

An Internship Report
On
**Analysis of Recruitment and Selection Process of PRAN-RFL
Practice during Pandemic Situation**



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Letter of Transmittal

1 July 2021

Dr. Mohd Hasanur Raihan Joarder
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Subject: Report on “Analysis of Recruitment and Selection Process of PRAN-RFL Practice during Pandemic Situation”.

Dear Sir,

It's my great happiness to submit my internship report on Analysis of Recruitment and Selection Process of PRAN-RFL Practice during Pandemic Situation. This report is assign by you.

I had tried my level best to complete my internship report with most valuable information which is needed for this internship report. I have followed all step to complete this report. I expect that this internship report will meet your expectation.

If you face any types of difficulties to read this internship report please feel free to inform me.

Yours sincerely,

Ankur Saha
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Acknowledgement

Firstly I would like to give thanks to almighty for enabling me to done my internship report title on Recruitment and selection process of PRAN-RFL.

I convey my respect to honorable project supervisor Dr. Mohd Hasanur Raihan Joarder, Professor, School of Business and Economics, United International University, Dhaka. Without your support and guidance its' very dificult for me to complete this internship paper. Your valuable instruction played important role to completion my internship report due time. It also help me to shape my internship report properly.

To successfully complete this internship report, its need lots of help from people. I have taken many help from various people to done this paper. Now I want to show gratitude that people who directly help me to finish internship report.

I would also like to acknowledge them with great gratitude the important role of the employees of the PRAN-RFL Group, which allowed me to obtain useful and necessary information for the performance of my duties.

Executive Summery

During the pandemic PRAN-RFL changes their recruitment and selection process. PRAN-RFL human resources department main goal is to prepare their qualified representative for their company activities. Then company try to fill out their gap by existing employee's promotion or job enlargement. Company matches the employee's competences with the competences to the complete the job. PRAN-RFL believes their employee and they don't loss them. They keep their inner environment blissful and share relation with one another. At present market lots of competitors. Current competition is too high of the PRAN-RFL. HR department call the selected candidate for the preliminary interview. This is usually due to a basis that responds to an explanation that is commensurate with the verification of use. Relationships, on a regular basis, intend to attract more competitors than the opportunity to connect with them. . This methodologies uses in recruitment and selection decision making. This approach made workable business and worldwide candidate capacity. A topic need to be address and it is part of review technique. They doing everything possible to attract talent candidate. It's view as a beautiful determination gadget. Supposition between the candidate and questioners.

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Chapter one- Introduction

1.1 Background of the study

1.2 Rational of the study

1.3 Objective of the study

1.4 Scope of the study

1.1 Background of the study

A required part to complete BBA degree is an internship report. Every students must be submit a report after complete their all credits. It's depend on subject and their assign supervisor and depend on the organization which is relevant to the students.

My internship report title “**Analysis of Recruitment and Selection Process of PRAN-RFL Practice during Pandemic Situation**” has been done as a BBA degree requirement of school of Business and Economics of United International University.

This internship report is related to the PRAN-RFL recruitment and selection process. One can hope to have relevant information and a clear idea about the process of hiring and selecting PRAN-RFL. To done this report, I had been talk to their HR Administrator and similarly use the hypothetical data I have received my last four years of study related information.

1.2 Rational of the report

The main reason of this report is to find out the recruitment and selection process of PRAN-RFL group during the pandemic situation. How they change their policy and activity during the pandemic. This internship report is clear picture of their total enlistment and choice. How could they done it and the possible outcome.

1.3 Objective of the report

Board objective: Main board objective of this internship report is the recruitment and selection process and try to identify the recruitment and selection process of PRAN-RFL group during Corona pandemic.

Specific objective: some specific objective are listed below-

- Determining the recruitment and selection procedure to be performed by the PRAN-RFL Group
- Try to find out the problem of PRAN-RFL company recruitment and selection process by the unique questionnaire and details survey analysis.
- Recommend some crucial step for done their recruitment process more informative.

1.4 Scope of the report

- Experience and gain practical knowledge of the PRAN-RFL selection process.
- Vast knowledge of different tools and technique of PRAN-RFL recruitment and their selection process.
- Find out the real scenario of PRAN-RFL recruitment and selection procedure.

Chapter Two – Methodology of the Report

2.1 Types of research

2.2 Types of data

2.3 Data collection method

2.4 Data analysis technique

2.5 Limitation of the report

2.1 Types of research

Analysis of Selection Process of PRAN-RFL and then changes their recruitment practice during this corona pandemic. It is a clear discovery in which people get an idea of the registration and selection cycles and how the PRAN-RFL team is making their recruitment and what they did during this corona pandemic.

2.2 Types of data

This internship report prepare on primary and secondary data. Necessary information are collected by questionnaire survey and field work and using their website as well as various documents when it's required.

2.3 Data collection method

For complete this internship report mainly two types of method used for data collection. Face to face interview which is more effective to help me to complete this report and second is survey questionnaire answer.

2.4 Data analysis technique

Accurate data on recruitment and selection and a descriptive analysis of how PRAN-RFL recruited and selected its representatives in the pre- and pandemic period were conducted. The data for the investigation were collected through a meeting and then encrypted in the detection and investigation section.

2.5 Limitation of the report

- During pandemic situation it very difficult for me to collect data for complete this internship report due time.
- PRAN-RFL HR department are strict about their privacy. They reluctant to disclose any information about their recruitment and selection procedure.

Chapter Three- Company overview

3.1 Introduction of the company

3.2 Mission & Vision

3.3 Company objective

3.4 Core value of the company

3.5 Organogram of HRM department

3.6 Organizational hierarchy

3.7 Major exporting countries

3.8 PRAN-RFL subsidiary enterprise

3.1 Introduction of the company

PRAN-RFL group is most renowned food processing company in our country. It has diversifying and lots of different types of products which is represent our country in front of the whole world. Major General Amjad Khan Chowdhury is the main founder of the PRAN-RFL company in Bangladesh. His aim to remove poverty from the society and increase working sector for Bangladesh unemployment pople. The main object of RFL was produce quality full cast iron products for the people like Tubewll, different category water pump and other firm material for ensuring pure drinking water and cheap irrigation facility for the poor rural farmer. Major General Amjad Khan Chowdhury introduces first food processing plant In 1981.

Millions of Bangladeshi people even outside the country people know the name of PRAN-RFL Company as a renowned household company. PRN-RFL is the biggest food manufacturing company in Bangladesh. PRAN-RFL is the largest exporter company more than 128 country they export their products. The primary operation of PRAN-RFL Company is manufacturing food item, juice, soft drinks, various delicious cake, snack and milks products in the market. More than two hundred food item they are currently produce with ten categories. PRAN-RFL shipped their products More than one hundred twenty eight country in the worldwide. This business risen their capacity day by day and they contribute country social and economic growth. PRAN-RFL corporate office is located 105 Pragoti Sarani, Middle Badda, Dhaka 1212 Bangladesh.

PRAN-RFL is grown by agreement and receives raw materials directly from ranchers and cyclists at many of their industrial facilities through state-of-the-art equipment for cleanly packaged food and beverages. In every department of the PRAN-RFL brand has established itself and expanded its range from juices, carbonated soft drinks, candy stores, snacks and perfumes, to even dairy products. Lots of customer love to drinks PRAN drinks for its quality and purity. PRAN-RFL plans to spread their business in the worldwide. PRAN is a fabricating company which is situated in Dhaka. PRAN is one of the leading food and Drinks Company and they doing their business 94 different nation around the world. PRAN-RFL products are traded. Their all housing fabricating products are worldwide recognized and

they give the best quality products. PRAN-RFL products acquired significant acceptance inside our country and worldwide. PRAN-RFL products has strong demand in the market for its various category products and they gain goodwill not only the Bangladeshi market but also the worldwide consumer markets. All this are possible only for Mr. Amjad Khan Chowdhury hardworking and his leadership. RFL is sister concern of PRAN-RFL group. They started their step in 1980 with cast iron products. Their goal was to make ensure pure water for everyone and develop cheap irrigation system for people. RFL has lots of cast iron products like pumps, tube well and gas stove etc. they has good reputation cast iron industry and engineering workshop. RFL operate their own PVC pipe in 1966 and run their plastic business in 2003. Their mission is to serve our country with the best quality full products.

RFL operate their business three sector is cast iron, PVC and plastic. Huge amount of products are exported outside the country. RFL design and produce unique products for their customers. They use well organized lab. This research lab operate by experienced and qualified employees to maintain the quality of products. For strong compliance and strong requirement are set by the company. RFL awarded ISO9001 certificates and Bangladeshi BSTI certificate.

Their company area is 50000 square meter and they own industrial park and their processing capacity is 20000 Ton per month. Now RFL uses 1600 modules by five hundred machine four casting and two hundred fifty extraction in their own equipment. RFL has large company and their employees is 12000 and they committed to produce quality full CI, PVC products for the customers. They producing high quality products and provide it to their customer. RFL has standard competitors on the quality line. This is possible because of the people who provide innovation and drive professionally. PRAN strongly run business with profit which are sustainable. PRAN helps poor farmer in all stages. PRAN spend lots of money on the government education sector.

3.2 Mission & Vision

Mission- Improving better livelihood

Vision- Poverty and hunger are a curse.

3.3 Company objective

PRAN-RFL achieving our social value with the sustainable for their all stockholders.

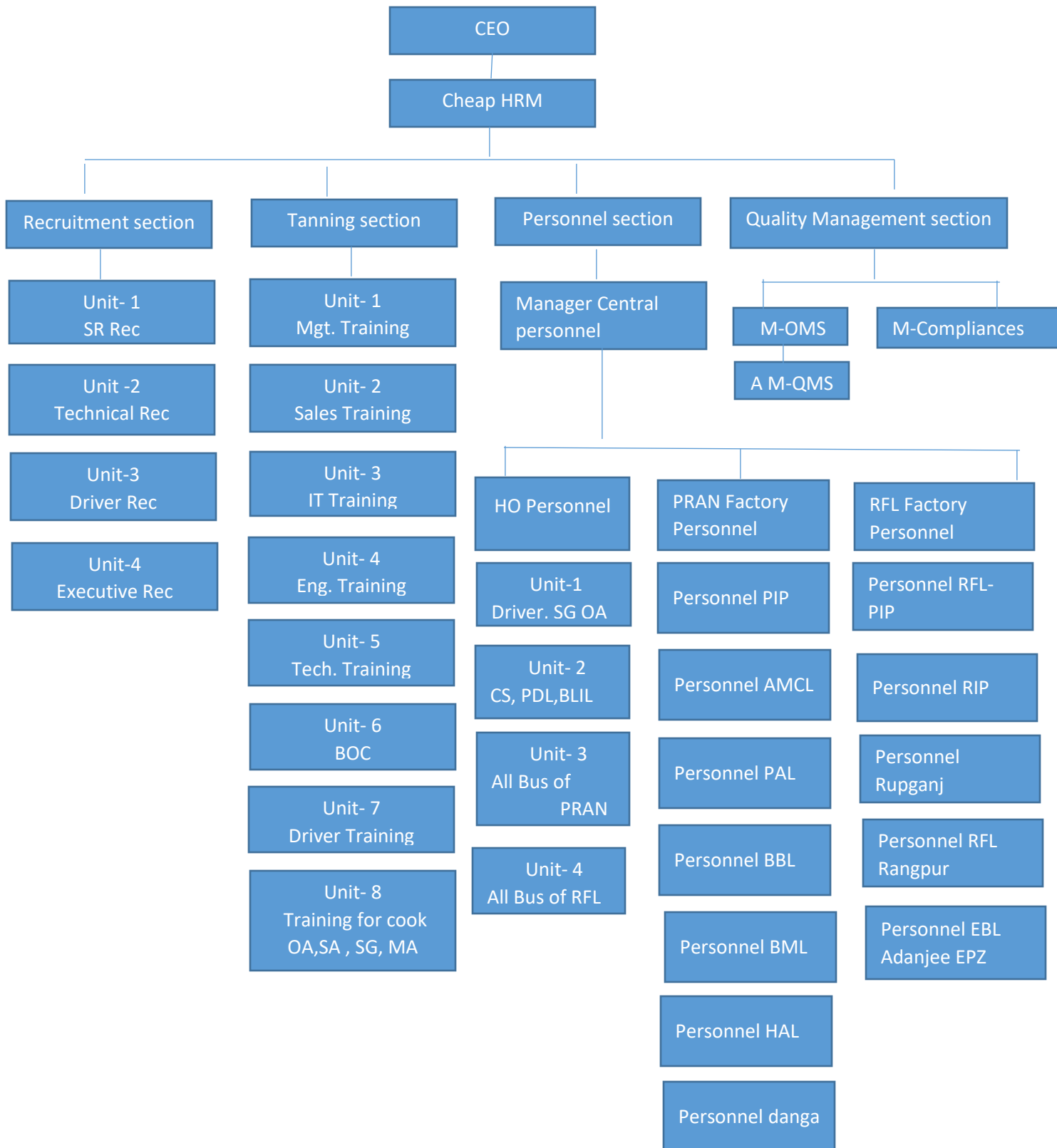
3.4 Core value of the company

By understanding the customer demand and requirement strongly. -

- Consumer care
- Suppliers care
- Employees care
- Commitment
- Fair judgment
- Continuous improvement
- Service operation

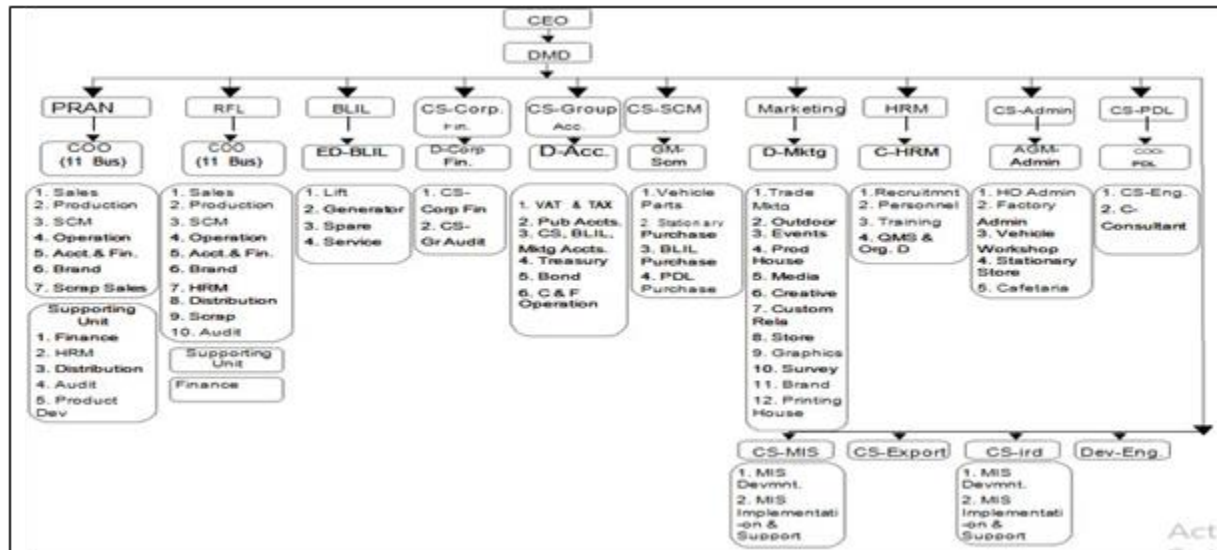


3.5 Organogram of HRM department



3.6 Organizational hierarchy

This is the PRAN-RFL company hierarchy.



3.7 Major exporting countries

PRAN-RFL Company run their run their business in Bangladesh as well as India, Nepal, UAE, Africa and Malaysia. They doing their business more than sixty county such as America, Europe, and Asia etc.



3.8 PRAN-RFL subsidiary enterprise

PRAN-RFL Group is leading food and plastic manufacturing Company in Bangladesh. It has some subsidiary business. Which is –

Rangpur Foundry Limited (RFL) –

RFL is develop engineering company for Bangladeshi rural people for meeting their demand. The most popular and prolific Tube in our country are made by RFL. At present RFL produce wide ranges of products and they gain huge reputation in the Bangladeshi cost iron and engineering industry. RFL introduce Bangladesh as a international level standard plastic and PVC goods in the market.

Introduction of RFL Plastic ltd.-

RFL plastics began operations in 2000 to produce plastic furniture and other products. RFL Plastics currently deals with a wide variety of different types of plastic products, such as home appliances, plastic furniture, industrial items and clothing accessories. The company has expanded its range increase day by day and achieved a product portfolio plastics industry.

Property development ltd (PDL)-

PDL is oldest subsidiary of PRAN Company. PRAN Company is establish by the gain of PDL. This subsidiary business is pioneer apartment business in Dhaka city. They have also lift business.

Agricultural marketing co. Ltd (AMCL)-

AMCL is works for fruits processing. Their others food industry sector like- chips, mineral water and tomato ketchup etc. This are manufacturing into AMCL manifold. Now AMCL is flagship of PRAN-RFL Company. More resource of PRAN are committed to development by the AMCL.

Chapter four- Literature review

4.1 Introduction recruitment & selection

4.2 Recruitment and selection with organizational strategy

4.3 Recruiting and finding the best candidate

4.4 Selection: Choosing the best applicant

4.1 Introduction recruitment & selection

HRM means to techniques, processes, the behavior, intelligence, effectiveness of representatives, as noted by Raymond, A. N. (2007). The Council Center, as noted by H. H. Opatha (2020), is dynamic, with selections only accepted by union representatives, and these selections are simply made by workers. As noted by Korsten (2003) and Jones et al. (2006). As noted by Armstrong (1997), the board is "the most important asset of an association - a comprehensive way of dealing with and receiving the people who work in and with them, taking care of them, giving them opportunities, and dedicating them." Recruitment and selection is the critical methodology for selection right competitor for the position. People choose the words choice and trust, considering how these two words can be used in proposing and choosing additional options. However, the networks of these two words, in particular, are not absolutely equivalent to each other.

4.2 Recruitment and selection with organizational strategy

4.2.1 Workforce planning

i. Strategic alignment –

Human resource experts has lots of work pressure on their shoulder they can't finish their all work every day because of time shortage. HR executive give guarantee that they are exercise or they convey the space of execution board. They work with recruitment, choice and continuous improvement it. HR executive dealing with it. Since then, as O 'Leary-Kelly and Flores (2002) have pointed out, the 'best practice' creation cycles and incentive skills that are typically offered to provide the closeness that is truly needed in business organizations o ' is an important correlation between. Organization looking for process reduce their redundancies. Products leadership means company thinks how their goods and service is more innovation to gain competitive advantage. They try to keep up endless goods and service. Customer intimacy is one kind solution of their goods and service. Customizing their products for better customer service.

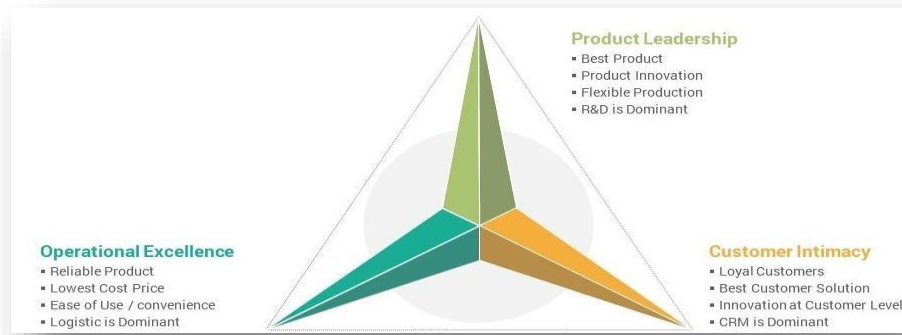


Figure 1: Value Discipline Model by Michael Treacy and Fred Wiersema

ii) Internal environment –

This is the viewpoint that how organization assess their internal environment. This study is organization internal resource like skill, competence which is processed by company. Company resource is more important than the company framework if they want to achieve and maintain their competitive advantage. Pearce and Robinson (2013: 164), according to his opinion split the capital into 3 sector. 1. Material resource which manufacturing equipment, computer and financial equipment. 2. Intangible assets which is company name, spiritual business, invention, trademark and technological competence etc. 3. Organizational capacity is to generate various goods, stuff and operation etc. it's important for the organization to link with the internal and external environment. For internal environment few things are consider-

1st is Turnover- Turnover means people quit their job and replace workforce. Organization should ensure they have enough stuff and recent turnover rate should be takes into consideration. Sometime organization need to hire to compensate their employee's turnover.

2nd is employee development- Employees development means what type of training and development they are involved in. they give them training and who are necessary for program if any HR manger leave the organization on that situation who train the employee and handle the situation? If this accident happen then organization immediately hires from internal or external.

3rd current workforce profile- If any worker retire from the organization then they think that how they are going to replace them. This issue is more critical and organization take into consideration and make plan to hire employees.

iii) Workforce planning-

According to **Cotton (2007:4)**, Workforce training is more proactive HR program which increase the organizational potential. Its personnel with their business strategy to achieve the goal. Working planning takes company process. They look their all factor to ensure that they have qualitifful employees. They make sure that they are avoiding layoff and unnecessary hiring's. Organization examine external labor market. Sometimes organizations consider who's out there and who are available. Few workforce planning are given below-

- a) Adjusts labor demand
- b) Find out and plan for organizational all factors.
- c) Try to discover their competency gap
- d) Identifies labor shortages

It's very important examine the organization and the procedure for improvement, such as taking the time to study and evaluate the internal and external environmental impacts that may affect the business. The organization of a successful workforce takes into account and knows the natural contribution, just as linking the need for a workforce to the methodology. There are five stage in workforce planning-

Strategy- Some alignment also help to cut their cost. Right people to right path. They plan to sit perfect employee to perfect place.

Data analysis- selected data for analysis how many employees they needed. What can be their job position and their salaries? In this step checked this information and correction if they required. If they found any gap they corrected before implementation.

Implementation- The analysis data must be implemented. In this step organization shut any gap. Depend on analysis organization decided whether need recruit new employees. Before the recruiting company figure out their competence, skill and their position for specific position.

Evaluation- This is very important step organization must do it for each and every plan. They continuous check it. They evaluate the implementation action. By this way organization keep eye on their strategy is it match with their workforce planning or not. After evaluation organization see that they have high turnover then recruiting right people for the right position.

iv) Internal VS external hires-

Three benefit of internal recruiting establish by **(Stonner, Freeman, and Gilbert) (2000)**. Employee hires from inside the organization, they already familiar with company know each other. Which increase their chances to succeeding. Internal advancement motivate employees to give more efforts. Internal hiring is less costing because it requires look employees inside the organization that's why there is hiring cost. Internal hiring motivate the existing employees because they have high chances to be promoted. They don't need to basic training about the organizational work. Sometime internal hiring some drawback. If an employee get promoted to better position than old post is need to complete. If such company internal recruitment is made by employee's promotion, the lowest position will eventually be vacated and this position must be filled through external recruitment. Company many open position are filled by external hiring when organization own employee promoted from their previous position.

4.2.2 Foundation for hiring-

Job analysis-

As Shuler and Jackson (1996: 180) point out, "Examination of work is a very important subject, and most creators 'foundation. For few reason HRM department doing job analysis. The main goal is collect important information. For changes job market environment. If job description is short it means the job changes and impact on environment. Organization need decision conduct the job analysis. Therefore regular monitoring is needed. Significant process of HRM is job analysis. It's the way of evaluate importance of job and the daily activity of workers. Job analysis offers information what kind of individual needed. It's a structural way gathering information and make judgment elements which is relevant to work. Job analysis is also deal with collection and analysis of 3 primary component. Such as Job description, Job assessment, definition. Job analysis is a way where gather information in order to identify actual people recruitment for the job. When selected employees enter the organization it's very essential to documentation his/her about their work. It's

the term of challenges, obligation and abilities and knowledge to perform their work. Analyzing job need following steps-

- Document and gather working data
- Consistency verification job related information
- Making job description depend on data
- Determine KSA

The main result of their job analysis give the candidate their job guarantee for their outcome. Job analysis help HR to take their important decision for select the best candidate. When any types of job changing their job nature such as launch new service and technology. It is important work to keep their job description updated. That's why job seeker understand that what types of skill is expected from them. Some purpose of job analysis to address question –

- What is the company job purpose?
- What is the employee physical and mental ability to needed candidate to perform their job
- When the job searching out.

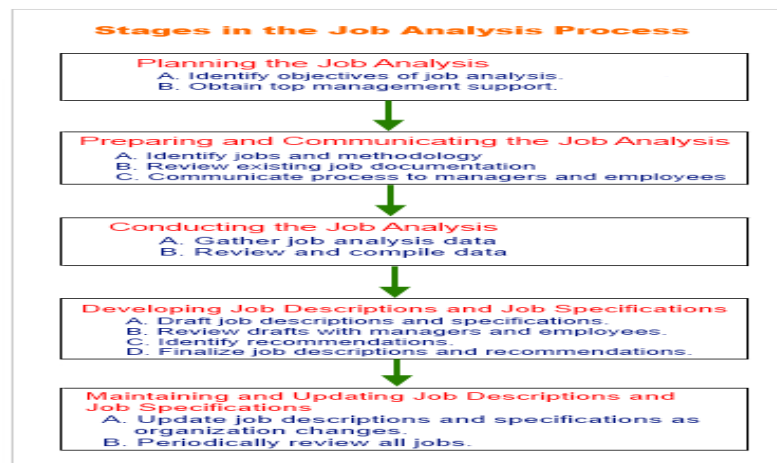


Figure: Stages in the Job Analysis Process

i) **Job description –**

The job description means job duties and responsibility of employees. It's define the relation between the working employees and employee's job activity profiles. This is very important for HR professional make job description clear details and transparent.

Purpose of their job description-

- The first and main important thing is their job description to gather their related data.
- This assist to attract and focus right candidate for perfect position.
- This description helps workers to expect to do if they chose for the specific job.
- Its gives the candidate clear view of work.
- It clarifies that whom to report.

Component of job description-

- The job headline of vacant position
- Location of organization where candidate will be shifted after done their selection process.
- The indication of job duties are performed
- Job responsibilities list of job related task.
- Salary scale is prepared for the task and it may be negotiable or not.
- Target bonus or commission after achieving the target
- Travel allowance and incentive will be given by the employees company.



Figure: Component of job description

ii) Job specification –

Candidate need more quality, proper experience, specific expertise and good educational background to fulfill their job specific which is important for job specification. After finishing the work description drafting. Then manager complete the job specification. Manager set some required skill, working qualities which is needed to done assign task when manager written employees job specification.

Component of their job specification-



Figure: Component of job specification

- Education landmark is a key of realize how the qualified the candidate. Require dimension indicate their academic degree, graduation, MS degree and their others certificates.
- In the job specification highlighted the candidate experience which need to complete specific job context. This work experience want from particular industry or job place. Sometimes leadership experience is essential job specification the specific job duties.

- Skill is important factor for their job specification. The greater role of the company then more specialized skill and knowledge is required from the applicant. Such as few skill leadership quality, communication skill, time management, team oriented etc.
- Positive attitude is required for the job. Like critical situation, specific situation and stereotype behavior can indicate the candidate attitude. All are covered in job description characteristic.

4.3 Recruiting and finding the qualified applicant

4.3.1 HRM responsibilities in recruitment process –

Employee hiring is a strategy for searching and possibility for position from where the best candidate will be chosen. **(John Douglas)**. There are few key hierarchical option for each level and this key option help HR to set up selecting technique. Organization looking for people and it's a significant concern whether employing remotely from the outside market or inside the organization. Sometime they searching both as per their recruitment. Organization search dynamic competitors. Detach candidate who is not effective for the position and they will switch if their door is open. HR department know that who will be hired. They take the decision and think which strategy is suit for the company. The choice of recruitment process depend on company strategic decision on their expense, rate, information and estimated candidate to be recruited.

Purpose and importance of recruitment –

- Identify current and upcoming conditions organization and candidate verification process.
- It improve the competitor's occupation profile
- Help increase the rate of achievement of identification procedures by reducing the number of candidates with low or excessive qualifications.
- Meet the social and lawful commitment to the arrangement of workforce.
- Hiring potential employment candidate with their identity and proper hopeful.

4.3.2 Sourcing the best candidate

Advantage and disadvantage of internal recruitment-

- IN the internal recruitment worker get opportunity to change their position after a timeframe.
- Internal recruitment is less cost consuming for the organization. The cost occurs for only recruitment of new employees.
- For internal recruitment need solid HR administration function which promote clashes.
- If expectations come from a single department, internal recruitment can cause big problems. Administrators should have the privilege of securing their advantage in the association because they perform the task without problems.
- Internal recruitment doesn't carry any new capabilities among the employees.

Advantage and disadvantage of external recruitment-

- External recruitment is much time consuming.
- External hiring allows describe right needs and the company can easily select most suitable candidate for their company.
- External hiring increase the name and frame of the organization which help to improve their further development.

Source of recruitment –

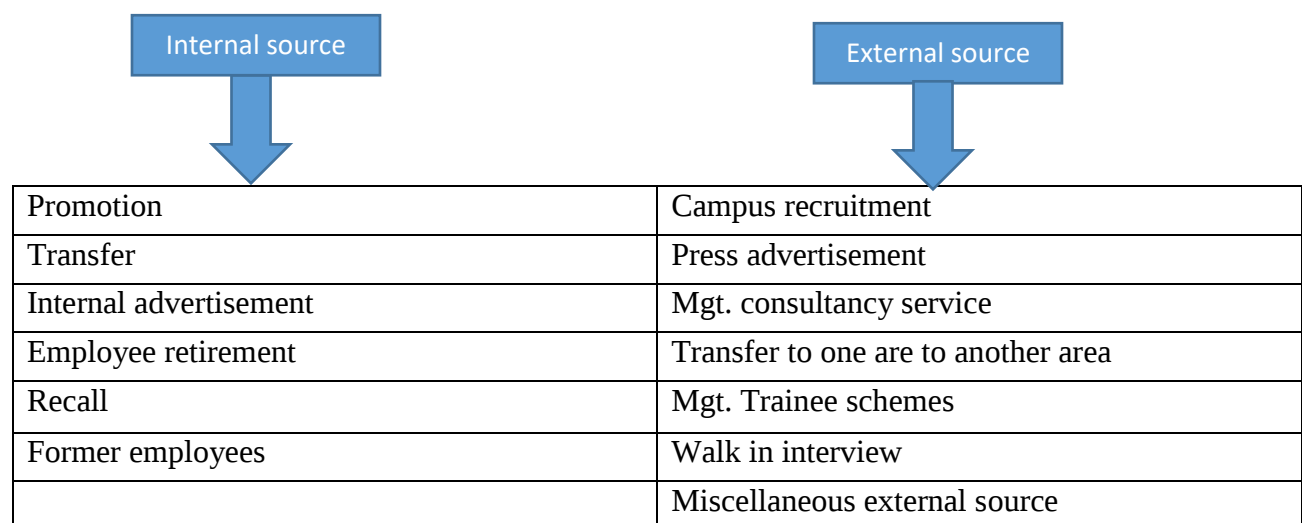


Figure: Source of recruitment

Recruitment process-

There are five stages of recruitment process.

1. Planning
2. Strategy development plan
3. Searching best candidate
4. Candidate CV screening.
5. Employees evaluation and control

Step-1: Recruitment planning-

Recruitment planning is the 1st process of hiring and selection process.. Planning see two things 1) number of candidate 2) Types of candidate.

i) Number of candidate-

Relationships, on a regular basis, intend to attract more competitors than the opportunity to connect with them. When considering a hiring program,

ii.) Candidate types-

Its concern that who the interested for job opportunities. Different categories candidate applied for the position and what is their qualification? This things are consider in this process.

Step-2 Strategy development-

There are four strategy development-

1. Make or buy delegates
2. Technological sophistication
3. The market to look
4. Time to look

i) Make or buy delegates

Association chose where they get qualified candidate. They are getting ready to guidance. This is call buy and make decision.

ii) Technological sophistication

The 2nd step is technological sophistication. This methodologies uses in recruitment and selection decision making. This approach made workable business and worldwide candidate capacity.

iii) Market to look-

To reduce cost, affiliation offer required movement. Association research the local market for the capable agent. They research also regional or their neighborhood market for the specific labor.

iv) Time to look-

In addition to acknowledging where and what it looks like for job applicants, a successful enrollment structure can select a schedule of activities.

Step-3: Searching-

Two types of searching.

i) Source activation-

The benefit of using source their finding technique is promoted by expert people. Because it means no organization taken their decision until their boss has determine opening exists. If organization properly design their source and their search procedure. This is very urgent for collect data.

ii) Selling-

An important object need address and it is part of review technique. They doing everything possible to attract talent candidate. They avoid succumbing. When it comes with the marketing association then advertisement and publicity must be consider.

Step-4: Screening-

Screening view as a enrolling framework. It is a hidden stage and choice procedure. On the recruitment session many organization start with this step. After the candidate application evaluated and short brief then the dynamic cycle start. Recruiting of college is typical event. This application got consideration and have been screened.

Step-5: Evaluation and control-

Cost associated and their enlistment process, assessment, monitoring is important. Few things are consider –

- Salary for registration specialists
- Management and expert spend their time for preparing duties, work conclusion and association contact.
- Advertisement and recruitment strategic which is office cost.
- Additional time and redevelopment costs when open doors are full.

4.4 Selection: Choosing the best applicant

Step 1: Preliminary interview –

After screening the candidate. HR department call the selected candidate for the preliminary interview. This is usually due to a basis that responds to an explanation that is commensurate with the verification of use, i.e., that it is clearly not sufficient.

Step 2: Selection test –

Employment search which candidate screening and start the meeting and call for selection test. Different types of test are taken by the organization. Test are taken to choose their working ability

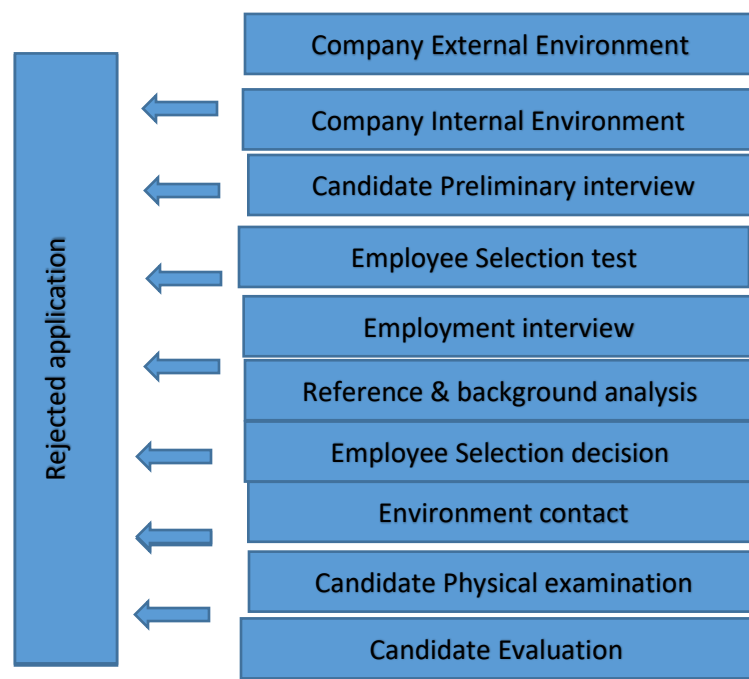


Figure: Selection process

Step-3: Assessment-

Next step is assessment procedure. Their conference is formal. Their plan to assess the candidate suitability. It's very beautiful gadget. Sometime candidate get supposition and they raise question. Basically their meeting done by oral. This meeting can be done for find out employee talent, their administrative and representative.

Interview types-

- Casual interview
- Conventional interview
- Non- directive interview
- Stress meeting
- Group interview
- Panel interview
- Telephone interview

Step – 4: Candidate reference check-

Many organization sold their name, location telephone reference. When their recruitment process is done then company check the candidate reference. In some cases, connections are resolved to applicants before checking accreditations, especially if the job market is very close. They should check out the hilarious links in general.

Step- 5: Selection decision-

After completing the previous step and who pass the assessment test, check reference, gathering information finally organization take selection decision.

Step- 6: Physical examination-

Organization doing candidate physical test. They want to show that how much fit they are working in their position. How's their physical condition. Every big organization doing the same things with their selected candidate.

Step-7: Job offer-

Organization does job offer those who pass the previous all boundary. This aspect is very important when used. Expert believes in a reaction that the past boss hates. Other activities can predict improvement in another space, which requires significant regulation and resource development.

Chapter five- Findings and Analysis

5.1 Workforce planning by PRAN-RFL

5.2 Foundation for hiring by PRAN-RFL

5.3 Recruitment by PRAN-RFL: Finding the best applicant

5.4 Selected by PRAN-RFL: Choosing the perfect candidate

5.5 wrapping up the selection process: Candidate evaluation

5.6 Onboarding: Bring new employee

5.7 Changes PRAN-RFL recruitment and selection process during pandemic

5.1 Workforce planning by PRAN-RFL

1) Strategic alignment-

PRAN-RFL consistently attempt and comprehend their offer and give explanation to their client to purchase their products. PRAN-RFL do it before launching new item. Hence PRAN-RFL take attempt to enroll qualified worker those fit for their company. It can't be said that they don't just follow any system. Their system shift from one to another system.

2) Internal environment-

PRAN-RFL is expert to quick discover data how their representative doing their work alone. What amount of work they are complete in their workplace or they faces any trouble. PRAN-RFL believes their employee and they don't loss them. PRAN Company keep their internal environment blissful and relation between one another. For that reason their employee is esteemed and their turnover rate is low.

3) External environment-

PRAN-RFL uses porter five model to understand their competitors and their business environment to identify potential profitability and any situation.

Porter five model with PRAN-RFL-

Threats of new comers-

New comer enters into the profitable market. Sometimes they fail to earn their profit. For new interns their profitability decrease because of competitive current market rate. New comer of the market is threats for the PRAN Company. Because PRAN Company is big Bangladeshi consumer products company. New entrants try to grab their market.

Bargaining power of buyer-

It's an assessment for the supplier how they approach price. It's the driven amount of necessity input. Their price is fixed so there no bargaining choice.

Threats of substitutes-

Substitute's products exist in the market. They continuously improve their probability of customer changing. PRAN-RFL substitute are high because their substitutes are Akij food, square food and BD food, Olympic food, Dekko food, Haque gathering of organization. These all organization are PRAN-RFL substitute. They always tries to launch new products in the market that's why PRAN-RFL ought to know about them.

Rivalry among market existing customers-

At present market lots of competitors. Current competition is too much for the company. They are some gigantic competitors such as Akij brunch. we have been seen that competition among two organization is too high.

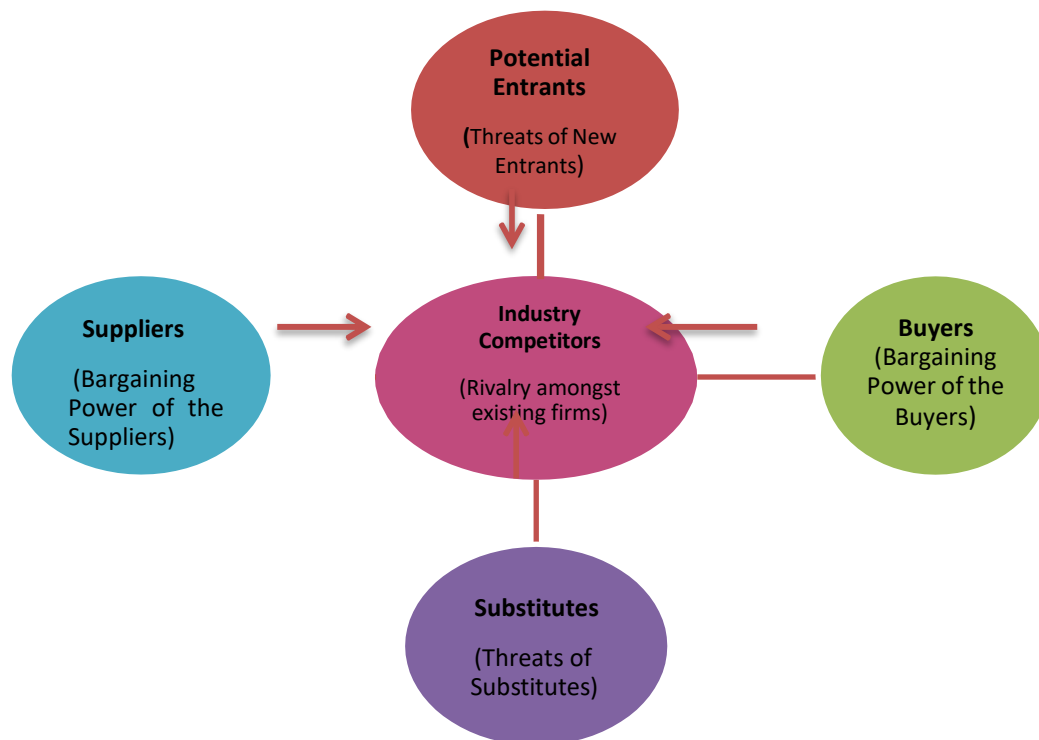


Figure: Porter's five forces model

4) Workforce planning-

PRAN-RFL human resources department main goal is to prepare their qualified representative for their company activities. If they plan their labor force properly, they will put aside the waste of cash, effort, and unnecessary abuse of their power. They need to perfect individuals amount.

5) Labor shortage option-

Sometime PRAN-RFL need many employees for their different position due to employee's poor performances. Or sometimes employees left their job. Then company try to fill out their gap by existing employee's promotion or job enlargement. Company matches the employee's competences with the competences to the complete the job. If their competence don't match then they doing searching new candidate.

6) Company Internal versus external hiring-

Some internal and external factor effects of PRAN-RFL recruitment –

External factors-

A) Supply and demand employees-

Our country is density populated. Lots of eligible candidate are looking for job. But limited job sector are available in our country. Many job vacancy post is circulate by job description.

B) Unemployment rate-

In Bangladesh unemployment rate is too high. For this reason organization get worker with less effort and minimum wages.

C) Labor market-

Our labor market plays a very important role of different sector of PRAN-RFL Company. They are very divers and very hardworking team. When someone says that PRAN-RFL has lots of employee's.

D) Sociopolitical-

Like others company in Bangladesh, strike, political and social issue affect the company. In the strike period it's not possible to complete general recruitment process by the company. Such as calling for written and interview. On this day HRD office activity. HR team working Friday for recover their previous working loss. This aspect is challenge for both official and the applicant.

E) Organizational image-

PRAN-RFL is most renowned company in Bangladesh even abroad. Most of Bangladeshi people seeing dream to work with amazing company.

Internal factor-

A) Recruiting policy –

PRAN-RFL has standard recruiting policy so that they can get hire best candidate from the large pool of applicant.

B) Size of the firm-

PRAN-RFL is a big organization. More than hundred countries they export their products. PRAN-RFL launches new products every month. That reason PRAN-RFL calls rising base company. it has large workload and this reason affects their recruitment process.

C) Cost) –

Their budget estimate for per recruitment doesn't seem important. Because their recruit division use online system for employees recruitment. Although more online media is available for job vacancy such as newspaper, Facebook group etc.

D) Growth and expansion of PRAN-RFL-

PRAN-RFL is on development stage. They wants a reliable source for employee on regular basis. They post management trainee circular for every month. Every Sunday they recruit sales representative. This is reflect the growth and expansion of PRAN-RFL.

5.2 Foundation for hiring by PRAN-RFL

Job description of PRAN-RFL-

Organization set expectation for gathering workers. The job description shows the responsibilities, duties and responsibilities of the employees, the direction of the announcement and the collaboration with organization. They ready to include direct task which depend on their key outcome or (KPI)

The job description are follows –

- To ensure worker duties and responsibility in the fullest sense.
- Make sure that worker must be accountable for their roles and obligation.
- Provide job description to their every employees depend on their duties and responsibilities.

Job description include-

- Employees job recognition
- Total Job summery
- Responsibility and duties
- Performance
- Company working environment

Job description process for operation-

- Join any employees HRD makes their job description and this are accessible for all. BU head ensure within three days before the joining into the job. Job candidate holding job under him and he will understand.
- If it applicable, job description updated and revised regularly according to the organizational need.
- Job description must be mention specific position which is allow by HRD. Which encourage organization training program.

5.3 Recruitment by PRAN-RFL: Finding the best applicant

Recruit process of PRAN-RFL-

i) Need assessment –

Recruitment start with selected candidate identification. At present process is done by agency. PRAN-RFL group support for talent tools for employees benefit. Its call HRMS portal. This important portal is uses for new recruitment .

Figure- HRMS recruitment section software

ii) Advertisement

The screenshot displays the 'Requisition Creation' form in the HRMS system. The form is divided into several sections for data entry:

- Navigation:** Tabs for 'Requisition', 'Requisition Creation', 'Approval', and 'Admin' are at the top.
- Buttons:** 'Approve', 'Update', and 'Reject' buttons are located in the top right corner.
- Workflow:** A 'Workflow' section on the right shows the status: 'Pending Requisition List of CS MIS-New is PR00232 Qty : 1, Pending : 1'.
- Approval History:** Three columns show the history of the requisition:
 - Created By:** CS MIS-New, Created by: Shah Mahfuzur Rahman 18461, Designation: Programmer, Req Date: 26/12/2012.
 - Approved By:** CS MIS-New, Approved by: Shah Mahfuzur Rahman 18461, Designation: Programmer, Req Date: 26/12/2012.
 - Recruited By:** (Empty field)
- Requisition Details:**
 - Requisition Department:** CS MIS-New
 - Required Qty:** 1
 - Req Type:** Executive
 - Place of Joining:** Head Office
 - Designation:** Programmer
 - Req No:** PR00232
 - Condition Type:** Urgent
- Job Specification:**
 - a) Academic Qualification: Post-Graduation
 - b) Required Experience: MIS, 3 Year(s)
 - c) Other Qualification: English
 - Report to: CS-MIS
 - Type of Requirement: Replacement
 - TSAS: TSAS1
- Key Responsibility Area(KRA):**
 - 01. Coding
 - 02. Team Meeting
 - 03. Documentation

Company gives vacancy advertisement in the daily newspaper or employment job portal, notice board and leaflets etc. Advertisement has time limit within this time application request can be sent.

iii) Sorting application-

Recruiter starts sorting CV when the application deadline is over. Applicant CV is sorting according to job description and requirement on department. Afterwards shortlisted candidates call for written test and interview. Invitation are send by phone call or mobile SMS.

iv) Written test and interview-

For fresher employee physical exam is must for them. Because fresher application doesn't finish their assessment. Any reference comer isn't consider for their system. Their running meeting is done when composed audit is start.by this meeting HR gives direction their job, duties, responsibilities and obligation. Those candidate pass the starter meet their composed paper are only judge.

v) Selection-

Shortlisted candidate is selected for 2nd interview. After finishing 2nd interview then company director taken selected candidate interview. Company director pic best candidate. Candidate is selected then hiring division make evaluation report by authority and send it for approval evaluation report and finally gives work offer letter to the selected candidate.

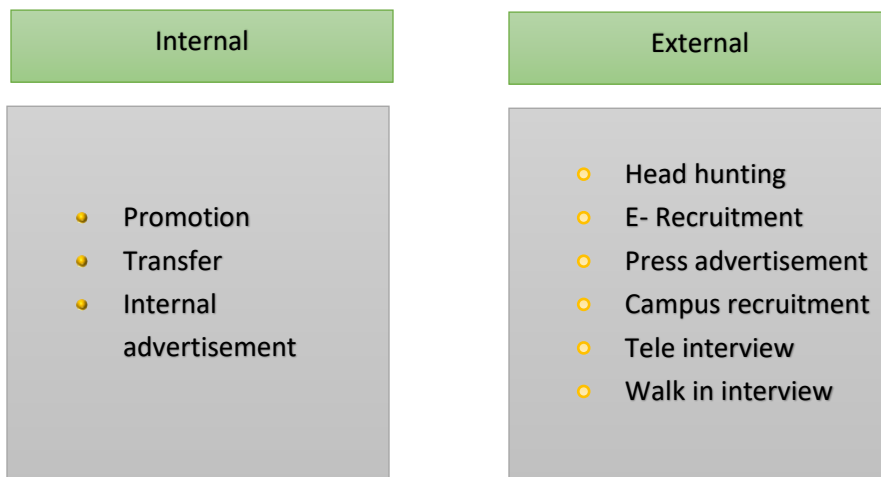


Figure: Source of recruitment used by PRAN-RFL

Internal source of recruitment –

A) Promotion-

Employee's works hard then them showing better result, company promotional ticks is work for employee's inspiration. Company branding result is comprehensive, place changes and also accountability. Company rules, regulation, terms and condition should be clearly defined.

B) Transfer-

Sometimes employee transfer from one are to another area then his position is vacant or superior authority demand.

C) Internal advertisement-

Company interested to taken vacant position. They are aware of the description and specification of the available position. Sometime company HR team circulate internal job advertisement for recruiting internal qualified candidate.

External source of recruitment-

A) Head hunting-

Head hunting is a hiring process. All contact details, employee skill and others things are identified by company so that they can easily find out qualityful candidate. In order to recruit hiring perfect applicant by the hiring process. Head hunting doesn't mean to candidate call by PRAN-RFL group. Persuade the candidate is the part of this process.

B) E- recruitment –

Lots of online site like Bdjobs.com, jagojobs.com etc. these are the online site for the applicant for upload their CV in this online portal.

C) Campus recruitment-

It very easy way to recruit suitable student for different educational institute. Its very simple and economical way of recruiting. Company official people visit different educational institute and

takes interview. Pick qualified students for specific position. By this way student get chance to prove themselves and also chose better career.

D) Tele interview-

In the initial hiring process, sometime tele interview are taken from PRAN-RFL. From this interview PRAN-RFL shows that candidate skill, experience and their salary recruitment which is relevant. This ways saves many valuable time for applicant remove candidate those who can not attend physically in the organization. Mobile interview perform by manager as a formal interview system.

E) Walk in interview-

This interview announced by the company. They set a particular day and time for this interview. Applicant comes and give interview.

Recruitment responsibility of PR`AN-RFL-

A) Permanent employees-

The hiring section of human resource management and recruitment process. They hiring the permanent employees for their company.

B) Temporary worker-

This committee consists of 3 member which name is factory recruitment committee. Their responsible is hiring temporary employs. The following stuff of this committee-

- Head of plant staff
- Director of factory plant operation
- production line manager

C) Age find out documents-

PRAN-RFL group don't hire employee under eighteen age. Their all record are check and their photocopy documents are kept in their personal file of employees. They definitely hire adults

employee for their factory. They maintain accepted checklist for their measuring scale. They follow these document for measure employee's age-

- CV with recent photograph
- Employee's NID card
- Birth certificate

D) Employee information from-

Name:	
Father's/Husband name:	
Sex:	Age
Height	Weight
Identification mark	
Current address	
Permanent address	
Reference: a)	
b)	
c)	
Comment by factory doctor	
Basic health	
Appropriate work area	

Signature of the interviewer

E) Evaluation report form-

Position applied for	Types of test			Marks (Obtain)
Designation	Written test			
Name	Academic performance (Marks)			
S/O:				
Address	Vill:	PO:	Related job experience (Marks)	
	PS:	Dist:		
Age	Material status	Dependent		Job aptitude (Marks-10)
Years		Nt(s)		
Education	Institute/Board/University	Year	Division/Class CGPA	Leadership (Marks-10)
Name of Exam				Health (Marks-10)
				Communication Skill (oral) (Marks-30)
Position hold	Experience	Duration/year		Total obtain from above marks General interview (Marks-100)
				Group discussion (Marks-100)
				Computer skill (Marks-100)
Selected for Dept.				
Selected for division				Grand total (Marks-400)
Place of joining				
Salary on Privation		Interview by		
Salary on confirmation				
Report to: outlet manager				
Date of joining				

Types test taken			
Prepared by	Checked by	Recommended by	Approved by
Name:	Name:	Name:	
Designation:	Designation:	Designation:	
Signature :	Signature :	Signature:	
Date:	Date :	Date:	

5.4 Selected by PRAN-RFL: Choosing the perfect candidate

Selection process of PRAN-RFL-

PRAN-RFL follows some step in their recruitment and selection process-

A) Job description-

In the job description of PRAN-RFL includes candidate personal profile and it their pre-requisite for new vacancy. Job specification is made by the supervision the HRD of their company.

Prepare recruitment plan-

PRAN-RFL hiring and selection committee done their full hiring process. They decided how they recruit candidate different source. They made pool for candidate and done their selection.

B) Choose team for recruitment-

Company hiring team plans their full selection ways. They fixed how they recruit their employee. It will be internal or external. They made a pool for their selection.

C) Application form screening-

When company selection is done then the HRD starts works upon candidate CV sorting. From candidate pool. They select the best candidate and call them for written examination.

D) Written examination-

The best and potential applicant call for written test and they ask to wait for their interview after finish the written test.

E) Selection-

Done the final interview. The company interview board selects the best candidate based on their performance on their interview and suit the job which they applied for.

F) Reference check-

After done the selection. Their reference or background is check to ensure their given information which is provide by candidate. Is it reliable or fake?

G) Offer letter-

This is the last step, the best candidate offer job letter. Offer letter contain position , offering salary, responsibility, term and condition, joining date and the name of the supervisor.

H) Appointment letter-

As per the company policy, the selected candidate offers employment by the approval of PRAN-RFL head of HR department. Management or non-official job conformation is sign by company head of HRD.

Content of appointment letter-

The appointment letter give full information company term & condition. Appointment letter contain flowing information –

- Company name and address
- Employee address
- Job position
- Responsibilities
- Nature Job condition: job is temporary or permanent
- Duration of office
- Pay system
- Job contact
- Joining time

- Submitted documents
- Job security
- Employee commitment

It ask for sending certificates photocopy. Part to the responsibility company ask to show their guarantee of financial solvency and property which is notary public. Sometime need to request to submit personal certificate.

H) Service book-

PRAN-RFL offers support book for long lasting representative. PRAN-RFL HR is responsible for this service book. PRAN-RFL expert can demand duplicate help book before recruiting them.

Forms of service book-

The service book size and picture must be attached of the worker. Service book contain following details-

- Employees name & address
- DOB
- Employee identification
- Job duration certificate
- Daily allowance
- Job absence information

I) Selection tools-

PRAN-RFL takes structural interview and this structural interview helps them to security their candidate every step and they take written test along. For executive level their written test. That candidate

5.5 wrapping up the selection process: Candidate evaluation

When candidate selection is complete, PRAN-RFL test their final selected applicant where they fit or not fit. If they found any competencies into the candidate they take action.

5.6 Onboarding: Bring new employee

In PRAN-RFL, every representatives provides them 40 hour preparing. Their applicable data is taken privately entry in HRIS. This preparation is led by in-house coaches. By this preparation, those employee are recently joined their given short data about their association. Then point out their assign work and give direction they must perform assumption.

5.7 Changes PRAN-RFL recruitment and selection process during pandemic

Corona virus affects the whole planet. Bangladesh infected by corona virus. Bangladesh like others nation faces critical situation because of lack of testing office. There has been huge negative impact of corona virus around the whole world. In the medical field, business area, instruction area as well as economy of nation and the way of life leading of every general people get hamper during corona pandemic. Its affects the PRAN-RFL recruitment process. Before the pandemic every employee even newly join employee attend the office physically. But now corona pandemic they scarcely because of corona virus. They are preparing for web. Their recruitment decrease and some even lost their job. PRAN-RFL started work space for few portion but not for all. They done it for their security purpose. Those people who work on hand. They suppliers goggles, PPE, musk, hand gloves. In the corona pandemic PRAN-RFL take their MCQ and written exam by online. Everything done by their online software for recruitment purpose.

Chapter six- Recommendation and conclusion

Recommendation

After meeting with their representative head of PRAN-RFL, I have seen that they inadequate employees in their group. They need to qualified candidate to finish their work on schedule. I would suggest then to recruit qualified candidate and made plan for their labor force proficiently. They should change their recruitment process if they hire qualified candidate. After the corona pandemic PRAN-RFL changes their recruitment process for hiring qualified candidate.

Conclusion

Organization should make calculated model in near future so that they can think each and every component of inner and outer climate. It's like the interrelationship of work environment. They like efficiency and check data source. They interface their company mission, vision, objective, culture, system and target of the association. In the recruitment process organization must try to reasonable with straightforward. They should submit the all appropriate law of the country. Organization choosing those candidate those who meet their expectation, easily cope up with their culture, experience. They can try to achieve company vision and try to perform formally. They are positive mindset to learn new things.

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Appendix

Questionnaire-

Name: Md. Faisal kabir

Designation: DM, HRM PRAN-RFL Group

1. What types of strategy do you follow of your cost leadership and customer intimacy?
2. What types of creativity are you look forward in your candidate and how do you measure creativity?
3. Does your company clearly explain career objective, recruitment, specification in your recruitment process?
4. Do you face high turnover? If yes then what you think the proper reason of employee's turnover. How your organization deal with employee turnover?
5. How do you plan for workforce?
6. When you feel employee's shortage in your company then what you do?
7. How do you done your job analysis?
8. What is your recruitment source?
9. What advertisement source use your organization for recruitment?
10. What types of HR responsibilities you consider in your recruitment process?
11. How do you prepare your company recruiter?
12. What category mobile apps do you use for your company recruitment?
13. How do you check candidate background?
14. How your recruiter ensure reliability and validity of the given information of employee's are providing?
15. What selection tools do you're in your organization?
16. How does evaluate candidate by your recruiter?
17. How does your HRD end selection process?
18. What types of action your organization taken when they see that new hiring employee's performance is not satisfying and expectation are not meet by them?
19. How does your organization find out employee lacing of development and how they develop them/?
20. Does your HRD provide training for newly hiring employees?

21. What new things are changes during pandemic time in your recruitment session?
22. How did you cope up during the corona pandemic time and what is current situation of your recruitment process?
23. How this changes impact on your existing employees and their performances?
24. Did your organization face employee turnover or laid off your current employee during corona pandemic?



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