RECRUITMENT AND SELECTION PROCESS OF AN IT COMPANY IN BANGLADESH

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Abstract

The purpose of this study is to examine the recruitment and selection process of an information technology (IT) company. Both secondary and primary data have been used to conduct the study. Primary data collected with the help of prestructured questionnaires by taking eleven employees from the selected IT company. It was used convenient method of sampling for the selection of the IT company and data. Descriptive statistics and percentage methods of analysis were done. Views of the employees revealed that they are satisfied or moderately satisfied about the recruitment and selection process of the company. Finally, the study is concluded with some recommendations.

Key-words: Bangladesh, recruitment, selection, IT company

1.Introduction

The number of educational institutional are increasing rapidly in the world. So it is easily assumed that the number of post graduates are more than the number of offered jobs. In that case, organizations need to be very conscious to recruit their employees. At the same time, supply of skill staffs are also very difficult to meet the expected demand of the organizations. It is thus a challenging task to select an appropriate candidate from the thousands of potential job applicants. Recruiting staffs are very costly exercise. This is very important in the case of technology oriented organizations. Bangladesh is presently shifting from the traditional

management system to digital management system. Use of internet, computer software are very important things for the managerial works. In order to maintain digital management system, many IT firms are working in the country. They have different types of manpower but how they are employed, it is not known to many of us. The present study is an IT solution company. Though it is working in Bangladesh, it is believed that this study would help several parties to know their strategies for recruitment and selection process.

The purpose of the research [1] was to identify the problems relating to the recruiting and selection methods and sources used in different ways of organizations. The findings of the research was merely or purely based on the opinions and results from the HRD of English Heritage. Study of [2] was done in order to help the organization to identify the area of problem and suggest ways to improve the recruitment and selection process. This study helps to manage a manpower budget for the recruitment and selection process. The name of the study organization was not disclosed and the study used stratified sampling technique. The study of [3] presents a detailed analysis of recruitment and selection process of a leading telecom company. The process of selection consists of three stages which are recruitment, screening and selection. The aim of the paper [4] is to study the recruitment and selection process followed at Sai Global Yantex Private Limited. This research studies the review of literature for recruitment and selection process which are followed in organizations. It was used both primary and secondary information. Analysis was done through percentage method. Another study [5] examined recruitment and selection process of two organizations. It was a comparative study between a readymade garment industry and cement industry in Bangladesh. The study was done on the basis of secondary and primary information. Analysis was based on descriptive and quantitative methods. The study observed that the HR practice in terms of recruitment and selection process is comparatively improved than cement industry in Bangladesh. The study of [6] conducted on the recruitment and selection process of a readymade garment industry with the help of primary and secondary data. The analysis was done through percentage method. Results indicated that the method used in the recruiting and selection process was very effective.

It can be assumed that a numerous number of studies in the context of recruitment and selection process has been done either in Bangladesh or elsewhere from the viewpoint of different organizations. It is seemed that IT firm related study of recruiting and selection process is scant. This is more acute in Bangladesh. Organizational management system of

Bangladesh is rapidly transforming from traditional management system to e-management system. Therefore importance of IT firm in order to provide better maintenance support to different organizations are also increasing. Unless efficient IT employees, IT firms will not able to assist IT support to other firms effectively. Hence IT firms need to recruit employees properly. Therefore, the objective of the present study is to examine the recruitment and selection process of an information technology firm in Bangladesh.

2.Materials and Methods

The selected company is a concern of NFC Group [7] and it is a renowned South Asian Company providing the largest information systems and solutions in the area of information, E-security, fire detections with protection and communication technologies. It has 15 years' experience and 45% market share leadership in Bangladesh. In case of similar studies, some authors exposed the name of the organization [1] while others did not express the name of the organization [2]. Another study [8] followed disguised name in order to conduct such a type of study. The current study followed [2]. Data came from secondary and primary sources. Secondary sources are websites and research papers. Primary information were taken from eleven employees out of twenty employees. Employees were selected purposively. They were asked with the help of prestructurred survey questionnaire. Employees were asked about job openings, behavior of receptionist, professionalism of recruiter, time spent, recruiters knowledge, clearness of recruiter, satisfaction of respondents, recruiter's quick reply to e-mail and phone calls. It also includes the respondents' feedback to improve the recruiting process. Analysis were done through percentage and descriptive statistics methods such as mean, standard deviation and t-statistics. Likert scale was used to convert qualitative information into quantitative information.

3.An Overview of Recruitment and Selection Process of the Company

The company follows comprehensive and extensive selection process in their search for the most ideal and competent professionals which are discussed below [9].
3.1 Collecting CV
Both internal and external sources are used to collect CV. Internal sources include transfers and promotions. External sources are HR CV box, advertisement and internet job sites.

3.2 Collecting and screening

In this step, following things are done: overall appearance, organization, education, experience and reference.

3.3 Short listing the potential applicants

After screening the lots of application, HR manager prepare a short list of potential applicants.

3.4 Schedule and arrange the interview

After making a short list of potential applicants HR manager fixed a schedule and arrange an interview.

3.5 Conduct interview

Written exam: After finishing all the necessary formalities, the company HR decides a date for taking written exam. First of all they prepare a questionnaire for the interview and take an exam within 20-30 marks. Candidates will be selected for the next steps after passing the written exam.

Practical test: Since the company as an IT company, it can prepare practical test on their own way. A team of talented engineer can take this test step by step.

3.6 Final selection

This recruitment and selection policy has been framed with the view of recruiting and selecting people who have a strong desire to achieve the company's vision and who will assist in achieving the business results. The female candidates are given more priority for recruitment as during any strikes etc. they are less physical than the males.

3.7 Offer letter and acceptance of appointment

After the selection of the candidates the company offers the job to the selected employees. Then the relevant employment procedures are supposed to be completed. The final stage of recruitment and selection process is the acceptance of the appointment. The company cordially accept their new employees.

4.Results & Discussion

An observation was done in order to examine the recruitment process physically. The observer sat beside the HR staff and helped him and observed how the whole task was being done. The observer also screened the CVs of the candidates, made short list and called them for interview. It is also seen that in case of unskilled employees, their CVs are not the usual

format of CV but rather their national ID card or their educational background mainly covers it [10].

Along with the above physical verification, a survey form was distributed among the employees with a view to know their feelings during their recruitment and selection period. In case of job openings, most of the respondents mentioned the sources of their information of recruitment was internal (54.54%). Some respondents opened that their friends and family members are employees of the IT company and they received recruitment information from those employees.

Table 1: About job openings

Particulars	Number of Respondents (%)
Friends	2(18.18%)
Newspaper	1(9.09%)
Internet	6(54.55%)
Family member	2(18.18%)
Total	11(100%)

Source: Author's calculation from survey data

Table 2 Descriptive statistics

Variables*	Mean	S.E. Mean	S.D	Minimum	Maximum	95% CI	
C1	3.72	0.38	1.27	1.00	5.00	2.87	4.58
C2	3.81	0.26	0.87	2.00	5.00	3.23	4.40
C3	3.18	0.29	0.98	2.00	5.00	2.52	3.84
C4	4.27	0.23	0.78	3.00	5.00	3.74	4.80
C5	3.63	0.33	1.12	1.00	5.00	2.88	4.38
C6	3.81	0.12	0.40	3.00	4.00	3.54	4.08
C7	4.63	0.15	0.50	4.00	5.00	4.29	4.97
C8	3.81	0.18	0.60	3.00	5.00	3.41	4.22
C9	4.18	0.18	0.60	3.00	5.00	3.77	4.58

*Operational definitions of the variables: behavior of receptionist(C1), professionalism of the recruiter (C2), time spent by the recruiter during interview(C3), knowledge of recruiter(C4), clearness of the recruiter about the interview method of the company(C5),clearness of the recruiter for the rest of the recruitment process after interview (C6), satisfaction of respondents (C7), quick reply of recruiters to e-mail(C8) and quick reply of recruiter to phone calls (C9).

Source: Author's calculation from survey data

Finally, a descriptive analysis was done with a view to examine the actual situations of the opinions of the respondents about recruitment and selection process of their organization from various perspectives. It is evident from the table 2 that mean values of variables fluctuate from 3 to 4. It means that respondents are satisfied or moderately satisfied. Similarities also observed in [11]. According to the values of SD, it is assumed that the variable C6 is highly consistent since the value of SD is very low. On the contrary, values of SD of variables C2, C4, C7, C8 and C9 are moderately consistent where C1, C3, C5 are comparatively inconsistent as their values of SD are assumed to be higher values compared to others.

5.Conclusion

On the basis of findings, values of variables which are found comparatively inconsistent, it should be taken into account by the management board of the organization. Values of SD which are assumed to be consistent that should be kept in mind also by the management board for the sustainability of recruitment and selection process of the organization. Moreover, management should take initiative to increase the level of satisfaction of the recruitment and selection process of the organization from the 3-4 scale to above by discussing with the employees and taking advices from the related experts. In this context, followings are some notes that can be also taken into account:

Company should follow all the steps of recruitment and selection for the candidates.

Selection process should be less time consuming.

Company should increase experienced employees.

Evaluation and control of recruitment and selection should be done fairly.

Not only the experienced candidates should be selected but also the fresh graduate candidates should be selected so as to avail the innovation and enthusiasm of new candidates.

These are important suggestions among many and authorities should take measures to implement it.

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