-pay gathering of individuals. Utilizing a cell phone before long turned into a need it's no more an extravagance.

Of course, essential information and auxiliary information were utilized to set up this report. Essential information originated from my everyday perception and talking workers. Optional information was gathered by Organization worker handbook, site, and significant books. I endeavored to limit to predisposition and deliver an unprejudiced report. Their selective HR hones assist them with achieving their objectives. Henceforth, the administration improvement programs are acquainted with refresh their representatives.

This report endeavored to look on how and why enrollment and determination process has done. This report additionally demonstrates my perception on enrollment and choice process. This report gives some proposal which may enhance their procedure. At long last, the report permits concentrating on hypotheses and ideas utilized as a part of Teletalk Bangladesh Limited.

CHAPTER 1

INTRODUCTION

1.1 Introduction

Telephone density of Bangladesh is as yet the most reduced in South Asia, as indicated by the measurements of the International Telecommunication Union (ITU). About 1.56% among 100 individuals approaches telecom office. It demonstrates the high potential in the media transmission part in Bangladesh. The current media transmission organizations working in Bangladesh have been getting a charge out of an upper hand on account of less worldwide challenge yet this situation is soon to change as worldwide monsters are concentrating on Bangladeshi markets with separated administration and upper hands.

Teletalk Bangladesh Limited was framed to work the system introduced by BTTB and it has been fruitful in working a standard system and give appropriate support of the general population of Bangladesh. Teletalk has presented numerous alluring bundles and every one of them have been invited by the market. From the earliest starting point of its starting, Teletalk got tremendous ubiquity as it set off the genuine challenge in the market.

1.2 Goal of the report

The important objective over the instruction should better keep clarified via the following descriptions as regards in what this subject has been selected. Since, Telephone density sector over every near every concerning the nations bear obtained touched along HR related things then bear according to treat along altogether tactfully. So, the goal of the study:

- ❖ To identify key HR policy, Recruitment and Selection process, Training, need & assessment layers and issues of Teletalk Bangladesh Limited.
- ❖ Map key HR policy concerns of Bangladesh in the light of the recent changes in regional and international setting.
- ❖ To gather the experience about the total HR policy, activities, and its importance through visit the organization.
- ❖ To acquire a practical knowledge and personal observation about the overall HR policy procedure, functions, principles and its nature.

1.3 Scope regarding the report

Internship offers practical potential to the students as regards corporation's sensible field. The student has the great possibility in conformity with gather competencies in relation to the organization. The student execute familiar with organizational environment yet cultural commitment. Teletalk Bangladesh Limited owe a good HR team. So, here is the scope over knowing respecting HR related things, was extensive because of me to gather associated to my theoretical knowledge. Teletalk Bangladesh Limited, as a reputed organization of the country, has extensive subject between treatments together with HR which helps me within making ready my report as much as one of a kind one.

1.4 Significance of the study

The learning focuses of capabilities then have an effect on HR Department concerning Teletalk Bangladesh Limited about recruitment and selection process and all HR related things managing the overall organization policy. It also addresses how the company is benefited through HR Department. I in general tried after focus regarding the HR related issue is accelerated by the coverage done via Teletalk Bangladesh Limited.

1.5 Limitations of the study

The limitations of the study are listed below:

- ❖ **Time Limitation:** Absolutely constrained time was once one over the most confronted obstacles while making ready this report. The period of internship is three months, which is entirely insufficient to understand an extensive area.
- ❖ **Data Confidentiality:** Data of the company is exclusive & critical. The fundamental barrier between making ready that report used to be facts confidentiality. Though I saw the company inside process up to expectation is life used within technology then evaluating any crucial operation, I was recommended now not according to reveal so much between my internship report.
- ❖ **Place limitation:** Seeing that I used to be attached only along the HR Department, I was no longer capable in imitation of venture of deep department as are related or closely associated with HR
- ❖ **Information Validity:** facts were once amassed through observation yet discussion together with company personal. So half policies of HR did not enabled in conformity with know.
- ❖ **Lack of Information:** Getting incomplete of the applicable paper is now not published. Many procedural matters are conducted directly into the operations by way of the pinnacle management level, as may also bear partial kind about restrictions.

1.6 Methodology of the study

This report is qualitative between natures. In-depth interview regarding the company personnel, a range of professional file are analyzed in accordance with acquire the information. Personal interview was instituted out of the officials on exclusive wings over HR Department.

1.6.1 Data Collection Techniques

Essential wellsprings of data: The essential information gathered from following sources:

- Up close and personal discourse.
- Phone dialog.
- Practical work.

Optional wellsprings of data: The auxiliary information gathered from following sources:

- Official sites of Teletalk Bangladesh Limited.
- Various reports of Teletalk Bangladesh Limited.
- Web.
- Books.

CHAPTER 2

OVERVIEW

OF

Teletalk Bangladesh

Limited



2.1 Company Profile

Teletalk Bangladesh Limited is an open restricted organization, enlisted under the Registrar of the Joint stock organizations of Bangladesh. Teletalk Bangladesh Limited was consolidated on 26 December 2004 as an open restricted organization under the Companies Act, 1994 with an approved capital of Tk. 20,000,000,000 being the main government-supported cell phone organization in the nation. Around the same time, the Company acquired Certificate of Commencement of Business. All out offers possessed by the Government of the Peoples Republic of Bangladesh. Teletalk Bangladesh Limited proceed to develop and connect clients through responsible pledge to offering excellent items and administrations just as driving client maintenance and reliability software engineers. Teletalk keeps on being piece of the transformation that is associating a large number of Bangladeshi individuals and around the globe

Teletalk Bangladesh Limited has moved forward and reinforced its way throughout the years and accomplished a few accomplishments genuinely to be pleased with, as the main Bangladeshi portable administrator with 100% local specialized and designing human asset base, Teletalk flourishes to wind up the genuine individuals telephone – “Amader Phone”

Teletalk Bangladesh Limited has ceaselessly extended its system, to all more likely oblige its developing client base just as to keep the guarantee of giving better administration. Starting at now, Teletalk has effectively settled its system toehold in 64 Districts, 402 Upazilas and the greater part of the expressways. Teletalk is proceeding with its system extension to achieve more corners of Bangladesh.

2.2 Objective of Teletalk Bangladesh Limited

Essential targets for which the company was shaped and formed are featured here under:

- To give cell phone administration to the general population from people in general area.
- To guarantee reasonable challenge among open and private segments and along these lines to protect open intrigue.
- To meet a bit of unmitigated extreme interest of cell phone.
- To make another wellspring of income for the legislature.

2.3 Mission Statement

Teletalk Bangladesh Limited's mission is to innovate and constantly find new ways to enhance service to customer's current needs and desires for the future.

2.4 Vision Statement

Teletalk Bangladesh Limited's vision is to know customers and meet their needs better than anyone else.

2.5 Management Hierarchy of Teletalk Bangladesh Limited

Each association keeps running under some specific offices. Teletalk Bangladesh Limited is additionally not extraordinary. There are a few positions in Teletalk Bangladesh Limited's management, here are the key focuses which are listed below:

The flowchart is given below-

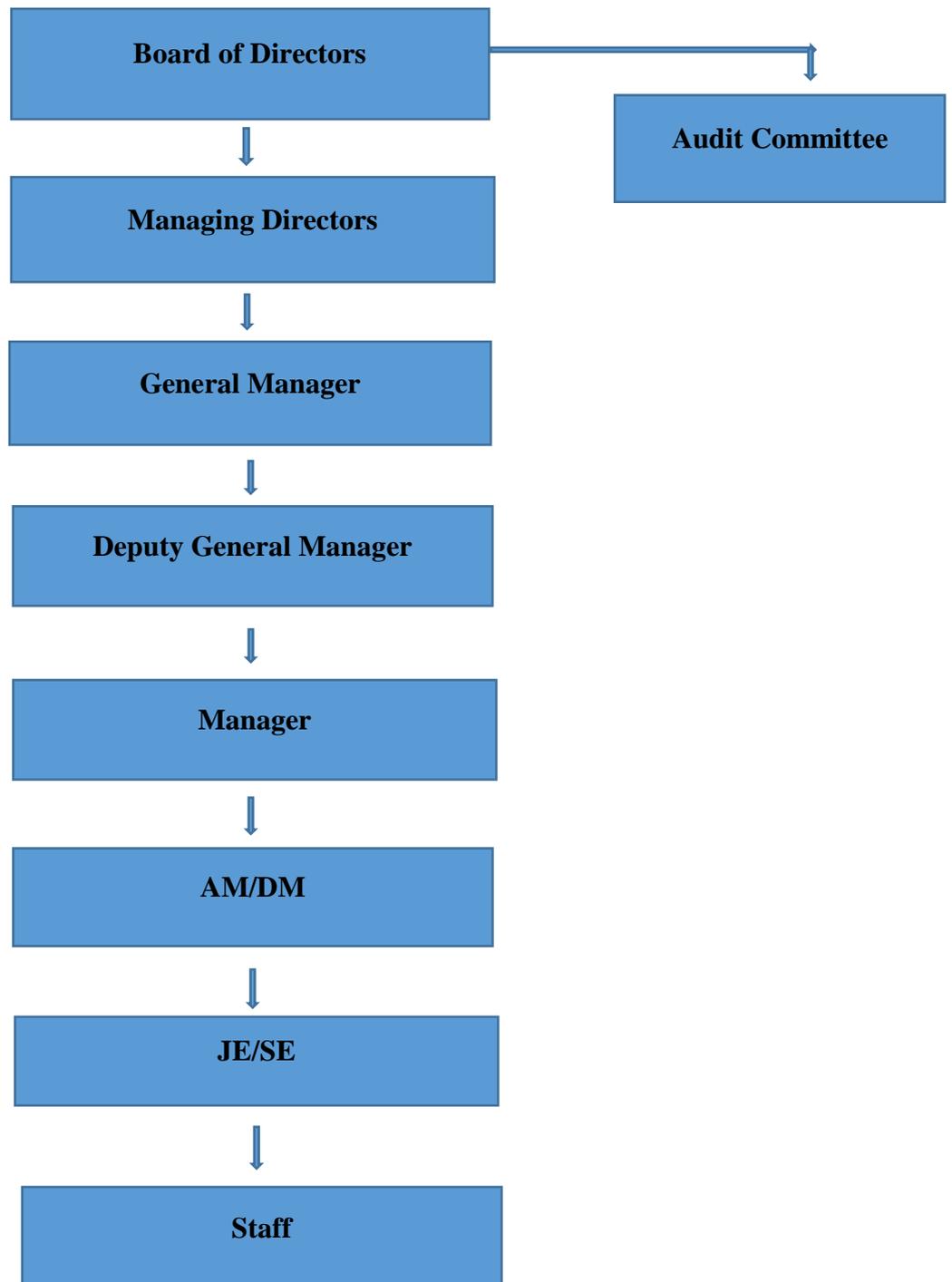


Figure: Management Hierarchy of TBL

2.6 Divisions of Teletalk Bangladesh Limited

Each association keeps running under some specific offices. Teletalk Bangladesh Limited is additionally not extraordinary. There are a few divisions in Teletalk Bangladesh Limited, the key focuses are given underneath:

1. **ADMIN:** Admin division attempts to control the business office format, wellbeing, and support, controlling in general worker the executives, security staffs and faculty the board and so forth. Furthermore, keeping up elective locales for crisis clearing is additionally a piece of the regulatory activity. They additionally, do HR work.
2. **PLANNING & IMPLEMENTATION:** Arranging and Implementation is another vital division. They fundamentally do making arrangements for future movement of the organization. Other than arranging, they additionally do the disadvantage about how the arrangement will be actualized.
3. **REGULATORY & CORPORATE RELATION:** This division is for the most part in charge of making and keeping up a corporate relationship. So as to prevail in the present business showcase, you need a solid corporate linkage. This division is accountable for all taking care of lawful issues by govt. and so on.
4. **MARKETING & SALES:** This division is for the most part in charge of making and keeping up a corporate relationship. So as to prevail in the present business showcase, you need a solid corporate linkage. This division is accountable for all taking care of lawful issues by govt. and so on.
5. **SYSTEM OPERATIONS:** Framework Operation is a standout amongst the most vital offices in Teletalk, System task division fundamentally does standard pinnacle task and support action. They likewise administer center system, a radio system, and transmission joins.

6. **CUSTOMER RELATION MANAGEMENT:** Client Relation Management office fundamentally attempts to keep up a functioning association with the current endorsers and speak with the new supporter. CRM fundamentally store and break down the endorser information which incorporates utilization design, type, and volume. In the wake of breaking down information, they fundamentally help another division by giving an endorser profile.

7. **FINANCE & ACCOUNTS:** Fund and Accounts is the core of any business capacities since they are in charge of planning. Fund and Accounting division of Teletalk Bangladesh Limited is responsible for financing into a various proposition, business banding together, just as new item advancement. Money controls budgetary bookkeeping, making compensation sheets for representatives, keeping up compliances and so on.

8. **IT & BILLING:** IT office is fundamentally kept up and introduce the official IT utensils. They oversee LAN and WAN. They additionally guarantee legitimate equipment, programming, and system updates establishment, reinstallation, changes and migrations. They additionally do investigate for various IT issue. Charging division deals with charging issues of clients. They are fundamentally in charge of the charging and charging from endorsers.

2.7 Product & Services of TBL

Name of the products & services of Teletalk Bangladesh Limited are listed below:

Products & Services of Teletalk Bangladesh Limited					
PREPAID	POSTPAID	3G SERVICES	DEVICES	VAS	CORPORATE
Youth 2G	Gravity	High Speed Internet	3G Internet Modem	FnF – Friends & Family	
Youth 3G	Rajanigandha	Mobile TV	MFi	Push Pull Services	
Teletalk 4G					
Ekush 2G	Shapla	Video On Demand	Pocket Router	VMS – Voice Mail Service	
Ekush 3G				SMS – Short Message Service	
Bijoy 2G				Bangla SMS	
Bijoy 3G				International SMS	
Shadheen 2G				Internet SMS	
Shadheen 3G				GPRS	

Agami 2G				Missed Call Alert	
Agami 3G				Phone Block Backup Service	
Mayer Hasi				Online Recharge	
Shapla				Malicious Call Blocking Services	
Bornomala				Teletalk Voice Adda	
Projonmo				Special Value Added Services	
Oporajita					
Sagotom					

Some pictures of the products & services are showing below:





MissCall **Alert**

TELETALK
YOUTH





2.8 SWOT Analysis of Teletalk Bangladesh Limited

S.W.O.T. is an acronym that stands for Strengths, Weaknesses, Opportunities, and Threats. A SWOT examination is a sorted out rundown of your business' most prominent qualities, shortcomings, openings, and dangers. Qualities and shortcomings are interior to the organization. Existing organizations can utilize a SWOT examination, whenever, to evaluate a changing domain and react proactively.

The SWOT analysis of Teletalk Bangladesh Limited is listed below:

STRENGTH	WEAKNESS
Ease supplier with respect to its rival.	Untimely passage in a mature advertise.
Endorser tendency to Teletalk as a legislature claimed association.	The advancement of improvement of system is far underneath from the supporter desire.
Teletalk's everything associations are ISD and EISD.	Association charge is high relatively.
Teletalk is the main indigenous organization utilizing GSM administration.	An absence of potential and productive manpower.

From the earliest starting point, it is sans giving TNT approaching.	Insufficient human power.
It has additionally given approaching office up to 2015.	Neglected to distinguish the distinction between the created market and building up the market.
Besides, its commitment to our economy can be remarkable.	Lower special exercises regarding promotional advertisement.

OPPORTUNITIES	THREATS
Teletalk can utilize the picture of nearby and government-claimed association.	An up and coming versatile specialist co-op named WARID TELECOM a worry of Dhabbi gathering and present market rivals.
Presentation of new and innovation and administrations.	The development of innovation which is new current and customer situated.
Grow the market in a rustic territory.	Another imperceptible danger is a land telephone administrator.
Teletalk can utilize the experience of BTTB.	

CHAPTER 3

LITERATURE

REVIEW

3.1 Definition of Recruitment

The way toward finding and procuring the best-qualified competitor (from inside or outside of an association) for an employment opportunity, in a convenient and financially savvy way is known as recruitment. The enrollment procedure incorporates breaking down the necessities of a vocation, drawing in representatives to that activity, screening and choosing candidates, enlisting, and coordinating the new worker to the association.

"It is the way toward finding and drawing in proficient candidates for the business. The procedure starts when newcomers are looked for and closes when their candidates are submitted. The outcome is a pool of candidates from which new representatives are chosen". In this, the available open doors are given wide introduction and fitting candidates are encouraged to submit applications with a specific end goal to have a pool of qualified plausibility for sensible assurance.

In Recruitment, information is accumulated from captivated hopefuls. For this particular source, for instance, every day paper see, business exchanges, inside headway, et cetera are used. In the enrollment, a pool of qualified and charmed contenders is settled on for a decision of most sensible hopefuls. Enrollment addresses the vital contact that an association makes with potential delegates.

3.2 Strategies for Recruitment

Enrollment systems imply the strategies by which an affiliation compasses to the potential business searchers. At the end of the day, these are methods for building up contacts with the potential candidates. It is essential to specify that the enlistment techniques are not quite the same as the wellsprings of recruitments. Probably the most imperative techniques for recruitment are as per the following:

COORDINATE METHOD: In this strategy, the agents of the affiliation are sent to the potential candidates in the educational and getting ready establishments. They develop contacts with the hopefuls searching for occupations. These representatives work in cooperation with

circumstance cells in the association's Persons looking for after organization; building, helpful et cetera programs are generally gotten along these lines.

Now and again, some business firms develop arrange contact with the teachers and demand informa-tion about understudies with splendid insightful records. Sending the enlistment expert to the customs, semi-nars, setting up appears at fairs and using flexible office to go to the desired concentrations are some extraordinary procedures used to develop organize contact with the movement searchers.

BACKHANDED METHOD: Indirect strategies incorporate commercials in daily papers, on the radio and TV, in proficient diaries, specialized magazines and so on. This strategy is valuable when:

- Association will not observe reasonable contender to considered elevated to top level.
- At point when the association needs to contact a tremendous domain.
- At the point when association needs to top off logical, profes-sional and specialized posts.

THIRD PARTY METHOD: These incorporate the utilization of private business offices, administration experts, proficient bodies/affiliations, worker referral/proposals, intentional associations, exchange associations, information banks, work contractual workers and so forth to build up contact with the activity searchers.

3.3 Purpose & Importance of Recruitment

Effective recruitment is an immediate impression of the legitimacy and polished skill of any business. Utilizing the opportune individuals for business is the most critical piece of association. The purposes are listed below:

- Helps to decide the present and future necessities of the association on conjunction with.

- Increment the pool of employment applicants at least cost.
- Helps to increment the achievement rate of the determination procedure by diminishing the quantity of unmistakably.
- Helps to trace under qualified or overqualified work candidates.
- Prompts meet the affiliation's genuine and social duties as for the bit of its workforce.
- Enlistment is a positive limit in which consideration is given to the occupations open in the affiliation and charmed hopefuls are encouraged to submit applications with the ultimate objective of the decision.
- Evaluates the feasibility of various enrolling frameworks and hotspots for an extensive variety of occupation hopefuls.

3.4 The Enrollment Process

Associations, contingent upon format & particular requirement includes uncommon systems which incorporate to the enrollment procedure. The general approach of recruitment procedure, one that is utilized by most associations or organizations crosswise over different businesses is given underneath:

1- Determine Post Requirements: Fundamentally, the progression allows & permit HR chief, procuring director, and different individuals from the administration on fresh skills to go on with the new post is necessary to continue the vacancy at present disclosed to topping off. Process should done through precise way, it is exactly what whole examination is for.

As indicated by human asset chiefs, the position or expected set of responsibilities is the "center of an effective enrollment process". All things considered, it is the primary device utilized as a part of creating appraisal tests and inquiries for the candidates. Under this step there are some factors to conduct, given below:

Construct an expected set of responsibilities: Before whatever else, the association should first know precisely what it needs. Or on the other hand who it needs. It may be the case that the association regarded a requirement for work that is excluded in the present program of employments. Subsequently, the need to make another one. Employment examination includes

recognizable proof of the exercises of the activity and the traits that are required for it. These are the principle parts that will make up the set of work responsibilities. This part must be done well since the set of working responsibilities will likewise be utilized as a part of the activity and when the time has come to source out abilities. The expected set of responsibilities, by and large, incorporates the followings-

- Title and other basic data about the activity position.
- The main aim of vacant position as per unit, business category and entity wholly.
- Major responsibility for the vacant post.
- Essential background of selected post and skills as well.

Review the job description: Once the expected set of responsibilities has been made, it is a smart thought to audit it for precision, and to evaluate whether it is present or not. Likewise, in situations where sets of expectations are as of now set up, there is a need to return to them and check their precision and materialness regarding the norm. Consider the possibility that the set of working responsibilities is now obsolete. An audit will uncover the need to refresh the expected set of responsibilities, for current materialness. There are three positive results from leading a survey of the set of working responsibilities:

- To guarantee persistent change of the authoritative structure: It could be a proficient method for directing authoritative review, to figure out which occupations are repetitive and therefore never again required & selective competencies that are important to fulfill the job.
- To assess abilities for each situation: In as much as conditions and work conditions change, so will the requirements for the action. It is possible that an occupation may require another competency from the worker that it didn't require beforehand. By evaluating the aptitudes, the impact of the action inside the definitive structure is ensured.
- To determine salaries: Unless the administration is aware, laborer/representative playing out particular occupation might under compensated, prompting disappointment. By auditing the set of working responsibilities, an administration can evaluate by activity is given or total which similar to aptitudes & capabilities necessities.

Set minimum qualifications for candidates: These are the fundamental necessities that candidates are required to have a specific end goal to be considered for the position. These are required for the worker to have the capacity to achieve the basic elements of the activity. In this manner, they ought to be pertinent and specifically identify with the distinguished obligations and duties of the position. The association may likewise select to incorporate other favored capabilities that they are searching for, over the base or essential capabilities.

Fix a range: This activity holds place with a compensation extend that is regarded equivalent to the obligations and duties that accompany the position. Besides consenting to enactment, (for example, government rules regarding minimum pay and extra payments decided by government rules), association obtain likewise construct with respect to winning corporation fixation.

2- Sourcing of ability: This is where the association will give it a chance to be known to everybody that there is a vacant position and that they are searching for somebody to top it off. Before promoting, be that as it may, the association should first know where to search for potential hopefuls. They should look out the sources where the people that can conceivably fill the activity will be accessible for enlistment. That way, they will know where to coordinate their promoting endeavors. Different techniques are utilized by associations so as to promote the vacant position.

A. Systems administration: Word-of-mouth is the best media of promoting and the time when it takes the state of systems administration it holds more adequacy in it. In enrollment, this is routinely done through agents of the association going to class and calling fairs, informing them concerning the opening in their affiliation. This is a strategy utilized by vast programming and tech organizations that need to procure crisp, youthful and splendid personalities into their association. They visit schools, focusing on the best understudies. They additionally utilize their associations inside the business to draw in the consideration of gifts with the most noteworthy potential.

B. Posting: Recruitment frequently includes the use of hopefuls both from inside and outside the organization. Therefore, keeping in mind the end goal to pull in the most ideal gifts, it is recommended that the posting of the open positions be made inside and remotely. Inside posting more often than not appears as the opening declaration being shown in announcement sheets and different territories inside the office of corporate department in the place workers & guests of organization are probably going to

disclose. Transferring remotely might as flyers being circulated, or opening notification being shown in different regions behind the organization.

- C. Print promotion category: Exemplary case is the categorized segment nearby every day, week after week daily paper. Organizations searching for individuals to top off free posts allows declaration on daily papers, giving capabilities points of interest imminent candidates have to present own approval records. While attempting pull in consideration reasonable hopefuls, the association makes utilization of different devices and systems. On the off chance that it needs to get the best competitors, at that point it ought not to be random about things.
- D. Developing & implementing adequate techniques: Organization may offers various offerings aiming to attract the potential. Such as bonus, compensation, incentives, opportunities that facilities the job & various attractive packages for personnel's further career development.
- E. Using the good will of the organization: Maybe the best exposure that the organization can use to draw in competitors is its own notoriety in the market. On the off chance that the organization is known for being a decent business one that guides in its workers' close to home and expert development and improvement indicates decent logic leads organization gain by publicizing.

3- Evaluating candidate's skill: It is considered as piece of enrollment procedure which leads measure activities. Here the candidate's abilities and identities will be tried and assessed, to find out whether they are a solid match for the activity and its portrayal. The steps practiced to accomplish the screening are listed below-

- A. Preliminary Screening: Usually the case, particularly in vast associations, single vacant place creates or get infinity number utilizations hopefuls. This perfect era, that lead useful in employing supervisors have the capacity meet each last leftover. Notwithstanding, additionally unreasonable, extremely dreary. By any stretch of the imagination prudent, particularly if the association need labor in the soonest conceivable time. In this way, abbreviate rundown competitors, and which conduct by a preparatory monitoring.
- B. First oral test: Applicants could quantify preparatory monitoring is experienced through underlying meeting. As a rule, the underlying meeting is done through telephone. There

are the individuals who additionally lead meets through recordings utilizing their web association. Regularly an essential meeting, this may include the competitors being posed inquiries to assess or survey their fundamental abilities and different individual attributes that are applicable to the vacant position.

- C. Conduct of different exams for enrollment: Employing chiefs may direct tests on the aptitudes of the competitors and how they utilize these abilities and gifts. Different tests that are frequently utilized are social tests and identity appraisal tests.
- D. Last meeting: Typically relying upon quantity contender through activity, inclination procuring administrators & strong administration, progression meetings might led, step by step narrowing down the rundown of hopefuls. This may go ahead until the point that the organization has at long last concocted a waitlist of competitors that will experience a last meeting. Frequently, the last meeting requires an up close and personal gathering between the competitor and the contracting supervisors, and in addition different individuals from the association. Top administration may even be included amid the last meeting, contingent upon the activity & vacant place that might topped off.
- E. Finalization: Under particular process employing supervisors, HR agents, and different individuals from the association who took part in the process get together to at long last make a choice among the hopefuls who experienced the last meeting. Amid the discourse, the issues considered are:

- Capabilities of the applicants who could achieve the last phase such as monitoring procedure.
- Aftereffects appraisals, meetings the last line leads hopefuls are specified.

Here issue in the event that they have a consistent choice on the hopeful that the activity will be offered to. If there should arise an occurrence of changing sentiments, the dominant part will win. In the event that they don't touch base at a choice, there might be a need to restart the enlisting procedure, until such time that they can achieve a choice that everybody will be happy with.

4- Finalizing proposal: The extreme progress of the previous stage incorporates the decision of the best confident out of the pool of applicants. It is by and by time for the relationship to offer the action to the picked applicant.

- A. Creating proposal: Delegate organization HR office are reliable for communicating hopeful, educate him chosen activity. Finish subtle elements remuneration bundle likewise.
- B. Candidate's confirmation: Candidate should also express his acceptance of the proposal for it to be confirmed and locked. In case, if the finalized candidate does not appreciate the proposal & discourage it the whole process of enrollment should be conducted again from the very beginning.

5- Fresh member's orientation: When candidate acknowledged activity proposal, formally a candidate a representative association. Enlistment procedure starts. Generally, start enlistment procedure set apart by the marking of the work contract, alongside an appreciated set provided fresh worker. Be that as it may, it doesn't end there. The representative will in any case need to experience pre-work screening, which regularly incorporates foundation and reference checks. At the point when all these pre-work data have been confirmed, the representative will currently be acquainted with the association.

3.5 Source of Recruitment

The two well-practiced sources for hiring man mower are showing with a chart below:



The four most popular ways of recruiting externally are:

- A. Job centers:** Employment focuses: This is allotted for by the governing body and are responsible for assessing the unemployed find occupations or get readied. They furthermore give a help of associations hoping to advance an opportunity and are generally permitted to use.
- B. Employment commercials:** Commercials is considered and perceived kind of external selection. It is disclosed in various forms (close-by and national day by day papers, see sheets, enlistment fairs) and should join some basic information relating to the movement (description, pay a package, zone, expected an arrangement of duties, process of applying somewhere & application outline). In which business, advances will depend upon the expense & the degree mentioned regarding people.
- C. Hiring agency:** Furnishes organizations with purposes of enthusiasm of fitting probability for an opportunity and can on occasion be suggested as 'head-searchers'. They work for a charge and as often as possible speak to significant specialist particularly business regions e.g. nursing, budgetary organizations, teacher enlistment.

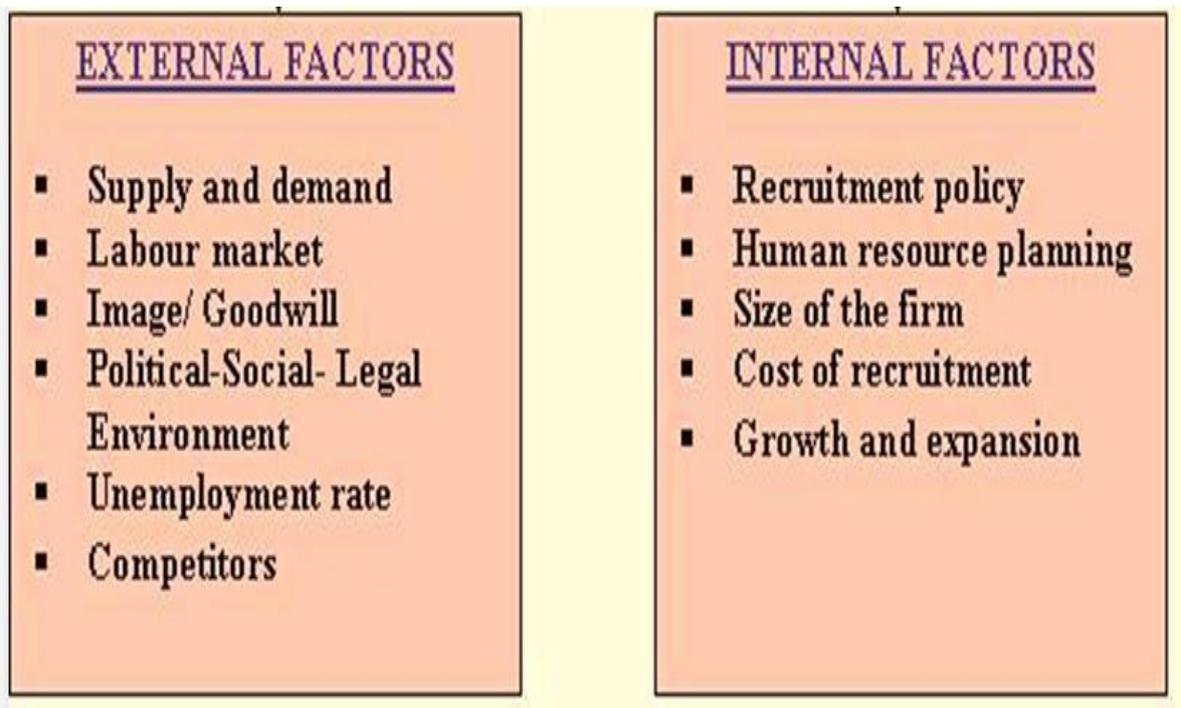
D. Singular recommendation: Often suggested as 'casual' and can be a proposition from an accomplice at work. A full examination of the contender is so far required in any case yet conceivably it spares cash on advancing expense.

The ways of recruiting from internal sources are listed below:

- A. Transfers:** The existing employees are transformed from one particular department to another to achieve more efficiency and potential.
- B. Advancements:** The representatives are elevated starting with one division then onto the next with more advantages and more noteworthy duty in light of effectiveness and experience.
- C. Resigned and Retrenched:** Representatives who already retired or retrenched from the organization may likewise be enrolled indeed if there should arise an occurrence of lack of qualified faculty or increment the heap of work. Enlistment such individuals spare time and expenses of the associations as the general population are as of now mindful of the hierarchical culture and the approaches and methodology

3.6 Factors affecting Recruitment

Factors affecting the recruitment process of an organization in showing below in a chart:



3.7 Definition of Selection

The Selection is the way toward picking the most reasonable possibility for the empty position in the association. As such, determination implies removing inadmissible candidates and choosing those people with essential capabilities and abilities to fill the employments in the association.

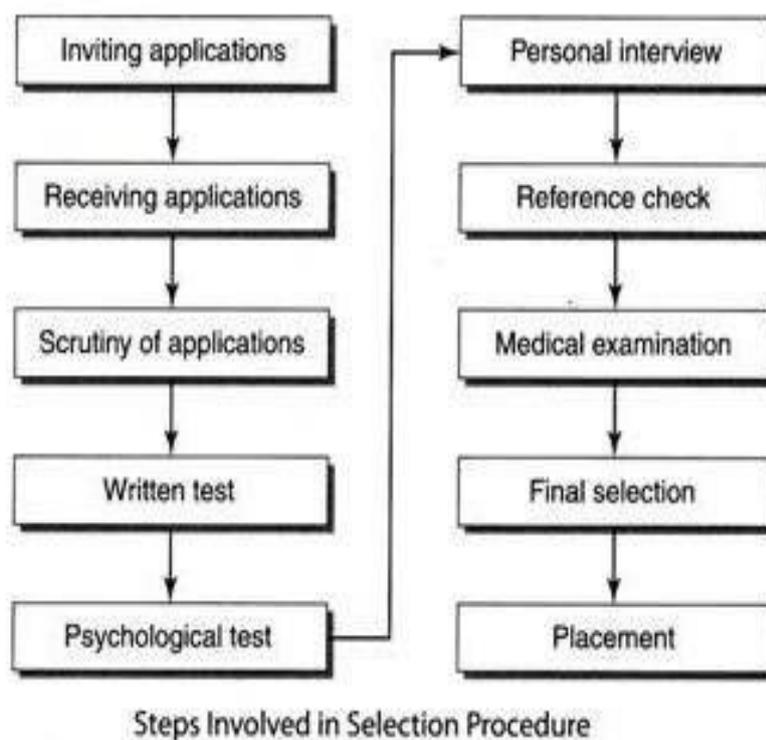
Determination is described as the route toward isolating between hopefuls remembering the true objective to perceive (and enroll) those with a more important likelihood of achievement in an employment. Choice is fundamentally picking a candidate from (a pool of candidates) who has the suitable capability and competency to carry out the activity. Representative Selection is the way

toward putting right men on right occupation. It is a system of coordinating hierarchical prerequisites with the aptitudes and capabilities of individuals. Powerful determination should be possible just when there is successful coordinating. By choosing best possibility for the required activity, the association will get quality execution of representatives. In addition, association will confront less of truancy and worker turnover issues. By choosing right contender for the required activity, association will likewise spare time and cash. Appropriate screening of applicants happens amid determination technique. All the potential applicants who apply for the given employment are tried.

3.8 Involved steps

A coherent and insightful assurance system prompts the consistent selection of candidates. The establishment completed for picking a probability for a particular work varies from association to association.

Subsequently, the decision method took after by different affiliations, ordinarily, ends up long as it is an issue of getting the most suitable plausibility for which diverse tests are to be done and gatherings to be taken. The strategy for decision should be exact with the objective that it doesn't leave any degree for perplexities and inquiries concerning the choice of the picked candidate. The steps associated with employee selection process of an organization is describing below with a chart.



Briefly details about the various steps in selection procedure are elaborating below:

- A. Welcoming Applications:** The expected candidates from inbox the affiliation or outer side of the affiliation are known as applying for the empty post. Organized expected an

arrangement of duties and occupation-specific are given in the notice to the action. It attracts a far-reaching number of hopefuls from different locales.

- B. Accepting Forms:** Selected forms assembled from the candidates who provide indispensable information about individual and master purposes of enthusiasm of a man. These applications empower examination and evaluation of the candidates.
- C. Examination of forms:** Examination of forms: Like as limit of the context inside which the association ought to get client shuts, the applications are managed. Lacking forms is declined, competitors hold un-planning profession specifies in like manner expelled.
- D. Tests:** Competitors winds holds preparation regarding investigation of uses, the composed test is led. This test is led for understanding the specialized learning, attitude, and enthusiasm of the competitors. This procedure is valuable when the quantity of candidates is vast. All the time, chance is given to contender to substantiate themselves by leading another composed test.
- E. Mental Tests:** Such evaluations are basically driven freely and leads to finding the particular competitiveness and bent of a human. Such as tendency test, understanding test, fabricated test, and character test.
- F. Individual test:** Candidates holding own selves adequately in the manner of examination leads to personal. The questioners might be individual or a board. It, for the most part, includes officers from the best administration. The applicants are made a few inquiries about their experience on another activity, their family foundation, their interests, and so forth. They should depict their desires from the said work. Their qualities and shortcomings are distinguished and noted by the questioners which assist them with taking an official conclusion of determination.
- G. Final monitoring:** By and huge, without three common person recommendation candidates can enrolled & asked for by the association from the candidate.
- H. Final Selection:** At this progression, the competitor is given the arrangement letter to join the association on a specific date. The arrangement letter determines the post, title, pay and terms of business. By and large, starting arrangement is on post-trial supervision and after particular day and age it ends up lasting.
- I. Placement:** This is the last advance step. A reasonable activity or job is allotted to the selected applicants with the goal that they can get the entire thought regarding the idea of the activity or job. They can land acclimated to the position and perform well in future with all limits and qualities.

CHAPTER 4

**Recruitment &
Selection Process**

Of

Teletalk Bangladesh

Limited

4.1 Human Resource Division of Teletalk Bangladesh Limited

The essential policy of Teletalk's HR division is keeping up appropriate documentation. Here, each procedure is archived in appropriate time. At whatever point a choice is being taken, legitimate documentation is an unquestionable requirement. Here in Teletalk Bangladesh Limited, the primary shield of human resource tasks are correct and simple to find and trace documentation. In Teletalk Bangladesh Limited, employee's paper documents and official documents are entirely kept up by the HR division.

Teletalk Bangladesh Limited perceives that a gainful and spurred work team compelling is essential to the initiative in the market ground it serves. Teletalk Bangladesh Limited focuses each representative with nobility and regard in a strong situation of trust and transparency where individuals of various foundations can achieve and implement their maximum capacity. The hierarchical HR arrangement of Teletalk Bangladesh Limited underscores on giving employment fulfillment, development openings, and a due acknowledgment of prevalent execution. An appropriate and decent work atmosphere results and advances an extraordinary state of reliability and duty from the representatives. Understanding this, Teletalk Bangladesh Limited has put the most extreme significance on the ongoing advancement of its Human Resource Division to distinguish the quality and shortcoming of the worker to evaluate each individuals work knowledge lacking's so that they can be send for individuals further self-work improvement. Teletalk Bangladesh Limited always up for enhance their own human capitals capability by arranging both in-house and abroad training and development programs and workshops each fiscal year.

Teletalk Bangladesh Limited's human resource department is dealing with add up to work for all their assigned representatives. The principal elements of the HR department are,

- ❖ Enlistment and Finalization
- ❖ Pay-move process
- ❖ Worker presence list
- ❖ Self-advancement sessions & programs
- ❖ Individual Human Capital Appraisal
- ❖ Business Plan development

4.2 Steps associated with Recruitment & Selection Process of Teletalk Bangladesh Limited

Unlike other private association's errands and techniques related to the Human Resource department just as different divisions of Teletalk Bangladesh Limited is unique. Teletalk Bangladesh Limited is an administration possessed association so they run their departmental work in their own distinctive way however they additionally keep up the fundamental technique to direct those equivalents as another Multinational organization rehearses. Teletalk Bangladesh Limited don't rehearse Head Hunting as other Multinational Organizations does. There are several steps by which Teletalk Bangladesh Limited's HR department conduct the recruitment & selection of employees. All the steps under this recruitment & selection process are sequential and elaborating below:

Formation of Recruitment Committee:

The absolute initial step related to the recruitment and selection procedure of Teletalk Bangladesh Limited's is the formation of the Recruitment Committee. Prior to any Recruitment session, the arrangement of the board of trustees is an unquestionable requirement in Teletalk Bangladesh Limited since it rehearses its own special recognize enrollment method under which various individuals are picked and chose to be in the Recruitment Committee to be the piece of the entire enlistment and determination system. The number and position of the Recruitment Committee individuals are not prefixed it varies. With the cooperation and lead by the Recruitment Committee individuals, the HR division of Teletalk Bangladesh Limited proceeds with further strides of Recruitment and Selection strategy.

Collecting manpower requisition form:

In Teletalk Bangladesh Limited the methodology of Recruiting employee typically rehearsed twice inside a fiscal year. At first, the HR division informs every department of Teletalk Bangladesh Limited however through the mail to direct current worker appraisal to decide the manpower need legitimately. From that point onward, the explicit division should lead the work to ask for the blueprint. Looked for after edge, a couple of focuses are there recorded underneath:

1) Vacancy subtle elements: Here, a trough from the specific portion record the position name, office, kind of opening, number of worker required, the date by which staff is mentioned to reform. There are two kinds of opening in TBL, listed below:

i) Transfer

ii) Fresh Entry

In the event that opening is against substitution, departmental directors who is obliged with the requisition from fill task must specify past representative's name and be leaving date. On the off chance that the opening is against fresh posts, at that point departmental director must demonstrate the opinion. The opinion is concerning why a fresh position is raised. This judgment must be endorsed by HR division and the Recruitment Committee.

2) Employment portrayal/description: In an expected set of responsibilities, administrators states about the assignment of empty occupation. On the off chance that set of working responsibilities is equal as their set of working responsibilities book, the departmental chief will mention "as role pay".

3) Employment detail/specification: In work determination, the departmental director will call attention to aptitudes that need to function. Then depict regarding instructive capability, skills, and age restriction.

4) Final consent: This crate is just about collecting the mark. Under this administrator or manager, raised manpower demand will sign. Office Head, Head of HR (DGM) and each member of Recruitment Committee will do sign moreover to finalize and step ahead with the further procedure of hiring.

Attract applicants and collecting resumes:

After an endorsement from agent overseeing executive and final consent regarding the number of manpower required from Recruitment Committee human resource department of TBL will begin their hiring undertakings. From that point onward, it will set how to draw candidates' consideration. There are 2 choices for gathering CVs one is inside sources and another is outside takings however in Teletalk Bangladesh Limited they generally organize and rehearses outer sources and alternatives for contracting employees.

Outside Sources-By this forces, The Teletalk Bangladesh Limited accumulates a gigantic and great amount of candidates. Factors are listed below:

- Newspapers- Prothom Alo, The Daily Jugantor, The Daily Janakantha, Bhorer Kagaj etc.
- On line advertisement- BD jobs
- Teletalk Bangladesh Limited's web site

With the help of the listed sources the human resource department of TBL advertise and highlight their vacancy announcement to attract the talent pool of candidates.

Sort list applicant's resumes:

After gathering CVs from large candidate pool, human resource dept. along with the recruitment committee members of Teletalk Bangladesh Limited begins its determination procedure of recruiting manpower. CVs are picked in two methodologies. At to start with, the HR division along with recruitment committee members chooses candidates CVs. Next, they send these resumes to the concerned department whom raised the manpower requisition. From that point forward, the concerned department does the skill and required educational basics determination crosscheck and offers back their opinion to the HR department or officer again.

Determines/Selects Representative:

This is the fifth step of recruiting employees in Teletalk Bangladesh Limited under this progression Human Resource department of Teletalk Bangladesh Limited selects a specific individual as a delegate as a representative of them to lead the further system of procuring and choosing employees. The chosen individual considered as delegate or representative of HR as well as Recruiting Committee will conduct further procedures, for example, speaking with applicants.

Make call list and informing candidates:

Representative selected by HR department holds the right to communicate with the applicants. The selected representative of HR communicates with the candidates by sending them text messages from Teletalk Bangladesh Limited's official system and in each text messages includes interview details such as time, venue, examination details etc. After sending text message they make phone calls to each candidate to make sure each of them are notified. If the

representative fails to communicate then he or she attempts to conduct one to one communication. To accomplish this whole procedure selected representative needs 3/4 days because Teletalk Bangladesh Limited's recruitment session held one or two times in a year they do not practice random Head Hunting so they go through by many lengthy steps to finalize talents for their organization per their requirements. To achieve this entire system chosen representative needs 3/4 days on the grounds because Teletalk Bangladesh Limited's enrollment session held a couple of times in a year they don't rehearse arbitrary Head Hunting so they experience by many lengthy steps to finalize talents for their organization per their requirements. This incorporates candidate's details, recent organization info, existing position, and portable number and comments.

Creating Candidates Presence list:

Before the written examination the selected representative by HR as well as Recruitment Committee have to create participation sheet, particular sheet incorporates the candidates' name, versatile number, and signature mark box, in time. Subsequent to getting ready participation sheet, it will be sent to the entrance or reception area of the examination hall or value on that examination day so that when candidates visit can do signatures.

Written Examinations:

Teletalk Bangladesh Limited's Recruitment and Selection strategy incorporate both written examination and viva however written and viva examination both rehearsed for Mid-level representative contracting, for example, post Executive, Manager Etc. The written examination isn't relevant for Management or best dimension hiring, for example, the post of Project Director, General Manager, and Deputy General Manager Etc.

Under Teletalk Bangladesh Limited recruitment process 2 type of examination pattern are practiced for hiring, listed below:

- I. One type is held and practiced by TBL's own official employees under that system TBL conduct an agreement with a particular venue such as school or college to take the recruitment examination. TBL's HR official's sets question to conduct the examination and they with the help of the school or college teachers takes the examination. Assigned individuals by HR team of Teletalk Bangladesh Limited's holds the right to check the candidate's examination papers. Questions are sets to fundamentally assess some viewpoint from candidates. These angels are-

- Intellectual skills
- Advanced skills
- Basic Educational Skills

Examinations held for internal promotion also conduct to evaluate existing candidates in such segments in Teletalk Bangladesh Limited.

- II. Under second criteria Teletalk Bangladesh Limited's HR & Recruiting Committee conducts agreement with IBA(Institute of Business Administration, University of Dhaka) & BUET(Bangladesh University of Engineering and Technology) to conduct necessary examination to hire manpower on behalf of TBL. Here, IBA & BUET works as a vendor and they by their own terms and conditions conducts the recruitment examination and they also checks candidates examination papers and then they passes candidates result to Teletalk Bangladesh Limited's HR department. If Teletalk Bangladesh Limited's HR department seeks technical manpower they hire BUET and if they requires business manpower they hire IBA as vendor to recruit manpower on behalf of TBL.

Getting ready applicants profile outline:

After evaluating all candidates examination papers vendors (IBA, BUET, Selected officials of TBL) send the final result of each candidates to HR department. After that Teletalk Bangladesh Limited's human resource department sort out final candidates on the basis of the written examination result and then HR department finalizes the list of candidates per their requested manpower need. The representative selected by the HR team again communicates with the sorted candidates and conduct the role or letting notify each selected candidates about the VIVA session date, venue, time, prerequisite documents. On the other hand the representative creates each candidates profile summary which includes applicants name, recent last educational degree, current work place details and duration, personal details & attaches candidates resume and written exam paper along with the personal profile summary to facilitate the interview session.

Viva/Interview:

In the wake of passing written test candidates are chosen to go to the last viva. Here, chosen representative of HR department gives enrollment board and HR authorities some understanding and outline of the empty position and requirements and additionally every applicant profile summary which was made in the last stage along with their resumes. Viva board comprises of three sorts of individuals. Some are from the HR department, some are from concerned departments and another questioner is from top management. In viva, the questioner gets some information about applicants concentrate and employment-related inquiries. They need to know the activity obligations from competitors here and their questioner gives a few circumstances to realize how applicants reaction in the given circumstance. They additionally get some information about their normal pay rates. On the off chance that candidates have professional training, at that point questioner likewise gets some information about employment state of the purpose behind leaving that organization.

Communicate to long last chose applicants:

After the last outcome, the HR division and recruitment advisory group of Teletalk Bangladesh Limited guarantee that at long last, first decision candidates will join Teletalk. Whenever Chosen applicants don't acknowledge Teletalk Bangladesh Limited's work arrangement HR division will look for second best or third best decision. Subsequent to the hearing last assent from chosen candidates concerned HR official requests that chosen applicants to bring important documents of each.

Conduct applicants check list for fresh comers:

New joiner should submit some papers which is mandatory. Such as:

- Current CV
- Candidates Details Application Form
- Certificate and Transcript
- Release order
- 4 copy passport size photograph
- National ID card photocopy

- Joining letter
- Nominee form
- Medical certificate
- Blood group
- Bank account

Final Comment of Human Resource Department:

At the point when a newcomer deposit his/her vital documentation, HR officers legitimize newcomer's legal papers and data. Then verifying all the documents submitted by new joiner HR department keeps all the documents photocopy and provide the original documents to the joiner. And lastly HR department ask for 2 copy color passport size photo, blood group, personal number for the purpose of joiners ID card.

Thus Teletalk Bangladesh Limited's Recruitment & Selection Process is conducted. Teletalk Bangladesh Limited's HR department conduct the whole practice of recruitment & selection process fairly in the manner to provide 100% biasfree employment opportunity to candidates.

Chapter 5

Internship Experience

5.1 Lessons learned from Internship

Duties and responsibilities: During my internship I was assigned with several responsibilities and duties, listed below:

- ❖ **Collecting CV:** Candidates Resumes are gathered mostly from official site and from the response of published advertisements. Applicants also can send their CV in official address. Some times for necessary positions and Resume's gathered from Bd jobs official site.

- ❖ **Evaluating CV:** Teletalk Bangladesh Limited is Government owned company so many people are interested to work here. We receive huge number of personnel Resume's. While evaluating Resume's we consider several such as age, educational information, original certificates and geographical position. Candidate should meet the age of 18 to reconsider his or herself as applicant to apply and has to complete his or her graduation first. For Store keeper, Driver, office assistant candidate must have S.S.C degree or 8 pass certificate.

- ❖ **Determining final date for face to face meeting:** At the end of the session of evaluating candidates CV by HR and Recruitment committee I used to do the task of sort the applications on the basis of prerequisite factors guided by the HR personnel's of Teletalk Bangladesh Limited the final date and time is determined and per the fixed schedule the applicants are informed through voice calls and official messages from Teletalk Bangladesh Limited's official number.

- ❖ **Calling for face to face meeting:** After analyzing the CV the HR personnel's leads me to distinguish the Resume's per geographical location of each, I was assigned to inform them through phone calls and text message from Teletalk Bangladesh Limited's official number and let them aware about the date & schedule and of course about the papers they need to carry with them on due date at main office of Teletalk Bangladesh Limited which is located in Gulshan, Dhaka.

- ❖ Making Interview Lists: When the job of letting candidates aware about the date of interview and also the office address along with necessary papers I was asked to prepare a list of candidates whom will selected as eligible to attended the interview with 3 contents such as candidates last graduation details, current work place, serial number & age. At the last portion of sheet the interviewer name and designations are mentioned along with the name and designation of HR officer who participated and monitored the whole session.

- ❖ Preparing Personnel file: It is the job of Human resource officers of Teletalk Bangladesh Limited to prepare and maintain personnel data and info of each employees. This is recorded both manually and in the digital system. After the whole recruitment session was over and finally candidates are finally selected whom will join and whom not after the result of written exam conducted for final selection of recruitment I was assigned to create new joiners employee file. After that new joiner gets an id number as his or her employment identity. The employee file contains employees passport size photos, employees information update form, employees joining letter given by Teletalk Bangladesh Limited, appointment letter, Offer letter, proposal approval letter, employees CV, photocopy of employee's educational certificates, national id card photo copy, birth certificate, previous work place documents and reference letter.

- ❖ Personnel orientation: I was assigned to prepare and maintain all the tasks related to new employees orientation. At first I give them joining letter signed by the top board members & authorities then I hand over the appointment letter to selected new joiners. After that i was lead to give employees to fill employee information update form. Then I used to collect photo-copy of educational certificates, passport size photos and national ID card photo copy. This tasks includes all necessary signatures and filling.

- ❖ Procedure of leave: In Teletalk Bangladesh Limited Admin and HR department are assigned to keep rule, there is a rule implied in Teletalk Bangladesh Limited as leave policy for all in which a form named leave form is given to employee to fill before he or she ask for leave, receiving leave applications and inputting to excel files. Sometimes employee cannot come in office for various reasons. Reasons can be sickness, personal

problem, or casual leave. If any employee needs leave they must have to inform HR. Throughout my internship period I was assigned to this record keeping task of leave so that employees faces such leave issue they used to inform me then I gave them leave application form. After fill up those leave form they returned back those leave form to me. After receiving those leave form I was assigned and leaded to input those leave information of particular employees in excel files under Teletalk Bangladesh Limited's data based system.

- ❖ Bank opening form: After joining new employee in company it was my duty to give them bank opening form to fill. Our company's bank share is connected with Eastern Banking Limited. I was assigned to help employees with the form fill up procedure. Before handing over the bank form I used to mark all the necessary blank spaces to make them understand where they have to fill up to conduct that in right manner. I also used to collect employees and their nominee's photos, national id photocopy papers and employees SSC certificate. After filling up bank form, I took necessary signatures from selective personnel's then I recollect the bank forms from them.

Beside all this tasks during my internship time phase I also learned some more tasks, listed below-

- ❖ How to make employee salary sheet.
- ❖ How to summarize the employee over time sheet.
- ❖ How to input the data to employee record book.
- ❖ How to record the file number.

CHAPTER 6

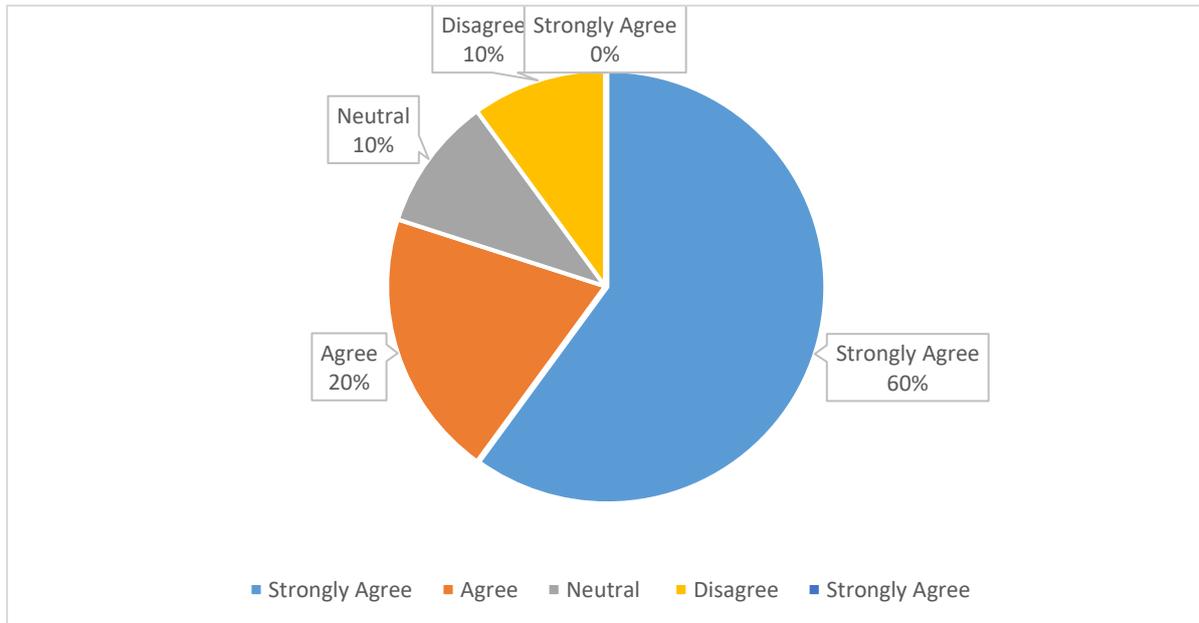
Analysis

&

Interpretations

6.1 Table & Chart

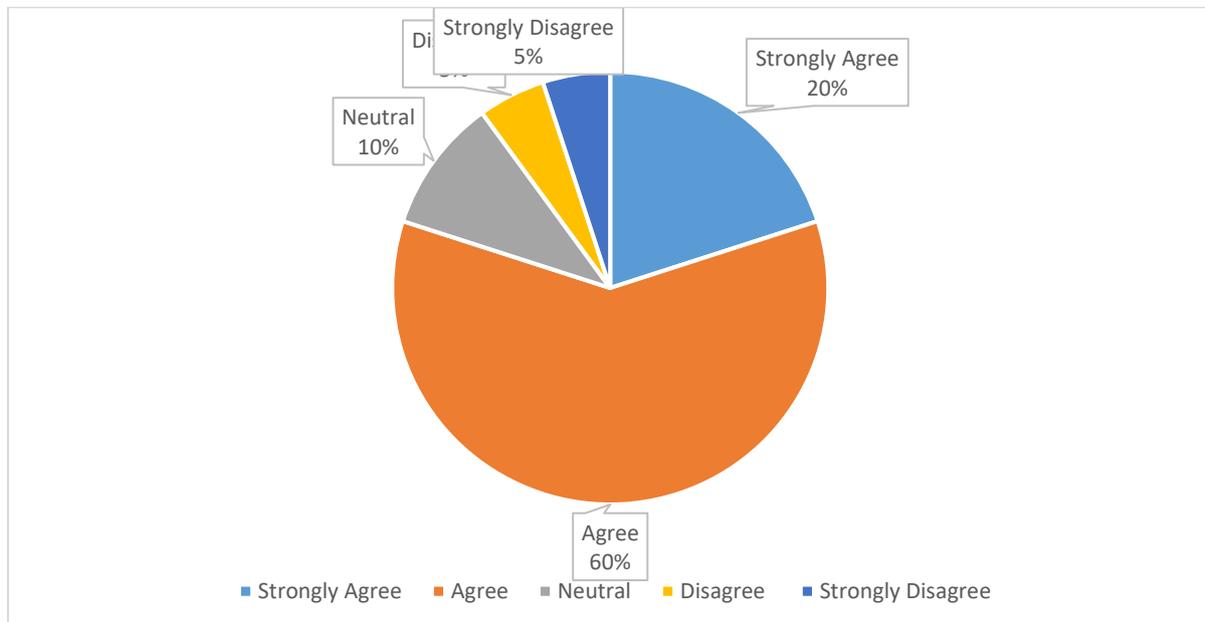
1) Is the recruitment & selection process of Teletalk Bangladesh Limited free from biasness?



Remarks	No of respondent	Percentage
Strongly Agree	6	60%
Agree	2	20%
Neutral	1	10%
Disagree	1	10%
Strongly Disagree	0	0%
Total	10	100%

Comment: According to this above graph we can see that 60% of respondents strongly agree, 20% of respondent agree, 10% of respondent commented neutral, 10% disagreed & 0% of the respondent strongly disagreed on the recruitment & selection process of Teletalk Bangladesh Limited is free from any biasness.

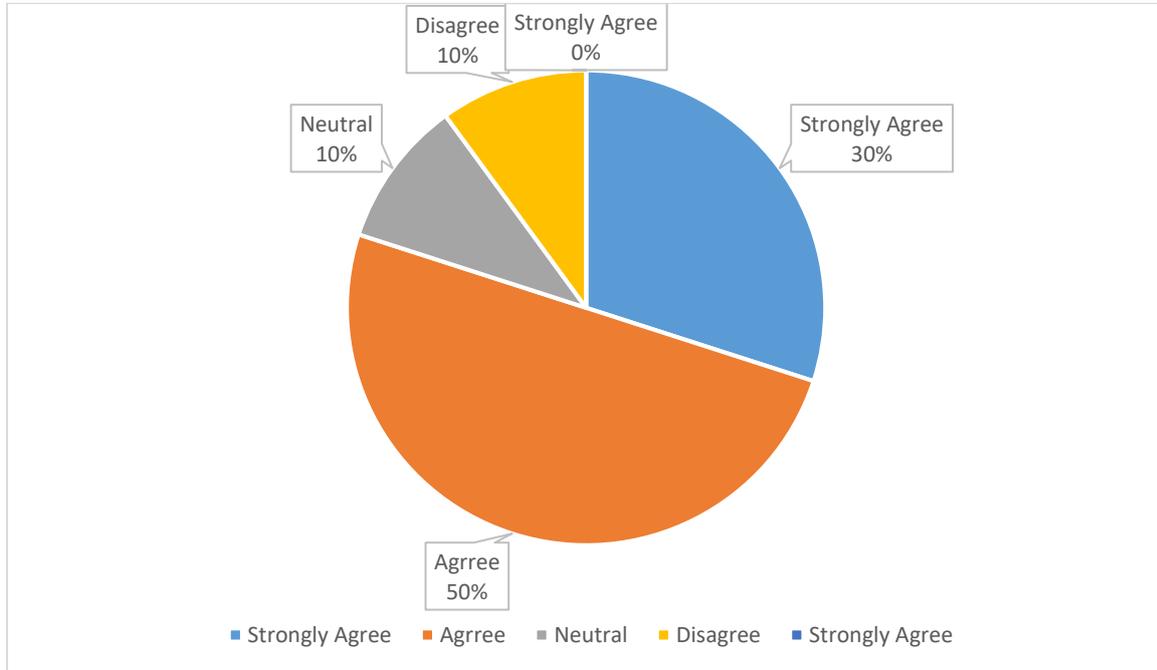
2) International candidates for recruitment & selection is acceptable & encouraged in Teletalk Bangladesh Limited?



Remarks	No of respondent	Percentage
Strongly Agree	2	20%
Agree	5	60%
Neutral	1	10%
Disagree	1	05%
Strongly Disagree	1	05%
Total	10	100%

Comment: According to this above graph we can see that 20% of respondents strongly agree, 60% of respondent agree, 10% of respondent commented neutral, 05% disagreed & 05% of the respondent strongly disagreed on the point that Teletalk Bangladesh Limited encourages and accepts international candidates for employment purpose.

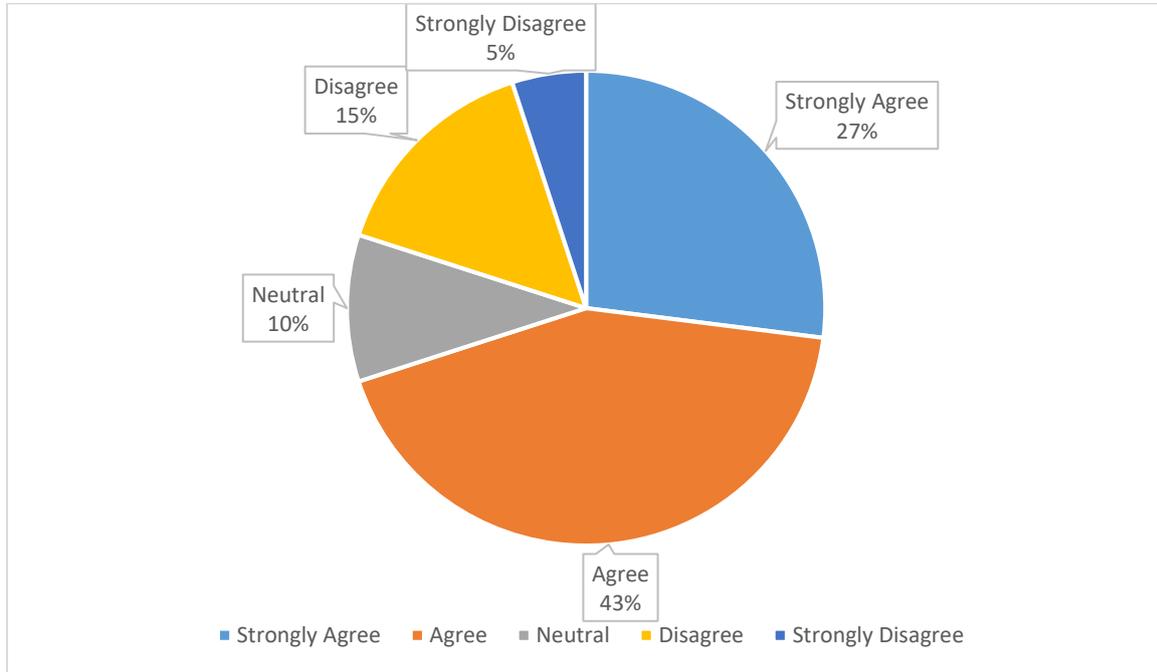
3) Does Teletalk Bangladesh Limited Television always follow the rigid system?



Remarks	No of respondent	Percentage
Strongly Agree	3	30%
Agree	5	50%
Neutral	1	10%
Disagree	1	10%
Strongly Disagree	0	0%
Total	10	100%

Comment: In the above graph 50% of respondents agreed that Teletalk Bangladesh Limited's recruitment process help in achieve in organizational goal, where 30% strongly agreed but 0% strongly disagreed, 10% is disagreed and 10% where neutral.

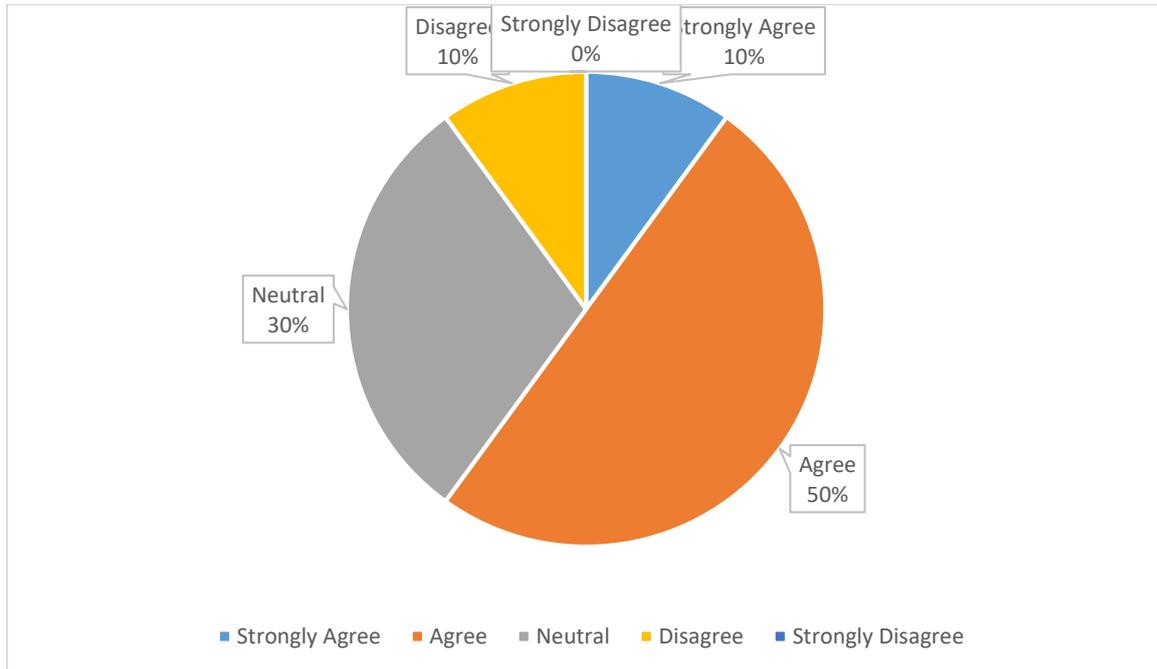
4) Teletalk Bangladesh Limited’s internal recruitment is based on good relationships with superior.



Remarks	No of respondent	Percentage
Strongly Agree	2	27%
Agree	4	43%
Neutral	1	10%
Disagree	2	15%
Strongly Disagree	1	05%
Total	10	100%

Comment: The above figure shows that 5% respondents strongly disagreed, 15% respondents disagreed, 10% respondents were neutral, 43% respondents agreed and 27% respondent strongly agreed with the statement that Teletalk Bangladesh Limited’s internal recruitment is based on good relationship with superiors.

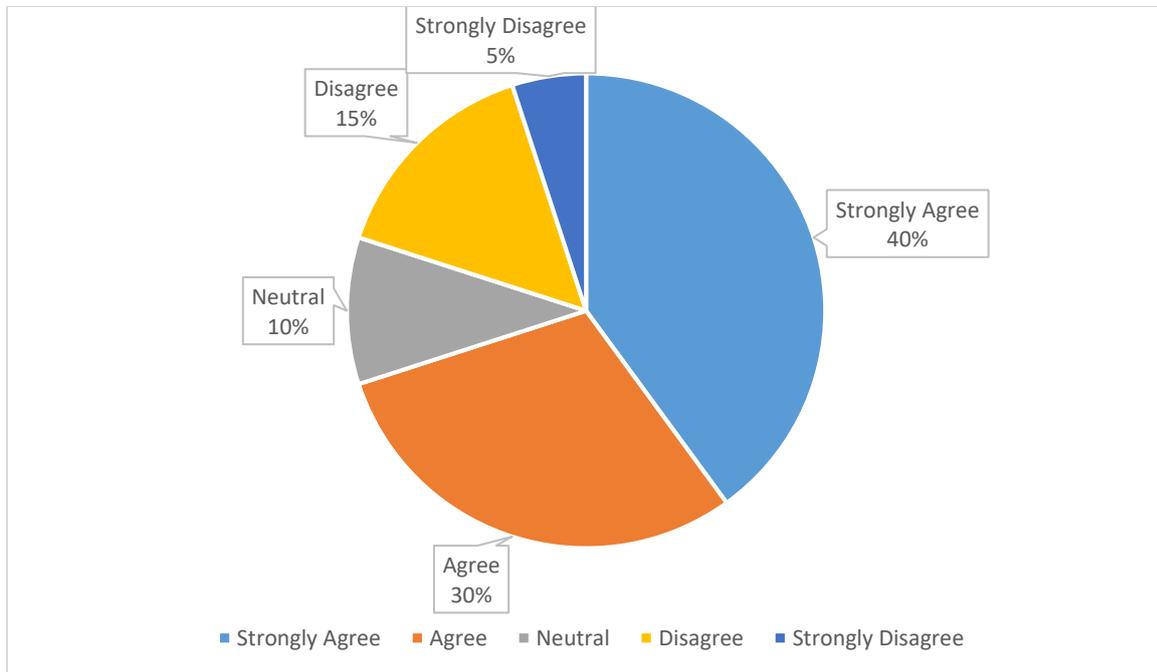
5) Teletalk Bangladesh Limited Recruitment & selection process is cost effective.



Remarks	No of respondent	Percentage
Strongly Agree	1	10%
Agree	5	50%
Neutral	3	30%
Disagree	1	10%
Strongly Disagree	0	0%
Total	10	100%

Comment: In this graph 50% of the respondents of Teletalk Bangladesh Limited were agreed that Recruitment & Selection process is cost effective where 30% were neutral but 10% of the respondents disagreed & 0% of the respondent is strongly disagreed & 10% of respondent strongly agreed.

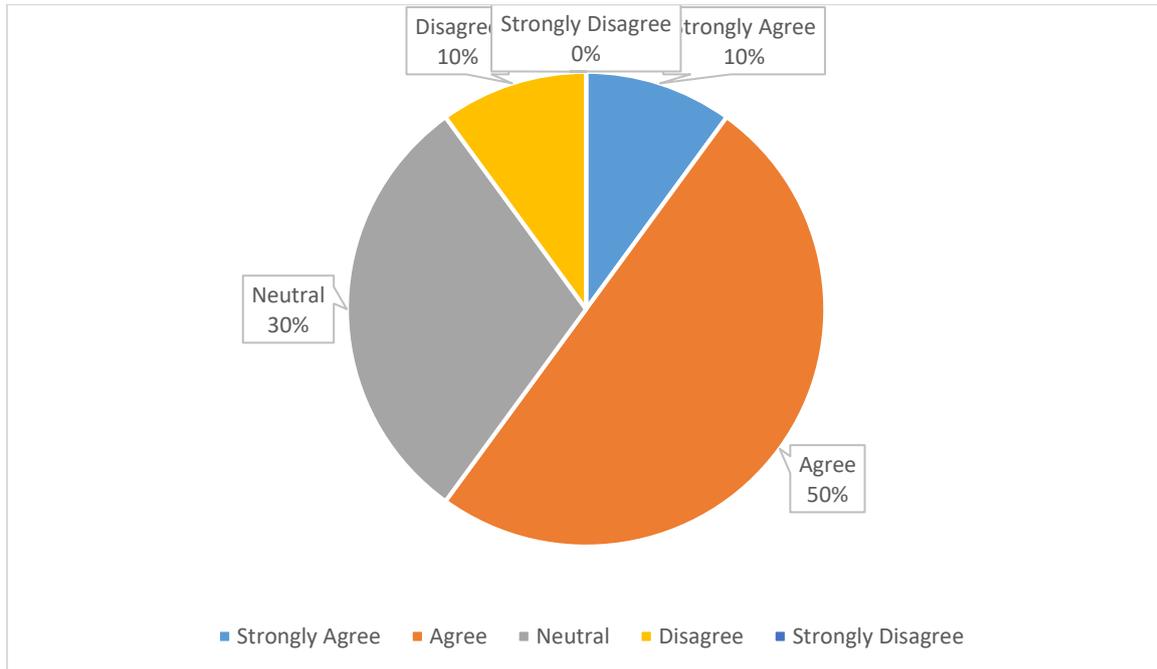
6) While conducting Recruitment & Selection equal employment opportunity is practiced by Teletalk Bangladesh Limited.



Remarks	Answerer Number	Rate
Strongly Agree	4	40%
Agree	3	30%
Neutral	1	10%
Disagree	1	15%
Strongly disagree	1	5%
Total	50	100%

Comment: In this graph 30% of the respondents of Teletalk Bangladesh Limited were agreed that Recruitment & Selection process enables equal employment opportunity for candidates and candidates are not pre-fixed where 10% were neutral but 15% of the respondents disagreed & 5% of the respondent is strongly disagreed & 40% of respondent strongly agreed.

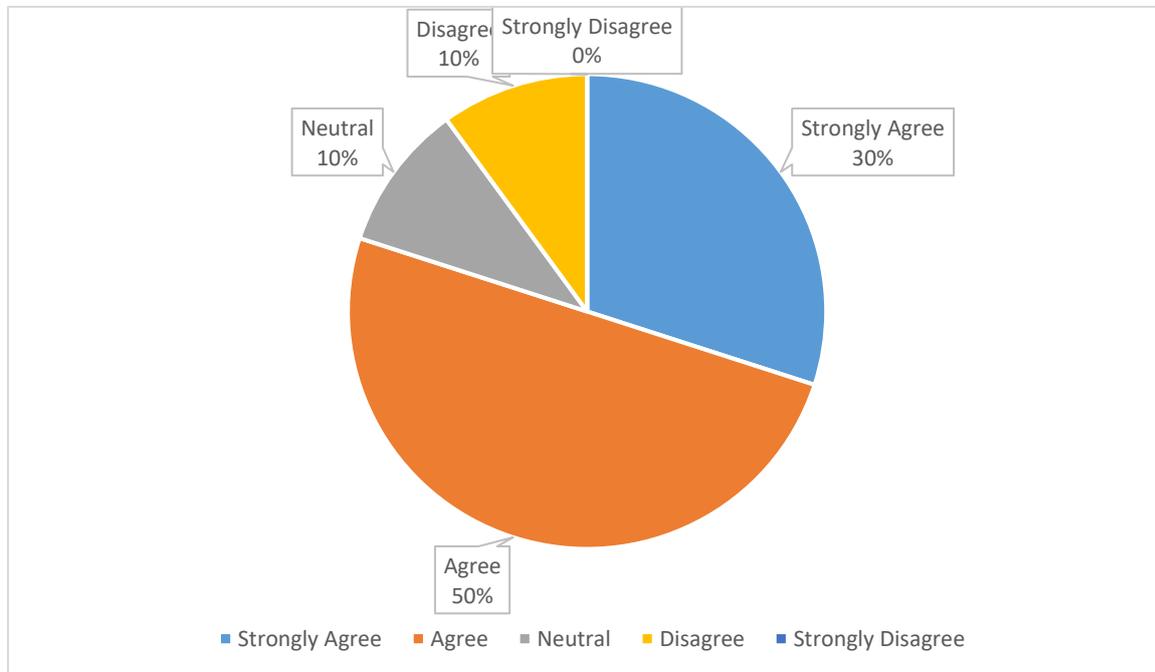
7) Teletalk Bangladesh Limited's Recruitment & Selection process is lengthy?



Remarks	No of respondent	Percentage
Strongly Agree	1	10%
Agree	5	50%
Neutral	3	30%
Disagree	1	10%
Strongly Disagree	0	0%
Total	10	100%

Comment: In this graph 50% of the respondents of Teletalk Bangladesh Limited were agreed that Recruitment & Selection process is lengthy where 30% were neutral but 10% of the respondents disagreed & 0% of the respondent is strongly disagreed & 10% of respondent strongly agreed.

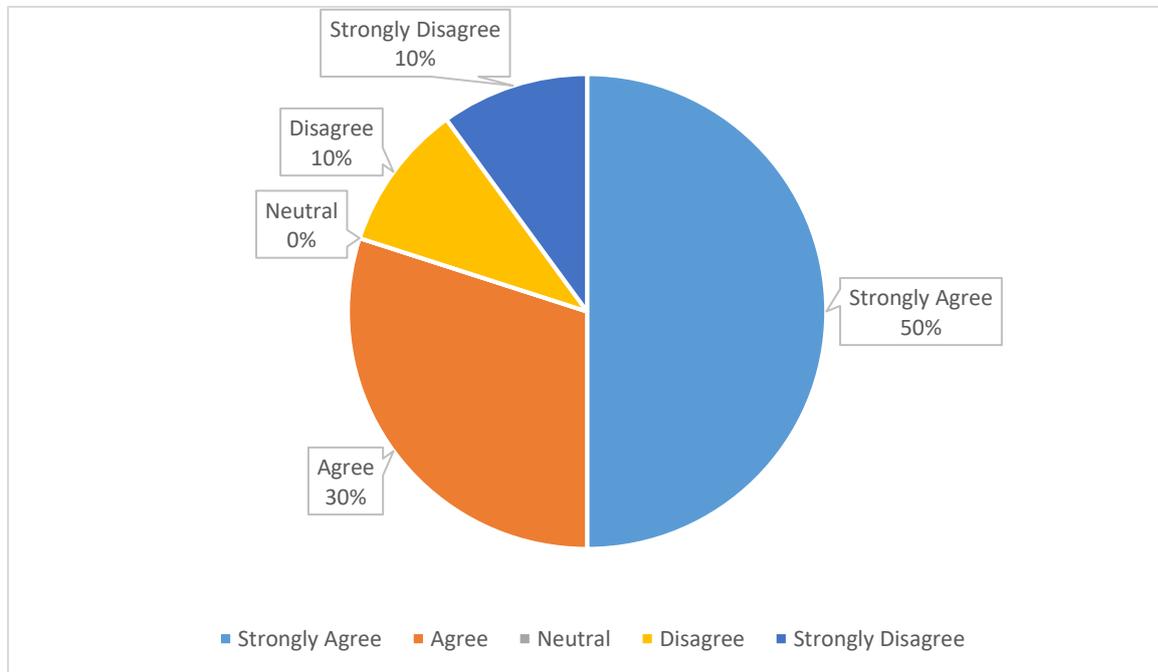
8) Teletalk Bangladesh Limited's recruitment & selection process leads to achieve organizational overall goal?



Remarks	No of respondent	Percentage
Strongly Agree	3	30%
Agree	5	50%
Neutral	1	10%
Disagree	1	10%
Strongly Disagree	0	0%
Total	10	100%

Comment: In the above graph 50% of respondents agreed that Teletalk Bangladesh Limited's recruitment process help in achieve in organizational goal, where 30% strongly agreed but 0% strongly disagreed, 10% is disagreed and 10% where neutral.

09) Does Teletalk Bangladesh Limited's Human Resource department hire employees from both external & internal sources?



Remarks	No of respondent	Percentage
Strongly Agree	5	50%
Agree	3	30%
Neutral	0	0%
Disagree	1	10%
Strongly Disagree	1	10%
Total	10	100%

Comment: 50% of respondents of Teletalk Bangladesh Limited strongly agreed that external & internal sources are used to hire employees where 30% of the respondent agreed with it & 0% where neutral but 10% is strongly disagree and also 10% is Disagreed with the statement.

6.2 Interpretations

To complete the analysis on recruitment & selection practices of Teletalk Bangladesh Limited I collected data from 10 employees of Teletalk Bangladesh Limited who are employed under different departments. The employees ensures that the process of recruitment & selection is quite satisfactory.

CHAPTER 7

Recommendation

&

Conclusion

7.1 Recommendations

In spite of the fact that Teletalk Bangladesh Limited is a settled organization in Bangladesh and running effectively in the household market and it is likewise a state-claimed cell phone administrator organization, it has a bunch of inside shortcomings which I found amid my temporary job stage. In this way, it is hard to prescribe any part of Teletalk Bangladesh Limited. All things considered, I have concocted a couple of proposals, those are given underneath-

- ❖ Teletalk Bangladesh Limited ought to build up the HRIS (Human Resource Information System) programming which will make particularly effect on the HR exercises for feeling free to settle on quicker choices.
- ❖ In Teletalk Bangladesh Limited it is hard to offer to prepare to representatives through and through training. The week after week shrewd routine preparing framework might be simpler to for the coach and worker too.
- ❖ Additional preparation can make a worker progressively dexterous, inventive and decrease the absence of execution. TBL should concentrate on organizing all the more instructional meetings in the form of training sessions for employee improvement.
- ❖ The E-recruitment process is considered as supportive for associations these days so Teletalk Bangladesh Limited ought to go for the E-recruitment to encourage the time procedure of enrollment.
- ❖ Teletalk Bangladesh Limited should focus on hiring IT specialists to prevent unauthorized access hacking because in TBL the practice of using cloud storage is safe but more precautions in the area of security system should be implemented.

7.2 Conclusion

Teletalk Bangladesh Limited is one of the highest topmost mobile companies in Bangladesh. It covers the entire of Bangladesh by its system. There are numerous item and administrations

of Teletalk Bangladesh Limited that is accessible in the Bangladeshi market. As of now, Teletalk Bangladesh Limited is in a developing position. Teletalk's choices depend on actualities from statistical surveying and inclusion review. Teletalk Bangladesh Limited likewise screens routinely its rival's exercises and is proactive in the advertising choice. Teletalk Bangladesh Limited has presented another measurement in the field of an imaginative media transmission framework in our nation.

The versatile administrator has effectively made a positive commitment to the economy of Bangladesh inside a brief timeframe. For any organization, regardless of whether it is little or enormous like Teletalk Bangladesh Limited, Human Resource Management is one of the significant assignments to do. Since without the correct help from the workers, the association may think that it's hard to accomplish its objective. So enrollment and determination are significant just as basic for any association. Enrollment and Selection enables an association to survey the opportunity and pick the best staff who will lead the association later on.

Teletalk Bangladesh Limited's enlistment and choice procedure are exceptionally created and viable one. Teletalk Bangladesh Limited is resolved to accomplish its objective and target and be built up in the market with the help of its every single representative. Be that as it may, they have some significant changes to do as far as resourcing strategy and HIRS. In the event that they can do as such as they have arranged, at that point Teletalk Bangladesh Limited's human asset division will be increasingly compelling and productive. It assumes an extraordinary job in the correspondence framework, HR exercises execution by innovation, inventive showcasing methodology, financial effect, and so forth. TBL guarantees quality administrations to the clients. Teletalk Bangladesh Limited is additionally adding to the headway of the financial state of the nation. To keep pace with the present market and request, Teletalk Bangladesh Limited is following a few systems and taking new activities, offering the pristine item and administrations to the clients.

Teletalk Bangladesh Limited ought to be progressively proactive and receptive to acquaint new advertising technique with hold a solid position in the home and abroad. For future achievement and viable tasks in its prime objectives in this current aggressive condition the human asset division's advancement is definitely required.

Chapter 8
Bibliography
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Appendix

7.1 Bibliography

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7.2 Appendix

Questionnaire

S.N	Question	SA	A	N	D	SD
1	Is the recruitment & selection process of Teletalk Bangladesh Limited free from biasness?					
2	International candidates for recruitment & selection is acceptable & encouraged in Teletalk Bangladesh Limited?					
3	Teletalk Bangladesh Limited always follow the rigid system?					
4	Teletalk Bangladesh Limited's internal recruitment is based on good relationships with superior.					
5	Teletalk Bangladesh Limited's Recruitment & selection process is cost effective					
6	While conducting Recruitment & Selection equal employment opportunity is practiced by Teletalk Bangladesh Limited.					
7	Teletalk Bangladesh Limited's Recruitment & Selection process is lengthy?					
8	Teletalk Bangladesh Limited's recruitment & selection process leads to achieve organizational overall goal?					

9	Teletalk Bangladesh Limited's Human Resource department hire employees from both external & internal sources?					
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