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Internship Report On
Recruitment and Selection Process of Metrocem Group LTD.

Supervised By:

Khadiza Rahman Tanchi, PhD
Associate Professor
Department of Business Administration
Daffodil International University

Prepared by:

Mim Ghosh
201-11-6476
BBA Program
Major – Human Resource Management (HRM)
Department of Business Administration Daffodil
International University

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LETTER OF TRANSMITTAL

27 April, 2023
Khadiza Rahman Tanchi, PhD
Associate Professor (HRM)
Department of Business Administration
Daffodil International University

Subject: Submission of an internship report on Recruitment & Selection Process of Metrocem Group LTD.

Dear Mam,

I hope this message finds you well. I am writing to formally submit my internship report titled "Recruitment & Selection Process of Metrocem Group LTD." This report represents a culmination of my efforts during the internship period, and I am grateful for your guidance and support throughout the process.

I would greatly appreciate your feedback and evaluation of the report. Your insights are invaluable to me, and I hope that you find the report informative and reflective of the knowledge and skills acquired during my internship.

Thank you once again for your support and mentorship. I look forward to hearing your feedback.

Sincerely Yours,



.....
Mim Ghosh
ID: 201-11-6476
Program: BBA Major in HRM
Department of Business Administration
Daffodil International University

Acknowledgement

To begin, I wish to express my gratitude to a higher power for granting me the strength and determination to successfully complete my internship tasks and meet my academic obligations, including the creation of this report. My internship with Metrocem Group LTD. has been an invaluable opportunity for personal and professional development, and I feel extremely fortunate to have had this experience.

I would like to extend my heartfelt thanks to my internship supervisor, **Khadiza Rahman Tanchi, PhD**, whose consistent guidance, support, and assistance were instrumental in helping me navigate through each stage of my internship. Without her mentorship, I would not have been able to complete this report in a timely and satisfactory manner. I eagerly anticipate continuing to work on my internship report under his expert guidance.

I am deeply appreciative of **Mr. Hasibuzzaman**, the Asst. Manager, HR & Admin, for providing me with the chance to undertake my internship at Metrocem Group LTD. Their support and collaboration were indispensable in the preparation of this report. During my internship, I collaborated closely with them, striving to comprehend their viewpoints and insights, and this report reflects my own understanding and observations.

Finally, I extend my thanks to those who have reviewed this report and to all individuals who may find it useful both now and in the future.

Student's Declaration

I solemnly affirm that the Internship Report presented here is my original work, and it has not been previously submitted to any other academic institution or organization for the purpose of obtaining a degree, certificate, or diploma. I, Mim Ghosh, currently a student enrolled in the Bachelor of Business Administration (BBA) program with a specialization in Human Resource Management (HRM) at Daffodil International University in Bangladesh, hereby declare that this Internship Report titled "Recruitment and Selection Process at Metrocem Group LTD" was compiled by me as a mandatory component of my Bachelor of Business Administration program at Daffodil International University. I want to clarify that the content presented in this report neither infringes upon any existing copyrights nor replicates any prior work submitted for academic or other qualifications.



.....
Mim Ghosh
ID: 201-11-6476
Program: BBA Major in HRM
Department of Business Administration
Daffodil International University

Supervisor's Certificate

This is certifying that the report on Recruitment & Selection Process of Metrocem Group LTD is a record of whole-hearted work out by Mim Ghosh (ID: 201-11-6476) as a partial fulfillment of the requirement of the degree of Bachelor of Business Administration (BBA) from Daffodil International University. The report has been prepared by my guidance and direct supervision. I wish her happiness good health and every success in life.



.....
Khadiza Rahman Tanchi, PhD
Associate Professor (HRM)
Department of Business Administration
Faculty of Business & Entrepreneurship
Daffodil International University

Executive Summary

This report offers a comprehensive overview of the recruitment and selection process at Metrocem Group LTD, a prominent industrial company in Bangladesh specializing in building supplies. The company's transformative journey from a trading house in 1988 to its current status as a diversified industrial conglomerate underscores its adaptability and unwavering commitment to quality.

The study, conducted as part of the intern's engagement with Metrocem Group LTD, focuses on a detailed analysis of the recruitment and selection process. Insights were gathered through surveys, interviews with department heads, and discussions with the supervisor, providing a nuanced understanding of the organization's talent acquisition approach.

The report outlines the study's objectives, which encompass understanding the recruitment and selection process, identifying challenges, and proposing recommendations for improvement. The methodology involves qualitative research, utilizing primary sources like interviews and surveys, along with secondary sources such as the company's website, HR manual, and publications.

In the theoretical background section, key human resource management (HRM) concepts, recruitment, selection, and their distinctions are discussed. The objectives of recruitment, detailed recruitment process steps, an exploration of recruitment methods, and components of the selection process are thoroughly examined.

The report delves into Metrocem Group LTD's historical background, vision, mission, and code of conduct, providing a contextual backdrop for the HRM concepts applied by the company.

The subsequent section introduces Metrocem Group LTD's recruitment and selection process, outlining a nine-step strategy. Sources of recruitment, including transfer and promotion, advertisements, employee referrals, internships, consulting the CV bank, and LinkedIn, are identified.

Findings from the study highlight areas for improvement, such as the absence of standardized written tests, time management challenges, inconsistent offer letter practices, indifference in CV evaluation, and irregular website updates.

Recommendations are presented to address these challenges, proposing the introduction of standardized tests, strategies for improved time management, consistent offer letter practices, enhanced CV evaluation procedures, and regular website updates.

In conclusion, the report underscores Metrocem Group LTD's commitment to quality and

innovation, emphasizing its pivotal role in Bangladesh's development. The findings and recommendations aim to contribute to the refinement of the recruitment and selection process, aligning with the organization's goals and fostering sustained success.

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Chapter 1

Introduction

1.1 Introduction

One of Bangladesh's leading and fastest-growing industrial companies, Metrocem Group (MCG) specializes in the manufacturing of vital building supplies like Auto Bricks, TMT-500W Bars, and Quality Cement. This flourishing organization first started out as a trading house for building materials in 1988. MCG entered the building materials manufacturing industry with a vision for expansion and a dedication to quality, reaching important milestones in the years that followed. The establishment of Metrocem Cement Ltd. in 2000 marked the group's foray into the cement manufacturing industry. Through the strategic move of producing high-quality cement, MCG was able to contribute to the nation's construction industry. Metrocem Ispat Ltd. was established in 2008 with the aim of producing TMT-500W Bars, thereby expanding the group's range of products.

The secret to Metrocem Group's success is its unwavering dedication to offering Bangladeshi citizens premium building supplies and services at competitive prices. This commitment is in line with the overarching goal of aiding in the development of the country's infrastructure. From a trading house to a diverse industrial conglomerate, MCG's journey demonstrates a transformative evolution that highlights its adaptability and foresight in the ever-changing business landscape. The management team at Metrocem Group is a key component of its success, consisting of skilled and progressive individuals. This group is essential to guiding the company toward its objectives, maintaining operational effectiveness, and developing a continuous improvement culture. Their direction has been crucial in making MCG a major force in Bangladesh's building materials market. To sum up, the history of Metrocem Group tells an incredible tale of expansion and resiliency. From its start in 1988 as a trading house for building materials to the creation of Metrocem Cement Ltd., Metrocem Ispat Ltd., and the manufacturing of premium Auto Bricks, the group has continuously shown that quality and innovation are important to them. As a pioneer in the field, Metrocem Group is still vital to Bangladesh's development, offering top-notch construction materials that support the country's expansion and well-being [1].

1.2 Background of The Study

This report was written as a required part of Daffodil International University's internship program for BBA students. Through this internship program, students can interact closely with organizations to learn about their inner workings. I had the honor of working as an intern for

Metrocem Group LTD, the biggest supplier of building supplies in the country, which is based at Venture Tower on Bir Uttam AK Khandakar Road. Over the course of the three-month internship, which ran from August 12 to November 12, 2023, I was able to close the gap between my theoretical knowledge and real-world experience. I've done my best to share the knowledge I gained from the internship. The analysis of the recruitment and selection process of Metrocem Group LTD is the main focus of this report.

1.3 Scope of Study

This report was put together by talking with a number of Metrocem Group LTD department heads. My comprehension of the entire situation was greatly enhanced by our in-depth conversations with the Honorable Supervisor. In addition, I had the chance to speak with possible job candidates. I developed a thorough understanding of the recruitment and selection process during my internship.

1.4 Objective of The Study

Broad Objective:

- The main objective of this report is to explore the entire Recruitment and Selection scenario of Metrocem Group.

Specific Objectives:

- To identify the process of Recruitment and Selection of Metrocem Group.
- To know about the Sources of Recruitment followed by Metrocem Group.
- To find out the problem and suggest possible solution to solve the problem.

1.5 Methodology

Methodology means the methods, difficulties, and techniques used to collect data. It also includes the basic principles and organization of a philosophical system or fairness. This report mostly uses secondary data sources, like:

Secondary Source: The study draws from diverse secondary sources, including the official Metrocem Group LTD. website, the HR manual, HR policies and service guidelines, as well as scholarly publications, newspapers, articles, and journals. This comprehensive approach ensures a well-rounded understanding of the Recruitment and Selection Process at Metrocem Group.

1.6 Limitation of The Study

The analysis of the recruitment and selection process at Metrocem Group LTD. presented a number of difficulties because some information within well-established companies is confidential.

Among these restrictions are:

1. Potential differences in the analysis based on expert opinions;
2. Inability to verify information because of the limited number of sources available.
3. The organization may view some parts of the report as confidential.

Chapter 2

Overview of Metrocem Group LTD

2.1 Historical Background

Metrocem Group (MCG) is a prominent industrial entrepreneur in Bangladesh that has seen tremendous growth in the production of well-known building supplies like TMT-500W Bar, Auto Bricks, and Quality Cement. MCG began as a trading house for building materials in 1988 and, as its experience grew, it moved into production. The establishment of Metrocem Cement Ltd. in 2000, Metrocem Ispat Ltd. for TMT-500W Bars in 2008, and "World Class Auto Bricks" in 2012 all demonstrated the group's dedication to providing premium building supplies and services at reasonable costs.

With an 800 MTPD cement plant in Munshigonj, Dhaka Division, Metrocem Cement Limited, an ISO 9001:2008 certified company of Metrocem Group, made its debut in Bangladesh's industrial landscape in 2000. With a capacity of 2600 MTPD at present, the plant makes use of a cutting-edge PLC system and an EN Standard laboratory to ensure that high standards are maintained. Strong, long-lasting, reliable, and high-quality, "Metrocem Cement" has come to represent excellence. The company added a new ball mill with a capacity of 1800 MTPD to its production line in order to meet the growing demand. The company's founders set out in 1988 with the intention of profiting from Bangladesh's quick development of its infrastructure, understanding the critical role that construction materials would play during that revolutionary period. With the backing of an accomplished and motivating management group, Metrocem Group [2].

2.2 Overview of the Company:

This section includes the vision and mission of Metrocem Group LTD.

Vision Statement:

To create a reputable, creative, and diversified business that offers safe, dependable, and practical products for long-term customer satisfaction and growth while adding value to the country's economy.

Mission Statement:

The organization's goal is to help the people of the nation by providing high-quality building supplies and services at a reasonable cost. Our group has been working toward the desired goals that set us apart from the competition, thanks to an experienced and visionary management team [3].

2.3 Code of Conduct

All officers and employees of the Metrocem Group (Company) and any of its affiliates shall adhere to the Code of Conduct. The specific points mentioned in the rules are described below:

- Comply with government laws.
- Follow company policies and procedures.
- Maintain integrity.
- Avoiding employment opportunities using internal and external influences.
- Participation in legitimate transactions.
- Gifts, entertainment and other benefits.
- Disclosure of family information.
- Use of information technology.
- Storage of sensitive information of the organization.
- To protect the assets and interests of the organization.
- Regular use of intangible assets.
- Avoidance of conflict of interest.
- external activities.
- political participation.
- Maintaining a clean work environment.
- Consequences for violating the Code of Conduct.

Chapter 3

Theoretical Background

3.1 Introduction to Human Resource Management

As social beings, humans inherently live and work in interconnected relationships, consciously or unconsciously managed through actions. The ability to comprehend others and navigate various life situations is acquired early on and applied in the workplace to manage relationships effectively. Human Resource Management (HRM) has gained prominence since the 1980s, focusing on the core of managing relationships in the organizational framework.

In the recruitment phase, my responsibility was to identify individuals with the necessary qualifications, a critical aspect for the company's success. HRM, drawing from management, psychology, sociology, and economics, recognizes the complexity of individuals and emphasizes the importance of adapting management strategies to organizational needs. A renowned figure in HR noted in 1994 that companies excelling in product quality gain a competitive edge, surpassing those relying solely on capital or technology.

Today, the majority of managers acknowledge employees as their organization's most valuable resource. However, having skilled employees alone does not guarantee a competitive advantage. HRM plays a pivotal role in ensuring that employees are competent, appropriately positioned, well-trained, skillfully managed, and committed to the company's success. The focus is on optimizing productivity and effectiveness, aligning individual and societal goals, and adhering to legal and social responsibilities for sustainable growth and competitiveness [4].

3.2 Concept of Recruitment

Recruitment is the initial stage in the hiring process, involving the identification and preparation of potential candidates for job applications. It serves as a crucial link between individuals seeking employment and organizations offering job opportunities. The process is initiated by the HR manager who assesses the organization's human resource needs and identifies potential sources of talent.

Developing an effective recruitment strategy begins with a clear understanding of the company's values. This foundational step aids in defining and comprehending the desired employee behaviors. By aligning the recruitment strategy with company values, organizations can attract candidates who not only possess the necessary skills but also resonate with the cultural and behavioral aspects valued by the company. Ultimately, recruitment serves as a vital bridge, connecting qualified individuals with job opportunities and contributing to the overall success of

the hiring process [5].

3.3 Concept of Selection

Selection is the intricate process of identifying and choosing the most suitable candidate, whether internal or external, for a current or prospective position within the organization. Despite its importance, selecting the best applicant is a challenging task as it involves thorough vetting and is critical for the overall performance of the company. A poor selection decision can have adverse effects on organizational outcomes.

The Human Resources department takes charge of advancing to the next stage in the selection process, aiming to secure the best candidate for the open positions. This phase involves a meticulous evaluation of applicants to determine their qualifications and suitability for the role.

The selection process engages qualified staff members who carefully assess the candidates.

In essence, selection is a systematic approach to choosing qualified individuals from a candidate pool to fill open positions within the company. According to David Decenzo, selection represents the managerial process of identifying which job applicants, if hired, will thrive in the organization. The goal is to ensure that the chosen candidates align with the company's needs and contribute positively to its success [6].

3.4 Recruitment VS Selection

Distinguishing between selection and recruitment involves several key considerations:

- 1. Recruitment Focus:** Recruitment involves finding and encouraging candidates to apply for open positions. The primary goal is to attract a diverse pool of applicants. In contrast, selection is the process of making a job offer to the top candidate from the applicant pool, involving a more targeted approach to identify the best fit.
- 2. Negative Selection in Recruitment:** The recruitment process aims to encourage more job seekers to apply, but it also includes a negative selection aspect where unsuitable candidates are excluded from consideration.
- 3. Complexity and Extent of Process:** Hiring is relatively straightforward, with a focus on announcing job openings and distributing application forms. On the other hand, selection is a more intricate process, requiring an extended interview phase to thoroughly evaluate candidates and find the best fit for the position.
- 4. Time and Cost Factors:** Recruitment, being a simpler process focused on encouraging

applications, requires less time and financial resources. Selection, involving multiple tasks such as form submission, written tests, and interviews, can be more time-consuming and costlier.

5. **Media and Evaluation Phases:** Recruitment utilizes various media to announce job openings and conveniently distribute application forms. In the selection process, assessment occurs through multiple evaluation phases, including form submission, written tests, and interviews.

In essence, recruitment is about attracting candidates, while selection involves a more detailed examination to identify the best candidate for the position. The two processes differ in their goals, complexity, and resource requirements [7].

3.5 Objective of Recruitment

Effective recruitment objectives play a pivotal role in fostering professional growth, streamlining business procedures, and building high-performing teams. The selection of qualified candidates through well-defined recruitment goals contributes to overall success for both the company and individual careers. Successful recruitment objectives not only align with hiring the best candidates but also adapt to the evolving focus on candidate needs and preferences.

In recent years, the emphasis in recruitment has shifted towards considering the aspirations and preferences of candidates. Consequently, recruitment objectives have evolved to reflect this change, aiming not only to secure top talent but also to create positive experiences for candidates. By setting and achieving these goals, businesses can enhance team dynamics, drive organizational growth, and contribute to the professional development of individuals. Effective recruitment objectives, therefore, serve as a strategic tool to meet the evolving needs of both candidates and companies in the hiring process [8].

3.6 Process of Recruitment

The recruitment process involves several key steps, each contributing to the effective selection of potential employees:

- **Get Set:**

Upon internal approval of the job opening, the recruiter collaborates with the hiring manager to gather information about the position, including required skills and

responsibilities. The recruiter drafts a comprehensive job description and uses it to create a clear and inclusive job posting.

- **Obtaining:**

The sourcing process begins after completing the job description, focusing on actively finding and contacting suitable applicants. Recruiters utilize various job portals to attract eligible candidates, adapting their approach based on the volume of applications.

- **Examining:**

Candidate screening involves reviewing resumes as the initial step, followed by phone interviews to assess factors like availability, current role, salary expectations, and notice period. If the candidate aligns with the job requirements, the organization proceeds with further evaluations, including assignments, psychometric tests, and interviews.

- **Making a choice:**

This stage includes coordinating assignments, psychometric tests, interviews, and maintaining positive communication with the candidate. Regular updates and feedback from the hiring manager contribute to a positive candidate experience.

- **Employing:**

The final step involves discussions on the candidate's salary, joining date, and providing the offer letter once the details are confirmed. Background checks may be conducted in certain cases.

- **Orientation:**

After accepting the offer, the pre-boarding phase begins until the candidate's actual joining date. Continuous communication during this period is vital to sustain the candidate's interest, ensuring they choose the company over other opportunities. Sharing essential information with the team and initiating the onboarding process on the candidate's first day are crucial aspects of concluding the recruitment process [8].

3.7 Methods of Recruitment

Recruitment methods are the strategies employed by companies to connect with potential candidates for job opportunities. There are two primary approaches: direct and indirect methods.

Direct Method:

In the direct recruitment approach, company representatives engage with prospective employees directly, often at educational and training institutions. This involves collaboration with placement cells and communication with job seekers interested in fields such as management, engineering, or medicine. Direct recruitment eliminates intermediaries, and internal recruiters conduct on-campus recruitment, fostering clear communication of employer needs, visible organizational advocacy, and direct evaluation of candidate abilities. Methods include mobile offices, recruiters attending conferences, seminars, job fairs, and institutional visits.

Indirect Method:

The indirect method utilizes media channels like newspapers, journals, radio, and television for job announcements. Advertisements play a crucial role in helping potential candidates assess their suitability for the position, ensuring only qualified applicants apply. This approach is effective for reaching a broad, geographically dispersed audience. In some cases, blind advertisements, withholding the company's identity, may be used, but reputable organizations typically disclose their identity. The wider the distribution of the advertisement, the higher the position it aims to fill within the organization.

In summary, direct methods involve direct interaction with potential candidates, often on campuses, while indirect methods utilize media channels for broader outreach and candidate self-assessment [9].

3.8 Process of Selection

The selection process comprises six key components:

Formulating Criteria: Initial step involves developing criteria for the role, aligning them with job specifications and analysis. Criteria creation should precede resume review, ensuring fair candidate selection based on predetermined qualities. Some organizations may utilize online applications or biographical information sheets.

Reviewing Application and Resume: Automated software, using keyword searches, aids HR managers in screening resumes and applications. Objective review ensures a fair and unbiased initial assessment of candidates.

Interviewing: Hiring and HR managers select candidates meeting the criteria for interviews. The

list is narrowed down to a "short-list" of three to five candidates for a final round of screening.

Giving the Test: Post-interview, companies may conduct various tests, such as cognitive, personality, physical fitness, or drug tests. Social media accounts are increasingly checked for consistency with resume information.

Making a Choice: Armed with acquired data, the hiring manager(s) can make an informed decision on the most qualified candidate. Credit reports and references may be checked post-selection to ensure suitability.

Presenting the Proposal: Final stage involves making a job offer to the selected candidate. A formal offer is developed by email or letter, outlining all terms and conditions, benefits, and compensation.

This structured process ensures fair and comprehensive candidate evaluation, leading to an informed hiring decision and a formal job offer to the selected individual [[10](#)].

Chapter 4

Recruitment and Selection Process of Metrocem Group LTD

4.1 Recruitment and Selection Process of Metrocem Group LTD.

During the recruitment and selection process, their primary responsibility was to identify individuals possessing the requisite credentials for various roles within the company. Ensuring the hiring of candidates with the appropriate qualifications was deemed essential for the success of the business.

The recruitment and selection strategy of Metrocem Group LTD follows the following 9 steps:

1. **Advertising the Position:** The initial step involves creating a clear job advertisement, focusing on the required skills and abilities for the position.
2. **Resume Screening:** Applicants who do not meet the necessary criteria or are not efficient for the HR department's requirements are filtered out during this stage.
3. **Phone Interview:** Candidates undergo a mobile phone or video call interview, allowing for a focused assessment of their gestures and posture.
4. **Face-to-Face Interview:** Face-to-face interviews are conducted in a conference room during this phase, with specific questions aimed at understanding the candidate's suitability for the role.
5. **Assessment:** Predictive assessments or measurement tools are employed to evaluate whether a candidate is suitable for the specific position.
6. **Second Face-to-Face Interview:** A follow-up interview is conducted to seek broader explanations and gather additional information from the interviewee.
7. **Job Shadow:** Candidates are observed to assess their adaptability to the organization's environment, cultural fit, and effectiveness in interacting with co-workers.
8. **Reference Checks:** Crucial step involving the verification of given information and the authenticity of a candidate's background through reference checks.
9. **Job Offer:** After completing all recruitment and selection steps, a job offer is extended to the qualified individual.

This systematic process ensures a comprehensive evaluation of candidates, leading to the selection of the most suitable individual for the position.

4.2 Sources of Recruitment

There are some sources of recruitment:

- **Transfer & Promotion:** Internal mobility within the organization, where current employees are considered for vacant positions or higher roles based on their performance and qualifications. This method fosters employee growth and retention while ensuring continuity in skill development.
- **Advertisement:** Utilizing various platforms such as job portals, newspapers, social media, and company websites to advertise job openings. Advertisements provide visibility to a wide audience and attract potential candidates interested in the advertised roles.
- **Employee Referrals:** Encouraging existing employees to refer qualified candidates for job openings within the organization. Employee referrals leverage the networks and connections of current employees, often resulting in high-quality candidates who align with the company culture.
- **Internship:** Offering internship programs to students or individuals interested in gaining practical experience in a specific field or industry. Internship opportunities allow organizations to assess potential candidates' skills and capabilities while providing valuable learning experiences to participants.
- **Consulting the CV Bank:** Reviewing resumes and profiles stored in the organization's CV database or talent pool. This method involves searching for suitable candidates from previous applications or unsolicited submissions and contacting them for relevant job openings. Consulting the CV bank helps in identifying potential candidates with relevant qualifications and experiences.
- **LinkedIn:** Utilizing the professional networking platform LinkedIn to search for and connect with potential candidates. Recruiters can use LinkedIn's advanced search features to filter candidates based on specific criteria such as skills, experience, and location. LinkedIn also allows for direct communication with candidates and facilitates networking within the industry.

Chapter 5

Findings, Recommendations & Conclusion

Findings

1. Metrocem Group LTD does not have a standardized written test system for all positions during recruitment.
2. Metrocem Group Ltd is facing challenges with time management.
3. Metrocem Group Ltd does not consistently provide offer letters to new employees.
4. There is an observed indifference in evaluating the CVs of applicants within Metrocem Group LTD.
5. Metrocem Group LTD's website is not regularly updated.

Recommendations

1. Introduce a standardized system of written tests for various positions to ensure a comprehensive assessment of candidates' abilities.
2. Implement strategies to address time management challenges, ensuring a more efficient and timely recruitment process.
3. Establish a consistent practice of providing offer letters to newcomers, enhancing transparency and clarity in employment agreements.
4. Develop a more attentive and structured approach to evaluating CVs, ensuring a thorough assessment of applicants' qualifications.
5. Establish a routine for updating the company website to reflect current information, maintaining a positive and professional online presence.

Conclusion

The analysis of Metrocem Group LTD's recruitment and selection process has unveiled areas for improvement. The identified findings highlight opportunities for the company to enhance its recruitment practices, such as implementing standardized tests, addressing time management challenges, and improving communication through consistent offer letter provision. The recommendations provided aim to guide Metrocem Group LTD toward a more effective and streamlined recruitment and selection process.

As the company continues to play a pivotal role in Bangladesh's building materials market, refining its hiring procedures will contribute to sustaining its success and maintaining its reputation as a leader in the industry. By addressing the outlined areas of improvement, Metrocem Group LTD can foster a more robust and efficient recruitment process, ensuring the acquisition of top-tier talent to support the company's ongoing growth and development.

The internship within Metrocem Group's HR department was a valuable experience that allowed me to gain firsthand insight into the inner workings of the organization and tackle real-world corporate challenges. Throughout this experience, a noticeable distinction emerged between theoretical academic knowledge and the practical realities of corporate operations. Engaging in various HR-related tasks provided practical insights into addressing genuine corporate issues.

The internship was instrumental in acclimating to the dynamics of an office environment and understanding the nuances of behavioral competencies within a corporate setting. This hands-on experience significantly contributed to the development of knowledge, skills, and capabilities required to navigate diverse tasks and effectively handle a range of situations. Overall, the internship at Metrocem Group's HR department served as a bridge between academic learning and the practical application of skills in a corporate context.

Chapter 6

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