

Navigating Recruitment Mismatches at Skill Jobs

Internship Organization

Skill Jobs

Prepared by

Sharmin Akter Rupa

ID: 211011098

Nazmun Nur Eva

Lecturer

School of Business

University of Liberal Arts Bangladesh (ULAB)

Submitted in Partial Fulfillment of the Requirements for the Degree

Bachelor of Business Administration



4th May, 2025

Plagiarism Declaration

1. I know that plagiarism means taking and using the ideas, writings, works or inventions of another as if they were one's own. I know that plagiarism not only includes verbatim copying, but also the extensive use of another person's ideas without proper acknowledgement (which includes the proper use of quotation marks). I know that plagiarism covers this sort of use of material found in textual sources and from the Internet.
2. I acknowledge and understand that plagiarism is wrong.
3. I understand that my research must be accurately referenced.
4. This assignment is my own work, or my group's own unique group assignment. I acknowledge that copying someone else's assignment, or part of it, is wrong, and that submitting identical work to others constitutes a form of plagiarism.
5. I have not allowed, nor will I in the future allow, anyone to copy my work with the intention of passing it off as their own work.

Name: Sharmin Akter Rupa

Student ID: 211011098

Signature Rupa

Date: 4th May, 2025

Letter of Transmittal

4th May, 2025

Nazmun Nur Eva

Lecturer

ULAB School of Business (USB)

University of Liberal Arts Bangladesh (ULAB)

Satmasjid Road, Dhanmondi, Dhaka-1209

Subject: Submission of Project Report on “Navigating Recruitment Mismatches at Skill Jobs”

Dear Mam,

With due respect, I would like to inform you that I have completed my project on **Navigating Recruitment Mismatches at Skill Jobs**. The project report, titled “**Navigating Recruitment Mismatches at Skill Jobs**” has been prepared as part of the fulfillment of my undergraduate program, **Bachelor of Business Administration (BBA), majoring in Human Resource Management at the University of Liberal Arts Bangladesh (ULAB)**.

In this report, I have tried my best to apply the knowledge gained from my academic studies and combine it with practical insights gathered from my internship experience at Skill Jobs. Additionally, I have utilized relevant industry research and online resources to enrich the content.

I sincerely hope that this report meets your expectations and provides valuable insights. I look forward to your valuable feedback and suggestions.

Sincerely,

Sharmin Akter Rupa

ID: 211011098

Bachelor of Business Administration (BBA); Concentration: Human Resource Management

ULAB School of Business (USB)

University of Liberal Arts Bangladesh (ULAB)

Acknowledgment

I convey my sincere gratitude to honorable faculty, my supervisor, Nazmun Nur Eva , lecturer at School of Business, University of Liberal Arts Bangladesh (ULAB) for her invaluable guidance and support throughout my internship journey. Without her assistance and participation, I would not have been able to complete my report accurately and within the given timeframe. I am grateful for this opportunity to complete my report under her supervision.

Furthermore, I would like to extend my thanks to my internship supervisor Mr. Shanur Alom Zibon sir for his mentorship during my internship journey. Also, thanks to all the employees, particularly the Talent Acquisition team of Skilljobs, for their time and effort in participating in the interview session for my report. Their contribution has greatly enriched my learning experience and helped me develop a deeper understanding of HR practice.

Once again, I am sincerely thankful to all those who have supported me in completion of my internship. Despite my limited experience, I have put my best efforts into making this report meaningful and insightful. I hope it serves a valuable contribution to the field of Talent Acquisition and recruitment.

Sharmin Akter Rupa

ID: 211011098

Bachelor of Business Administration (BBA); Concentration: Human Resource Management

ULAB School of Business (USB)

University of Liberal Arts Bangladesh (ULAB)

Table of Contents	
Contents	
Chapter 1: Internship Preparation	6
Chapter 2: About the Internship	8
Chapter 3: Self Reflection	10
Chapter 4: Personal Development Plan	12
Chapter 1: Introduction	14
Chapter 2: Research Methodology	16
Chapter 3: Findings & discussion	18
Chapter 4: Recommendation	21
Chapter 5: Conclusion	22
Reference	23
Appendix I	24
Appendix II	25

PART- A

Chapter 1: Internship Preparation

1.1 Motivation and what I expect to learn from this internship

As a student of Human Resource management, pursuing a Bachelors in Business administration at University of Liberal Arts Bangladesh, I was eager to apply my academic knowledge in a real-life setting. My diverse experience in Talent acquisition, employee management and organizational development fueled my passion for HR. Which motivated me to gain hand on experience in the field. I was excited about the chance to work in a HR firm that values innovation and excellence. This internship provided me with the great opportunity to sharpen my skills and understand the industry better. Learning from experienced professionals helped me to grow into a more confident and capable HR professional.

1.2 Internship search process

Securing an internship in Bangladesh's highly competitive job market can be very challenging but also a great experience. I was particularly interested in joining a startup as there are more opportunities to learn and grow together through innovation and practice. With this perspective I started to look for several companies and given exams for the internship opportunities.

During my job search, I came across a post from LinkedIn about an opportunity in the Talent Acquisition team of Skilljobs. The role immediately caught my attention and without wasting time I submitted my application along with my CV and cover letter through their email.

1.3 Internship Interview Experience

Few days after applying, I was called for an initial interview at their office located in Shukrabad. From the moment I stepped in, I could feel the environment is very friendly and cooperative. I was waiting for the interviewer to come and got a bit nervous. One interviewer took my CV and asked detailed questions based on it. Then another person took my interview. I was a structured yet conversational interview, which made me feel comfortable and engaged. The HR team was welcoming and provided me the insights of the company's culture and operations and my role's work.

I was invited for second interview few days later. Which was taken by Business Development Manager. After understanding the potentiality in me, I was offered this role. I was grateful to be selected as an HR associate (Intern) in Talent Acquisition team, which was a beginning of an exciting learning journey for me.

1.4 About the Organization



Skilljobs is leading HR solution provider in Bangladesh. It is a concern of Daffodil Family. Skilljobs Established with a goal of bridging the gap between job seekers and employees. As the job market becomes increasingly competitive, Skilljobs aims to make recruitment process easier for business to find professionals to secure meaningful employment opportunities. Skilljobs offers comprehensive HR services which includes talent acquisition, Career counseling, training programs and skill enhancement workshops. They focus on creating employment opportunities for the job seekers and also ensures that job seekers are equipped with the skills the need to succeed in their career. Skilljobs plays a crucial role in workforce development by identifying the skill gaps in industries and providing training programs to meet the market demand. They collaborate with businesses, universities and industry leaders to ensure that candidates are well prepared for the job sector. For the employers they provide customized hiring solutions which helps companies attract the top talent. Recruitment strategies and tech driven solutions enhances the efficiency and effectiveness of hiring process. Skill jobs works with entry-level recruitment, executive search, project-based hiring and also international hiring. They are committed to offer seamless and result driven solutions for business of all size.

1.4.1 Mission

Skilljobs's mission is to help people build a successful career by providing the right training guidance and job opportunities.

1.4.2. Vision

Skilljobs vision is to become a leading job placement, recruitment and career growth platform in Bangladesh. Skilljobs aspires to be a trusted partner for both job seekers and employers by continuously adapting industry trends and delivering best HR solutions.

1.4.3. Commitments

Skilljobs is committed to bridge the gap between job seekers and opportunities from employers. They offer training programs and career guidance to enhance the skills of a job seeker. Skilljobs help employers to identify the top talent while providing support for the organizational growth. They maintain reliability and transparency so jobseekers and employers can confidently rely on Skilljobs for their career growth and hiring.

Chapter 2: About the Internship

2.1 Activities of the department

Throughout my internship at Skilljobs, I had the chance to gain hands-on experience in Both headhunting and Job posting team of Talent Acquisition. This role helped me to explore various aspects of recruitment, sourcing, screening potential candidates and manage job posting across multiple platforms.

2.2 Work environment

Skill job's office environment was collaborative and growth oriented. The workplace encourages teamwork, where everyone from every role was encouraged to share ideas and contribute to the bigger picture.

Team members from different backgrounds of Skilljobs collaborated seamlessly to achieve common goals. I had an opportunity to work closely with both headhunting and job posting team as a talent acquisition intern. This allowed me to experience entire recruitment process from sourcing to onboarding. I have sourced candidates for Job posting team and coordinated interviews for headhunting team.

We had regular team meetings and brainstorming sessions ensuring continuous improvement and alignment with each other's work. The leadership at Skilljobs strongly encourage personal career

growth. Employees are motivated to take ownership of their work for this friendly environment. They have a chance to explore new strategies and enhance their skills.

Overall, the work environment was welcoming and encouraging for collaboration, learning and adaptability which makes it an ideal place to gain hands-on experience in talent Acquisition and HR practices.

2.3 Duties and responsibilities as an intern

During my internship at Skilljobs I had an opportunity to work in different projects of Talent Acquisition team. My responsibilities spanned across different aspects of recruitment process and HR operation. My Key responsibilities included:

2.3.1 JD (Job Description) Creation & Job Posting

Ensuring formatting the accurate job descriptions, editing JD with proper structure, creating banners and managing job posting across multiple platforms such as LinkedIn, Facebook and Skilljob's portal and maintaining a organized database for the vacancies.

2.3.2 Headhunting & Candidate screening

Sourcing and identifying potential candidates for various job openings, reaching out through various platforms such as career fest, LinkedIn or Facebook and different job portals, then screening their profile to match the job requirements, shortlisting candidates based on required skills and qualification before sending the profiles to the final selection list.

2.3.3 Communication and coordination

Maintaining clear communication between candidates and employers, responding to candidate's inquiries, understanding employer's needs, providing timely update for both sides for smooth coordination. Drafting and sending rejection mails, job offer mails and

2.3.4 Interview schedule and coordinating interviews

Scheduling the interviews between candidates and hiring managers, coordinating the interviews, sending reminders, following up with the candidates through call communication & mail communication, following up with the companies and collecting feedbacks from hiring managers.

2.3.5 Data Entry and Timesheet management

Worksheet for work progress, updating attendance, keeping track of recruitment data for reporting and analysis and salary application were maintained by an inside database named Odoo.

These tasks helped me to develop organizational skills, time management and hand on experience in HR operations. This strengthened my skills in candidate sourcing, screening and recruitment coordination.

2.4 Application of educational learning with Internship

Working at Skilljobs, I was able to apply the theoretical skills I gained from the Bachelor of Business Administration at the University of Liberal Arts to real situations. For example, courses like Human Resource Management, Strategic HRM and Human Resource Planning provided me the knowledge on recruitment strategies and Talent Acquisition along with the workforce planning. This understanding was used in headhunting, CV sourcing and candidate screening while I worked in Skilljobs. On the other hand, business communication subject helped me to understand how to communicate professionally also this understanding helped me to write professional emails for interview schedule, rejection and others. From operational management and research methodology I understood the necessity of data entry and tracing the recruitment progress in an internal portal. Overall, my internship worked as a bridge between educational learning and practical knowledge which helped me gain a hands-on experience in Talent Acquisition and HR operations.

Chapter 3: Self Reflection

3.1 Feedback on Internship

I am grateful for the invaluable lessons I achieved throughout my time of internship at Skilljobs. One of the rewarding aspects was the opportunity to apply my knowledge of Human Resource Management course to the real world by applying HR practices, especially in recruitment and candidate management. Working in both Headhunting and job posting team gave me practical insights of recruitment process and helped me to apply my skills in HR operations.

However, with this success I faced some challenges. One of the main challenges was the deadline can be changed. Sometimes priorities can be shifted due to payment issue or other reasons. Adapting to the fast changes into the work was very challenging for me. But this thought me to be flexible and improve my time management skills. Managing job vacancies along with

coordinating interviews and communicating with the candidates at times was a bit difficult. Prioritizing works was the best way to ensure the tasks were completed efficiently.

Despite the challenges, I believe this experience contributed significantly to my personal and professional life. Solving these problems and overcoming these has strengthened my problem-solving abilities also it has increased my adaptability to face unexpected changes. Moreover, the feedback I received was constructive for my own growth, specially from my supervisor Zibon bhai, Job posting team's Mithila Apu and Headhunting team's Sajjad bhai.

3.2 How could I do better and the Organization could utilize me better

During my internship at Skilljobs, I've realized a few ways that I can continuously grow and contribute more effectively. One of the main goals for moving forward is actively seeking feedback and suggestion from my supervisor and mentors. Their feedbacks have been already very helpful and constantly applying their suggestions will increase and sharpen my skills. I have also noticed that I need to improve my time management and understand the priorities. Things like CV sourcing, Email communication and call communication along with updating employers can be overwhelming without a structure. By managing my time schedule better and prioritizing tasks can make me more efficient. Additionally, I believe staying updated through HR trends and recruitment technologies will help me to stay relevant and bring more value to the team. Communicating openly with colleagues and being open about challenges will ensure better alignment with tasks.

To better utilize me, Skilljobs can provide clear guidelines regarding what works should be prioritized. They can offer specialized training programs and resources for trending HR practices that would support my development also company's development. Which will allow me to develop my recruitment and coordination skills. Moreover, giving rewards for achievements will be a good a to recognize efforts. Which would encourage me more to realize my full potential and ensure I am effectively contributing to the organization's success.

3.3 Recommendation

To make the internship program and overall work environment better, here are a few suggestions:

3.3.1 Functional Improvement

Skilljobs can encourage juniors or interns to explore different areas of HR such as payroll and employee engagement which can be more enriching. As the interns already handles a variety of responsibilities such as CV sourcing, JD creation and interview coordinating, the next step can be

introducing structured mentorship. Assigning mentors to guide interns closely through complex tasks such as drafting and customized job offers & evaluating candidate fit etc. Also, arranging a weekly knowledge sharing session or meeting where everyone can share a new technique, strategy or achievement can foster a collaborative learning experience. This will strengthen everyone's capability and will improve efficiency of the Talent Acquisition's process.

3.3.2 Wellness plans

As there is so much pressure for work because of changing deadlines of recruitment and other works, some wellness practices can be maintained to motivate everyone and reduce the burnouts. Weekly mindful sessions can be done, which can include going for a small break near by places. Short breaks between tasks to refresh mind and body. Appreciating interns with emails or certificates or small rewards will promote a positive atmosphere and higher engagement level. Also, flexible working hours and optional remote days can support better work life balance during high pressure weeks.

Chapter 4: Personal Development Plan

4.1.1 HRIS Tools (Odoo)

As I have already used Odoo for managing timesheet and attendance, I aim to explore more features of IHRS (HR Information System). This will help me to improve my accuracy in HR documentation and reporting.

4.1.2 Social media branding and content

To enhance my own branding and employers branding, I want to learn more about the social media marketing, especially LinkedIn strategies. I aim to explore how to create engaging posts, increase visibility, timing for posting and use analytics to improve follower engagement.

4.1.3 HR data analysis

I want to increase my ability to work with recruitment data by learning advance excel and google sheets along with Power BI. These will help me to analyze candidate sourcing trends better and screening more efficiently. It will overall increase my HR skills for modern HR operations.

4.1.4 Digital recruitment tools and SEO

As there is everything digital nowadays, recruitment has also gotten digitalized. So, I plan to do a basic SEO course to improve post visibility and understand digital traffic. I'll also try to explore google trends and job ad optimization strategies to make job posting more effective.

4.2 Interpersonal Skills

Flexibility & adaptability

Working with the fast-paced recruitment environment has made me understand the importance of adaptability. By stepping outside of my comfort zone, I plan to strengthen my adaptability skill. It can be handling new job roles, working with different teams such as marketing or sales.

Adjusting quickly when the priority shift can increase my flexibility.

Collaboration & leadership

As an intern I've already coordinated interviews and handled important communications with clients and employees from different levels. From this experience I have gained confidence to take the lead in small team tasks such as organizing candidate requirements or managing job posting campaigns specially LinkedIn campaigns. In this way I can practice informal leadership and eventually be more confidence in managing a big team.

Communication and Confidence building

From sourcing CV to sending candidates profile to a company and writing professional emails, I have learned the importance of clear communication. For more improvement I would like to participate in presentations, internal meetings, hosting an event or giving voiceovers to promotional videos to strengthen my verbal and written communicational skills.

Self-motivation and consistency

Balancing Talent acquisition's responsibilities along with the academic work has required me self-discipline. Communicating for follow-ups and updates required time and understanding of priorities. I want to continue a routine in my daily life and set small and trackable goals for self-improvement. Setting goals such as learning new HR concept every week or improving one soft skill every week will give me motivation to stay consistent and achieve career goals.

Part B

Navigating Recruitment Mismatches at Skill Jobs

Executive summary

This report aims to explore the challenges and opportunities of recruitment process at Skilljobs, which is a concern of daffodil Family. This focuses on aligning employer expectations with candidate skills. This study seeks to understand the gaps between employer's requirement and qualifications and potential candidate's qualification. This survey gathers information from both job seeker and employers to identify the areas for improvement. This ultimately aims to enhance the recruitment process at Skilljobs. This research highlights the issues such as unrealistic experience expectations with lower salary, mismatch between skills required by employers and potential candidates and misaligned job descriptions. The findings suggests both employers and candidates need clearer communication and better alignment with expectations to bridge the gaps. This study's result will enable Skilljobs to refine it's services by providing actionable recommendations to enhance the recruitment experience for both employers and job seekers.

Chapter 1: Introduction

1.1 Research title - Navigating Recruitment Mismatches at Skill Jobs

1.2 Background of the study

Human Resource and job placement landscape of Bangladesh is evolving rapidly according to the demand of global workforce and digital integration. Organization's hiring and way of managing people is also changing due to the demand. People are now more aware of their career options while companies are looking forward skilled people who can cope up with the rapid changes in work environment.

With all these progresses, there are some gaps between employer's expectations and jobseeker's skills, specially when it comes to recruitment. This is something I have experienced during the time at Skilljobs. This is job recruitment solution provider under Daffodil family which help companies to find talent and job seekers to find their preferred career.

But this process is not always easy. Many employers want young professionals with unreal experience and other technical expertise with a very low salary. At the same time, job seekers are frustrated with vague job descriptions, long working hours and poor communication from the hiring manager with last minute changes in job responsibilities. Many of them skip interview and exams without prior notice and apply for jobs without reading job details.

Moreover, the Skilljobs platform itself faces challenges. There are some issues with the app and website which prevents qualified candidates apply for the jobs. Sometimes employers ignore fresher's applications even after saying - freshers can apply. This creates confusion and discouragement for the candidates. This shows mismatches between two sides. This research aims to understand this gap by collecting feedback from job seekers, recruiter and hiring managers. I want to explore how these mismatches happen and ways to minimize this problem

There are many global studies on recruitment and HR technology but very few focuses on Bangladeshi Platforms like Skilljobs. This study will highlight real challenges from the practical life and suggest solutions to make the recruitment process smoother and easier for everyone.

1.3 Research question and Objective

This research aims to explore the mismatches and challenges between employer's expectations and candidate's qualifications within the context of Skilljobs. Skilljobs works as a bridge between employers and candidates. As it is a job placement platform, they play a vital role in connecting jobs with suitable candidates. However, some problems often arise in terms of matching skills with recruiter's choice and it can cause changes in recruitment outcomes.

The central research question is "What are the challenges in aligning employer expectations with candidate's qualifications at Skilljobs" The study aims to achieve following objectives based on the study:

- To explore the gaps between candidate skills and employer expectations in recruitment process
- To identify the gaps between communication and coordination efforts during the recruitment and job placement process.
- To develop strategic recommendations for bridging the gap between employer expectations and candidate capabilities.

1.4 Scope of research

The research focuses on the operational practices and placement outcomes of Skilljobs from January 2025 to April 2025. This study involves participation of recruiters, job seekers and

employers who actively used Skilljob's services for at least three months. This study seeks to highlight real time challenges related to expectations mismatch, recruitment coordination and user experiences throughout the recruitment process.

Chapter 2: Research Methodology

2.1 Type of research

Choosing a type of research is important for the study because it shapes how the investigation will be done. There are generally 3 types of research which are – descriptive, exploratory and narrative. For my research most suitable approach is descriptive research. As my focus is to explore and understand the gaps between the employer and candidate's expectations, described research is best for this research.

The goal is to understand coordination challenges in recruitment process and understanding employers' expectation and candidates' skillsets. Descriptive research helps to answer the what, why & how questions. Descriptive research is best for my study which aims to describe and present a clear picture of a situation, as I am trying to observe and describe the real situation. This will help me to collect and present data from employers, recruiters and job seekers to highlight the mismatches.

This type of research is very impactful in a real-world HR setting, where the findings can directly contribute to the process improvement. This method allows a systematic and fact-based approach to highlight the issues for mismatches. By observing the actual user experience will help to uncover areas that requires strategic changes. It will offer a clear understanding of how the problems can be solved.

My investigation focuses on recruitment mismatches between employer and candidates within the job recruitment and placement process of Skilljobs. This study falls under descriptive research which aims to systematically outline the existing pattern such as identifying communication gap, misalignment between the candidate's skills & qualification and employer's expectations.

Overall, everyone's satisfaction with the recruitment service will be understood by this study. This research does not involve mathematical calculations rather it relies on structured data collection through questionnaire to highlight the trends and recruiting issues. This provides a

clear understanding of what is happening to the recruitment industry in Bangladesh, allowing to provide structural recommendations by observing real time situation.

2.2 Research design

After deciding the type of research, next step is to design the research process. Well-structured design ensures the data is collected properly, analyzed thoroughly and presented in logical way. Which works as a blueprint for the entire study to make sure the research remains on track and results are meaningful.

For my study, I have chosen quantitative research design. This method is best for my research because my research includes collecting data from different type of participants and I need to analyze the data statistically. Numerical data will be collected through the structured questionnaires, which will be used to identify the mismatches between employer and candidates.

Quantitative research will allow me to work with countable data and use statistical tools to analyze the trend and relationship. My topic deals with human interactions and the method of inquiry relies on closed-ended questions that can be answered with options like: always, sometimes, rarely, never. The questionnaire has very few open-ended questions, which aligns with the study with the principles of quantitative research. This approach is very useful as it does not attempt to explore deep psychological meanings, instead it measures satisfaction level, frequency and observe mismatches. For example: the responses will be analyzed by how many participants report about payment mismatches, confusion in changing job description or dissatisfaction about coordination support from Skilljobs.

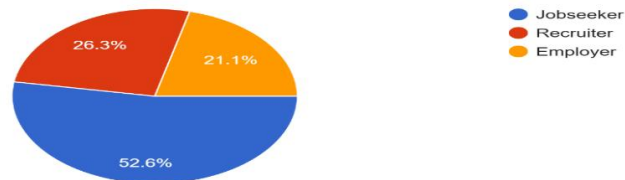
2.3 Appropriate methods for sampling, data collection and analysis

This study uses non-probability convenience sampling method. Participants were selected based on their engagement with Skilljobs, either as a jobseeker or recruiter or employer. As the samples were drawn from individuals who have practical experience using the Skill job's platform, this provides a more focused and relevant data for the study. Data were collected using the structured questionnaire distributed by google form. The questionnaire included multiple choice questions and some Likert scale questions to gather feedback on some topics. Which are: Alignment of candidate skills with job requirements, employer expectations vs. candidate's skills and satisfaction with Skill job's recruitment service etc. there is very less open-ended questions to keep the responses easily measurable.

After collecting, the data will be analyzed based on frequency counts, percentages and average ratings. These metrics will help identify the issues that occurs frequently. Based on the responses, recommendations can be provided for improvement.

Chapter 3: Findings & discussion

What is your role at Skilljobs?
19 responses



According to the responses for my study, I have collected answers from 3 key stakeholders. Most responses came from jobseekers, which made up 53% of the participants. 26% participants are recruiter and other 21% is employer. Feedbacks from these participants provided a clear picture of the mismatched expectations and other issues. Key findings from the responses are given below:

1. Participant's experience & engagement:

How long have you been associated with Skilljobs?
19 responses

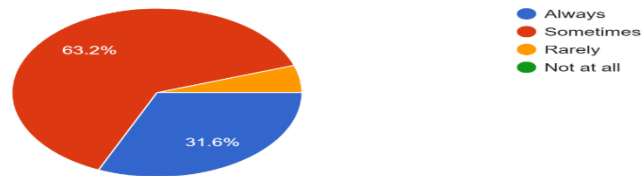


More than half of the users (68%) are using Skilljob's platform for less than 6 months. 16% are using for more than 6 months and other 16% are using it for more than 1 year. Which indicates many users are relatively new to the platform. Majority of the users (47%) were referred about Skilljobs by their friend or institution, 32% heard about this platform from LinkedIn and 21% from Facebook. Which shows that Skilljobs is more popular by their inside campus campaigns rather than other social media platforms. Primarily Skilljobs is used for job opportunities by most

of the users. But there is no engagement with career counselling service and workshops, which indicates a gap between their service awareness.

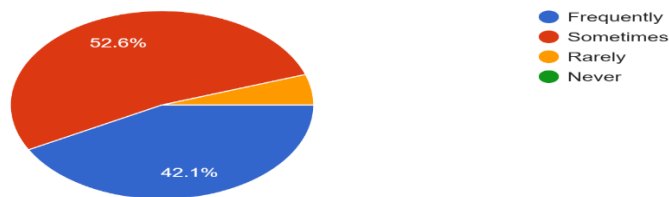
2. Clarity & Alignment with job posting

Do you find job postings from Skilljobs clearly defined and align with your expectations?
19 responses



Majority of participants have said their expectations are “sometimes” aligned and defined with the job postings. This shows inconsistency in clarifying the job posting which contributes to the misunderstandings and dissatisfaction among the candidates and employers.

Have you experienced a situation where the experience needed is higher but pay is lower?
19 responses

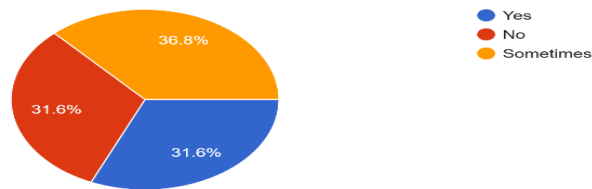


More than half (53%) of the users responded that they “sometimes” experience a situation where the experience needed is higher but pay is very low. Even other 42% responded with “frequently” experiencing this situation.

44% users also noted that sometimes they encounter job recruitment changes after they have been posted and 28% responded with frequently facing this problem. This proves a disconnection between employer’s expectation and their will to pay accordingly. This type of imbalance discourages qualified candidates from applying for the jobs.

3. Candidate understanding & job alignment

Do you think the candidates apply for a job with fully understanding the job requirements?
19 responses

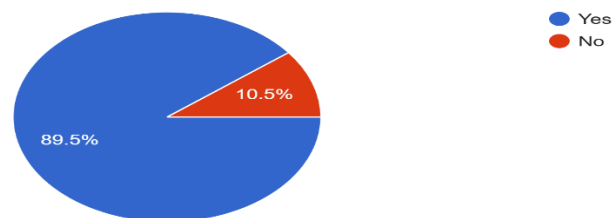


When users are asked, if they think candidates apply for a job with fully understanding the job requirement, the response were very mixed. But mostly voted for “sometimes”. Which shows that candidates are not always applying after understanding the job roles, which creates disappointment when not getting selected for a job they applied.

However, users coted mostly “not” to the question about “if they experience any difficulty in candidate and employer coordination due to unclear communication”. which provides that communication is not the primary problem here.

4. Recruitment support provided by Skilljobs

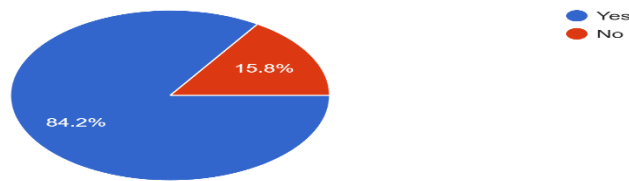
Do you think candidates who apply through Skilljobs, meet their expectations with the employers?
19 responses



Interestingly, 90% of the users think that candidates who apply through Skilljobs, meet their expectation with employers and 53% thinks job posting from Skilljobs clearly defined and align with their expectations. Most users think that Skilljobs provide sufficient support throughout the recruitment process and they are fully satisfied with the process.

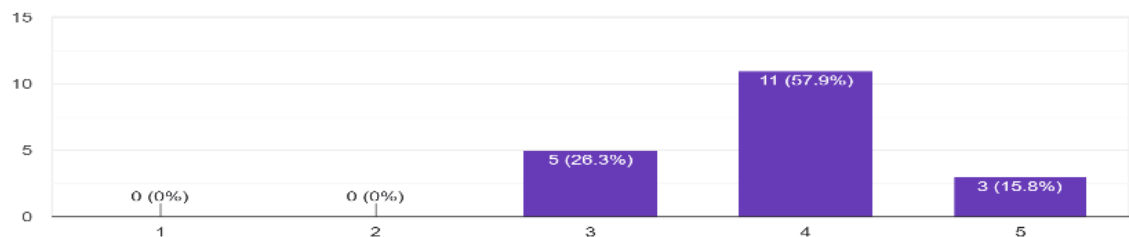
5. System improvement and future usage intent

Do you think any features or tools of Skilljobs need improvement?
19 responses



84% users have said some features of Skilljobs need improvement. Few responses for that are: user experience (UX) need some improvement, Skilljob's website need to enhance their functionality, they need to improve the job portal and need to change their marketing strategy.

From 1-5 how much you will rate skilljob's service?
19 responses



Despite these challenges 58% users rated Skilljob's services 4 out of 5 and 16% users rated 5 out of 5. 78% of respondents are willing to use Skilljobs again for future job placements.

Chapter 4: Recommendation

Skill Jobs can take several steps to reduce the mismatches and boost the recruitment process. They are:

As many people apply for a job without fully understanding the role, Skilljobs can integrate short and targeted upskilling modules such as small coding exercises for developers, case study challenges for candidates while applying for a position. This will create an awareness between the candidates while applying for a job. Candidates will be better prepared and employers will receive applicants whose skills are more aligned with the role's demand.

Sometimes the sales department brings the employers and recruitment team only provides candidates. This creates a communication gap between employer and recruitment team. As a result, employers often revise their job description. To cover this gap, a structured process is

needed between sales and recruitment teams. This can be done through joint briefing sessions where sales department, employer and recruitment team can discuss about the candidate requirement and expectations. Follow-up meetings can help ensure consistency and reduce Job-description changes after posting.

As there are some problems reported about the portal, there can be made some changes such a “change Log” which will update candidates with notifications of changes in job description or application received, interview feedback and final decision etc. This system can help candidates to know their application updates and no one feels kept in dark.

Many times, Employers provide JD without the location or working hours. Even the salary is written as “negotiable”. Potential candidates can be demotivated by the incomplete information. Collecting proper information from employers, then providing it to the candidates can reduce confusion and more potential CV can be found through this.

After a job placement, some small surveys can be done from both candidates and employers about their feedback on Skilljobs service. Skilljobs does campaign inside their Daffodil’s concerns, but sharing stories of successful job replacement and recruitments in social media can help Skilljobs to gain more followers and recognition. Highlighting the candidates who upskilled their ideal role can help build a community trust.

Chapter 5: Conclusion

This study has shown that, little things can make hiring process lengthy. Recruitment mismatches often happen because of unclear expectations of employer and skills that candidates have. Other problems such as changing job description, problematic portal or app each things reduces success rate for Skilljobs. Rather than having these issues, most users have said they will come back to the Skilljob’s platform for future recruitment need.

By introducing changes in Skilljobs platform, regular follow-up with employers, and providing focused upskilling tools can make the platform smoother and more reliable for both candidates and employers. It can be truly supportive bridge between ambition and opportunity.

Understanding and applying through these recommendations, Skilljobs can make their success rate higher. These changes can’t be done in one day, but eventually applying changes can create a trustworthy platform for employers and candidates.

Reference

- Skill Jobs - Leading job portal in Bangladesh - <https://skill.jobs/>
- Daffodil family <https://daffodil.family/>
- Here's how you can resolve candidate mismatches effectively as a recruiter.
<https://www.linkedin.com/advice/1/heres-how-you-can-resolve-candidate-mismatches-effectively-sfemf>
- 15 Reasons to Choose Quantitative over Qualitative Research
<https://www.formpl.us/blog/quantitative-qualitative-research>
- Quantitative Research: What It Is, Types & Methods
<http://questionpro.com/blog/quantitative-research/>
- The gap between employee expectations and employer deliverables
<https://www.okoone.com/spark/leadership-management/the-gap-between-employee-expectations-and-employer-deliverables/>

Appendix I

CS003



INTERNSHIP PROPOSAL FORM

Name:	Sharmin Akter Rupa
ID:	211011098
Department:	Bachelor of Business Administrations (BBA)
Supervisor's Name (Faculty):	Nazmun Nur Eva
Organization Name:	Skill Jobs
Internship Title:	Navigating Recruitment Mismatches at Skill Jobs

Rupa

16/02/2025

Student's signature & date

A handwritten signature in blue ink, reading "Nazmun", is located in the center of the page.

Supervisor's signature & date

Appendix II

Questionnaire

1. Your full name (optional)_____
2. What is your role at Skilljobs?
 - i) Jobseeker
 - ii) Recruiter
 - iii) Employer
3. How long have you been associated with Skilljobs?
 - i) Less than 6 months
 - ii) 6-12 months
 - iii) More than 1 year
4. How did you hear about Skilljobs?
 - i) LinkedIn
 - ii) Facebook
 - iii) Other social media
 - iv) Referred by friend or an institute
5. What services do you use from Skilljobs?
 - i) Recruitment process management
 - ii) Job opportunities
 - iii) Job placement
 - iv) Career counseling and workshops
6. Do you find job postings from Skilljobs clearly defined and align with your expectations?
 - i) Always
 - ii) Sometimes
 - iii) Rarely
 - iv) Not at all

7. Have you experienced a situation where the experience needed is higher but pay is lower?
- i) Frequently
 - ii) Sometimes
 - iii) Rarely
 - iv) Never
8. How often do you encounter job requirement changes after they have been posted?
- v) Frequently
 - vi) Sometimes
 - vii) Rarely
 - viii) Never
9. Have you experienced difficulty in candidate and employer coordination due to unclear communication?
- i) Yes
 - ii) No
 - iii) Sometimes
10. Do you think candidates apply for a job with fully understanding the job requirements?
- i) Yes
 - ii) No
 - iii) Sometimes
11. Do you think candidates who apply through Skilljobs, meet their expectations with employers?
- i) Yes
 - ii) No
12. Do you find job postings from Skilljobs clearly defined and align with your expectations?
- i) Always
 - ii) Sometimes
 - iii) Rarely
 - iv) Not at all

13. Do you feel that Skilljobs provide sufficient support throughout the recruitment process?

- i) Yes, always
- ii) Sometimes
- iii) Rarely
- iv) Not at all

14. Are you satisfied with the follow-up process of Skilljobs?

- i) Yes, fully
- ii) Somewhat satisfied
- iii) Not really
- iv) Not at all

15. How satisfied are you with the recruitment process?

- i) Very satisfied
- ii) Satisfied
- iii) Neutral
- iv) Disappointed
- v) Very disappointed

16. Do you think any features or tools of Skilljobs need improvement?

- i) Yes
- ii) No

17. In your opinion which tool or service of Skilljobs need improvement?

18. From 1-5 how much will you rate Skilljob's service?

1_2_3_4_5

19. Will you consider using Skilljobs for future Job placement and recruitment?

- i) Yes
- ii) No
- iii) Maybe

Copy of company-provided internship confirmation/acceptance letter (attached)



Ref-SJIN-2404

102/1, Shukrabad, Mirpur Road, Dhanmondi, Dhaka-1207

01847027537

www.skill.jobs

contact@skill.jobs

Date: 09 December 2024

Sharmin Akter Rupa

90/A, Boshiruddin Road, Kalabagan, Dhaka-1205,

Mobile: 0199506692

Subject: Offer of appointment as an Intern (Talent Acquisition) of Skill Jobs

Dear Sharmin Akter Rupa,

Skill Jobs is delighted to offer you the position of **Internship (Talent Acquisition)** on the following terms and conditions;

1. This offer will be for a (06 month) internship basis starting your joining date (15 December 24). After completing the mentioned period successfully, your service may be extended based on satisfactory performance.
2. During your service at **Skill Jobs**, you are not allowed to work anywhere else without the prior consent of the authority.
3. Your office hours will be 8 hours and 6 days a week that can be changed as per the requirement of the institute.
4. During your service tenure, you would be paid a consolidated salary of **BDT. 7,000/- (Seven Thousand Taka only)**. No other benefits will be admissible as per the Skill Jobs rules.
5. Your detailed job description is enclosed herewith and can be updated from time to time as per the necessity of the institute. You are requested to ensure the outcome based on job responsibilities.
6. You will work under the supervision of **Mr. Shanur Alom Zibon, Executive, Skill Jobs**, and a monthly progress report would be submitted through the SmartEdu system accordingly.
7. You are requested to abide by the rules and regulations of the Skill Jobs, which are subject to change from time to time.
8. If you wish to leave the position, you are requested to give notice of resignation at least 30 Days before the date you expect to leave; otherwise, you will have to surrender the equal amount of gross salary to the organization as per the rules.

If you agree with the above-mentioned terms and conditions, please submit a copy of the NID, all academic papers, 2 copies of PP-size photos, and a joining report through your Supervisor at your earliest convenience.

With Regards,

Muhammad Arif Hossain

**Business Development Manager,
Skill Jobs**



Digital Receipt

This receipt acknowledges that Turnitin received your paper. Below you will find the receipt information regarding your submission.

The first page of your submissions is displayed below.

Submission author: Sharmin Akter Rupa
Assignment title: Internship Report Similarity Check
Submission title: Test.docx
File name: Test.docx
File size: 279.27K
Page count: 10
Word count: 2,409
Character count: 13,863
Submission date: 03-May-2025 10:20AM (UTC+0600)
Submission ID: 2654513294

Executive summary

This report aims to explore the challenges and opportunities of recruitment process at Skilfulz, which is a concern of Darfah Family. This focuses on aligning employer expectations with candidate skills. This study seeks to understand the gaps between employer's requirement and potential candidate's specification. This survey gathers information from both job seeker and employers to identify the areas for improvement. This ultimately aims to enhance the recruitment process at Skilfulz. This research highlights the issues such as unrealistic experience expectations with lower salary, mismatch between skills required by employers and potential candidates and misaligned job-descriptions. The findings suggests both employers and candidates need clearer communication and better alignment with expectations to bridge the gaps. This study's result will enable Skilfulz to refine it's services by providing actionable recommendations to enhance the recruitment experience for both employers and job seekers.

Chapter 1: Introduction

1.1 Research title - Navigating Recruitment Misconceptions at Skilfulz

1.2 Background of the study

Human Resource and job placement landscape of Bangladesh is evolving rapidly according to the demand of global workforce and digital integration. Organization's hiring and way of managing people is also changing due to the demand. People are now more aware of their career options while companies are looking forward skilled people who can cope up with the rapid changes in work environment.

With all these progresses, there are some gaps between employer's expectations and jobseeker's skills, specially when it comes to recruitment. This is something I have experienced during the time at Skilfulz. This is job recruitment solution provider under Darfah Family which help companies to find talent and job seekers to find their preferred career.

But this process is not always easy. Many employers want young professionals with minimal experience and other technical expertise with a very low salary. At the same time, job seekers are frustrated with vague job descriptions, long working hours and poor communication from the hiring managers with last minute changes in job responsibilities. Many of these skip interview and resumes without prior notice and apply for jobs without reading job details.