# Designing and Developing Effective Recruitment and Selection Process for Business Success

**Prepared By:**

Safinaz Fairuz Zaman Prima

ID: 111 152 174

Major: Human Resource Management

Department: BBA

United International University

**Designing and Developing Effective Recruitment and Selection Process for Business Success**

**Submitted To:**

Dr. Abu Saleh Md. Sohel-Uz-Zaman

Professor

Department of Business Administration

United International University

**Submitted By:**

Safinaz Fairuz Zaman Prima

ID: 111 152 174

Major: Human Resource Management

Department: BBA

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**School of Business and Economics**

**United International University**

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**Letter of Transmittal**

Dr. Abu Saleh Md. Sohel-Uz-Zaman

Professor

Department of Business Administration

United International University

Subject: Submission of Internship Report.

Dear Sir,

I am a student of the BBA program at United International University, major in Human Resource Management. With the reference to your authorization, this is my internship report on “Designing and Developing Effective Recruitment and Selection Process for Business Success” that you have assigned me as an essential requirement of the internship program.

This report will provide a clear concept about the business operation and overall function of HR practice as well as the effective recruitment and selection process of PeopleScape Ltd.

I would like to ask you to acknowledge my internship report to assist appraisal.

Sincerely Yours,

Safinaz Fairuz Zaman Prima

ID: 111 152 174

Major: Human Resource Management

Department: BBA

United International University

# Certification of Similarity Index

**Title of the Report:** Designing and Developing Effective Recruitment and Selection Process for Business Success

**Supervisor:** Professor Dr. Abu Saleh Md. Sohel-Uz-Zaman

**Department:** Bachelor of Business Administration

I, Safinaz Fairuz Zaman Prima, ID. 111 152 174 certify that I have not used any unethical method in the Thesis/dissertation submitted by me for the Similarity Index Certificate. I am mindful that in the event that any such thing is found in my Thesis/dissertation my degree may be canceled at any arrange i.e. indeed after completing my course.

Roll No. 111 152 174

Signature…****

# Acknowledgement

I am thankful to numerous people for completing my internship report effectively. First of all, I wish to specific my appreciation to the all-powerful Allah for giving me the quality to perform my obligations as an assistant and total the report inside the stipulated time. I am profoundly obliged to my administrator Dr. Abu Saleh Md. Sohel-Uz-Zaman, Professor of Business Studies, United International University for his whole-hearted supervision amid my organizational connection period.

I am also grateful to Eliash Hossen Bappy, HR manager of PeopleScape Limited, as my organizational supervisor. It would have been exceptionally troublesome to plan this report up to this check without his direction. My appreciation goes to whole United International University for organizing an Internship Program that encourages the integration of hypothetical information with genuine life circumstances.

Last but not the least; I would like to communicate my appreciation to my Peoplescape Ltd. colleagues, seniors, and colleagues who gave me great counsel, recommendations, motivation, and back. I need to specify the brilliant working climate and to draw on the dedication of this organization that motivated me to negotiate with a lot of stuff.

# Executive Summary

The report represents my learning and assessment during my internship program at PeopleScape Limited. The internship gives me the chance to learn more about the Recruiting & Hiring process of a famous HR company, to know the effectiveness of this process and the success and how they do it. In PeopleScape, all appointments are made through advertisements in regularly published newspapers in both English and Bangla. PeopleScape Limited employs several workers every year. It was set up in 2006.

PeopleScape Ltd. gives a new view of HR partnering – one that takes together all the elements of HR transition & outsourcing under one roof. They equip other companies with consulting, talent search, and training solutions to help them remain compliant, develop their workplace culture, and grow business. The company set people and company up for greater success with their consulting solution. By working with a remote team of certified HR experts, every company will get an experienced partner like PeopleScape that understands HR needs both from an employee and an employer perspective.

PeopleScape Limited uses both internal and external recruitment resources. PeopleScape Limited has a well-organized recruitment process to get the right people to the right position at the right time. After the recruiting part, PeopleScape chooses applicants through an acceptable screening procedure, such as short-term CVs, written examination & viva, work request, medical test history investigations and a permanent job offer.

The aim of this study is to explain how the recruiting and selection process is being developed. So, I followed up a few factors about how they design their recruitment and selection process and how these techniques help organization to achieve success.

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#

# Chapter one: Introduction

## **Origin of the study:**

The internship program is an integral part of the BACHELOR OF BUSINESS ADMINISTRATION (B.B.A) program for any student in university life. As an understudy of B.B.A program in UNITED INTERNATIONAL UNIVERSITY, everybody needs to present a report after fulfillment of entry-level position program. It is basically a three months long program. The main reason for this program is to provide students with a "on-the-job" presentation. As a result, within the internship time at the HR department of PEOPLESCAPE LTD, I found the Recruiting and Selection Process report on the advice and close supervision of my internship supervisor Professor Dr. Abu Saleh Md. Sohel-Uz-Zaman. The intern supervisor helped me find and work on the subject: **“Designing and Developing Effective Recruitment and Selection Process for Business Success ".**

PeopleScape Ltd. offers an unused vision of HR partnering-the one that puts together all elements of HR transition & outsourcing under one roof. They equip other companies with consulting, talent search, and training solutions to help them remain compliant, develop their workplace culture, and grow business.

The company set people and company up for greater success with their consulting solution. By working with a remote team of certified HR experts, every company will get an experienced partner like PeopleScape that understands HR needs both from an employee and an employer perspective.

As organizations reorganize to realize a competitive edge, human resources play a key role in helping their business units manage a fast-changing environment and therefore increase the demand for quality employees. Here recruitment and selection are processes for finding capable applicants for employment and hold a strong position in the performance of a company and its success. PeopleScape Ltd ensures maximizing the effectiveness of the employee selection process. This includes cost savings from a more efficient recruitment and selection process and reduced turnover, also as increased profitability through improved productivity and customer satisfaction.

## **Background:**

The Human Resources Department is one of the most critical support departments in any sector. It focuses mainly on the growth and equal pay of workers and the safety of the organization from any conflicts resulting from the workforce.

Recruitment and selection processes are part of HR routines. To retain top talent and build a robust, consistent team, the HR manager must skill to try to the recruitment and selection process the proper way. Recruitment and selection techniques got to be applied precisely to avoid increased turnover. Today some systems apply AI in recruitment and selection to extend performance success.

Also, here in Bangladesh, recruitment and selection are distinct phases for hiring professionals. In numerous companies’ human assets division has the bolster and ability of work masters who help to enlist supervisors with the methods to create beyond any doubt, company pioneers are making shrewd enlisting choices. There are a few pieces to the enlistment and determination prepares: sourcing candidates, looking into and following candidates, conducting interviews, and determination for business. These are some processes to follow for hiring effective teams and include a new strategy to update knowledge within the field of manpower sourcing.

As an expert in the human resource age, PeopleScape Ltd has enough knowledge in the recruitment and selection process. Putting the right strategies into place is their main motive to guide companies to help create a better approach to recruitment. They keep up the most elevated proficient benchmarks to guarantee that their clients and candidates are continuously treated with regard, caution, and polished skill.

Since recruiting and selection is the method of collecting, assessing and reviewing information as well as the qualification of applicants for the defined job position, these procedures are adopted by certain organizations in order to get the right individuals with the right qualifications and skills to the right job, so that the individual can improve the probability of their organization and can make a contribution.

## **1.3 Objectives of the study:**

The objectives of the report are:

* To explore the major operations of recruitment and selection process
* To measure how the effects of recruitment and selection process can help in building a successful team of the organization
* To focus on the updates and the better methods of modern technique of recruitment and selection process
* To measure how designing effective ways for recruitment and selection process can improved performance

## **1.4 Scope of the study:**

The study deals with enrolment and preference in terms of the abstract point of view and the down-to - earth use. The study will allow learning about the recruitment and selection issues and how an effective method of designing and developing recruitment process will help to improve performance. It can help learn the realistic protocols practiced by PeopleScape Ltd. In addition, it will offer assistance in distinguishing between the hone and the speculations that coordinate in order to realize how the organization can make progress in enrolment and determination.

## **1.5 Methodology of the Study:**

Methodology refers to the general strategy of paper planning. This report was drawn up in the context of a precise strategy, starting from the identification of the subject to the final introduction. This paper was created in order to explain how the recruiting and selection process was successful and how PeopleScape continued to achieve success. The integral component was to define and obtain, interpret and present data in a structured way in order to identify critical points.

**Design of the report:** This report is a qualitative descriptive research study that reveals several issues about the methods and practices of effective recruitment and selection process adopted by PeopleScape Ltd.

**Sources of data:** Both primary and secondary sources have been used to gather data to produce the study.

*Primary data are obtained by:*

* Functional deskwork at PeopleScape Ltd.
* Training session of the trainees
* Officials of the Recruitment Committee of HR Department of PeopleScape Ltd.
* Daily contact with business employees
* Observation of the organization;
* In-depth interview with other staff of the organization;

*Secondary data are obtained by:*

* Website searching of PeopleScape Ltd.
* Searching the website on new recruiting and screening processes
* The organization of the HR and the process of the enterprise
* Guides, diaries, documents and books on the subject concerned

## **1.6 Limitations of the study:**

The report has been presented with certain limitations in terms of access to data, time and scope of study:

* Secrecy of information: due to confidentiality of information, such information could not be obtained or released that could be really helpful to the study.
* Time constraints: the timeframe for the internship and the research was very short, which did not help me to get the overall experience of the HR department properly. I had to carry out my tasks and write a paper that was a very difficult job.
* Lack of experience: I carried out such a study for the primary time. Thus, inexperience is one of the most variables that has restricted the reach of the subject.
* Financial constraints: The research is self-funded. Since I'm still a student, it's hard for me to pull out all the thesis work with my limited pocket money.

# Chapter Two: Literature Review

The primary definition of HRM is that it is the method of overseeing individuals in organizations in an organized and exhaustive way (Singh, A. K., 2013). This covers the areas of staffing (enlisting individuals), maintenance of individuals, pay and advantages setting and administration, execution administration, alter administration and taking care of exits from the company to circular off the exercises.

Human assets is utilized to depict both the individuals who work for a company or organization and the division mindful for overseeing assets related to workers (Subagyo, A., 2017). It includes creating and regulating programs that are outlined to extend the viability of an organization or business. It incorporates the whole range of making, overseeing, and developing the employer-employee relationship (Easa, N. F., & Bazzi, A. M., 2020).

Staffing purpose of an organization is done by Human resource management (McPhail, R., Fisher, R., Harvey, M., and Moeller, M., 2012). It comprises of the exercises of human assets arranging, enrollment, choice, introduction and preparing. These days various businesses are sloping towards Human Assets Outsourcing (HRO) since it evacuates the stack of organization as well as changing their center once more to sometime recently the individual’s arrangements (Hossain, M., & Abdullah, A. M., 2017). Their primary objective is to decrease the costs and at the same time, organizations are too looking some time recently the Human Asset Administration to offer the first-rate benefit to their representatives.

Recruitment & training is one of the main facets of human resource development (Clarke, N., 2012). Human resource preparation means that the right kind and quality of workers is used to accomplish the corporate objectives.

Adetoye, M. (2019) contented that, Recruitment aims to build a pool of eligible and interested career candidates, few of whom are selected for the next hiring process. Subsequently, it sets the basis for the selection process. In the event that the enrollment prepare is carried out appropriately, it'll offer assistance in utilizing workforce that suits the organizational prerequisites.

Typically fair one step within the handle of work is that as it may it could be a long prepare that includes an arrangement of assignments, beginning with an investigation of the work necessities and finishing with the arrangement of the worker. Relevant activities included in the recruiting process include: study of work criteria, advertisement of vacancies, encouraging applicants to apply for a job, coordinating response, evaluating applications, and shortlisting of applicants (Anglim, J., Morse, G., De Vries, R. E., MacCann, C., and Marty, A., 2017).

Enlisting includes numerous partners counting senior level workers in your company and can fetch a parcel in terms of time and cash (Chacko E., 2015). Subsequently one has to guarantee that the method is well characterized and optimized to meet the wants of all partners.

Selection of candidates starts at the conclusion of recruiting (Sutton, H., 2017). In other words, it is as if the system of choice is beginning after a satisfactory number of applicants have been secured from distinctive enrolment sources – within or outside. Selection required careful screening and testing of applicants who applied for employment in an organization (Sankarakarthikeyan, P., M, B., and Kumari, K. P., 2019).

The word 'picking' has the connotation of having the right person in the right job (Avila, S., 2012). Selection is a method in which multiple techniques are used to help recruiters determine which candidate is ideally suited to work (Carroll, C., 2019). Any of the activities include: screening, exclusion of undesirable applicants, evaluation (fitness test, perspective test, execution test, identification test, etc.), interviews, reference checks, and restorative assessments.

The selection process is a time-consuming phase in the employee's understanding in recruiting (King, K. A., 2016). HR directors must carefully recognize the qualification of each candidate for the post, being cautious not to ignore critical components such as instructive capability, foundation, age, etc.

The recruiting process involves the creation of appropriate strategies to draw further applicants to a position, while the screening process involves the detection of the most eligible position applicant. Recruitment precedes the hiring process, and the selection process is only completed after a job offer is produced and submitted to the chosen candidate by letter of appointment (Al-Kassem, A. H., 2017).

Undertaking this process is one of the most goals of administration. In fact, the victory of any commerce depends to an expansive degree on the quality of its staff. Recruiting workers with the right abilities can include esteem to a trade and selecting laborers at a wage or compensation that the trade can bear, will diminish costs (Tanaka, A., and Yamamoto, K., 2012). Employees should therefore be carefully chosen, overseen and held, a bit like any other asset.

Viable enlistment and determination strategies advantage organizations in numerous ways. Worker engagement, supported work execution, representative maintenance and moo turnover are a few points of interest of best hones in enrollment and determination forms (Burton E., 2016). All of these benefits have an effect on the company's foot line, which outlines how vital the enrollment and determination handle is to an organization's workforce and by and large commerce victor

Any foolproof enlistment handle is regularly focused on towards drawing in qualified candidates and empowering greatest conceivable work searchers to apply (Grünberg L. and Matei S., 2020). This makes it conceivable to create an immense pool of skilled players in a tight career advertising which minimizes the time spent in seeking applicants which filling sections for the company's show and potential specifications.

A well-planned and thoughtfully designed recruiting process allows the selection committee to filter the best applicants quicker while remaining focused on engaging qualified candidates for optimum conversions (Pavlik, A., 2019). The enlistment process not as it were reflects the company’s polished skill but moreover makes a difference draw in the correct kind of candidates whereas sparing the time and cash went through on distinguishing, pulling in, locks in, selecting and holding ability.

Within the ponder, companies capable at enlisting ability too had two times superior benefit edges than those that were less competent enrollment specialists. The reason why enlisting is so capable is that if companies do not bring within the right ability, the other HR capacities endure.

# Chapter Three: Company Overview

## **3.1 Background of PeopleScape Ltd:**

PeopleScape Ltd. has a new view of HR partnering – one that takes together all the elements of HR transition & outsourcing under one roof. Armed with a solid knowledge base, the organization started its journey in 2006. The business is now improving with a deep portfolio within the Human Asset Sector thanks to our great consumer benefit and tailored arrangements for each enterprise. Their mission is to develop a relationship with you and provide the best possible HR solutions to fulfill your business needs.

PeopleScape already has HR Partnering Deals with 20 + International Corporations & 3000++ workers. They offer services in the fields of Pool Procurement & Recruiting, Payroll Administration, Retention & Management of Staff, Replacement, Overseeing Assessment Center and Recruiting, Headhunting, Departure Process Management and Campus Recruitment. They have a network of experts who offer a range of human resource administration programs.



They have a broad database of administration talent and create modern assets on request on prerequisites of clients. They too have a user-friendly continue posting entrance. They have set up and tried determination methods input with universally prepared and experienced selectors to supply comprehensive enlistment arrangements to maximize our clients’ labor potential. PeopleScape focuses on the market for human resource consulting services that consists of eight main disciplines: Human Capital Strategy, Compensation & Benefits, Organizational Change, HR Function, Talent Management, HR Analytics, Learning & Development, and HR Technology. Their scope of administrations run from overarching work on human capital technique to the plan and sending of a recompense & benefits system down to the change of the HR work.

## **3.2 Vision & Mission Statements:**

**3.2.1 Vision Statement:**

PeopleScape Ltd. has the vision as the HR Service provider lead in the country by maintaining strong customer relationships.

There is inducing demonstrate that HR drives client satisfaction—and corporate salaries - by cautious thought to who is enrolled, how they are arranged, how they are coached, and how they are treated on the work. Peoples cape knows that keeping up a solid manager and representative relationship can be the key to the extreme victory of an organization. So, they act concurring to it.

**3.2.2 Mission Statement:**

The mission of PeopleScape is to have the best possible talents on the market by using their enriched network, taking HR services from consumers, so that consumers can concentrate on their core business and keep their pledge of outstanding customer service while still adhering to enforcement rules and labor laws.

## **3.3 Values:**

The prosperity of customer, representative, and society are the three establishment columns of the values of PeopleScape Ltd. accepts that it is their commitment to work for the welfare of society, mainly, on the human asset administration. In show disdain toward of being a commercial organization, PeopleScape doesn't persistently select advantage, or possibly it tries to be without a doubt more centered towards the fulfillment of its commitments to society and subsequently contains a solid sense of obligation to its client, its people, and its society as an aggregate. From the day to day commerce operation of the quality approach, in every single action of PeopleScape, these center values and principals are reflected.

## **3.4 Key competence drivers:**

* Dedicated relationship manager for every client
* Liberty to trade from anywhere
* Wider branch network
* Reliable and user-friendly online service
* Instant confirmation for every execution
* Secured custodianship of clients’ information
* Confidentiality of portfolio status
* Research and bits of knowledge for superior and more educated speculation
* Separate facilities for females and senior citizens

## **3.5 Key strengths:**

* Strong brand equity
* A skilled group with proficient advertise insights
* Dedicated investigate group centered on making esteem for the ecosystem
* Well-structured execution administration show driving business
* Growth and quality
* Reliable and client inviting online infrastructure

## **3.6 HR Vision:**

As a HR consulting company, Peoplescape’s vision is to be the best and managed most productiveness and cost-efficient workforce among local HR consulting companies in Bangladesh.

## **3.7 HR Principle:**

PeopleScape has the principle of satisfying through work and through the job within the organization; and they believe management is the activating organ of the organization.

The arrangement is rules of conduct; subsequently it is based on the taking after standards:

* Place the right person at the right time in the right place.
* Prepare every worker for current and potential occupations.
* Create a coordination committee as a whole.
* Maintain proper and sufficient stocks of tools and appliances.
* Build improved working conditions
* Provide protection with opportunity, encouragement and appreciation.
* Look ahead, arrange for new and more things to come.
* Guarantee merit and normal equity rules.

## **3.8 Corporate Culture:**

This organization is one of the most disciplined ones with a distinctive corporate culture. Here, they believe in shared meaning and shared sense-making. They claim that their people can see and comprehend circumstances, actions, artifacts and circumstances in a distinct way. They form their etiquette and labels, their human character to fit the function of the company and the interests of consumers of paramount importance. People in various departments see themselves as a close-knit team that believes in working together for progress. The business culture in which they have a role has not been forced; it has or may have been done by their corporate actions.

## **3.9 Corporate Information:**

PeopleScape has eight different wings to manage pre-determined course of action established to guide the organization towards its objectives.

These departments are:

1. Head Hunting
2. Manpower Outsourcing
3. Payroll Management
4. Medico Marketing
5. Assessment Center
6. Recruitment Process Management
7. Training & Development
8. Campus Recruitment
9. **Head Hunting:** Headhunting is an inefficient method for any company to try to find the right match in a high or mid-level management role. Since PeopleScape is part of the recruitment industry, they use their substantial networks. Their assistants, who are still aware of the country's top assistants and their whereabouts. In addition, their extensive CV bank of about 10,000 CV still allows them to link the best people who fit the client organization's values and who can be seamlessly integrated within the organization.
10. **Manpower Outsourcing:** PeopleScape claims that by turning over Manpower Outsourcing responsibly to them, businesses will commit their internal wealth and capital reserves to more profit-driven operations. They help companies shorten their reaction time to human resource demands as well as have advanced recruiting and monitoring processes. They have been actively overseeing the total HR resources for their clients for more than 12 years and their biggest ventures have managed more than 1500 workers at a time, globally for their clients. At the same time, they control about 5,000 workers worldwide. Outsourcing the recruiting practices of clients to them will help them minimize costs and consider and evaluate their recruitment plans more quickly and effectively.
11. **Payroll Management:** Managing payroll is one of the most complicated facets of a company. This department is not only responsible for workers ' wages, but PeopleScape claims that it lays a rigorous role in maintaining the image of the company. They have a detailed and versatile approach customized uniquely to the needs of clients. Through making clients professionally compliant, they guarantee the properties of clients are well covered in terms of their wages. Their entire payroll accounting practice is carefully conducted by evaluating the attendance of workers and the benefits they earn. Their HR executives are well versed in the labor code, and they also hold a close watch on the regulatory laws of a particular organization.
12. **Medico Marketing:** PeopleScape Ltd. has a huge experience of Medical Marketing in Bangladesh. Medico Marketing has been offered to a variety of multinational corporations. Doctors are known to be the King of the Warrior, a good source of word of mouth. It is also often necessary to seek a recommendation on the consistency of the goods and on the reputation of the mass market. Specifically, HR executives with pharmacy expertise and experience working with renowned MNC pharmaceutical firms are responsible for delivering medical marketing services. They also have the experience to coordinate science conferences, gatherings of RMPs.
13. **Assessment Center:** They run assessment centers for British American Tobacco, Nestle, Unilever Bangladesh Ltd., Hera Sweaters, and other organizations. They used to partner with Unilever Bangladesh to hire land managers. They operate an organized evaluation center where applicants are evaluated in order to evaluate their suitability for particular categories of jobs. The testing also consists of various elements, including interviews, group activities, lectures, assessments and psychometric measures.
14. **Recruitment Process Management**: Their experts help clients to create a corporate staffing strategy to ensure the best fit for the job is found. Their recruitment process includes analyzing the requirements of a job, attracting employees to that job, screening and selecting applicants, hiring, and integrating the new employee to the organization. They utilize their extensive networks and CV bank to provide suitable candidates for the position. Thereafter, our experienced executives screen through the pool and design the assessment tests ensuring that the highlighted requirements can be judged through the tests.
15. **Training & Development**: Their training and development programs not only include training modules, but also recognize areas that each employee wants to strengthen with the use of a skill matrix model that has been built at home. This model specifically defines and recommends the preparation needed by individual workers. This increases the efficiency of staff when they realize what they need to improve. Based on their experience, they are mindful that preparation and growth practices will not always be well received. That is why the message is conveyed in an empathetic manner, so that workers should not take this as a challenge, but as a necessary move forward to develop their jobs.
16. **Campus Recruitment:** When publishing circulars online or offline, and then hiring, organizations frequently sacrifice desirable talent, so campus recruitment has been extremely effective in recent years. Not only does it show the prospects of their clients' companies, it is also an outstanding process of recruiting new talents. They are planning national campus recruiting programs that will allow organizations access to an untapped pool of future star performers in the company. They plan the event and also carry out the requisite recruiting exercises to ensure a smooth integration of the organization.

**3.10 Functional structure of Human Resources Division:**

A total of 19 employees working in the division of human resources are involved in human resource operations. The Director of Human Resources shall carry out all the tasks carried out by the workers. The final decision is accepted by the managing director for recruiting. The Recruitment Board shall be headed by the Managing Director.

The Human Resources Department is one of the most important supporting divisions of Peoplescape Ltd. It focuses mainly on hiring, as well as on training and compensating them equally, and on shielding the organization from any challenges that could emerge from the workforce. The department shall be composed of the Director of HR. Head of HR, Senior HR Administrators, HR Managers and HR employees responsible for human resources administration in other agencies.

## **3.11 Functions of HRM:**

1. Organization, Employment and People Preparing
* Strategic Human Resources;
* Review of jobs
1. Receiving Human Capital
* Equitable access for jobs
* Recruitment;
* Deciding
* Instructions
1. Rewards Staff
* Compensation and benefits;
* Quality appraisal
1. Construction Output
* Preparation: Training
* Production of human capital
1. Maintenance of human capital
* Safety and health;
* Labor Partnership
* Employment Transition
1. Managing the HRM multinational

## **3.12 Organogram:**

PeopleScape Ltd is committed to developing a corporate governance system by implementing, updating and adhering to all standards and procedures to ensure a healthy corporate climate within the company with full responsibility and openness. Corporate governance is a governance practice / culture to ensure power of the administration and management processes. This is achieved by a series of protocols that are compliant with accepted principles that lead to the needs of shareholders and stakeholders. It guarantees equity, integrity and openness in the private sector and also respects the rights of all stakeholders.

The organogram of PeopleScape Ltd. is given below:

#

# Chapter Four: Findings

HRM is a management area that includes the planning, coordination, management and supervision of the functions of recruitment, growth, maintenance and encouragement of the workforce. In PeopleScape, the human resource management process consists of ten tasks essential for the organization's staffing and the preservation of high employee efficiency. The process is defined as follows:



(Source: https://www.peoplescapebd.net/)

## **4.1 Major operations of recruitment and selection process:**

Recruitment and screening procedures are found helpful in every form of organization, since they tend to identify the most qualified work candidates. Recruitment and procurement are essential operations in the management of human properties, outlined to ensure the best utilization of representative quality in order to achieve the main goals and objectives of administrators and the enterprise as a whole. It could be a method of sampling, recruitment, shortlisting, and selection of the right applicants for vacant vacancies. Employers are adopting enrolment policies and methods that can be more effective in meeting corporate goals and objectives.

PeopleScape Ltd practices a comprehensive method of recruiting and selection. They're really searching for high-quality candidates who want stability and opportunities to succeed in their professions. If anyone is the sort of person who has already stood out, PeopleScape provides a position where applicants will continue to shine. No matter what the sector or the spectrum of interests is, there are vacancies where talents are likely to be applied and created. In PeopleScape, there are thousands of people from diverse communities and backgrounds working in a number of different occupations in various fields.

Here there are some major operations in the recruitment and selection process of PeopleScape-

* Merit is the only selection factor.
* Mentality is given as much weight age as useful skills.
* Panel interviews with the Utilitarian Head & HR Head.
* Outlets for enrolment are by campuses, specialists, representative referrals, internal career listings and the site.
* Officer System, GET and MT positions require compound checks.
* Clarification of the antecedent is a vital aspect of our planning for enrolment.
* Medical fitness is a requirement for both positions.
* Here is an equal opportunity employer and do not discriminate on the basis of race, community, religion or sex.

**The Recruitment Team:**

The PeopleScape Recruiting Team of HRD is very energetic, knowledgeable, hard-working, responsible and dedicated to whatever mission they are assigned to. Within this HRD, the work weight and work stack of the enrolment section is comparatively high, and the way the department treats them is fabulous and the overall enrolment department can be measured is split into two fundamental parts. These are the HR Core Group and the HR Relationship Group.

**Job Responsibilities of Recruitment:**

* The screening of the CV.
* Join the kit & take part.
* Planning a confidential file for each employee.
* Data passage of the members, both of whom the CV is selected for the meeting and of those who are licensed.
* Testing the sources and delivering mails.
* To make phone calls.
* Assisting all workers when they are busy with jobs.
* Verification of retired workers in PeopleScape Ltd.
* Review the PM ranking.
* Served as an invigilator in a promotional exam.
* Schedule the date and time of the interview.
* Send mail to each arbitrator to validate the nominee.

**Types of Recruitment**

PeopleScape Ltd. practices two forms of recruiting –

* Annual enrolment: This should be achieved on an annual basis, according to the HR program.
* Need-based recruitment: This is mostly achieved where there is a temporary vacancy.

**Mode of Employment:**

PeopleScape Ltd. has four styles of work to meet the most noteworthy level of success of its clientele. There is full time, legally binding HR, outsource and internship (IP) services.

**Joining of the Candidate:**

After finishing all of the training, the selected applicant demanded that all of his / her scholastic & technical credentials be merged with his / her previous experience partition validation submission & other associated archives and is taken according to the requirements.

**Offering the Role:**

When a well-being review has been completed, the applicant will receive an offer letter specifying the pay plan, job commitments, and utilities to be offered by the company. Indeed, in this agreement, the preferred candidate has a chance to withdraw from the job offer. He / she are continually able to chat about any issues that might happen with regard to pay-structure / facilities, etc. The HR entrance is kept open for any form of important dialogue.

## **4.2 Measure the Effects of Recruitment and Selection Process that can help in Building a Successful Team of the Organization**

The centrality of recruitment is accepted by the reality that the organization gets fulfilled with more profitable representatives. It not as it were upgrades efficiency and benefit but to empowers great connections among the managers and the workers. It contributes to the development and advancement of the organization. It decides the current and future work necessities. It makes a difference in expanding the victory rate of selecting the proper candidates, who are able to form productive utilize of their aptitudes and capacities in driving to development and advancement. It makes a difference in assessing the viability of different enrollment strategies. It decides the show future prerequisites of the organizations and defines plans in like manner.

Being a HR consulting firm, PeopleScape knows itself that HR department needs to be full of acceptable and skilled employees who can meet the ultimate requirements of the department and make a successful team. Not only merit in recruitment exam but also skills, abilities, knowledge, disposition, existence and overall attitude are important to carry out the duties perfectly. Various levels of interviews such as cultural, analytical, telephone, written and face to face are pulled off by the HR team to get their ultimate candidate in order to build a triumphant crew. It is worth giving signs that in terms of driving, directing, and overseeing workers, on the off chance that one isn't selecting the finest individuals accessible, at that point, it is continuously getting to be challenging to oversee them on the day by day premise.

Also, PeopleScape focuses on the psychological links between organizational and employee goals. It is related to higher inclusion in administrative choice, interest, giving preparation, and rewards. Successful groups are made up of self-motivated workers with amazing communication aptitudes. PeopleScape recognizes the qualities of their person worker and plans their enlistment drives agreeing to that expertise so that representatives can contribute themselves within the labor that they really convey.

PeopleScape goes beyond initially to find the right person for each post for hiring the best candidate who would have far-reaching positive results on the whole organization. Here are two reasons why it’s worth fine-tuning their recruitment strategies:

* **Save time and money on training recruits**

As the PeopleScape has a diverse accentuation on enlistment prepare that make them choose to make the correct candidate choices for the trade, they don’t get to spend as much cash or time on preparing activities to get ready modern representatives for their parts. Instead, eligible applicants will take less time to settle in their current job before allowing the business to make a stable return. In addition, the organization should concentrate its training activities on ways that can help the company grow.

* **Lower their staff turnover rate**

With a successful recruiting mechanism in motion, PeopleScape decreases the likelihood of workers leaving the company to find a job elsewhere. It really adds to the turnover rate of their workforce. A high attrition rate for workers may have negative impacts on trade, which is also worth remembering when looking at advanced enrolment methodologies.

PeopleScape follows a specific recruitment and selection policy by which it carries the supreme importance for the continuation of the success of their organization. This policy has a significant effect on their improved performance.

* **It ensures transparency in the hiring process**

The recruiting and selection policy of PeopleScape ensures that all recruitment and selection processes are carried out in a straightforward way and that all the participants concerned (the recruiting manager, HR, etc.) follow the recruitment process with full faith in the end-result. In addition, openness also ensures that applicants are constantly aware of the progress of their proposal and aware whether they are offered a position. This policy provides a sign of responsibility towards candidates and they feel more reliable to apply again for further recruitment which is a positive sign for the company.

* **It paves the way for merit-based recruiting**

The successful recruiting and hiring strategy of PeopleScape guarantees that the final recruiting process is performed in a rational and valid way. It makes sure that at every stage of the overall procurement process, racist conduct is stopped.

It gives surety to a candidate that he will never be discriminated on the basis of his gender, race, age, religion, or nationality. Also, in PeopleScape, they provide the full authority to take legal action if the candidates feel they’re being discriminated against any factor. Moreover, their job application has been never treated in a confidential manner. PeopleScape earns loyalty of new candidates as well as their employees by having this type of policy.

* **It provides consistency**

The recruiting and selection method that is not consistent generates contradictory outcomes. Consistency is therefore another reason of PeopleScape for ensuring a successful recruiting and selection policy. They ensure that no separate selection criteria are set for each candidate, since it would not be able to assess the efficacy of each applicant. PeopleScape has a structured procedure that is adopted to ensure continuity. It is more beneficial because PeopleScape applies pre-determined parameters.

* **It lends credibility to the organization**

Another justification for providing a fixed recruiting and hiring policy in PeopleScape is to prove that this company is reliable enough to apply. Today, there are a variety of work openings that are not legitimate, and many applicants are stuck in the hands of fake firms. Therefore, in order to be effective, PeopleScape practices clear application processes that will make the applicants more secure about the role they are applying and will have greater confidence in the organization that will result in goodwill for the organization.

Many recruiting and screening procedures have aspects of bias embedded in them. However, handling career seekers in a professional and constructive way is more likely to leave them, whether or not they are successful, with a positive impression of the organization and how the seekers have been handled. PeopleScape 's improved methods of recruitment and selection influence their bottom-line business outcomes, such as increased productivity and successful financial performance.

## **4.3 Focus on Modern Techniques of Recruitment and Selection Process:**

PeopleScape put emphasize on recruitment approach very cautiously. They agree that having the best methods in motion allows building a stronger path to recruiting. Here are some of the approaches considered by PeopleScape when it comes to designing a successful recruiting strategy for their business:

*Modern Recruitment Techniques:*

* **Clear and concise job descriptions:**

PeopleScape makes its work advertising succinct with bullet point lists and an emphasis on critical skills / experience. They have some outstanding officers who have direct experience in writing a proper job description in this position. PeopleScape workers have excellent experience of correctness proofreading.

* **Consistent interview process:**

PeopleScape uses organized interviews to help keep it stable and make it easier for their company to directly assess applicants in order to make a more educated choice. They have a knowledgeable interview board to finish the whole process and recruit outsourcing workers if necessary.

* **Clear incentives for candidates:**

Each applicant is also weighing up the business during the recruiting process. PeopleScape is committed to creating an enticing workplace identity (especially on social media), delivering fair pay and benefits, and providing high-quality recruiting expertise that lets them retain talented future workers. It makes a big difference in the minds of the applicants and makes them more optimistic about the organization that is a phenomenal development for the group..

* **Applicant tracking system:**

PeopleScape has recently begun using a applicant tracking system (ATS) that saves a lot of time and resources. It automates the admin aspect of recruiting, for example by posting work ads to different locations, sorting candidates, and arranging interviews. This program also offers helpful recruiting measures to help PeopleScape’s executives to identify better candidates more quickly in the future.

* **Gig economy:**

This gig economy is a recruiting tactic that is increasingly becoming more popular, and PeopleScape is not far behind in using this methodology. As described earlier, when PeopleScape wants someone with unique expertise, but with a few high-priority tasks that need to be done in a limited time, they recruit freelancers for that specific job. They save a lot of time and money because they don't have to go through the normal recruiting process.

In comparison, working with freelancers gives them an opportunity to see how successful they are and how well they fit with the rest of the staff. If PeopleScape employers prefer the specific freelancer, they are offered to join the business for a permanent job.

* **Virtual reality:**

Virtual reality is an exciting prospect that PeopleScape is now using for their recruitment process. They have VR headsets designed to communicate with candidates to a larger degree than ever before. Utilizing VR is now displaying a huge growth in its market and is demonstrating it as an innovator at the cutting edge of technology. It sends out optimistic signals, even though it is timely and costly to incorporate into the recruiting plan. The beauty of VR is allowing PeopleScape for unique interpretations in their recruitment process.

**Mobile Recruitment:**

This approach has always been at the bottom of the PeopleScape chart, so the mobile recruiting method here is sort of optional. Virtually, this is the best way to get in touch with the whole generation of candidates (Generation Z for sure and potentially a substantial part of Millennial, too). PeopleScape then placed extra work into monitoring them via mobile devices for better recruiting. Also, PeopleScape bear this in mind because where job seekers are accustomed to doing everything on their smartphones, they demand no less from the organization they apply to.

It goes without saying that PeopleScape will still recruit the best staff they can. To do this, they use various delegate determination methods in their enrolment process to help restrict future applicants. But in this dynamic world where there are a lot of applicants to pick from, PeopleScape still needs the best for their squad. But from automatic CV scanning and reading cover letters to conducting whiteboard interviews and answering trick questions, the variety of approaches used by employers to test applicants is vast and daunting.

*Modern Selection Techniques:*

* **Assess cognitive ability**

Cognitive capacity is the number one indicator for the performance of work at the overall level of business and business. PeopleScape uses this methodology as a method of pre-employment training used to determine how often individuals use a wide variety of mental mechanisms, such as number function, logical reasoning, problem-solving, reading comprehension and learning agility.

Cognitive skills testing, if carried out and handled correctly may be an incredibly viable method for expecting job victory. They are also relatively affordable and easy to handle digitally, due to modern technologies. One possible pit, though, is the possibility of an antagonistic outcome, which is the detrimental influence that a one-sided decision-making process has on maintaining the gathering of individuals.

In order to keep this from hindering recruiting attempts, PeopleScape maintains that it points out that it periodically monitors the detrimental results of the cognitive skill assessments. They measure their adverse impact by monitoring if the four-fifths or 80 per cent rule applies to their selection of candidates.

* **Evaluate learning agility**

Evaluating learning agility is another new methodology of candidate selection that PeopleScape follows to draw on in their recruitment process. In other words, learning agility is the ability to be in a new situation, not to know how to handle it, and then to figure it out anyway. An agile learner can apply his or her past learning to new scenarios that he or she has yet to experience. Learning agility is a key ability that PeopleScape can measure to gain a true understanding of how applicants operate and adapt in ever-changing working environments. This strategy has an influence on both their day-to-day activities and the long-term success of the organization.



* **Test situational judgment:**

Another great way to enhance PeopleScape's selection of employees is to assess the situational judgment. Situational Decision Tests (SJT) challenge applicants with varying situations that they may face if chosen for the particular position they are applying for. PeopleScape constructs these assessments in the event of a screening procedure to determine how effectively candidates concentrate, obey orders and cope with situations that occur at the workplace. These assessments are extremely predictive of work success and match culture and can offer a practical glimpse early in the application process.

Although it has been very costly and sometimes difficult to construct and implement, PeopleScape uses this technique thoroughly. This is because it has made their workforce more productive, more quality teams than before, and has given their company a strategic advantage over their competitors.

* **Test work assignment**

Test tasks or job sample assessments have been an exemplary method adapted by PeopleScape to aid in the selection of workers. This task planned by Peoplescape 's employers have offered top prospects a sense of what they will do on the job, so they can appreciate the expertise they bring to the table. Overall, this strategy decides PeopleScape’s long-term competition and means that there are creative ways to support it in the market.

## **4.4 Measuring how Designing Effective Ways for Recruitment and Selection Process can Improve Business Performance**

The hiring process for employees of an organization will decide the consistency of its new recruits which can have an impact on both the day-to-day operations and the long-term performance of the company. Choosing wrong workers will make the workforce less efficient, decrease productivity, reduce customer loyalty and cost more money.

Through recognizing the successful role of recruiting and selection in HRM and the value of the process, PeopleScape helped to make smarter recruitment decisions. Designing an effective recruitment and selection process has helped PeopleScape to take on new roles and adapt new technologies. In the event that you hire the right people, your current staff will benefit from advantageous and supportive unused peers who make the job experience more pleasant. Their successful recruiting and selection process results in the company obtaining comparative edge in the marketplace, improving returns and generating economies of scale.

There are more reasons that decide how successful recruiting and hiring practices are growing Peoplescape 's market, as well as how it has made PeopleScape perfectly prepared to take advantage of their business opportunities, compete and expand faster.

**Delivers better performance:**

Efficient recruiting of staff helps PeopleScape to achieve faster levels of growth. Streamlined, streamlined procurement procedures for this organization to produce higher-quality, more motivated employees, offering a strategic edge that directly influences their business efficiency.

**Increase profitability and performance:**

Peoplescape’s approach to a quicker and more efficient recruiting and selection process has a far-reaching influence on their company success. They developed trust in their ability to adapt these processes to recruit and on-board high-quality applicants on fast timescales and also allowed their company to be more proactive and flexible, to take advantage of short-term opportunities and to reap rewards. As the endorsement of effective recruiting and procurement procedures has been seen to be less expensive, PeopleScape may see a clear decrease on their cost-per-hire expenses, which would have a positive effect on profitability. Reduced time to recruit has also been translated into quicker time to expertise.

PeopleScape analysts have found that their work with the Recruiting Process Outsourcing Company usually saves up to 70% of their budget and reduces the expense of recruiting fee by about 50%.

**Reduce attrition and improve productivity:**

Crucially, a more effective recruiting process has freed the PeopleScape Human Resources team to invest more time on preparing and improving existing teams and on board new hires. As a result, their correct on-boarding procedure had a significant effect on the company’s dedication, increasing efficiency and reducing workforce turnover.

**Attract higher quality candidates:**

Peoplescape’s successful recruiting and selection tool has become so popular that it has made it easy to hire high-quality applicants. By speeding up high potential candidates, they have already improved the odds of keeping their interest. So now, as a result, Peoplescape’s swift, frictionless recruiting experience has increased the probability that new hires will start their jobs with a great opinion of the organization. This improved their dedication in the critical first weeks of their jobs, increasing their long-term chances of success.

This overarching method tends to be a series or series of acts engaged in the recruiting and selection of applicants seeking a position and an employable employee of the company. PeopleScape has made its own well-defined practices and its own means of training and selecting and hiring workers into their company and has accomplished great progress.

The efficiency of the workers made the company a success. If an employee with the right qualifications and the right skills has been chosen by the organization for a work position, so it is most likely to bring value to the company and also to minimize or save expenses if the worker is hired at a price that can only be afforded by the organization. PeopleScape has always been carefully hired and chosen, workers are carefully maintained and handled while they take care of the other staff, while workers are the best resources for the organization, which PeopleScape has maintained during their operations.

# Chapter Five: Experience

As an intern, I was assigned to work in the Human Resources Department of PeopleScape Ltd under the direct supervision of Eliash Hossen Bappy, HR Manager of the Department. On the very first day, he gave me a short orientation on the organization, showed me the whole HR department, and introduced me to the other employees of the department. Here I noticed the eight major units of the various departments. Each unit has a Senior Manager and a number of Junior Executives, along with an Office Manager. The Manager shall be responsible for all presentations to the Head HR and the Head HR.

There was another intern who had been working there for more than a month was incredibly kind. So, at the end of the day, my administrator told me to observe the entire thing for a few days in order to provide a better picture about the corporate culture and the errands. After getting general ideas about the duties and the organization, my boss delegated me to the HR Manager so that I could better understand and do what is going on with the whole HR department process. Over the course of my entire internship period, I have also aided other HR Managers of the Unit in carrying out their day-to-day job and have learned these tasks.

## **5.1 Specific Responsibilities of the Job:**

The work needs a person who is a fast learner and capable of multitasking, has outstanding Microsoft excellence and programming skills, along with a collection of fluency in both written and oral English. So, I was very diligent about doing the entire job and asking for it on my own, and I still had a decent communication skills. Followings are some of the responsibilities that I had to undertake while working as an Intern:

* Indexing the files of workers
* Interact with the candidates
* Perform a preliminary evaluation
* Planning of the Vacancy Advertising
* Planning of the Note Interview
* Printing the necessary documents

### **5.1.1 Indexing the employee files:**

There were three forms of indexing of files that I studied and did:

1. File in which all documents of each selected candidate are stored

2. The file in which the records of each candidate who is subject to the panel analysis are stored

3. File of all other general documents relating to the entire recruitment process for that particular post

### **5.1.2 Communicating with the candidates:**

During the procurement process, I had to meet with the applicants three times. First of all, I had to contact the shortlisted candidates for the preliminary examination, reminding them of the date, time and location of the examination, and the requisite documentation to be given when they were coming for the test. Second, after reviewing their response script, I called upon the applicants to remind them of the date, time and place of the face-to - face interview. Finally, I had to meet with the chosen applicants in order to remind them of their selection.

### **5.1.3 Conducting the preliminary test:**

### I have had the chance to administer a written examination for the outsourcing manager role where more than 100 applicants have taken part. During their test, I had to supervise the contestants. I arranged for them to wait, advised them on the questionnaire, provided them with answer sheets and question sheets, provided them with extra pages, if necessary, and stapled them, and eventually got their sheets back when they did the exam.

### **5.1.4 Preparing the Vacancy Advertisement:**

I have prepared some Vacancy Ads for some of the posts using a general format created by PeopleScape Ltd. I had to bring the requisite details from the Position Explanation document in that format to plan the Post Advertising.

### **5.1.5 Preparing the Notice of Interview:**

### I have prepared Note Interviews for a variety of posts with the aid of a general format made by Peoplescape. I had to place the ad number, the name of the division and the post, the names of the nominees, the time and position of the interview and the name and classification of the HR Manager involved in the format for the planning of the Notice Interview.

### **5.1.6 Printing necessary documents:**

There, I had to print a couple of the requisite documents that entered the Peoplescape intranet with employee ID and Password. For example, I have downloaded and printed 40 CVs at a time that was a very messy job to do, so when ordering for printing, I still had to go to the printer to arrange each CV to its position so that it couldn't have been combined with another CV.

# Chapter Six: Recommendations and Conclusions

Recruitment and selection has never been as demanding and thrilling as it is now. If an organization wishes to choose the right prospects, it has to be imaginative and use some new, groundbreaking recruiting approaches every now and then. This tells prospective candidates that the organization has an interesting company to work with, that it supports technology and that it attaches high importance to the candidate's background.

The consistency of the recruiting and hiring process has made Peoplescape Ltd successful. Their recruiting and hiring policies helped the organization and placed them under oversight and regulation so that the mechanism would allow them to make decisions.

But there are also thousands of new recruitments that start every year. In this situation, Peoplescape wants to ensure that their business is one of many that will continue to be hyper-successful. They do have a heavy recruiting and hiring strategy, so here are few more areas to focus on where I have had the most effect on the performance of the agency.

* **Make Their Website More Visible:**

It is doubtful that any travelers to their website will become customers or candidates on their very first visit. The general architecture of the website is top notch, but details are sparse. But the next target should be to focus on their website is to catch people's information or make it easier for their companies to sell to them again in the coming months. This is how they will ensure that their recruiting is in the spotlight at a moment when these customers or applicants are able to make their next career leap.

By being imaginative, Peoplescape may be able to come up with several excuses for both customers and applicants to take some sort of action while they are on the website that provides the company with their information or asks them to stay abreast of potential changes in the market. When combined with a small budget for remarketing, they will be able to saturate their niche market with the brand and message, so that they will still be at the vanguard when applicants or clients dream about partnering with the recruiting firm.

* **Invest in Technology:**

PeopleScape needs to invest more in technology. Investing in all innovations will help the rest of the team significantly increase their efficiency. This is an environment in which the company will have a significant effect on success. There is a wide variety of developments with which they can contribute; from AI-fueled candidate procurement to video meeting and multi-posting job council; deals with devices to improve consumer win rates, mechanized take-up of devices and streamlined SMS for press productivity in all the company does.

PeopleScape has the perfect place to assess which of these methods has the greater potential to transform their team's efficiency and speed-to - market. Invest early and invest carefully will be the safest recommendation. The more they invest in these resources, the greater they will be able to lead and expand on their rivals, and the further they will strengthen their profitability margins.

* **Improve Candidate Sourcing:**

In order to enhance the recruiting and selection process for PeopleScape, they need to enhance their recruitment and selection process. They do not restrict themselves to career portals to seeking the right applicants. Although there are strong places to advertise for people who are aggressively looking for a career, the organization also has to find opportunities to get inactive applicants.

It's becoming more and more challenging for recruiters to identify and retain the best talent. This calls for the need to make some positive improvements to recruiting and selection procedures. The enrollment scene has shifted the parcel over a long period of time and is actually run by applicants instead of by the selection leaders. The days are over where the recruiters have arrived to select the applicants. Now, the candidates are choosing the company they want to work with.

The scope of this research is to explain and study the recruiting and selection process and to identify how the successful recruitment and selection process leads to organizational performance. This report would also include suggestions to other organizations to enhance their recruiting and selection process and to be successful.

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