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# Recruitment and Development of HR in IT firms ( Rexo IT Case )



# REXOIT

Your Compatible Partner

Internship Report.

**PRESENTED BY**

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United International University

Fall-2021

Internship Report

On

Requirement and Development of HR in IT Firms (REXO IT Case)

**Submitted to:**

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Date of submission

14<sup>th</sup> June 2022

## Letter of transmittal

Date: 14/06/2022

Ms. Nasrin Akter

Assistant Professor

School of Business and Economics

United International University

Subject: Submission of internship report on Requirement and Development of HR in IT Firms (REXO IT Case)

Dear Madam,

I am honored to announce that I have prepared my internship report on “Requirement and Development of HR in IT Firms (REXO IT Case)”. I want to thank you for mentoring me throughout my internship program and helping me complete my BBA. This internship report has allowed me to learn the practical knowledge and experience that I needed the most for my corporate jobs. I have collected information about news updates from various sources, such as news articles on book websites and some blogs. Compiling this report and presenting it to you has been an exciting journey. Let me know if you need additional information or questions in any way.

I pray and hope that this general report based on REXO IT lives up to your level of expectations.

Sincerely Yours,

Jannatul Ferdous

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## **Acknowledgment**

The first real thank you I have to present is Almighty Allah for keeping me safe and sound. I would not be able to complete this report without his blessing. I am grateful for that.

Immediately afterward, I would like to express my sincere gratitude to my supervisor, Ms. Nasrin Akter, Assistant Professor, School of Business and Economics, United International University. MS. Nasrin Akter mam provided upbeat and very informative guidance throughout the internship period. Without your continued support and guidance, this adventure could have been more difficult for me and I probably would not have been able to finish this report.

I would also like to mention one way REXO IT has enabled me to have this first-class opportunity in the most constructive and responsible unit: Human Resources Management. Here I met some of the most amazing people I have ever met, starting with HB Arif (Marketing Director). Although he was a great person himself, he always guided me and gave me valuable lessons. Standing behind him is his office manager, Savanna Zurio Mam (Senior Sales Executive). Not only was she a supervisor to me, but also someone who helped me every step of the way. She was the type that would spend hours just explaining things to me in such simple terms. She was the best mentor I could have had. Thank you to everyone at REXO IT for making my trip so wonderful and amazing.

## **Executive Summary**

This report is all about “Requirement and Development of HR in IT Firms (REXO IT Case)”. In the present world, we are all surrounded by software applications and they are very important to businesses as they help them stand out from the competition and become more competitive. Software companies develop, design, and do programming so that other companies can use them. Software development improves clients’ experience, brings more feature-rich and innovative products to markets, and makes setups safe, productive, and efficient. Mobile app development is essential for online business and these apps have eased the customer to get business details faster and simultaneously stay connected and updated with their favorite brands and offers. Today 88% of mobile time is spent on apps. Mobile app downloader has reached around 218 billion (Mobile app Download Statistics & Usage Statistics (2022)). As an IT company, recruitment is a very important factor as hiring the right person for the right position is necessary for any business to succeed and grow. On recruitment, a team is assembled just for job analysis and some personal planning to ensure all necessary recruitment requirements before the process begins. Recruitment saves costs as the organization can collect candidates without spending too much money on them. Helps to hire a better-qualified workforce. The main goal of recruitment is to find out the existing and future needs of the organization. The organization fulfills its social and legal obligations of the organization and contributes to its success. Above all, it promotes job descriptions and helps job applicants. Recruitment helps organizations connect with other qualified candidates who have not received jobs by managing candidate files. It ensures that the hiring of employees promotes the growth of the company. When a company has a strong hiring process, it automatically helps HR determine if candidates value the same principles and work culture that the company offers. I have tried to explain the Rexoit recruitment process as well as the necessary development in it. Furthermore, I have tried to explain Rexoit’s recruitment process as well as the development needed in it.

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# Chapter-1

## (Introduction)

## **Introduction of the report**

This report is based on three months of a long internship program for the completion of the BBA program at United International University. I got the opportunity to complete my internship program in one of the leading software companies in Bangladesh which is based on Software, web, and mobile app solutions at REXO IT. I started my internship on February 10, 2022, and complete it on May 10, 2022. During this whole three months of the journey, I have learned a lot from this Company.

## **Scope of The study**

This entire report has been prepared for the purpose to show the “Requirement and Development of HR in IT Firms: The case of REXO IT”. The main focus has been given to the recruitment process of IT firms and how they follow and implement the process in their firms. As well as the development needs for employees under Human Resource Management for the company’s further development.

## **The objective of the study**

The main objective is to know the overall recruitment process of REXO IT as well as the development that needs to be implemented.

### Specific Objectives

- To focus on major elements of the recruitment process.
- To focus on the process followed by the REXO IT firm.
- To focus on the development needs to be implemented.
- To focus on the updates and the batter methods of modern technique.

## **Methodology**

For the completion of this report, I have taken both primary and secondary sources of information.

Primary Source: This source of information is collected from the practical knowledge and experiences that I have gained from the three months of an internship program. For standardizing the report, I also create a google form which was covered by a group of questionnaires to measure employee development at Rexoit.

Secondary Source: Collected from the internet mostly from various websites, books, and articles that are related to the recruitment process and methods & techniques for developing the process in an IT firm.

- First of all, I had prepared the blueprint of the whole report
- After that, I had noted down important content for my report
- Then, I had noted down the necessary topic for each content
- Next, I had to Search each of the topics on google for research purposes
- Then, took knowledge from renewed and recognized articles and websites
- Next after that, I tried to collect the relevant and required information from those articles and websites, and books
- All those articles and websites have been mansion in the reference part

## **Limitations of the report**

For being an intern I couldn't collect the proper information which leads me to some narrow ideas on how info is being processed from one part of the step to the ending step. The second big problem I faced was that I couldn't work under the direct supervision of my Human Resource Manager so I may have missed the chance of learning some important things. Besides, I faced a problem with completing the survey as the company does not want to give me access to sharing information with others. But I did that but it was time-consuming.

# Chapter -2

## (Literature review on Recruitment)

## **Recruitment**

Recruitment is a process of trying to find and encourage the potential applicant to apply for existing or anticipated job opportunities. Recruitment strategies simply attempt to create a pool of appropriately qualified, trained, and experienced individuals for the selected strategies and decisions to take effect. In short, recruiting is about finding the right people at the right time, in the right place, and at the right price.

In the 20th century, hiring was primarily focused on matching people for specific jobs, but in the 21st century, the importance of flexibility and rapid change means putting the right job in context is more important. When evaluating people, it is necessary to look for potential colleagues beyond the skills for the job and to fit them into the current and social environment of customers, suppliers, culture, etc., and the physical environment, especially technology. Strategy is measured against strategy, as Mintzberg said, strategy is the stream in which several different activities take place. In this sense, recruitment is often strategic as a series of activities carried out in the general flow of finding people to fill a position (Roberts, G., Recruitment and selection) We define recruitment as a process of seeking, finding, and hiring the right candidate for a specific position or job. The main goal of recruitment is to match the right people to work with.

### **Importance of Recruitment**

It is essential for a company as it isn't always feasible to optimize the effectiveness of human sources with the aid of using something technique if there may be a much less than ok in shape. Well, layout businesses can't excel without the aid of using the excellent layout by myself neither reward nor pay can encourage human beings to carry out past their abilities and the quality schooling packages can't make a silk handbag from a sow's ear. Without the primary, in the shape of human beings and paintings, it's going to know no longer be feasible to advantage a right go back on all different investments in human useful resource packages (Compton, R.L., Effective recruitment and selection practices). Recruitment is an essential approach that entails hiring the right applicants for the activity position. This candidate will become part of the group of workers and enterprises. So, a licking in recruitment can affect loads in businesses achievement. The recruiter crew conducts activity evaluation sports with a few employees making plans to make sure that they can apprehend all necessities wished for the activity earlier than they start the recruitment process. Candidates may be collected without the enterprise spending an excessive amount of money. Recruitment facilitates dividing packages into classes of under-certified and overqualified which facilitates

streamlining the process, making it less complicated to shortlist folks who might be best for the activity and might assist the organization's growth. Recruitment facilitates recruiting a better-certified group of workers this is an extra step with the organization's agenda. Helps construct a long-time period approach to make sure the organization meets all its desires and maintains to advantage popularity. Capabilities, skills, and attitudes of personnel shape the premise of the company's group of workers, making sure their achievements with inside the market. Increases the fee of the company, in addition to people operating inside the enterprise.

## Process of Recruitment

In an organization or firm requirement process is followed for identifying the necessary job vacancy, analyzing the job requirement, reviewing applications, screening, shortlisting, and selecting the right candidates. To increase the efficiency of hiring HR follow the Five practices those are given below;

- Recruiting Planning
- Strategy Development
- Searching
- Screening
- Evaluation & Control

**1. Recruitment Planning:** In recruitment planning job vacancies, job analysis, Job description, job specification, and evaluation are covered.

**Identifying vacancy:** This is the first step of recruitment planning. This portion finds out the requisition from different departments of the organization to the HR department. After identifying the vacancy, it is HR's responsibility to decide whether the position is required or not, permanent or temporary, full or part-time. This stage will have to be complete before conducting recruitment. Proper identification of vacancies leads to hiring the right resource for the team and organization. Vacancy contains;

- Identifying the Number of the post that needs to be filled
- Identifying the Number of position
- Identifying the duties and responsibilities to be performed
- Identifying the Qualification and experience

**Job Analysis:** Organizations do job analysis for identifying, analyzing, and determining the duties, responsibilities, skills, abilities, and work environment of a specific job. Those factors help to identify what the job demands and what an employee must have to perform the job. For analyzing a job analysis some steps are important and need to follow;

- Gather and record job information about the required position
- Accuracy in checking the job information
- Generating job description based on the information
- Determining the skills, knowledge, and skills needed for the job

**Job Description:** A job description contains the role and responsibilities of a job. This information helps the employer and the organization clarify the facts about what an employee must do to fulfill the requirements of their job responsibilities. A job description provides information about the article; Job title/position in the organization, work location, work overview, work responsibility, machines, materials and equipment, monitoring process, working conditions, and health risks.

**Job Specification:** Job specifications or Worksheets focused on candidate specifications. The first part of a job description is to prepare the list of all the jobs in the organization and their location, these include physical specifications, mental, and physical characteristics, and emotional and behavioral specifications. The second step is to generate the information contained in each job position; Qualifications, Experience, Training and Development, Qualification Requirements, Job Responsibilities, Emotional Characteristics, and Career Planning

**Job Evaluation:** Job evaluation is a process of analyzing, evaluating, and determining the value of a job to other jobs in the organization. The main goal is to determine what work requires and how much it pays. There are various methods for conducting job evaluations such as job evaluation, job ranking, job ranking, etc.

## **2. Recruitment Strategy**

In this step, a strategy for hiring resources is developed. After completing the creation of the job description and job specification, the recruiter needs to focus on what strategy to use to recruit potential candidates to the organization. As you prepare the strategic HR team, do you consider things like whether: will people be hired or purchased, types of recruitment, geographic area, and sources of recruitment? Developing a recruitment strategy is a long process, but having the right strategy is a must in to attract the right candidates. The steps to developing a hiring strategy include creating a board team, analyzing the people strategy, collecting available data, analyzing the data collected, and determining the hiring strategy.

## **3. Search for the right candidates**

There are two types of sources where a recruiter can hire a candidate. Therefore, job openings should be advertised internally to generate referrals, as well as externally on popular social networking sites and favorite job boards. Recruiters can also hold job fairs and advertise vacancies in leading industry publications to build a broader network. There are two types of recruitment sources that can be used for a talent scout;

**Internal source-** The company uses an internal recruitment source to motivate existing employees to be more productive and to maximize their job satisfaction and sense of security. It also reduces dropout rates as well as costs and hassle. Organizations conduct internal recruitment by transferring an employee to another location for the same job, status, or salary as the employee by transferring a suitable candidate within the organization. Promote employees for high performance. Downgrade or lower position of low performers. Sometimes existing employees help the organization by providing new candidates by creating a buzz on their social media accounts to fill vacancies. In the event of an emergency or mission-critical project, organizations sometimes consider hiring retired employees to fill the position for a short period until a suitable candidate is found. Organizations often keep applicants who have previously applied and failed the cut the first time on a file to create a sophisticated database. You may be contacted when suitable positions become available.

**External source-** Recruiting via outside resources gives a far wider scope for choice from a huge range of certified applicants. This system moves plenty quicker even for bulk necessities even as putting off the possibilities of partiality or biases. The outside interview includes;

Ads, Advertising helps recruiters build a strong brand identity that attracts an efficient workforce. Organizations can opt for the traditional approach, using print media or digital media to achieve better results at a lower cost. Job boards are a preferred platform for job seekers looking for better career prospects, so they can be a great resource for recruiters to tap the best talent in the industry. Today, the organization offers a branded, mobile-friendly careers site that conveys the workplace culture of other organizations and integrates with the company's social profiles, not only making it easier for prospective employees to apply, but also attracting the best talent in the industry with a professional theme, catchy headlines, and engaging content. and videos of attractive employees. Social networking sites are the place to find the most qualified potential recruits. With a combined user base of 535 million, LinkedIn, Facebook, and Twitter offer a company the perfect opportunity to find highly qualified and efficient candidates for any company. Recruitment agencies are a perfect solution for hard-to-fill vacancies that often require a lot of time, effort, and resources. Job fairs are comprehensive public events that provide easy access to a large pool of talent for mass needs. They allow you to build brand awareness without having to advertise and you can also network with other similar businesses while saving you a lot of time and money. Campus internships are a fast, affordable way to find qualified candidates who are knowledgeable, energetic, enthusiastic, and most importantly, interested in working for you. Professional governing bodies such as the

Institute of Company Secretariat (Recruitment process - the ultimate guide to hiring top talent, 2021).

#### **4. Screening**

After sourcing, a candidate's recruiter starts to screen candidates. It is a process of filtering the applications of the candidate for the further selection process. It refers to an integral part of the recruitment process which helps in removing unqualified or irrelevant candidates. The screening process of recruitment consists of three steps. First, review the resumes and cover letters of the candidates, conduct telephone or video interviews, Identifying the top candidates.

#### **5.Evaluation & control**

After going through all the processes and selecting the right candidates who have qualified, there are a few things that a recruiter needs to confirm for release from the company. This includes checking references, checking employee details, submitting a job offer, or handing over the letter of hire, which includes everything from the start date and terms of employment to working hours and compensation. The onboard staff will make you feel welcome by making special arrangements. Finally, evaluates and optimizes the selection process.

### **Contribution of recruitment to employee development**

Recruitment helps employee development by providing the info in the job description and job specification. Candidates can go through it and find out which area or skills they need to achieve, recover and have to become experts. It also helps the employer in which area candidates need training the most. Better recruitment helps the organization to get better employees and also better recruitment also means better employee performance. While collecting candidates from inside the organization, the organization provides special training to the internal candidates so that they can adopt the new position. In this sense, recruitment helps the employees to develop their knowledge skills & abilities by giving them enough training and building a strong team for the organization. which helps boost employee engagement. Perfect recruitment identifies how much development an employee needs by going through the recruitment process. Recruitment helps to find out a strong pool of applicants through accurate screenings which automatically develops the development process.

# Chapter-3

## (Organizational Overview)

## **IT firms in Bangladesh**

Bangladesh began its nuclear research on computers in 1960 and from there after a decade's use of computers increased in large organizations in Bangladesh. At that time the most used computer was the IBM mainframe. But the IT sector started to be noticed during the 1990s (Begum, Z. et al., 2010). At that time PCs become user-friendly and attractive and the number of users had been increased. Besides the general use, the number of software developers has increased. Graduates from different private, national & public institutes who completed their studies in computer science & engineering began to join different local software companies. And like this overall development of the skill of software developers has been increased in Bangladesh. IT sector was declared a key priority by the Bangladeshi government by the previous government (2007-2013) since it was fixed to create a campaign on "Digital Bangladesh" by 2021. Bangladesh considers one of the potential countries where software development is going to grow as a software industry. For the past few years since 2010, the average annual growth rate of the software development industry has been over 40% and this percentage is likely to continue (Anon, 2019). In 2017 about 4500+ software and ICT companies were registered in Bangladesh and it reached over 300000 where local ICT specialists and software developers are employed in those companies. Together those companies' demand is around \$800 million and revenue is \$1.18 Billion based on a 2017 study & analysis (Bangladesh Association of Software and Information Services)

Depending on the 2022 study domestic IT/ITES industries in Bangladesh in 2020 are valued at \$2.3-2.6 billion and are expected to grow five-fold to reach \$4.6-4.8 billion by 2025 (Betting on the future)

Bangladesh is witnessing increased activity from regional & domestic players like transactional IT application development and maintenance (ADM) and IT- helpdesk to niches services like big data analysis, internet of things (IOT), 3D imaging, Virtual Reality/ VR/AR, etc.

So far, Bangladesh has had operating costs of (20-30%), which is significantly lower than India and the Philippines, which is an important valuation ratio for Bangladesh's IT-ITES industry. To keep costs down, Bangladesh offers a large pool of entry-level labor complemented by a thriving community of freelance technical service workers. In addition, the government has strongly supported the promotion of the IT-ITES industry in the country by offering attractive incentives for export-oriented entities and investments to increase the availability and quality of physical and ICT infrastructures.

## **Journey of HR practices in Bangladesh**

Human resource management first appeared in the United States in the 1950s but did not gain such widespread recognition until the early 1980s (History of human resource management, 2019) and in the United Kingdom until the mid-1980s. In 1931, the Royal Commission on Labor recommended the appointment of a labor officer to look after the worker to protect from the evil of fraud and debt to control corrupt practices in recruitment and selection in Indian industry. During the Pakistani era in 1947, several roads and business branches were established in East and West Pakistan, but the role of the employees did not change. At this time, they work as social workers under the terms of the Factory Act of 1934. In 1952, at the request of the Pakistani government, a survey was conducted to know the labor problem in Pakistan and in 1965 the Factory Act 1934 was replaced by the Factory Act 1965, which also provided for welfare offices for employees in the industry, but this time there were more than 500 or more workers. After Bangladesh's independence, the old practices were practiced, originating from the Pakistan Act 1965. The Bangladesh Management Development Center, established in 1961, has been the only management officer training center in eastern Pakistan since 1966 to develop the knowledge and skills of the then personnel functions to improve active leaders. And then, in May 1980, the Bangladesh Institute of Personnel Management was founded in Dhaka, since then this institute has been trying to organize courses/workshops/seminars, etc. Impress industrial/commercial business owners by making them understand the importance of HRM in field management (Human resource development: Bangladesh perspective - core)

## **HR practices in IT Firms**

Like other companies, IT sectors usually conduct the same practices such as planning, recruitment, selection, training, appraisal, compensation, and industrial relation. But, the IT industry is highly vulnerable to changes hence has to constantly innovate, upgrade and stimulate technological changes to have long-term sustainability. Because Human resource is highly skilled and seeks personal growth & achievement the nature of the job sometimes puts a lot of mental stress so some companies introduced innovative HR practices such as ESOP, stress management, yoga, Flexi timings, and opportunity for training and development, etc. In an IT company, ESOP is highly practiced and the other practices that a Human Manager does are includes, helping all employees with career paths, Recreational activities, cafeteria, transparency, and teamwork. In addition to a healthy work environment, the most important

initiatives of their companies included continuous employee learning, work-life balance, recognition, and corporate branding.

## **REXO IT**

REXOIT considers one of the leading software companies in Bangladesh. It started its journey with some of its experienced experts in 2017. It was formed to guide clients through the next generation of technology-driven business innovation with next-generation software development and IT services. Rexoit provides a wide variety of software development and information technology services, including ERP system Development, CRM system development, SCADA system development, Cloud development, IoT software development, Mobile app development (IOS & Android), Web Development, Cyber Security, Server development & management, Artificial Intelligent, Data analysis, Digital Marketing, and many more. The companies which operate in the digital information era Rexoit help leverage new technologies to competitive advantages. They deliver high-value innovated solutions by bridging the gap between business and technology. Team members of Rexoit are masters in this field and have consistently delivered high-level results to satisfied customers over the past years. Innovation, advanced technology, information security, creativity, and sophisticated strategy, the customer will have all in one place at Rexoit.

### **Mission**

Today's world is relying on Digital platforms as time is passing. Businesses are adopting new technologies with the overarching aim of satisfying customer needs and expectations. As technology appears Maintenance and Development become necessary too. For this purpose, Rexoit takes a major role. Rexoit's mission is to help people secure valuable data, use advanced technology in the digital era, discover insights, and unlock endless possibilities.

### **Vision**

Rexoit wants to become a reliable company in the software & IT industry in the world & become the key partner to their client. They know the value of client satisfaction and they give it the very first priority.

# Organizational Structure

## Rexo IT hierchy.



## SWOT Analysis



### Strengths:

one of the advantages that the firm provide is that clients can get all kinds of software and mobile app solution in one place. It has gained trust from the different well-known organizations. Their goodwill is rapidly increasing. Customized service provider. They have strong Skilled Manpower Also well-developed proposal services which make them unique from others. Strong Recruitment and selection process. Excellent Teamwork.

### Weakness:

Because of the pandemic situation REXOIT once shut down its operation and recently it starts again its activities so it is taking time but yes they are trying to fix it as soon as possible. The cultural environment is weak. Poor management system.

### Opportunities:

REXOIT gain trust from many top-ranked organizations like Labaid, Walton, Robinet, etc. In the future, there is a high chance that REXOIT will gain fame and surpass its competition.

### Threats:

REXOIT is now in a growing position so the risk is high if the operation doesn't go well. REXOIT follows the traditional customer-focused business strategy it has difficulties with the employees.

## **My Internship Journey**

As a business administration student, every student is required to complete an internship, which is a short-term work experience offered by companies and other organizations, usually to give students an entry point into a specific industry or field. Interns spend their time working on relevant projects, learning about the field, making industry connections, and developing both hard and soft skills. It's important because as an intern, a student can work side-by-side with accomplished industry professionals and get a pretty good idea of what an entry-level position can entail. Students not only gain real work experience but also meet and learn from professionals. Help the student to choose a profession and know what he wants to do.

As a student in the same department, I also got the opportunity to work as an intern at REXO IT software, Mobile app, and web development company as an HR Intern from LinkedIn. I had chosen REXOIT because although it is a growing company It has proven one of the fastest growing software development companies in Bangladesh compared to other software development companies. It has gained goodwill and worked with well-known organizations such as Walton, Lithe, Raymond, and many more.

As an intern in REXO IT, I was work there as a Human Resource intern in their business development team which includes Human resource management. The first few weeks they help me to adjust to their culture and environment and in building relationships with the employee working there. As time passed, I became comfortable and understood every situation by directly asking my supervisor. They began my training in communication. I learn how to communicate in the corporate world, how to deal with different types of people, how to manage employees within the company, and how to handle an uncontrolled situation. After this, my main work start as I began to work on the recruitment process. I was invited to join the interview sessions, take notes, review resumes, make interview schedules, send an email, calling the candidates. Besides that, I start to make the maintenance of the company's Human Resources. I start to keep records of the activities of the employees, making a good relationship with them. Furthermore, I was told to do some study on the basic knowledge that need to know a Human Resource Manager. At one point I was instructed to make job post for different positions. Finally, I like to say that, I enjoyed working there as an intern and learned important lessons from them which I believe will help me in my future career.

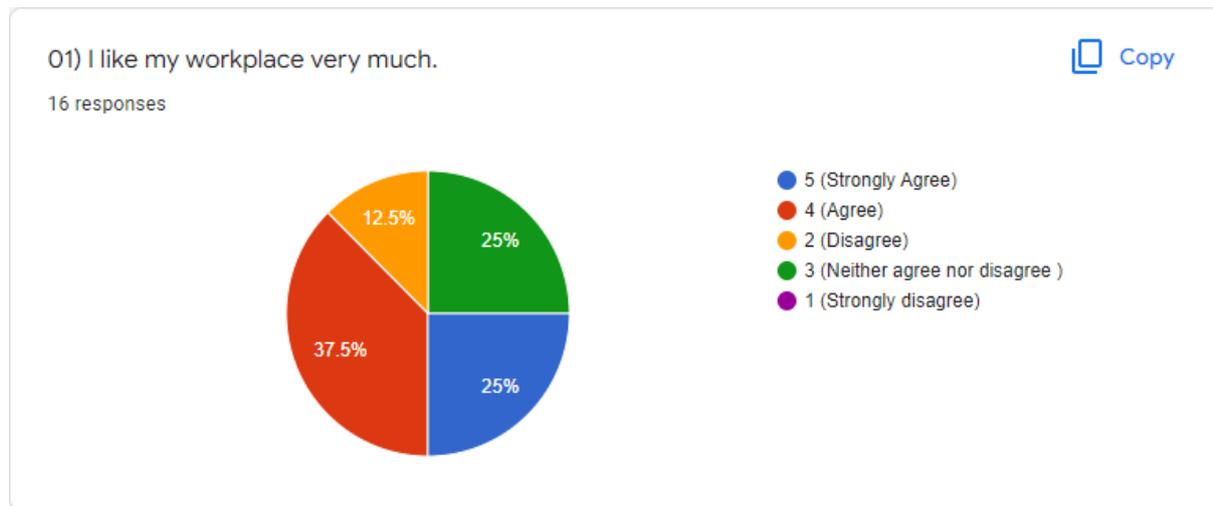
# Chapter-4

(Analysis of the Survey and process)

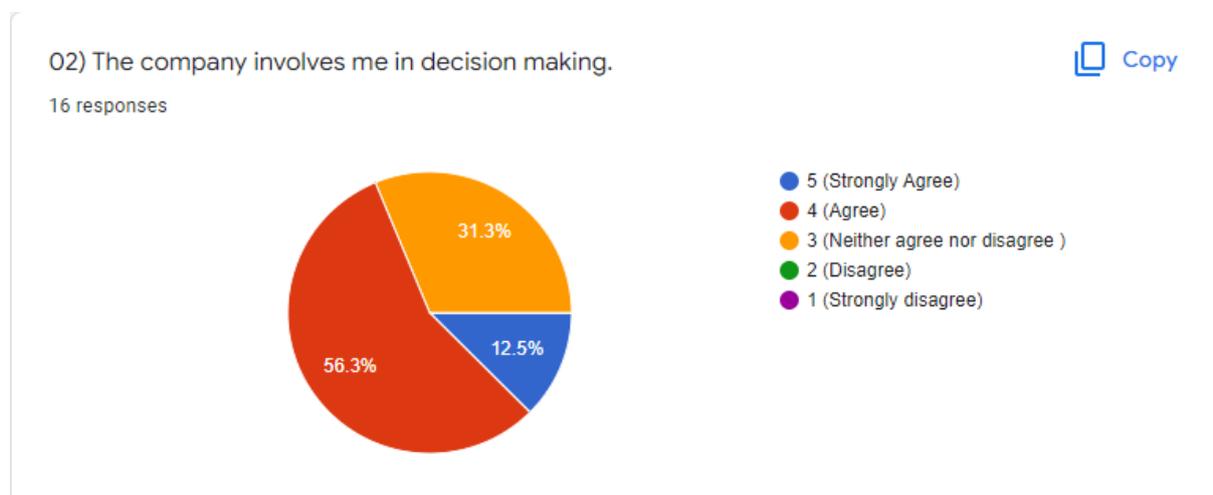
## **Recruitment Process of REXOIT**

In the case of rexoit's recruitment process, first of all, rexoit strongly follows the process of recruitment planning, in case of hiring a new employee. They follow every step carefully and efficiently, starting with figuring out the necessary positions, and available vacancies, then carefully doing job analysis, making job descriptions and job specifications, and lastly doing the job evaluation. Right after that rexoit started work on its strategy. In the case of customer selection, rexoit targets all kinds of companies around Bangladesh. As it's a software development company targeting international companies is easy and cost-effective. For employee hiring, rexoit mostly believe in making employee within the company. Less in purchasing employees for the company. Most importantly, before hiring any employee rexoit gives lessons on it so that before joining the company newly employed can have a clear idea about the company's culture, its environment, and its expectations from the required position. For employee searching, rexoit follows both external and internal sources. Although they went for both the way but rexoit mostly depend on internal recruitment rather than an external one. The company believes if the employee doesn't match with the company has to suffer a lot. Money, time, effort everything will go in vain. So they train an internal employee for bigger and more important positions. For the rest of the employee selection, they give importance to their existing employees references. The screening part evaluates more strictly and it takes lots of time to complete as the company wants to hire the best employee who will match their culture. After completing all the steps finally, the company evaluates the expected employee-related documents and other things to make sure he or she is right for the company. Lastly, I want to mention that rexoit is very strict and careful in employee selection which I liked the most in this company.

## Analysis of the survey



According to the survey, a large number of employees which is 37.5% agree that they love their workplace whereas 25% strongly agree 25% state that their workplace is neutral and 12.5% disagreed with the situation.

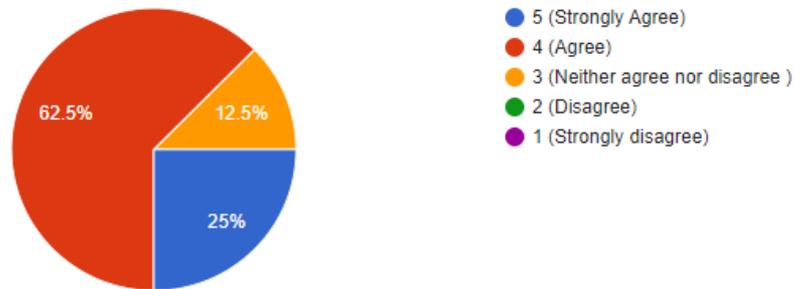


12.5% of employees strongly agree that the company involves them in their decision-making meetings but a large part of employees 56.3% agree with the statement whereas 31.3% state that they don't agree nor disagree with the statement. The company believes for developing employee performance by giving them a chance to share their opinion can motivate them and will make them feel like a part of the company. In this sense, the company allows employees to directly talk with their supervisors. After fifteen days' the company held a meeting where employees and management seats together and discuss all the matters together. After the discussion management inform the board of directors.

03) My company policy is clear and understandable for me.

 Copy

16 responses

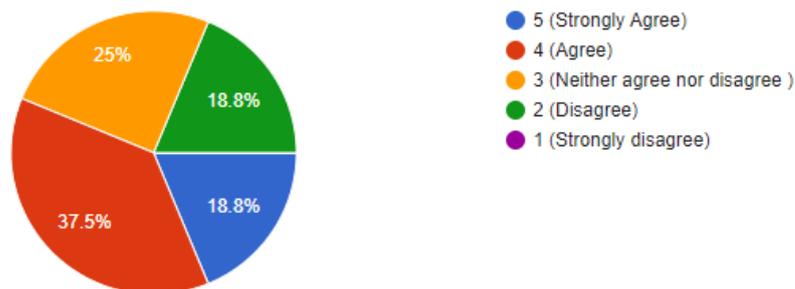


62.5% of employees think they understand their company policy clearly whereas 25% strongly agree and 12.5% give their neutral vote.

04) I am pleased with the training facilities provided by the organization.

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16 responses

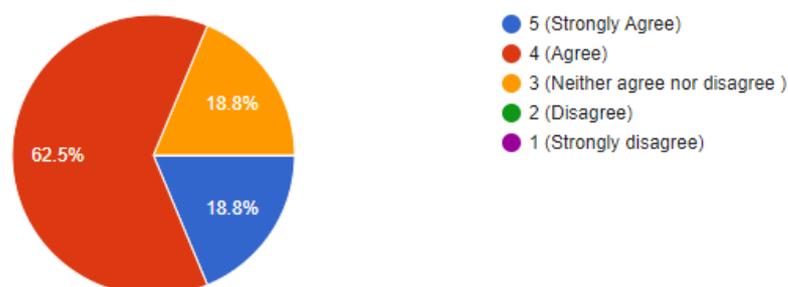


18.8% of employees strongly agree that they are satisfied with the training facility provided by the company whereas 37.5% of employees agree and 25% of them state that they neither agree nor disagree but 18.8% disagree with the statement.

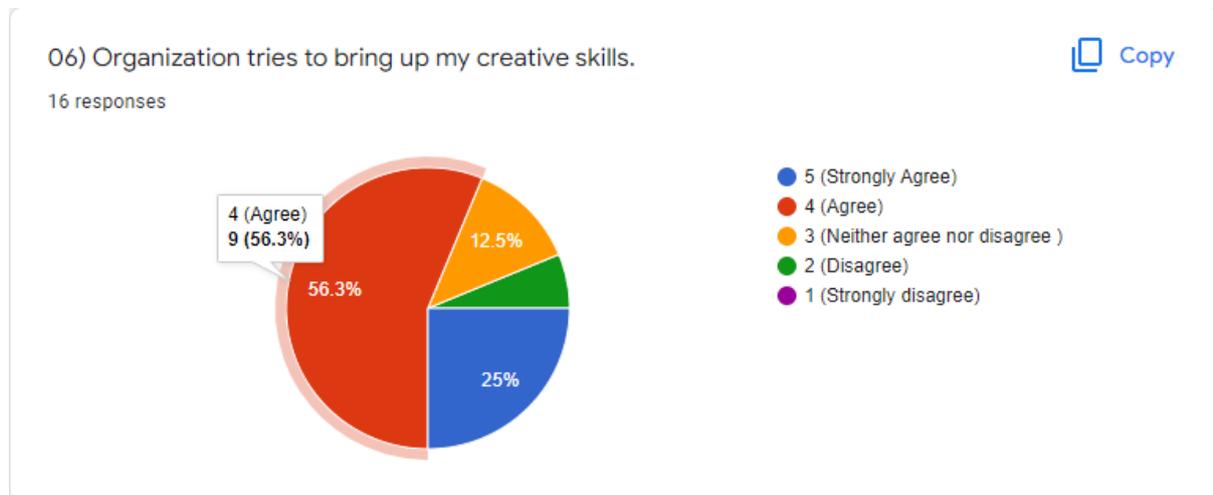
05) My work environment is very good.

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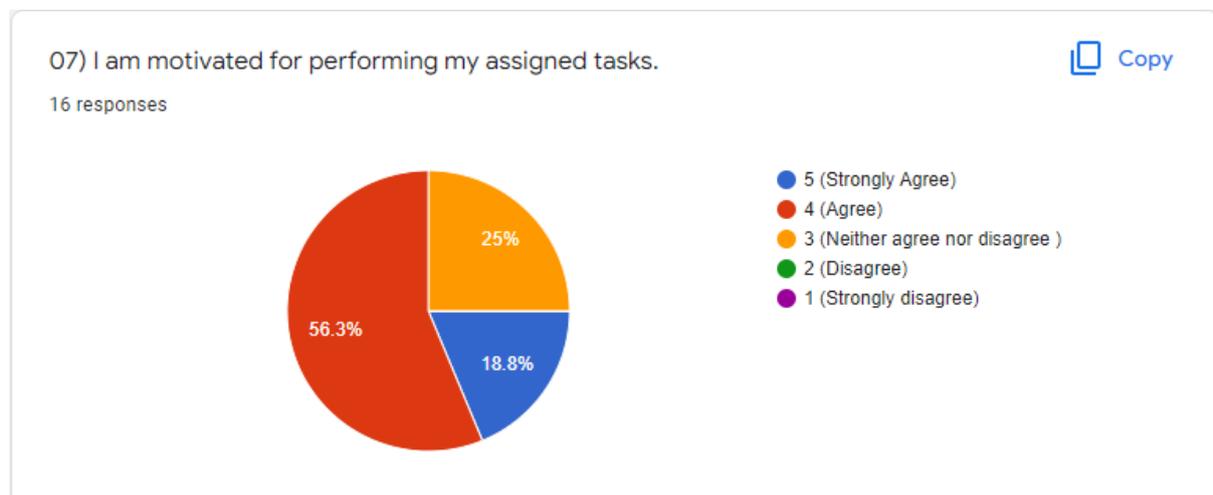
16 responses



A large number of employees agree that their environment is very good for their work. Whereas 6.3% employees strongly agree with it and the rest of the 18.8% of employees give their neutral opinion.



56.3% of employees agree with the statement that organization helps them to bring up their creative skills whereas 6.3% of them completely disagree with the statement, 25% strongly with it, and rest of 12.5% give their neutral opinion.

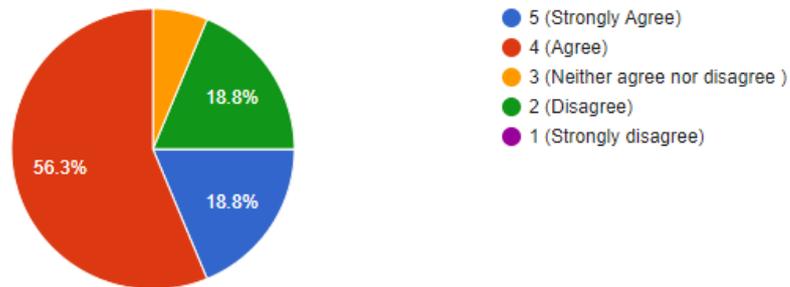


56.3% of employees think that they are motivated for performing their assigned task whereas 18.8% strongly agreed and the rest of the 25% give a neutral vote.

08) I am satisfied enough with the work load I receive.

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16 responses

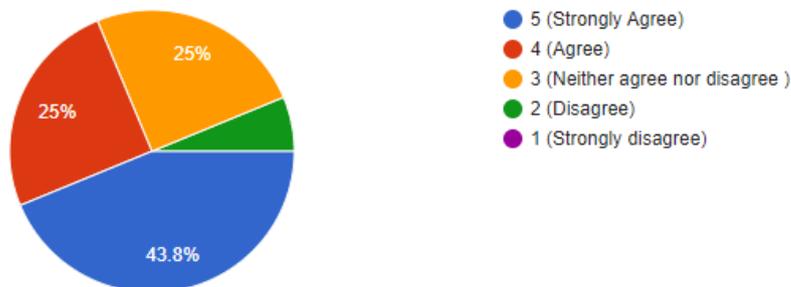


56.3% of employees agree they are satisfied with the workload given by the company and 18.8% of them strongly agreed, 18.8 % of them disagreed and the rest of the 6.3% of them give a neutral vote.

09) The company provides a very flexible environment.

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16 responses

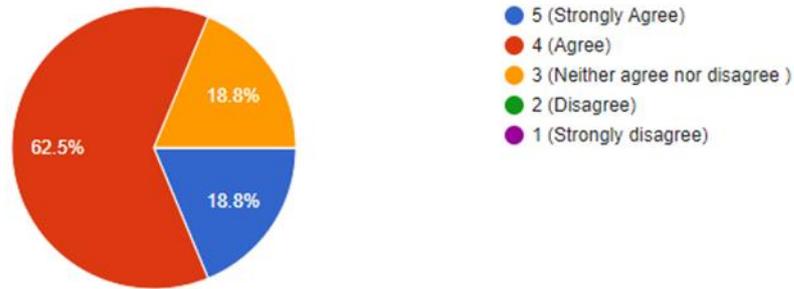


43.8% of employees strongly agreed that the company provides a very flexible environment for them whereas 6.3% of them state that they disagree with it. 25% of them agreed but 25% of them give their neutral vote.

10) Organization helps in making my communication skills strong.

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16 responses

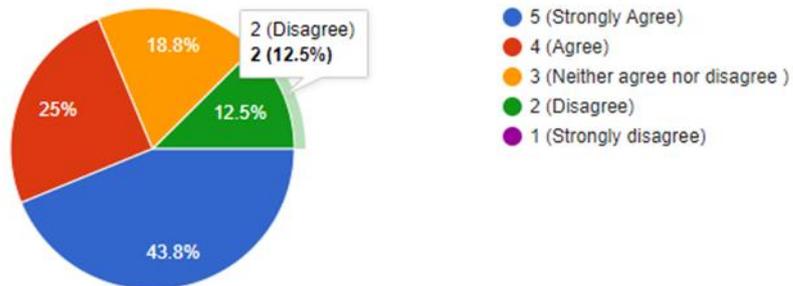


62.5% of the employee agree that organizations are helping them in making their communication skills strong. 18.8% of them agreed and the other 18.8% of them state that they neither agree nor disagree.

11) The organization's work environment is ethical.

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16 responses

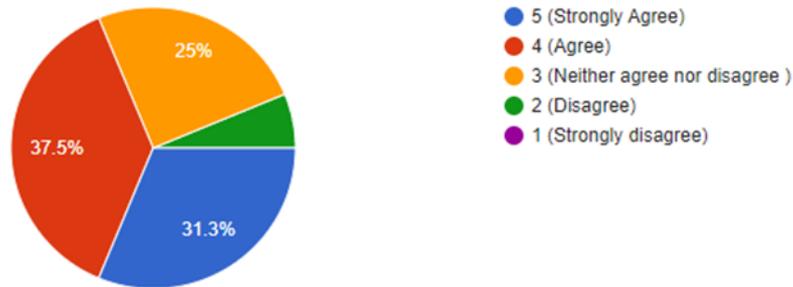


43.8% of employees strongly agreed that the organization follows ethics strongly whereas 12.5% of employees disagreed with the statement. 25% agree but 18.8% of them neither agree nor disagree with the statement.

12) Technological training is provided to keep us updated.

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16 responses

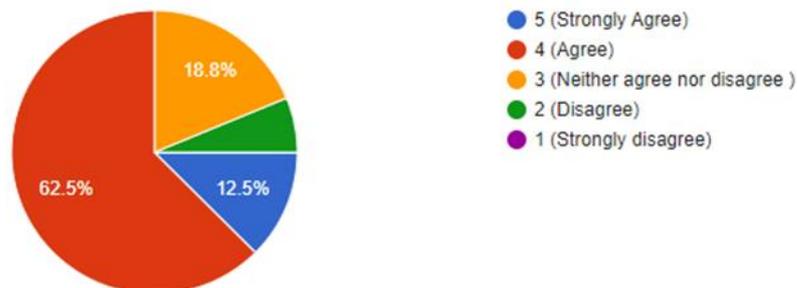


37.5% of employees agreed on the company provides technical training which is helpful for them. 31.3% strongly agreed with the question but 6.3% of them disagreed with it and the rest of the 25% give a neutral answer to the question.

13) The performance evaluation is properly maintained here.

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16 responses

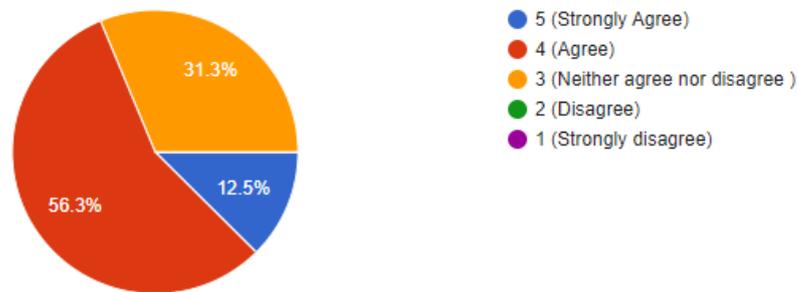


62.5% of the employees agreed with the statement that the company properly maintains performance evaluation. Whereas 18.8% of them disagreed with it and 12.5% strongly agreed and the rest of the 6.3% of them give a neutral vote.

14) Reward and promotion process is very clear and easy to understand.

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16 responses

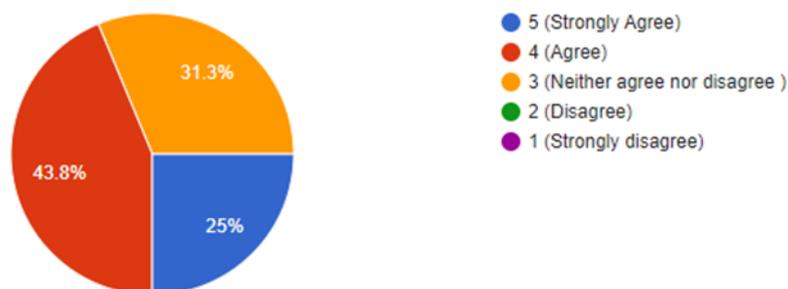


12.5% of the employees strongly agreed that companies' reward and promotion processes are clear and understandable and 56.3% agreed with the statement and 31.3% of them give them a neutral vote.

15) Any communication issues are properly and soon mitigated.

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16 responses

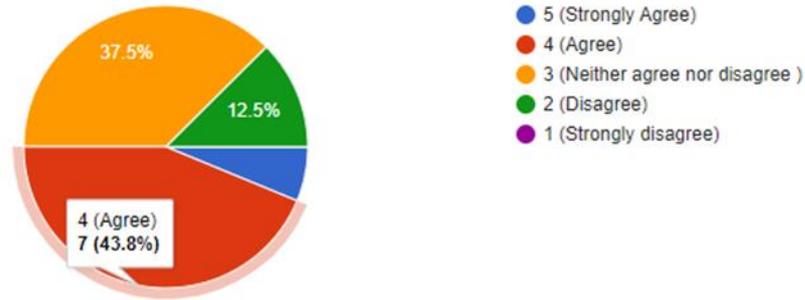


25% of employees strongly agreed that the company solves any communication issues properly whereas 43.3% of them agreed with the statement and the rest of the 31.3% give a neutral opinion.

16) Organization values takes on my opinions and suggestions.

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16 responses

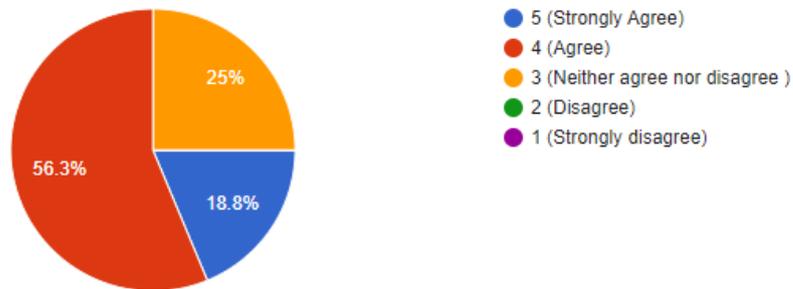


43.8% of the employees agreed with the statement that the organization valued their opinion and suggestions and 37.5% of them give a neutral vote and 12.5% of them disagreed with the statement rest of the 6.3% of employees strongly agreed with it.

17) I am satisfied with the remuneration system of the company

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16 responses

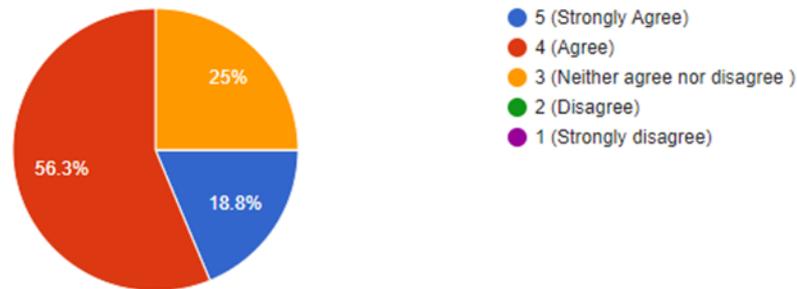


18.8% of the employees strongly agreed that they are satisfied with the remuneration system and 56.3% of them agreed with the statement and the rest of the 25% of them give a neutral vote.

18) I am experiencing a healthy employee management relationship.

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16 responses

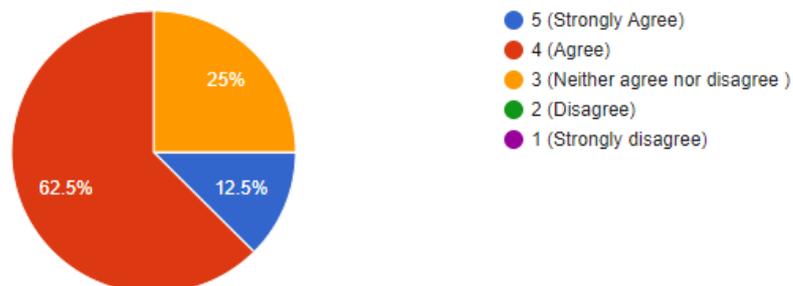


56.3% of the employees agreed that they are experiencing healthy employee-management relationships. 18.8% of employees strongly agreed with it and the rest of them neither agreed nor disagreed with the statement.

19) Organization promotes and acknowledge growth.

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16 responses

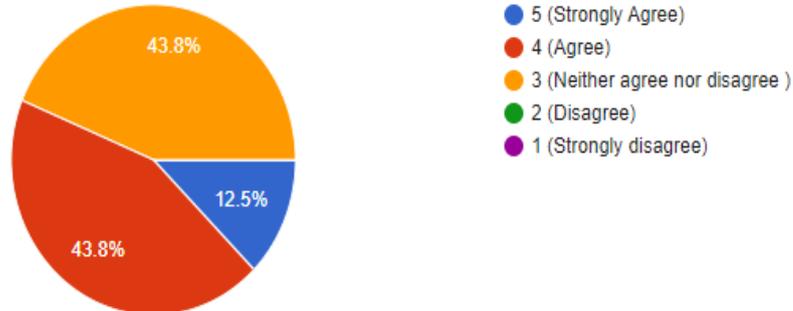


62.5% of the employees agreed that the organization promotes and acknowledges growth and 12.5% of them strongly agreed with the statement rest of the 25% give them neutral opinion.

20) Invests in a workforce education program that goes beyond traditional tuition assistance.

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16 responses

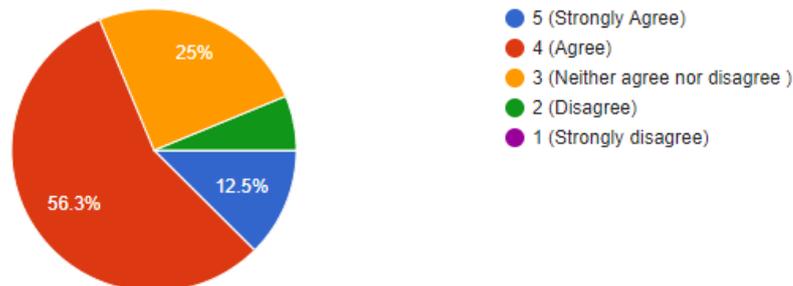


43.8% of employees agreed with the statement and 12.5% of them strongly agreed with it but the rest of the 43.8% of employees give their neutral statement.

21) Task/job rotations done by the organization proves to be fruitful.

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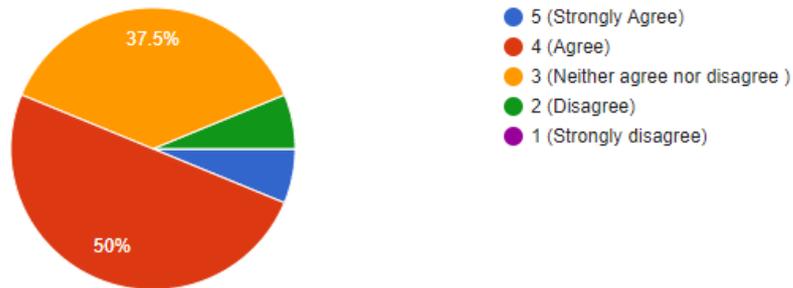


12.5% of employees strongly agreed that companies task is fruitful whereas 56.3% agreed with it. But 6.3% disagreed with the statement, and 25% gave their neutral vote.

22) KPI's are well organized.

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16 responses

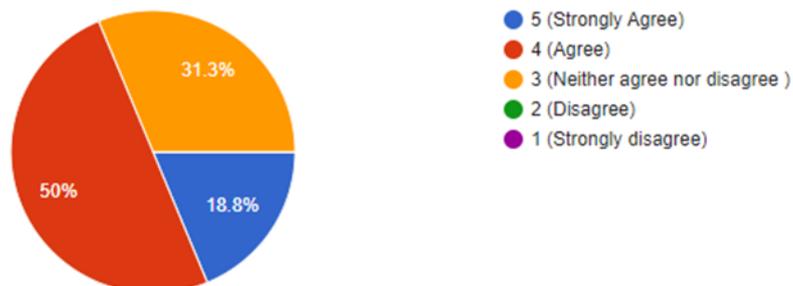


50% of employees agreed that the company's KPIs are well organized whereas 37.5% of them give their neutral vote and 6.3% of them are strongly agreed and other 6.3% of them disagreed with the statement.

23) My organization focused on the overall performance (high-level KPI) of the business.

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16 responses

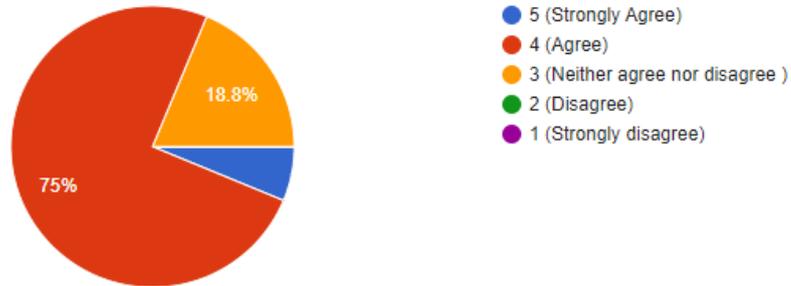


18.8% of employees strongly state that the organization focused on the overall performance of the business and 50% of them agreed with the statement whereas 31.3% neither agreed nor disagreed.

24) Properly guided for reaching the KPI's in due time.

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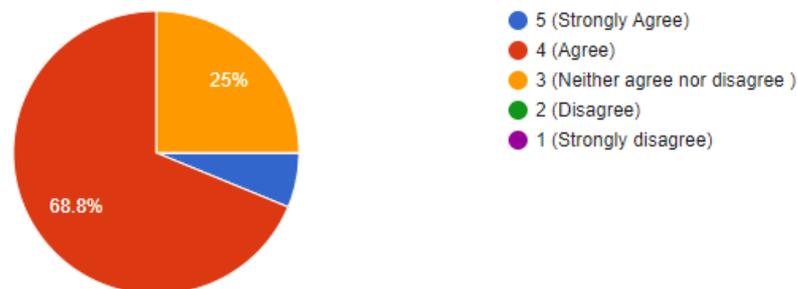


75% of employees agreed that the company properly guides employees to reaching the KPI in due time and 6.3% strongly agree but 18.8% of them give a neutral vote.

25) Organization focuses on our health safety issues but making the office properly well managed.

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16 responses



68.8% of employee stated that they agreed with the situation that the organization focus on their safety issues but 6.3% of them disagreed with it whereas 25% of them give a neutral vote.

# Chapter-5

## (Conclusion)

## **Findings of the survey**

All the findings are extracted and known from the survey taken on the employees of the organization as well as the Internship journey that was experienced.

1. The employees are quite satisfied with the work environment, company culture, and the behavioral pattern of the management.
2. Company involves the employees in decision making as well as any change done by the management for the employee their opinion is sought before.
3. Organization lacks a bit in the constant training and knowledge development sector. Employees receive training mostly in the beginning which leaves a gap in the constant learning curve of the employee.
4. Should be more elaborated and detailed on the matter of the tools used by the management for measuring employee performance.
5. The most valued departments are the product making and development of the IT department. This overvalued creates a miss balance in the importance of every depaructstment.
6. The monitoring system of work and the accountability of action for any employee should be increased as there is a scope to increase these for assuring better development.

## **Recommendation**

The vital recommendations for the organization are given below:

1. Proper workflow management needs to be introduced so that any person's action is properly measured and accountability is intact.
2. All the departments need fair and equal value, care, and importance. Letting down one dept. can be a big blow to the development of the organization.
3. The management should be crystal clear in describing the performance Management tools via meetings or other effective ways.
4. A regular flow and planned training is a must for any organization to succeed in the market. This training will not only make their expertise sharp but also make them gain more knowledge and broaden their minds.

## **Conclusion**

In this whole report, I have talked about recruitment, why recruitment is important, the recruitment process, brief history of IT firms, the Journey of HR in Bangladesh, HR practices in IT firms, about Organizational review of REXO IT, analysis of the survey which was conducted for the development of the Employee of RXOIT, Journey of my internship and lastly recommendation. Recruitment is a part of HR activity and it is important as without selecting the right person-organization can't reach its goals. Like other companies or organizations, REXOIT also focuses on HR Department very strictly. As they want to recruit the best candidates for their company they don't want to compromise in the recruitment process. Most of the time they hire an employee from external sources and employee references. There are some barriers that the company have and I have given some solution as well. My journey at REXOIT as an intern was mesmerizing and I learned and increase my necessary skills a lot. To complete the entire report, I used both primary and secondary sources. For making the report more practical I have done a survey form to develop employees, by taking feedback on company-related questions. I tried to figure out the possibility, that employees are being dissatisfied with the company's code of conduct, which is affecting them and lowering their performance. Based on the feedback I give suggestions on what the company needs to do in case of developing employees. This entire report journey was amusing and I learned a lot just by making the report.

# Appendix

## Questionnaires:

Name.

Age.

Position.

Working Duration.

- 01) I like my workplace very much.
- 02) The company involves me in decision-making.
- 03) My company policy is clear and understandable to me.
- 04) I am pleased with the training facilities provided by the organization.
- 05) My work environment is very good.
- 06) Organization tries to bring up my creative skills.
- 07) I am motivated for performing my assigned tasks.
- 08) I am satisfied enough with the workload I receive.
- 09) The company provides a very flexible environment.
- 10) Organization helps in making my communication skills strong.
- 11) The organization's work environment is ethical.
- 12) Technological training is provided to keep us updated.
- 13) The performance evaluation is properly maintained here.
- 14) Reward and promotion process is very clear and easy to understand.
- 15) Any communication issues are properly and soon mitigated.
- 16) Organization values take on my opinions and suggestions.
- 17) I am satisfied with the remuneration system of the company.
- 18) I am experiencing a healthy employee-management relationship.

- 19) Organization promotes and acknowledges growth.
- 20) Invests in a workforce education program that goes beyond traditional tuition assistance.
- 21) Task/job rotations done by the organization proves to be fruitful.
- 22) KPIs are well organized.
- 23) My organization focused on the overall performance (high-level KPI) of the business
- 24) Properly guided for reaching the KPIs in due time.
- 25) Organization focuses on our health safety issues but making the office properly well managed.
- 26) Is there anything you want to suggest to the organization in the matter of employee development?

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