



Internship Report

On

**“An Analysis of Recruitment & Selection Process of
The ACME Laboratories Ltd.”**





DAFFODIL INTERNATIONAL UNIVERSITY

Internship Report

On

“An Analysis of Recruitment & Selection Process of The ACME Laboratories Ltd.”

Submitted To:

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Date of Submission: February 8, 2023

Letter of Transmittal

February 8, 2023

Md. Alagmir Hossan

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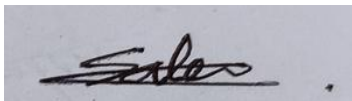
Subject: Submission of Internship Report.

Dear sir,

With due respect and great pleasure, I am submitting my internship report on the chosen topic **“An Analysis of Recruitment and Selection Process of The ACME Laboratories Ltd.”**. The 3 (three) month internship program was a great experience as it gave me wide exposure to the professional environment. I tried my best to follow the guidelines while preparing the report. This internship program was a great opportunity to get hand-on experience.

I would be happy to answer any queries on the report. Any criticism of the report is welcomes as it is a way of improving oneself.

Sincerely,



Khandaker Reajus Salehin

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Program: MBA

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Declaration

I hereby declare that the internship report titled “Recruitment & Selection Process of the ACME Laboratories Ltd”. is my original work and that I have not copied any part of it from any other source. I further declare that I have taken due care and diligence to ensure that this report is completed with accuracy and diligence. I hereby declare that I have received no help from any person or organization to complete this report.

Khandaker Reajus Salehin

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Letter of Authorization

This is to certify that, Khandaker Reajus Salehin, ID: 213-14-349, a student of Department of Business Administration at Daffodil International University, completed his internship report titled "An Analysis of Recruitment & Selection Process of ACME Laboratories Ltd." under my supervision and guidance. His internship was in the Office HR Division, ACME Laboratories Limited in Kalyanpur, Dhaka. I am pleased to state that he has gone through all the necessary and required steps to execute the report and the report contains all data, information, analysis and findings from authentic sources. As a result, the report looks to have completed on a successfully message.

I wish him success in all his future endeavors.



Md. Alamgir Hossan

Assistant Professor

Department of Business Administration

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Acknowledgement

The success behind the completion of this report is because of the contributions from many people who have given their time and shared their thoughts to improve the report. At first, I would like to express my deepest gratitude to the Almighty Allah for giving me the patience and strength to complete the report within the scheduled time. I would like to thank my supervisor, Md. Alamgir Hossan, Assistant professor of Daffodil International university for his guidance and support that helped me to complete the report.

Also, I would like to thank the members of The ACME Laboratories Limited, Ashik Hasan (Deputy Manager, HR & Admin), Md. Belayet Hossain (Assistant Manager, HR & Admin) and Md. Burhan (Senior Executive, HR & Admin) for giving their valuable time and providing the needed information for completion of this report. Without the help of all the mentioned people it would not have been possible to complete this report.

Executive Summary

This internship report is based on the 3 (three) month internship program which I was able to complete successfully at The ACME Laboratories Limited under HR and Admin Division (Recruitment and Selection Team) from 07 September, 2022 to 08 December, 2022 as a requirement for my Master's degree in business administration at Daffodil International University. The ACME Laboratories Limited is a pharmaceutical company which established in 1954. The company is in the business of manufacturing and exporting medicines. The objective of the report was to identify how the learned theories and concepts during the MBA program is practiced in the recruitment and selection process at a pharmaceutical company of Bangladesh like The ACME Laboratories Limited. For preparing the report, both primary and secondary data were used. The source of primary data were my day to day observation and the tasks I carried out during my 3 (three) month internship program. The source of the secondary data was the Employee Handbook of the organization, the company website and any relevant books. The ACME Laboratories Ltd is one of the most renowned and top pharmaceutical companies of Bangladesh. Their HR practices have helped them to achieve their goals. The purpose of this report was to find how the recruitment and selection is done by the HR and Admin division. In the report, some recommendations were also provided to improve the existing process.

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List of Abbreviations

S.N.	Abbreviations	Explanation
1	HRIS	Human Resource Information System
2	MPO	Medical Promotion Officer
3	WHO	World Health Organization
4	HR	Human Resource
5	BAPI	Bangladesh Association of Pharmaceuticals Industries
6	CSR	Corporate Social Responsibility
7	ISO	International Organization for Standardization
8	SR	Sales Representative
9	PM	Packing Man
10	MR	Medical Representative
11	CR	Campus Recruitment

Chapter - 1

Introduction

1.1 Introduction

Recruitment and selection plays an important role in acquiring a competent personnel for a company. If a company has a proper selection process, it can get qualified personnel for the company. If it is really efficient, it can be done in short amount of time. Alongside helping in recruiting competent personnel for the organization, it also shows what kind of philosophy and culture the company believes in through its recruited personnel. Recruitment and selection is one of the key practices of HR. Acme Laboratories Limited Bangladesh is one of the leading pharmaceutical companies in Bangladesh. It is a member of The Acme Group, a renowned Bangladeshi conglomerate with a long history in the country. The company has a wide range of products in various therapeutic areas and offers quality, innovative, and cost-effective healthcare solutions. Acme Laboratories Limited Bangladesh is committed to providing its customers with the highest quality products, backed by its strong commitment to innovation, research, and development. This report will provide an overview of the recruitment and selection process of Acme Laboratories Limited Bangladesh. The report will include the company's recruitment and selection criteria, the recruitment and selection process, and the methods used to ensure that the right candidates are selected. It will also discuss the use of technology and automation in the recruitment and selection process. Finally, the report will provide recommendations for improvement in the recruitment and selection process.

The ACME Laboratories Limited started its journey in 1954 with the leadership of late Hamidur Rahman Sinha. With his effort and determination, the company was able to grow. As it was passed on to the next generation, they led the company with the same effort and determination. As a result, the company is in a good position now. The company is being led with a leadership style that is democratic. It is taking inputs from other while making decisions. As a result, it shows that it values its employees. The company is in a good financial position too though some area requires attention, still it has a lot of potential for growth. The company has been able to shift from paper-based work to technology based for some of its processes like recruitment and selection. As a result, they can get works done in much less time. The company has a good marketing practice which is the only way of promoting their products. They use MPO's to promote their products and they make sure they are getting all the benefits as they are one of the key members of the workforce. The industry they are doing business in is very competitive. Though the industry is very profitable, it is really tough to sustain in the industry. With the company's strengths it has been able to sustain and come this far.

1.2 Literature review of the study

Recruitment and selection has been seen as a process by which organizations try to accurately match individuals to jobs and can be likened to completing a jigsaw puzzle. Recruitment and selection processes are essential for any organization. They are used to attract the right candidates and to ensure that the best candidates are chosen for the job. The literature review will provide an overview of the current research on recruitment and selection processes, including the types of processes used, their effectiveness, and the challenges associated with them. It will also discuss best practices in recruitment and selection. (Book: Personnel Management, Stephen Bach). Recruitment and selection is a critical process for any organization. It is the process of identifying and recruiting qualified candidates for job positions and selecting the best candidate for the position. The recruitment and selection process has evolved over the years and is now seen as a critical and strategic function of the organization. This literature review will focus on the various aspects of recruitment and selection process and its implications for the organization. Recruitment is the process of discovering or selecting a hiring or best qualified candidate from internal or external candidates, contracting and coordinating the new hire to the association. (Abdullah & Othman, 2019).

Recruitment is the process of attracting people who could create an organization contribution to fill a specific role or job. Recruitment is often stimulated when the current employee leaves. The organizational response is often to try to replace an individual with a replica of that person. Recruitment and selection processes can vary depending on the company and the type of job being filled. Common types of recruitment and selection processes include job postings, interviews, background checks, assessment tests, and reference checks. Each of these processes has advantages and disadvantages. Job postings are the most commonly used recruitment tool and can be effective in reaching a large pool of potential candidates. Interviews are often used to assess a candidate's qualifications and fit for the job and are one of the most important steps in the recruitment and selection process. Background checks are used to verify a candidate's qualifications and are often required by law. Assessment tests are used to evaluate a candidate's skills and abilities and can be used to determine if a candidate is a good fit for the job. Reference checks are also used to verify a candidate's qualifications and can provide insight into a candidate's work history. (Book: Personnel Management, Stephen Bach)

Recruitment is the process of discovering or selecting a hiring or best qualified candidate from within or process by which organizations seek and attract individuals to fulfillment vacancies. (Anwar & Surarchith, 2015). The recruitment process begins with a job analysis. The job analysis helps to understand the job requirements and identify the characteristics of the ideal candidate. After the job analysis, the recruitment process moves to the sourcing and screening of potential candidates. The recruitment team must source candidates from various sources such as job boards, employee referrals, job fairs, and social media. The next step is to screen potential candidates to determine their suitability for the job. This includes conducting interviews, background checks, and reference checks. Recruitment is defined as a set of activities for an organization to attract the attention of job applicants who have the skills needed to help the organization achieve its goals and objectives. (Othman et al. 2019)

This is the process of evaluating and interviewing candidates for specific job and choosing the right person for the right job position. (Abdullah & Abdul Rahman, 2015). Recruitment and selection processes are the most important steps in attracting and hiring the best talent for any company. This process involves identifying and attracting job seekers, assessing their skills, and selecting the most suitable candidate for the job. To make the recruitment and selection process effective, it is essential to have a well-structured plan and to follow certain steps. This literature review aims to provide an overview of the recruitment and selection process and its importance in an organization. Human resource management takes responsibility for finding and selecting the right person for this vacancy position. (Anwar & Shukur, 2015)

Using formal recruitment techniques could be here considered a better option than informal recruitment, the organization can attract a wider range candidate giving them significantly more talent choose from. (Ali et al. 2021). The recruitment and selection process starts with the identification of the job requirements. The job description should specify the qualifications, skills, and knowledge required for the job. This information is used to determine the type of candidate that is best suited for the position. Organizations may use different methods to attract job seekers, such as advertising in newspapers, online job boards, and professional networks. The selection process includes a sequence of steps to be taken after selecting a suitable employee for the vacancy position. (Anwar & Abd Zebari, 2015)

1.3 Origin of the report

This report has been prepared as a requirement for my master's degree in business administration at Daffodil International University. In order to complete the MBA program, one is required to do internship at a company for 3 (three) month and submit a report on it. To accomplish this, I joined the ACME Laboratories Limited as an intern on 07 September, 2022 and continued till 08 December, 2022. The topic that I have chosen to do my internship report on is "Recruitment and Selection Process of the ACME Laboratories Limited". While preparing the report, I was guided and supervised by my supervisor Md. Alamgir Hossan, Assistant Professor, at Daffodil International University.

1.4 Objectives of the report

1.4.1 Broad objective

The primary purpose behind this report is to relate the learned theories and concepts during the MBA program with the recruitment and selection process of ACME Laboratories Limited.

1.4.2 Specific objectives

- To understand the recruitment and selection process of the ACME Laboratories Limited.
- To analysis the recruitment & selection process of ACME Laboratories Limited.
- To Provide some suggestions and recommendations that could help improve their recruitment and selection process.

1.5 Methodology

The report has been completed with the use of primary and secondary data. The source of primary data was my day-to-day observation and the tasks I carried out during my 3 (three) month internship program. The source of the secondary data was the Employee Handbook of the organization, the company website and any relevant books.

1.6 Limitations of the report

The limitations that were faced during the preparation of this report were –

- As some information are confidential, more in-depth discussion could not be done.
- As many of the employees were busy with their day-to-day tasks, there were less room for consultation of interviews.
- Accessing necessary data sources is difficult due to the lack of resources and access to certain databases.
- As the recruitment and selection process of Acme Laboratories Limited is confidential and proprietary, the data available to prepare the report is limited.
- The recommendations made in the report may be difficult to implement due to various factors, such as cost, organizational culture.

Chapter - 2

Overview of Organization

2.1 Scenario of pharmaceuticals industry in Bangladesh

The pharmaceutical sector of Bangladesh is built based on developed technology and knowledge. This sector continuously has been changing and evolving. Over the last 40 years this sector of Bangladesh overcame many hurdles. Now, it is deemed as a rising generic drug hub in the region. It is stated by Bangladesh Association of Pharmaceutical Industries (BAPI) and Directorate General of Drug Administration (DGDA) that about 150 licensed pharmaceutical manufacturers are operating in Bangladesh out of the 257. These are able to meet around 98% of the local demand. The remaining 2% of the local demand which includes specialized products like vaccines, anti-cancer drugs and hormone drugs are met through importing from foreign countries. Of the total produced drugs in Bangladesh, 80% are generic drugs and the remaining 20% are patented drugs. It is stated by the Director General of Drug Administration (DGDA) that the pharmaceutical industry has 3,657 generics of allopathic medicine, 2,400 registered Homeopathic drugs, 6,389 registered Unani Drugs and 4,025 registered Ayurvedic drugs.

The pharmaceutical products has shown promising growth in the domestic market of Bangladesh in the fast few years. This industry is protected from any outside competition. Because there is a restriction related to import of similar drugs which are manufactured by the local pharmaceutical companies. This industry is the second highest contributor to the country's national treasury. Alongside that it also contributes by providing employment.

With the promising growth seen in the pharmaceutical industry, it is stated by the industry experts that Bangladesh's pharmaceutical industry may become a \$5.11 billion industry by 2023 with high investments by local companies as they are looking to capture the global market. The local pharmaceutical companies are looking to capture 10% of the global market of generic medicine and vaccine as some have received approval from top regulatory bodies. The local companies have the ability to produce products like inhaler, prefilled syringe injection, dry powder inhaler and sustained release formulation. Developed production facilities has already been established in the country for capsules, tablets, dry suspension, ointment, cream, nasal spray etc. Still more development is required to get bigger share of the global market in the pharmaceutical sector.

2.2 Top pharmaceuticals companies of Bangladesh

Bangladesh's pharmaceuticals industry is one of the most vibrant and rapidly growing sectors in the country. The industry contributes around 4.5 per cent to the country's GDP and is expected to grow even further in the coming years. Bangladesh is home to a large number of pharmaceutical companies, many of which are highly successful. Currently the pharmaceutical market of Bangladesh is valued around Tk.30,000 crore. The pharmaceutical companies are exporting medicines to more than 100 countries now. The market of pharmaceutical industry is being dominated by companies like Square, ACME, ACI, Beximco and Renata. Companies like these were able to meet the local growing demand and also were able to maintain a good growth in the first half of the FY 2021-22 despite the pandemic's impact. During the first half of FY 2021-22, the following pharmaceutical companies saw a growth in their sales. Based on their generated revenue and earned profit during the first half of FY 2021-22, they can be considered as top pharmaceutical companies in Bangladesh.

Table 1: Revenue & Profit of Pharmaceutical Companies in First Half of FY 2021-22

Pharmaceutical Company	Revenue (Crore Taka)	Profit (Crore Taka)
Square Pharmaceuticals Ltd.	3,385	964
Beximco Pharmaceuticals Ltd.	1,697	313
Renata Limited	1,512	270
ACI Pharmaceuticals	1,482	139
The ACME Laboratories Ltd.	1,161	109
IBN Sina Pharmaceuticals Ltd.	452	32
Orion Pharma	146	41

Source: TBS

2.3 About the ACME laboratories limited

ACME Laboratories Limited is a leading pharmaceutical company in Bangladesh. The company is based in Dhaka and employs over 6000 people. ACME is one of the largest pharmaceutical companies in Bangladesh, and it produces a wide range of pharmaceutical products, including antibiotics, vitamins, and nutritional supplements. ACME also produces a range of over-the-counter medications and consumer healthcare products. The company has manufacturing facilities in Dhaka, Chittagong, and Rajshahi, and its products are distributed in over 30 countries. ACME is committed to providing quality healthcare to the people of Bangladesh, and it has consistently been recognized for its commitment to service and innovation.

The ACME Laboratories Limited is one of the largest drug manufacture and exporter in Bangladesh. It is headquartered in Kallyanpur, Dhaka. The journey of the company started in 1954 as a sole proprietorship business with the vision of Late Hamidur Rahman Sinha. He was the main reason the company found success. The company started its journey with a focus to manufacture ethical drugs. It started off with producing oral liquid products. It is now a private limited company which is registered with the register of joint stock companies and firms of Bangladesh. The company converted from sole proprietorship to a private limited company in 1976. At the end of 1983, the company began its commercial operation at its newly built plant at Dhamrai. It was sophisticated and had advanced facilities. Many obstacles were faced and they were overcome successfully. The company is always looking to expand its production facilities, add more human resources and increase its sales and marketing efforts. It has also been able to set its footstep in the international market.

At the moment, the company is producing more than 800 products. These products are produced in different dosage forms which includes cardiovascular, gastrointestinal, anti-infective, CNS, antidiabetics, respiratory disease etc. After finding success in the local market, the company started exploring the international market. Over the past few years the company made its presence felt in South East Asia, Africa and Central America. The company is finding success with the utilization of knowledge, professionalism and commitment of more than 7000 employees. The Company has also started operation at their facility of API Park situated in Munshigonj from June, 2022.

2.4 Corporate office



2.5 Manufacturing unit



General Unit



Penicillin Unit



BLS Unit



SDU Unit



Cephalosporin Unit



Hormone & Steroid Unit

2.6 API project



Present Panorama view of API Project



Architectural design of API Project

2.7 Board of directors

The ACME Laboratories Ltd. is a Public listed company operated by the following Board of Directors:

- | | |
|-----------------------------------|----------------------------|
| 1. Ms. Nagina Afzal Sinha | – Chairman |
| 2. Mr. Mizanur Rahman Sinha | – Managing Director |
| 3. Mr. Jabil R. Sinha, PhD. (JRS) | – Deputy Managing Director |
| 4. Ms. Jahanara Mizan Sinha | – Deputy Managing Director |
| 5. Md. Hasibur Rahman | – ADMD |
| 6. Ms. Tasneem Sinha | – Director |
| 7. Mr. Tanveer Sinha | – Director |
| 8. Ms. Sabrina Juned | – Director |
| 9. Mr. Fahim Sinha | – Director |
| 10. Md. Abul Hossain | – Nominee Director |
| 11. Mr. Das Deba Prashad | – Independent Director |
| 12. Mr. Ehsan Ul Fattah | – Independent Director |
| 13. Mrs. Evana Hoque, FCA | – Independent Director |

2.8 Organizational philosophy

Vision: Vision is a mental image of a company where it wants to see itself in the future. This is based on the company goal and aspirations. Vision gives a clear focus and allows to go in the right direction. The ACME Laboratories Limited has a vision too. Their vision is, “To ensure Health, Vigor and Happiness for all.”

Mission: The mission statement of a company expresses the purpose of a company and explains how they plan to serve their customers. It includes a description of the company, its activity and its objective. The mission of The ACME Laboratories Limited is to ensure health, vigor and happiness through a holistic approach by manufacturing medicines of highest quality at affordable prices and reaching out to remote area with a proper distribution network. The company views itself as partners of doctors, its customers, its employees and the environment.

Core Value: A company's core values are the statement about its vision, mission and principles. Core values are a way of measuring a company's thoughts and actions. The core values that the company operates with are customer focus, team spirit, desire to win, pro-activity, excellence, responses to social needs, integrity and conserving nature & protecting environment.

2.9 Products of the company

The company is producing 800 branded generic products at the moment. It is producing medicines for cardiovascular, respiratory disease, CNS, anti-viral, anti-infective, NSAIDs, hormone & steroid, antidiabetics, anti-ulcerents and many more. These are being produced in the form of capsule, liquid, tablets, dry powder inhaler, cream, ointment, metered dose inhaler, suppository, ophthalmic and many more. The company is currently manufacturing medicines in the following areas.

Pharmaceutical: In a state-of-the-art facility, dedicated pharmacists, chemists and biochemists are continuously researching to develop new formulation, best process for manufacturing with advanced quality control. They have pharmaceutical drugs in the market like A-Clox (anti- infective), Feminor (hormone and steroid), Ketifen (anti-asthma and COPD), Winop (musculoskeletal), Zero (anti-diabetic) and many more.

Herbal & Nutraceutical: R&D Personnel who are highly skilled and experienced are manufacturing and delivering modern herbal and nutraceutical products with the use of best ingredients in a dedicated manufacturing and quality control facility. They have herbal and nutraceutical drugs like Alovera, Fecilax, Gintonic, Orthogen and many more.

Ayurvedic: With the help of expert R&D personnel and quality control personnel, the company is able to produce authentic ayurvedic formulary products within a dedicated production facility with the finest quality ingredients. They have ayurvedic drugs like Acmes Basok, Digac, Menotox, Santonic and many more.

Veterinary: With the use of dedicated modern manufacturing facility and highly skilled personnel, they are able to ensure high quality products for animal health. They have veterinary drugs like Acidifier Vet, Genta-10 Vet, Oxy-A Vet, Tropin Vet and many more.

2.10 ACMES quality policy

ACME's slogan for quality is "Perpetual Quest for Excellence". They have a goal of continuous search for being the best at what they do.

The company is committed to maintain a manufacturing facility which is state-of-the-art in order to ensure best quality products for its customers.

The company is devoted to increase its sales growth, productivity and profit margin. The company is also devoted to improving its image and customer satisfaction. Also, they are focused on ensuring continuous improvement.

The Company is committed to achieve excellence by proper execution of ISO (International Organization for Standardization) 9001:2015 standard, WHO (World Health Organization) cGMP (Current Good Manufacturing Practice) standard and best practices that are proven effective

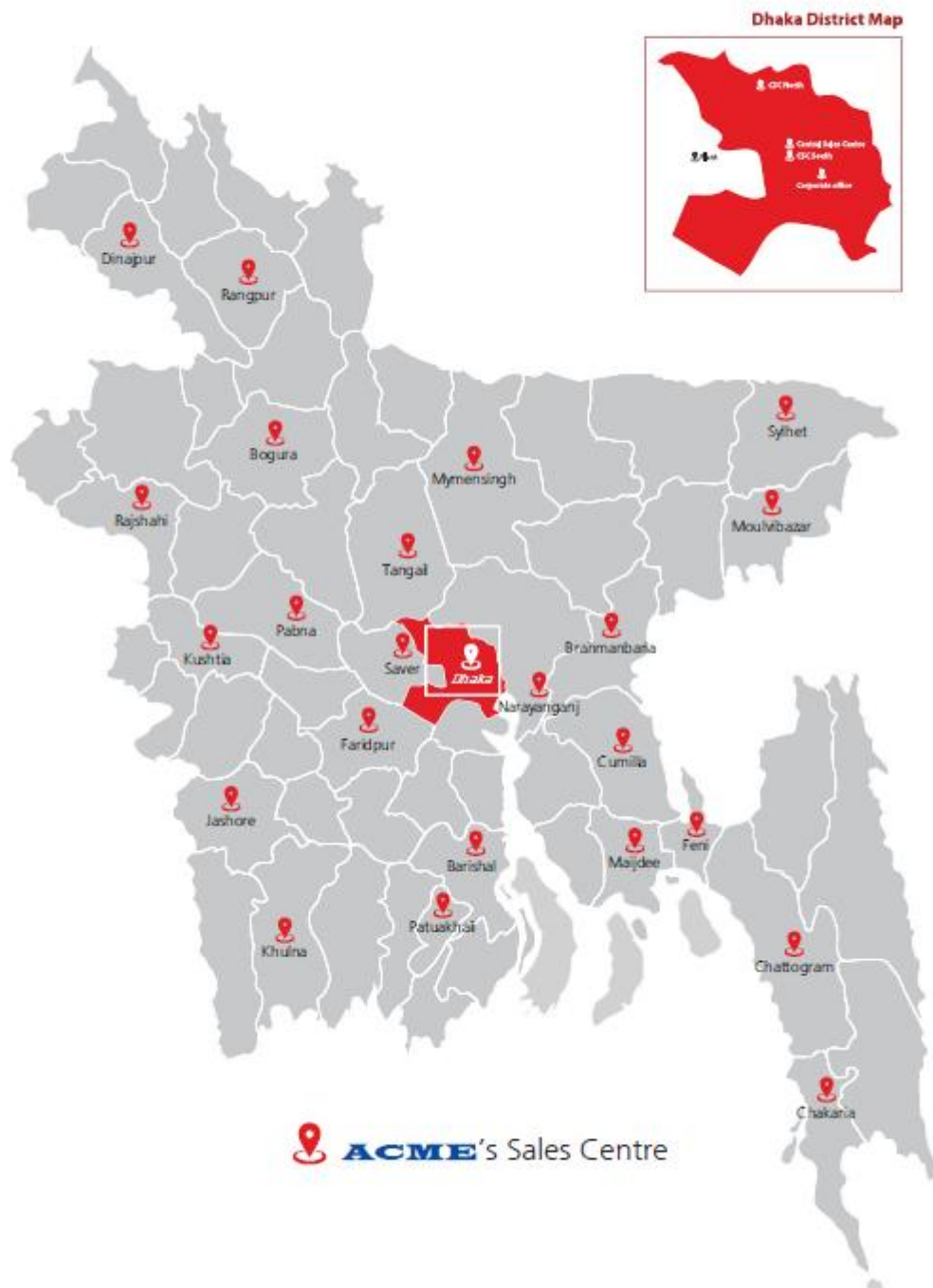
2.11 ACMES environmental policy

The company's slogan for environment is "Save the Environment, Save the Planet". They put huge emphasis on making sure that the environment is not harmed from their operation.

The company is committed to be environment friendly while operating their business. This is done to sustain in the long run.

In order to achieve the mentioned environmental goal, the company is dedicated to meet requirements which are legal and any other compliance delegations. They want to ensure utilization of resources that are sustainable by implementing the 3R concept (reduce, reuse and recycle). They want to prevent pollution and focus on minimization of waste materials that are released into the environment. They want to protect the biodiversity and ecosystems. They want to enhance their environmental performance by making continuous improvement of the Environment Management System (EMS).

2.12 Sales and distribution channel



2.13 Corporate social responsibly of ACME

The ACME Laboratories Limited is committed to keep their promise to their employees, community, society and nature and environment. This is part of their mission statement and related to their core values. The company is always involved in CSR activities. The company CSR slogan is "GOODNESS FOR THE PEOPLE, GOODNESS FOR THE COUNTRY".

2.14 Code of conduct

Workplace Attire (Dress Code):

Male	Female
<ul style="list-style-type: none"> • Tucked –in long sleeve shirt (may wear half shirt during summer) • Trouser • Formal Shoes & socks • Jacket/Blazer/Suit/Sweaters (when & where required specially in winter season) 	<ul style="list-style-type: none"> • Salwar Kameez/Saree • Formal Footwear • Jacket/Shawl/Sweaters (when & where required)

****Considering the job nature and relevance, employee may require wearing tie.**

2.15 Historical achievements

- 1954-The ACME Laboratories Ltd was established as a proprietorship for manufacturing pharmaceuticals items.
- 1976- The ACME Laboratories Ltd switched into a Private Ltd Company.
- 1978- The ACME Laboratories Ltd introduced the production of tablets and capsules on new premises.
- 1983- The ACME Laboratories Ltd started commercial operation with the modern facility at Dhamrai, 6 acres of land 32 km from Dhaka.
- 1987- The ACME Laboratories Ltd added cream and ointment in production.
- 1990- The ACME Laboratories Ltd achieved an average 25 percent growth rate compared to starting year.
- 1992- The ACME Laboratories Ltd launched injectable products.
- 1995- The ACME Laboratories Ltd exported medicine to Bhutan for the first time.
- 1997- The ACME Laboratories Ltd started to manufacture animal health-based drugs.
- 2011- The ACME Laboratories successfully registered four products in Guatemala.

Chapter - 3

Recruitment & Selection Process of ACME Laboratories Limited

3.1 Conceptual framework

Recruitment and selection process is the process of finding and hiring the best-qualified candidate for a job opening. The process includes analyzing the requirements of a job, attracting employees to that job, screening and selecting applicants, hiring, and integrating the new employee to the organization. The recruitment and selection process is important for an organization as it helps to identify the right talent and bring them into the organization. Recruitment and selection are two very important functions of Human Resources. Recruitment is the process of finding and attracting suitable candidates for a job, while selection is the process of choosing the most suitable candidate from a pool of applicants. The recruitment and selection process typically involves the following steps:

1. Job analysis: The first step in recruitment and selection is to analyze the job and determine the skills and qualifications needed for the position.
2. Job posting: The next step is to post the job description and qualifications on job boards, websites, and other outlets.
3. Candidate screening: This step involves reviewing the resumes and applications of potential candidates and selecting those who meet the job requirements.
4. Interviews: After screening, an interview is conducted with each candidate to assess their skills, knowledge and personality.
5. Background checks: After the interviews have been conducted, background checks are conducted on each candidate to verify their qualifications and criminal record.
6. Selection: The final step of the recruitment and selection process is to select the best candidate for the job.

Recruitment and selection is an important process and should be done carefully to ensure the right person is selected for the job.

3.2 Overview of human resource and administration department

The ACME Laboratories Limited considers that success depends on the collective effort of entire work force. Human resource division of the company has a policy and a procedure that tries to practice the best approaches with legal and ethical consideration. The major goal of this division is to familiarize the employees with company's organizational policy. It gives guidelines on how to maintain the expected standards.

It gives direction for assessment, evaluation, rewards system and long-term benefits for employees. It gives a good idea about the expected standards. The employees are able to know about their present status, growth and value addition in the organization.

This division is central point for employee relations and policies. Each of them has to be used in the same spirit as it was written in. The HR and Admin division of the company is really large. One can get a good idea about the structure of the HR and Admin division with the given organogram.

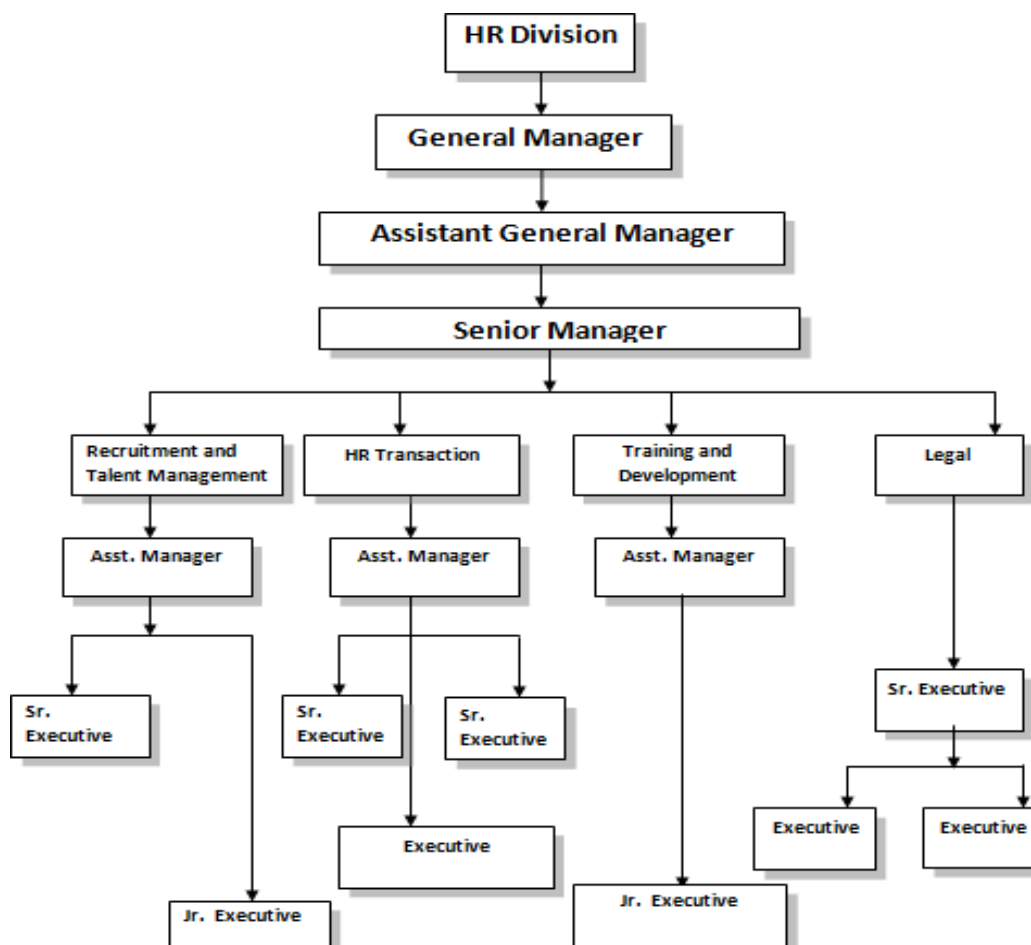


Figure 1: Organogram of the HR and Admin department

3.3 Analysis of recruitment and selection process

Recruitment and Selection process is one of the important tasks of any organization. Similarly, it is crucial part of The ACME Laboratories Limited. With the help of the recruitment and selection team, The ACME Laboratories Limited obtains competent people for the company. With its help the company is able to attract people and bring new employees. The main goal of the recruitment and selection team of The ACME Laboratories Limited is to make sure that they recruit the right person on the right time. The team works towards ensuring meeting the human resource demand of all the departments of the organizations. If we look at the following chart, we can a good idea about the company’s recruitment and selection process.

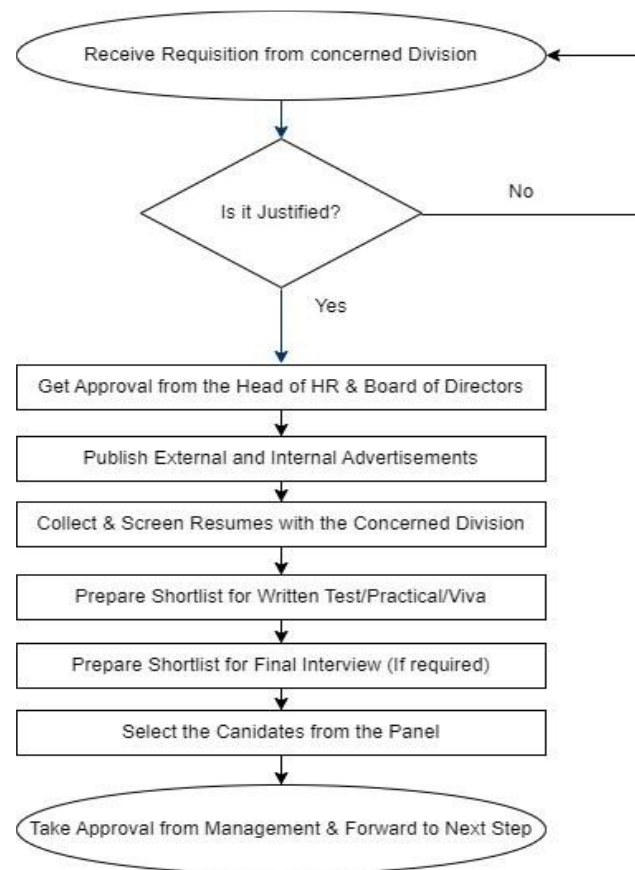


Figure 2: Flowchart of recruitment and selection process

1. Receiving requisition from concerned division: When a division requires manpower, they have to fill a requisition form through HRIS. In this requisition it includes the following details.

- Details of the requisition raiser: It includes the information of the person who has raised the requisition. It includes that person's name, designation, department and employee ID.
- Position details: The person who has raised the requisition will include the position name, department, division, type of the vacancy (replacement or new position), number of vacancies, date and justification. If the position new, they must give reason why they require additional employee in their department. If it is a replacement, the justification must include the name of the employee they need to replace.
- Job description: In this part, the requisition raiser will give a description of the job. If it is as per the master role profile, then they will just tick the 'as per role' box.
- Job specification: In this part, the requisition raiser will include the educational qualification, experience, age limit and other skills that the job demands.

2. Getting approval from HoHR & BoD: There is section in the requisition for signatures. In this part, the division head of the requisition raiser, head of the HR and the directors will sign in order to fully approve the requisition. At first, it is signed by the division head of the requisition raiser. Then it is forwarded to the head of the HR department. If it is found to be justified, it is forwarded to the directors. If is not found justified, it is given back to the requisition raiser for proper justification. After the directors have signed it, they move to the next stage of the recruitment and selection process.

3. Publishing external and internal advertisements: After the requisition has been approved by all the respective members, an advertisement is published. For position starting from Junior Officers, the advertisement is published in their server which can only be viewed by the employees. Alongside that advertisements are published on LinkedIn page and Facebook page. If the positions are Sales Representative, Packing Man and jobs of similar categories, an internal advertisement is published on their server. An external advertisement is published on newspapers too. But in those cases, it is a walk-in-interview.

4. Collecting and screening resumes: After the advertisement has been published, they start receiving resumes through email. Alongside that they also receive resumes dropped by the applicants at the reception. The resumes are also received internally by the existing employees on reference. There is a deadline for collecting the resumes. After the deadline passes, the department sends all the collected resumes to the concerned department. After that the HR department waits for the concerned division to complete their screening and send back the shortlisted resumes alongside the rejected ones.

5. Preparing shortlist for written test/practical/viva: After the HR department receives the resumes, they start preparing for the next activities. If the positions are junior officer, executive, assistant engineer and other similar categories, then a written test is taken. If the position is higher than the mentioned ones, they move directly to interviews. A question is prepared by the concerned division and sent to the HR department. Then the HR department takes the exams, shortlists the candidates for the interview who have passed the written test. In case of forklift operators and drivers, practical tests are taken to see their ability.

Preparing Shortlist for Final Interview: Sometimes after the written test and interview, another interview is taken. For example, during the first interview there were 25 candidates. After the first interview 10 are shortlisted for the final interview. Based on the vacancy, new recruitment are done from the final interview panel.

6. Selecting the candidates from the panel: After all the evaluation is done, deserving candidates are chosen to be recruited. Then all the necessary steps are taken in the next and final stage.

7. Taking approval from management: In order to finish the recruitment and selection process, resumes of the selected candidate has to be forwarded to the on-boarding team alongside supporting documents such as photocopies of requisition, candidate profile summary, answer script & score sheet (if written test was taken) and approval note. But before that the resumes and original copy of the supporting documents has to be signed by the deputy manager of the recruitment and section decision, the head of the HR and the directors. Then it is forwarded to the on-boarding team for further processing. This is where the job of the recruitment and selection team ends.

3.4 Recruitment and selection process of sales representative and medial representative

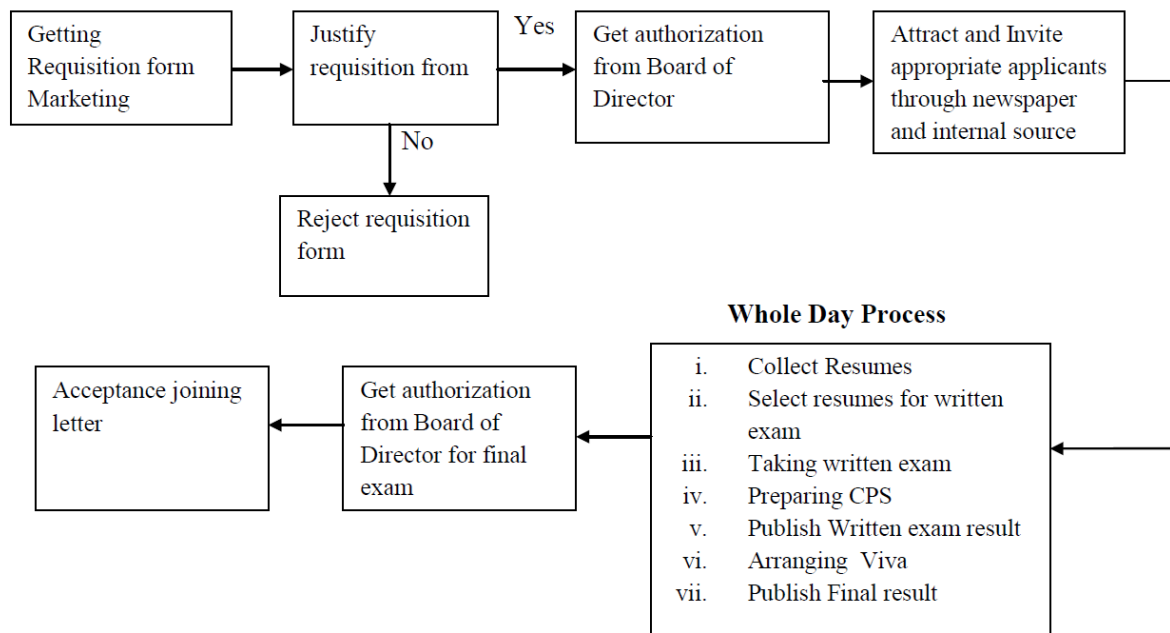


Figure 3: Recruitment and selection of SR & MR

3.5 Information system

The ACME Laboratories Limited have their own in-house built HRIS. With the help of their HRIS, most of the HR activities are done. If we look at their recruitment and selection process, the HRIS plays a vital role. All the information of the shortlisted candidates are stored in their HRIS. After the candidates go through evaluation, their information is updated with their obtained marks. In every step of the recruitment and selection process, HRIS is needed. Even for confirming their appointment the HRIS is needed. Without the help of HRIS, it is not possible to move to the next stage. Even when they are in the on-boarding phase, the appointment letter and any other documents are retrieved from HRIS. It does not only include the information of newly recruited candidates, but also information of the existing candidates. It is not only helpful for recruitment and selection, but also helpful for employees to check their remaining leaves, entry time, exit time, balance of medical allowance, total earned leave etc. The HRIS of the company helps reduce a lot of paper work and also saves a lot of time. Whenever information about a candidate or existing employee is required, one can just type in the name for existing employee or unique applicant for the candidates. Though their HRIS has limitations, but it has evolved throughout the years and it is evolving. It has become entrenched with their day-to-day activities.

3.6 Internship information

The ACME Laboratories Limited is a believer in nurturing its people and ensuring their prosperity. The company believes that the people working at the company are at the heart of its business. They are the ones who take the organization to new heights. They are being prepared for the next big step through internal & external training programs and a diversified modern HR environment. I was given the opportunity to work as an intern in this company for 3 (three) months from 07 September, 2022 to 08 December, 2022. I was recruited as an intern in their Recruitment and Selection division at their corporate office situated in Kallayanpur, Mirpur Road. At the company, the deputy manager of the Recruitment and Selection division, Ashik Hasan was my organizational supervisor who has guided me and helped me during this 3 (three) month internship program.

3.7 Responsibilities as an intern

As a partial requirement for the completion of the MBA program, I joined The ACME Laboratories Limited as an intern in their recruitment and selection team of HR and Admin division. At first, I found it difficult to grasp on all the processes. But as time passed and it became part of my daily activity, it became much more easier. On the first day at the office, I was introduced to my organizational supervisor, Ashik Hasan who is the deputy manager in the recruitment and selection team. He gave me an idea about the job which I will be doing. Then Md. Burhan who is a Senior Executive and also part of the recruitment and selection team introduced me to Md. Belayet Hossain who is the Assistant Manager in the Recruitment and Selection division and then with the other employees working in the HR and Admin department. While working here I carried out the following tasks on regular basis. Those were:

- Collecting and sorting resumes: When it comes to working for the recruitment and selection team, one is bound to handle a lot of resumes. While working there I was responsible for receiving the resumes and keeping in files accordingly to their experience, position and educational qualification. Some of the resumes are put directly in files because there is opening which matches their education qualification or experience. Some resumes are received through email which are printed and kept in the file. Then some are dropped at the reception by the applicants. Some are also received internally through other employees working in different departments.

- Screening resumes: When there are job vacancies in the company, received resumes have to be screened thoroughly and some criteria has to be checked before shortlisting it or rejecting it. Such as age, experience and educational qualification. Sometimes it is specified if the candidates are supposed to be from public, private or national university. Sometimes I sorted resumes based on public and private university according to the requirement. Then all the resumes are sent to their respective departments for final screening.
- Preparing a file: I prepared a file when an approved requisition was received by the Human Resource department. I photocopied the requisition and a copy of the internal recruitment ad. Then I attached the copies with file. Then whenever I received resumes for that particular position, I would keep the resumes in that file.
- Making entries in the HRIS: The company has its own HRIS where all the information of the shortlisted applicants has to be entered. After the final screening by the respective departments, the resumes are sent back the recruitment and selection division. Then I start entering all the details of the candidates in the HRIS. The information includes applicant name, father's name, mother's name, date of birth, contact number, NID number, district of permanent address, highest earned degree, last educational institution and concentration subject of the candidate.
- Preparing call lists: Then after that a call list has to be prepared. I prepared call lists which included information like applicant ID (obtained from HRIS), candidate name, contact number, educational institution name and a remark column. Then, it sent to the PABX department from where all the candidates are contacted and informed about their written test, viva and practical test date. When they are done contacting all the candidates, they send the call list back to the department. Then I kept that call list in the file.
- Preparing attendance sheets: I also prepared attendance sheets for the day on which the written test, viva and practical will take place. It is similar to call list with two additional columns. It includes a column for NID and another for date of birth. The reason for doing this is many candidates do not provide these information in their resume. So when

they come for the written test, viva or practical test, these are collected. Also, the remarks column is replaced with a signature columns. Then it is sent to the reception one day before the written test, viva and practical day.

- Preparing top sheet and answer scripts: A written test is taken for the position of executive, junior officer and assistant engineer. For that answer script has to be prepared. Based on the number of candidates, I prepared answer scripts with a top sheet and five blank sheets. The top sheet includes space for candidates to write their name, father's name, mother's name, highest earned degree, education institution from where they got the degree. It also includes a space the candidate's and invigilators signature.
- Supervising written tests: When a written test was taken I helped the deputy manager, assistant manager and senior executive supervise the exam. Before the exam, a brief was given by the deputy manager or the assistant manager. It depended on who was present at the time. Then I distributed the answer scripts. After 10-15 minutes, I distributed the questions. My duty was also to make sure that nobody used unfair means during the exam. I also kept track of the time. After the exam ended I collected both the answer scripts alongside the questions.
- Coding answer scripts: After the written test was over, I detached the all the top sheets from the scripts and coded them with numbers. After that they are sent to their respective departments for evaluation. When they are sent back after scoring, all the top sheets are reattached with their respective answer scripts. This is done to avoid any type of biasness.
- Preparing score sheets: After the answer scripts are reattached, I prepared a score sheet. This score sheet included applicant name, mobile number, education institute name, score and a remark column. From these score sheet the head of the HR & Admin decides which range of the candidates will proceed to the next stage of viva.
- Preparing candidate profile summary: When viva is taken, a candidate profile summary has to be prepared. While preparing the CPS, I included information like of applicant ID (obtained from HRIS), candidate name, father's name, mobile number, education

details (degree and grade), education institution, work history and total experience. There are more columns added for written test score (if written test was taken), viva mark and interviewer comment. Then I printed it and made 4 or 5 photocopies of as per my supervisor's instruction.

- **Checking answer scripts:** If the written tests were for positions like junior officer, assistant engineer or executives, the answer scripts are sent to their respective departments. If it was for positions like sales representative, packing man or driver, then it is mostly MCQ based. So when it came to checking those, I was given the scripts for checking and marking.
- **Inputting scores on HRIS:** After the written test, viva and practicals are over, I inputted the received scores of the candidates on HRIS. Based on the type of assessment the scores were inputted.
- **Doing final configuration:** After the whole process is complete, I did final configuration on HRIS of the candidates who were selected for recruiting. I inputted their salary grade, salary, position, division and department.
- **Preparing approval note:** After I was done with the final configuration, I prepared approval notes for the candidates. It included information like applicant ID (obtained from HRIS), candidate name, father's name, mobile number, salary grade, salary amount, position and joining division.
- **Photocopy important papers:** I also photocopied documents like requisitions, call list, attendance sheet, top sheet of answer scripts, written test questions, first page photocopy of recruited candidates whenever required.
- **Filing after process closure:** After a process was completed, I started documenting everything related to the respective process. The file included documents like resumes of candidates who were rejected, resumes of candidates who failed in the written test and viva, attendance sheets and call lists.

- Keeping the processed document: Alongside keeping the rejected resumes, a separate file is maintained for keeping all the important documents. In this processed file, requisition, candidate profile summary and score sheet is stapled together and kept in a file. An approval note for that process is also kept. But it is kept in a different file. All these documents are signed by head of the respective departments, head of the HR department and the directors. I filed them and kept them in their respective places.

3.8 My contribution to the company

My contribution to the company as an intern I believe was crucial. Because every document I prepared played a vital role in the recruitment and selection process. Without those documents, I do not think it would have been possible for the recruitment and selection process to go on. Also, the role I played had very small room for error. Because all the information in the document had to be inputted correctly. I tried my best to make sure that those documents were prepared on time. I tried my best to make the recruitment and selection process go on smoothly. Completing a resume of new recruited candidate by attaching the required document was very important. Missing one document was not an option. So, I would say my main contribution was to make the recruitment and selection process go smoothly.

3.9 Benefits from the internship program

There were many things I learned during my time at The ACME Laboratories Limited during the internship program. I would say the following ones would benefit me in my professional career in the future.

- Time management: One has to properly divide the tasks and schedule everything in order to complete the tasks in time. In the last 3 months I carried out my tasks in this manner. I also kept notes so that I do not miss out on anything. This will help in my professional career in the future.
- Communication: I was not a person who was very talkative and extrovert. But the responsibility required me to communicate with managers, other interns and applicants

to complete my day-to-day tasks. Also, I attended a job fair where I had to speak with applicants a lot. This helped me make an improvement in my communication skill.

- **Stress management:** The activities of recruitment and selection is very stressful. I had to deal with it and carry out my tasks. This helped me learn how to overcome stress and move forward.
- **Teamwork:** Working here has made me get a good experience in working with team member. It has helped me to be more collaborative while working in a team. I also understood that teamwork is crucial for a task to be finished properly.

3.10 Problems faced during the internship

Though I had a great time at the company, I faced some problems during my internship program. They were –

- **Limited workforce:** The recruitment and selection division operates with limited workforce. This sometimes effected the day-to-day operation of the recruitment and selection division. It created a hectic situation for me and I had to go through a lot of stress because of this.
- **No time for adjustment:** When I joined the company, I was put directly into the process without much training. I received around 7-10 days of briefing from the previous interns. As a result, I made mistakes in the beginning and it put a lot of stress on me.
- **Low remuneration:** The remuneration that I was paid was very low to the contribution I was making. I was provided a fully subsidized lunch at the company. Still, I would say that the remuneration was really low and it was demotivating.
- **Overtime:** The daily office hour of the company was from 9 AM to 6 PM. I had no problem adjusting to this. But on 4 (four) occasion I had to stay late after the office hour. This was stressful for me.

3.11 Recommendations on future leaderships

I would make the following recommendations to the company for making the internship much more easier and smoother for future interns.

1. The recruitment and section division should not be too much dependent on interns. The tasks carried out by interns play a vital role in their day-to-day operation. As a result, the interns sometimes go through too much stress. So, they should look into hiring a permanent employee to carry out this role. They should also recruit interns to carry out the same tasks. But they should not be put through too much stress and should not be too dependent on them.
2. They should give more than 7-10 days for the interns to adjust. Because it can be mentally stressful for interns to cope up with the flow in a short time. If given more time the interns would be able go through the transition much more smoothly.
3. They should think about increasing the remuneration. It is good that they provide a fully subsidized lunch. But for the contribution an intern makes, existing remuneration is really low. It is really demotivating and feels like that they do not value the intern's contribution.

Chapter - 4

Analysis & Findings

4.1 Data analysis and interpretation

Data type: Primary (Questionnaire)

Sample size: 20

1. Does the recruitment and selection process are conduct in a timely manner?

- Strongly disagree
- Disagree
- Neither agree or disagree
- Agree
- Strongly agree

Options	Strongly Disagree	Disagree	Neither agree or disagree	Agree	Strongly Agree	Total
Respondents	1	2	3	5	9	20
Percentage	5	10	15	25	45	100%

Table:2

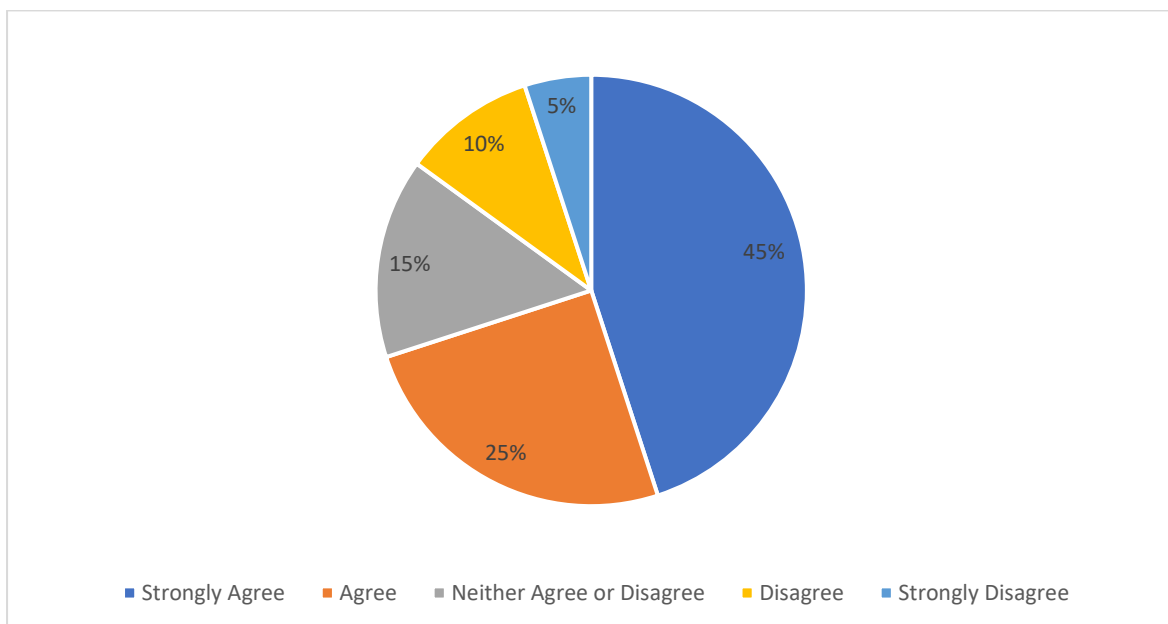


Figure:4

Interpretation: The following pie-chart shows the percentage of the timely manner of recruitment and selection process conduct. Here 45% of the respondents strongly agree with this question, 25% respondents agree with this question, 15% respondents neither agree or disagree with this question, 10% respondents disagree with this question, 5% respondents strongly disagree with this question.

2. Does the recruitment and selection process are conduct in a professional manner?

- Strongly disagree
- Disagree
- Neither agree or disagree
- Agree
- Strongly agree

Options	Strongly Disagree	Disagree	Neither agree or disagree	Agree	Strongly Agree	Total
Respondents	0	3	2	7	8	20
Percentage	0	15	10	35	40	100%

Table:3

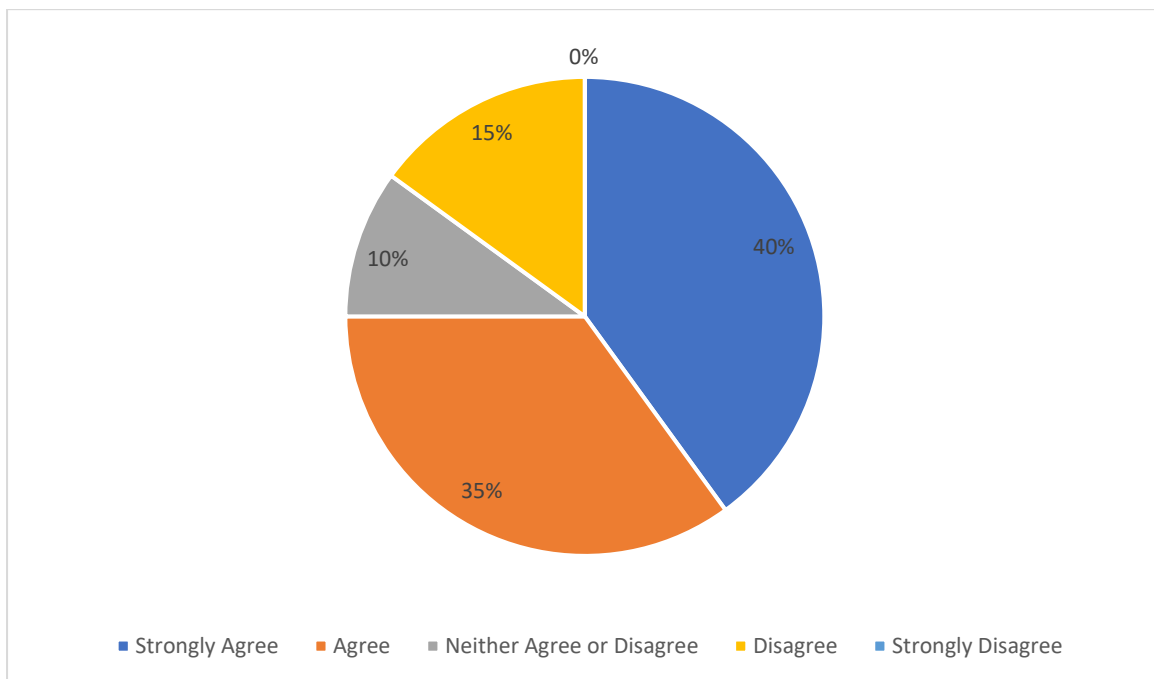


Figure:5

Interpretation: The following pie-chart shows the percentage of the professional manner of recruitment and selection process conduct. Here 40% of the respondents strongly agree with this question, 35% respondents agree with this question, 10% respondents neither agree or disagree with this question, 15% respondents disagree with this question, 0% respondents strongly disagree with this question.

3. Does the recruitment and selection process are conduct in accordance with applicable laws and regulations?

- Strongly disagree
- Disagree
- Neither agree or disagree
- Agree
- Strongly agree

Options	Strongly Disagree	Disagree	Neither agree or disagree	Agree	Strongly Agree	Total
Respondents	2	3	4	5	6	20
Percentage	10	15	20	25	30	100%

Table:4

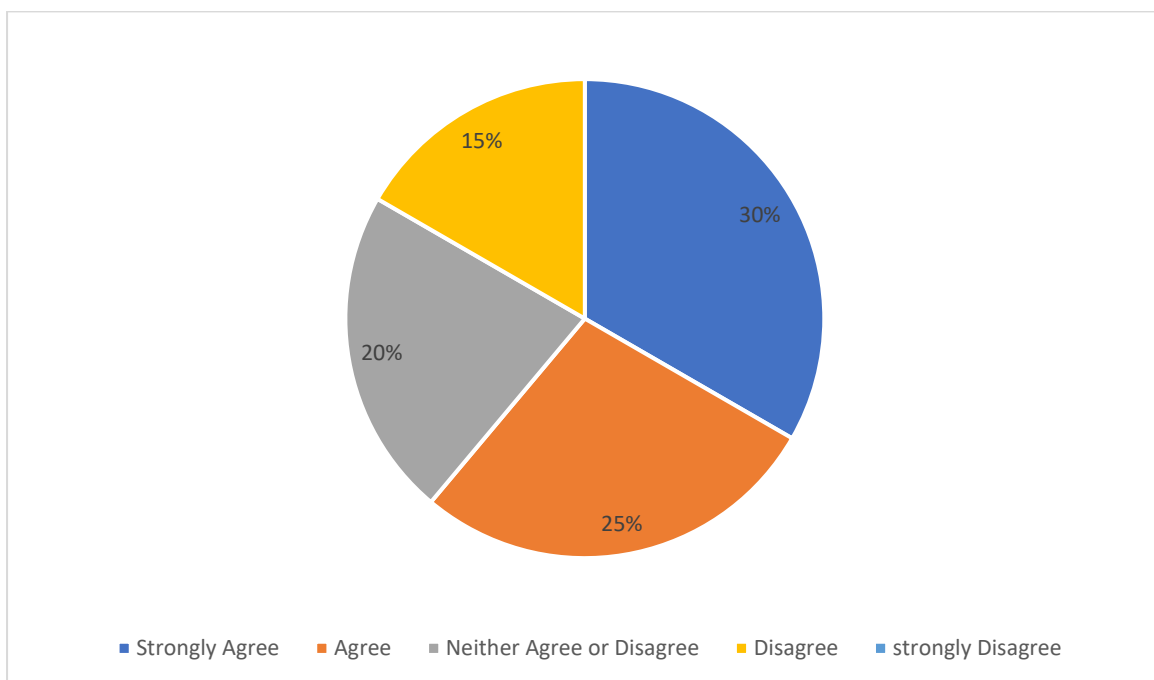


Figure:6

Interpretation: The following pie-chart shows the percentage of the applicable laws and regulations of recruitment and selection process conduct. Here 30% of the respondents strongly agree with this question, 25% respondents agree with this question, 20% respondents neither agree or disagree with this question, 15% respondents disagree with this question, 10% respondents strongly disagree with this question.

4. Does the recruitment and selection process are conduct in a fair and unbiased manner?

- Strongly disagree
- Disagree
- Neither agree or disagree
- Agree
- Strongly agree

Options	Strongly Disagree	Disagree	Neither agree or disagree	Agree	Strongly Agree	Total
Respondents	4	3	3	4	6	20
Percentage	20	15	15	20	30	100%

Table:5

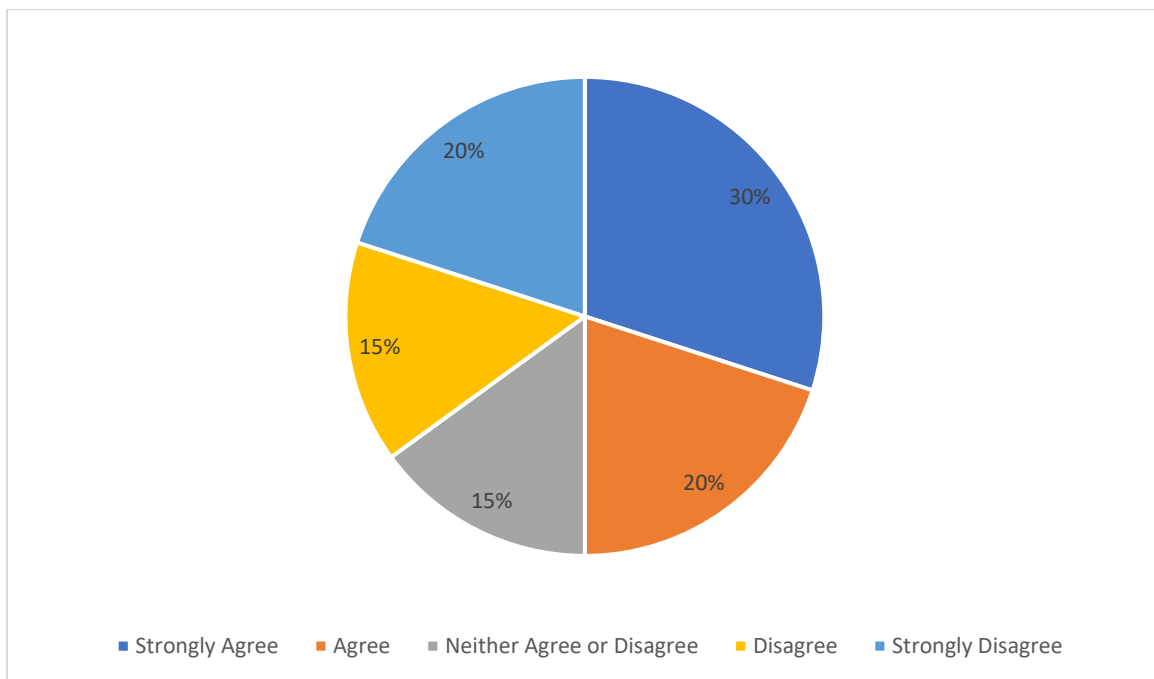


Figure:7

Interpretation: The following pie-chart shows the percentage of the fair and unbiased manner of recruitment and selection process conduct. Here 30% of the respondents strongly agree with this question, 20% respondents agree with this question, 15% respondents neither agree or disagree with this question, 15% respondents disagree with this question, 20% respondents strongly disagree with this question.

5. Does the communication throughout the recruitment and selection process clear and effective

- Strongly disagree
- Disagree
- Neither agree or disagree
- Agree
- Strongly agree

Options	Strongly Disagree	Disagree	Neither agree or disagree	Agree	Strongly Agree	Total
Respondents	1	2	2	6	9	20
Percentage	5	10	10	30	45	100%

Table:6

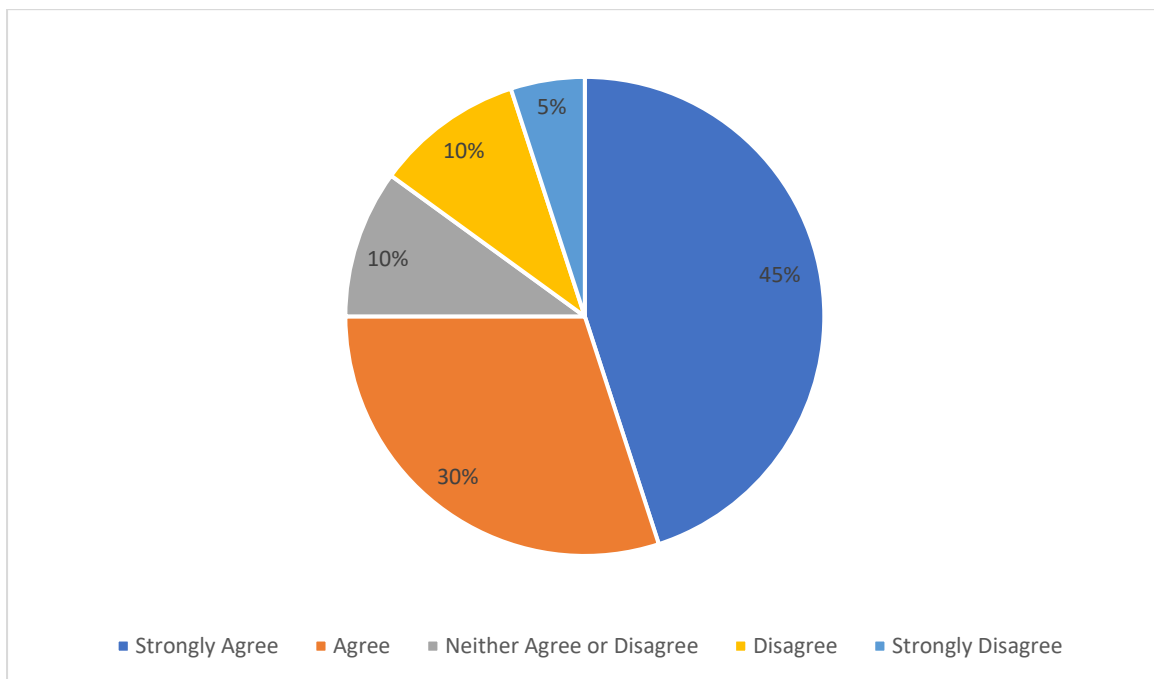


Figure:8

Interpretation: The following pie-chart shows the percentage of the communication throughout the recruitment and selection process. Here 45% of the respondents strongly agree with this question, 30% respondents agree with this question, 10% respondents neither agree or disagree with this question, 10% respondents disagree with this question, 5% respondents strongly disagree with this question.

6. Do you think organization is using satisfactory methods of interview?

- Strongly disagree
- Disagree
- Neither agree or disagree
- Agree
- Strongly agree

Options	Strongly Disagree	Disagree	Neither agree or disagree	Agree	Strongly Agree	Total
Respondents	1	3	3	6	7	20
Percentage	5	15	15	30	35	100%

Table:7

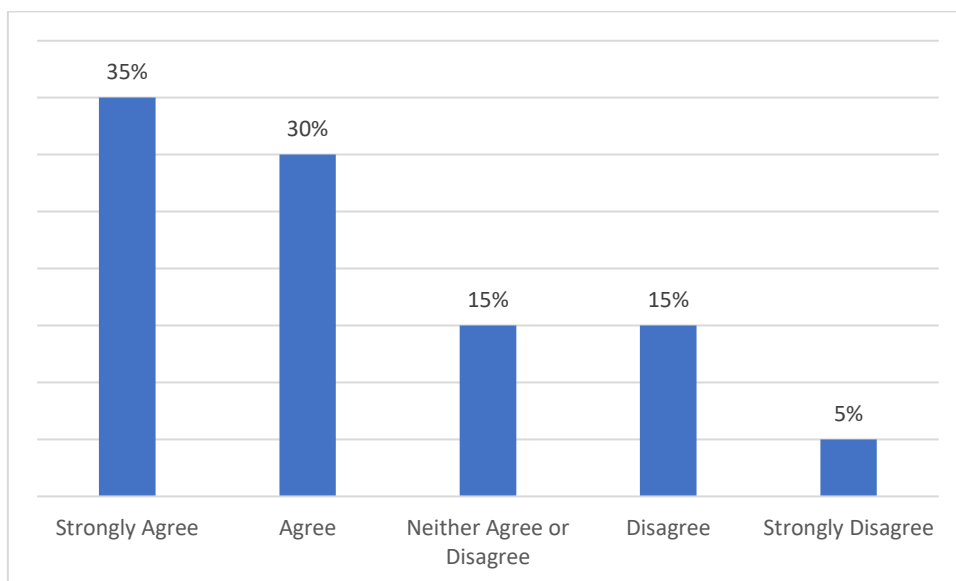


Figure:9

Interpretation: The following column-chart shows the percentage of the satisfactory methods of interview. Here 35% of the respondents strongly agree with this question, 30% respondents agree with this question, 15% respondents neither agree or disagree with this question, 15% respondents disagree with this question, 5% respondents strongly disagree with this question.

7. Is there a well-defined recruitment policy in your organization?

- Strongly disagree
- Disagree
- Neither agree or disagree
- Agree
- Strongly agree

Options	Strongly Disagree	Disagree	Neither agree or disagree	Agree	Strongly Agree	Total
Respondents	2	2	3	5	8	20
Percentage	10	10	15	25	40	100%

Table:8

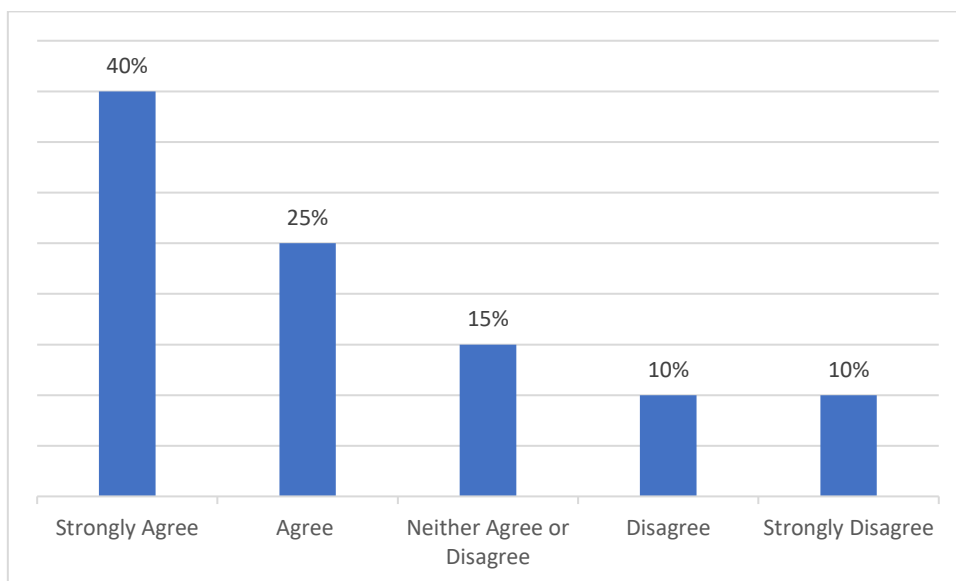


Figure:10

Interpretation: The following column-chart shows the percentage of the recruitment policy in organization. Here 40% of the respondents strongly agree with this question, 25% respondents agree with this question, 15% respondents neither agree or disagree with this question, 10% respondents disagree with this question, 10% respondents strongly disagree with this question.

8. Does the recruitment and selection process of company meets the current and legal requirements?

- Strongly disagree
- Disagree
- Neither agree or disagree
- Agree
- Strongly agree

Options	Strongly Disagree	Disagree	Neither agree or disagree	Agree	Strongly Agree	Total
Respondents	2	5	2	6	5	20
Percentage	10	25	10	30	25	100%

Table:9

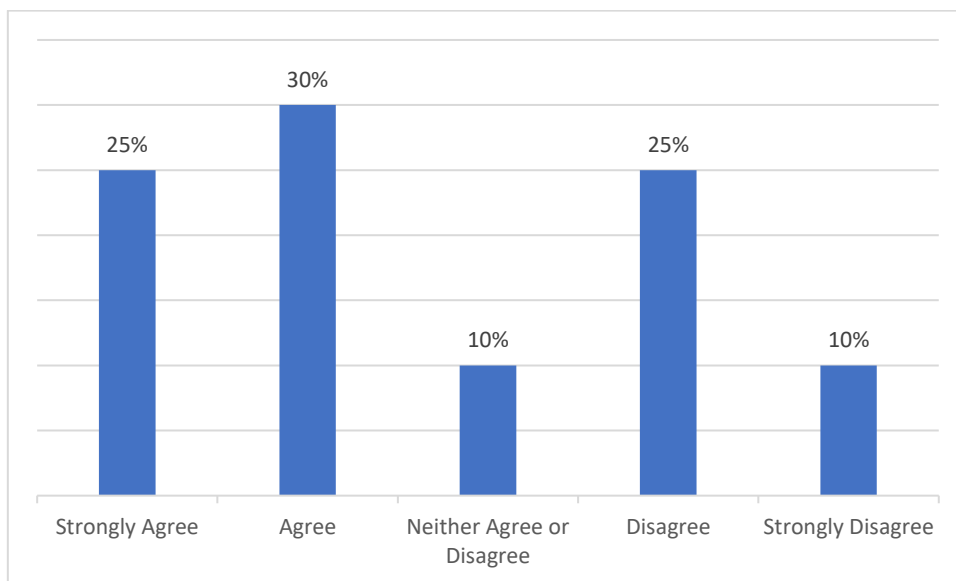


Figure:11

Interpretation: The following column-chart shows the percentage of the current and legal requirements of recruitment and selection process of the company. Here 25% of the respondents strongly agree with this question, 30% respondents agree with this question, 10% respondents neither agree or disagree with this question, 25% respondents disagree with this question, 10% respondents strongly disagree with this question.

9. Do you think organization looks for experienced employees in selection process?

- Strongly disagree
- Disagree
- Neither agree or disagree
- Agree
- Strongly agree

Options	Strongly Disagree	Disagree	Neither agree or disagree	Agree	Strongly Agree	Total
Respondents	2	1	2	4	11	20
Percentage	10	5	10	20	55	100%

Table:10

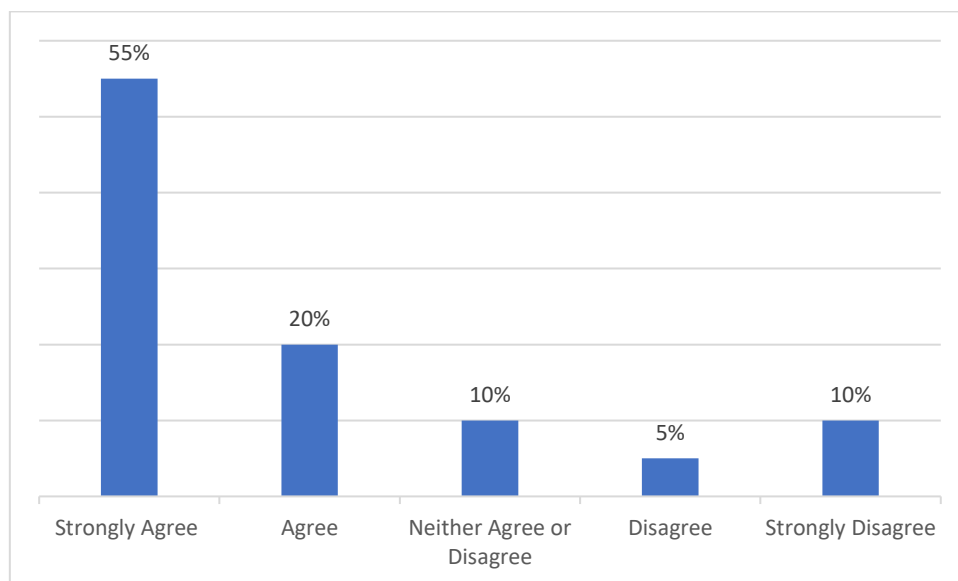


Figure:12

Interpretation: The following column-chart shows the percentage of the experienced employees in selection process. Here 55% of the respondents strongly agree with this question, 20% respondents agree with this question, 10% respondents neither agree or disagree with this question, 5% respondents disagree with this question, 10% respondents strongly disagree with this question.

10. Is internal hiring helps in motivating the employees?

- Strongly disagree
- Disagree
- Neither agree or disagree
- Agree
- Strongly agree

Options	Strongly Disagree	Disagree	Neither agree or disagree	Agree	Strongly Agree	Total
Respondents	1	2	1	6	10	20
Percentage	5	10	5	30	50	100%

Table:11

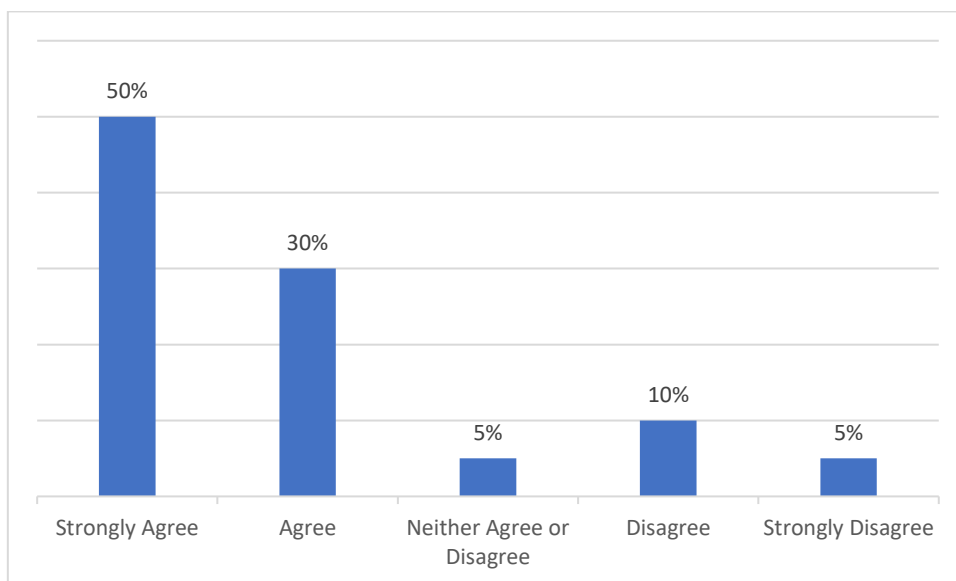


Figure:13

Interpretation: The following column-chart shows the percentage of the internal hiring helps in motivating the employees. Here 50% of the respondents strongly agree with this question, 30% respondents agree with this question, 5% respondents neither agree or disagree with this question, 10% respondents disagree with this question, 5% respondents strongly disagree with this question.

11. Do you think the direct recruitment and selection practice is quite long process?

- Strongly disagree
- Disagree
- Neither agree or disagree
- Agree
- Strongly agree

Options	Strongly Disagree	Disagree	Neither agree or disagree	Agree	Strongly Agree	Total
Respondents	1	1	2	9	7	20
Percentage	5	5	10	45	35	100%

Table:12

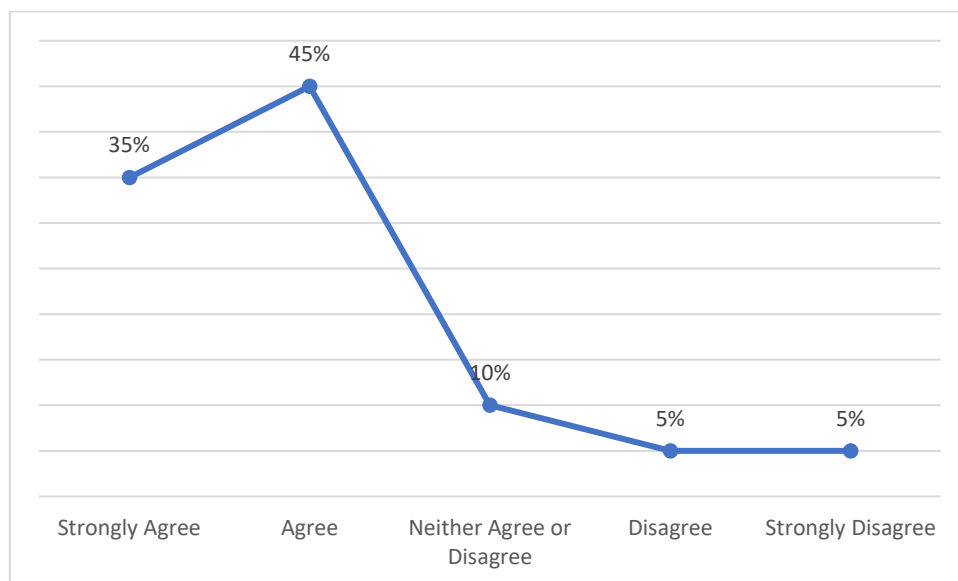


Figure:14

Interpretation: The following line-chart shows the percentage of the direct recruitment and selection practice. Here 35% of the respondents strongly agree with this question, 45% respondents agree with this question, 10% respondents neither agree or disagree with this question, 5% respondents disagree with this question, 5% respondents strongly disagree with this question.

12. Does your company follow different requirement process for different grades of employment?

- Strongly disagree
- Disagree
- Neither agree or disagree
- Agree
- Strongly agree

Options	Strongly Disagree	Disagree	Neither agree or disagree	Agree	Strongly Agree	Total
Respondents	0	1	2	4	13	20
Percentage	0	5	10	20	65	100%

Table:13

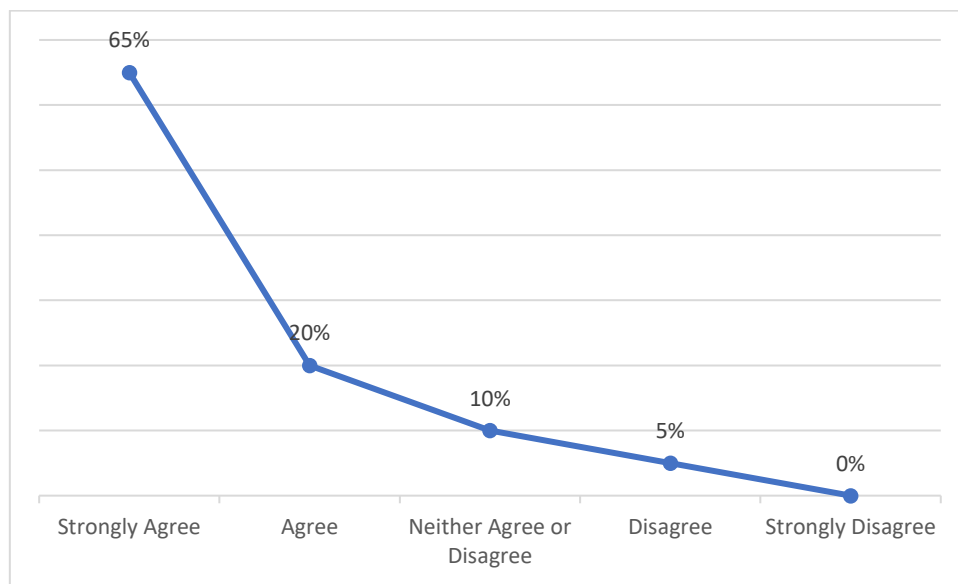


Figure:15

Interpretation: The following line-chart shows the percentage of the different requirement process for different grades of employment. Here 65% of the respondents strongly agree with this question, 20% respondents agree with this question, 10% respondents neither agree or disagree with this question, 5% respondents disagree with this question, 0% respondents strongly disagree with this question.

13. Do you think innovative techniques like stress test, psychometrics test and personality test should be used for selection?

- Strongly disagree
- Disagree
- Neither agree or disagree
- Agree
- Strongly agree

Options	Strongly Disagree	Disagree	Neither agree or disagree	Agree	Strongly Agree	Total
Respondents	1	1	2	6	10	20
Percentage	5	5	10	30	50	100%

Table:14

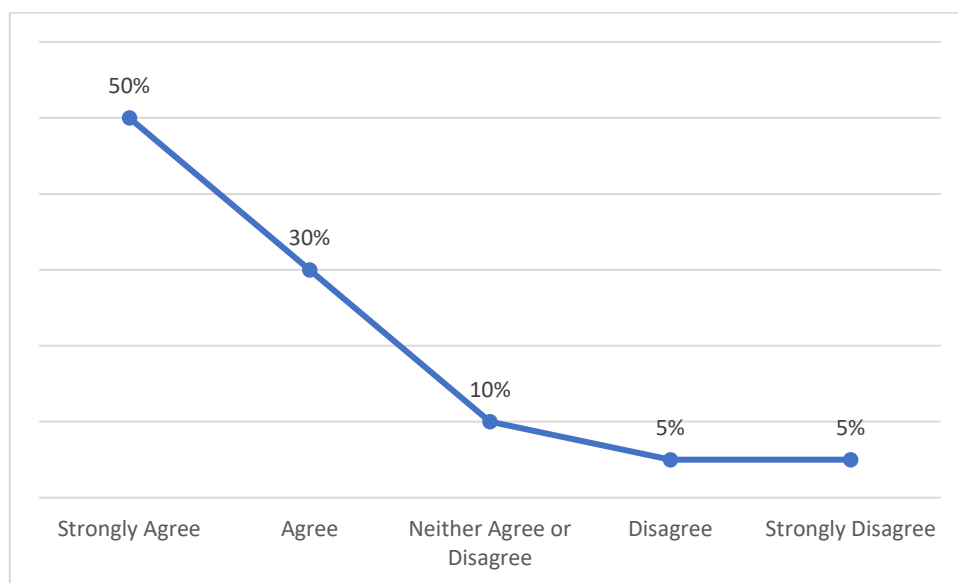


Figure:16

Interpretation: The following line-chart shows the percentage of the innovative techniques like stress test, psychometrics test and personality test used for selection. Here 50% of the respondents strongly agree with this question, 30% respondents agree with this question, 10% respondents neither agree or disagree with this question, 5% respondents disagree with this question, 5% respondents strongly disagree with this question.

14. Does the organization clearly define the position objectives, requirements and candidate specifications in the recruitment process?

- Strongly disagree
- Disagree
- Neither agree or disagree
- Agree
- Strongly agree

Options	Strongly Disagree	Disagree	Neither agree or disagree	Agree	Strongly Agree	Total
Respondents	0	3	1	6	10	20
Percentage	0	15	5	30	50	100%

Table:15

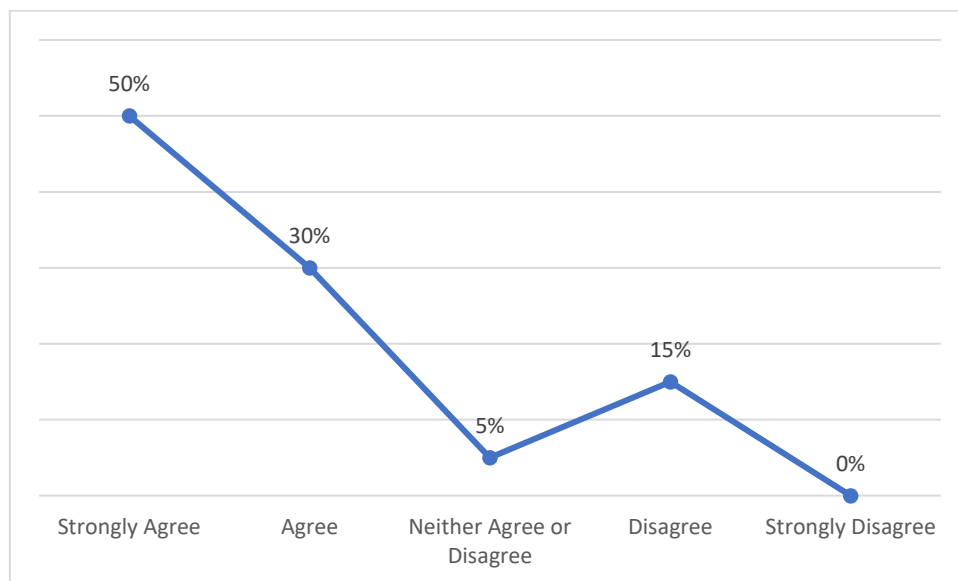


Figure:17

Interpretation: The following line-chart shows the percentage of the position objectives, requirements and candidate specifications in the recruitment process. Here 50% of the respondents strongly agree with this question, 30% respondents agree with this question, 5% respondents neither agree or disagree with this question, 15% respondents disagree with this question, 0% respondents strongly disagree with this question.

15. Is the resume screening and shortlisting used by the company is satisfied?

- Strongly disagree
- Disagree
- Neither agree or disagree
- Agree
- Strongly agree

Options	Strongly Disagree	Disagree	Neither agree or disagree	Agree	Strongly Agree	Total
Respondents	1	2	3	5	9	20
Percentage	5	10	15	25	45	100%

Table:16

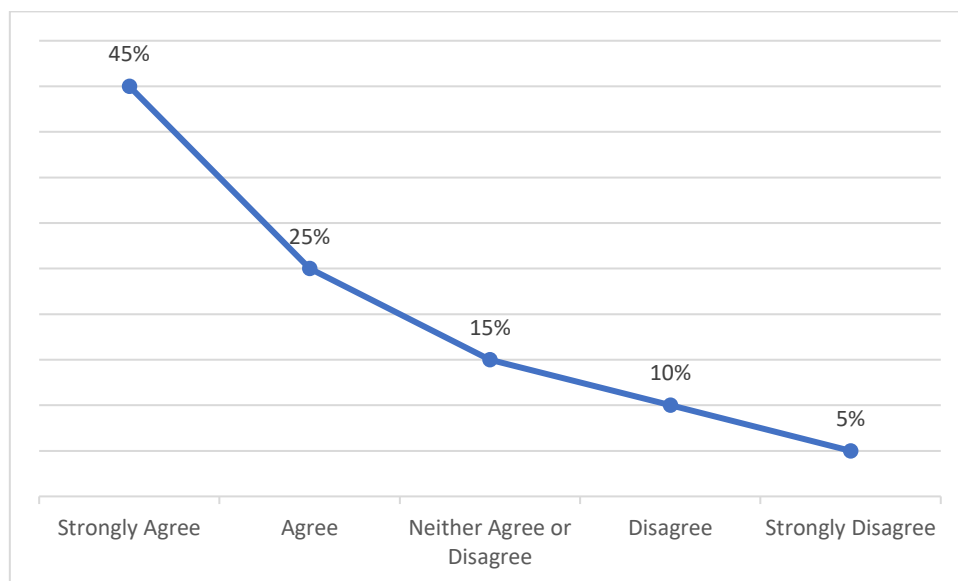


Figure:18

Interpretation: The following line-chart shows the percentage of the resume screening and shortlisting used by the company. Here 45% of the respondents strongly agree with this question, 25% respondents agree with this question, 15% respondents neither agree or disagree with this question, 10% respondents disagree with this question, 5% respondents strongly disagree with this question.

4.2 SWOT analysis

SWOT analysis is done to evaluate a company's position in the industry. It takes in the internal factors (strengths and weaknesses) and the external factors (opportunities and threats) to know about the current situation and future situation. Based on this a SWOT analysis has been done for The ACME Laboratories Limited.

Strengths

- **Experienced recruitment and selection team:** ACME Laboratories limited has an experienced recruitment and selection team that has expertise in the field and is capable of sourcing and selecting the right candidates for various positions.
- **Strategic use of technology:** ACME Laboratories limited makes use of the latest technology to facilitate the recruitment and selection process. This allows them to reach a larger audience and also allows them to provide a more efficient and effective selection process.
- **High employee retention:** ACME Laboratories limited has a high employee retention rate, which is indicative of the fact that they have an effective recruitment and selection process in place.

Weaknesses

- **Lack of diversity:** ACME Laboratories limited has been criticized for not having enough diversity in its recruitment and selection process. This has resulted in lack of representation from minority groups and has led to a lack of diversity in the workforce.
- **High cost of recruitment and selection:** ACME Laboratories limited has a high cost of recruitment and selection due to the use of technology and other recruitment and selection methods. This has led to an increase in the overall cost of recruitment and selection process.

Opportunities

- **Increase in talent pool:** ACME Laboratories limited has the opportunity to increase its talent pool by expanding its recruitment and selection process to include more diverse candidates. This will enable them to access a larger and more qualified talent pool.
- **Leverage technology:** ACME Laboratories limited can leverage technology to streamline the recruitment and selection process, making it more efficient and cost-effective.

Threats

- **Increased competition:** ACME Laboratories limited faces increased competition from other organizations in the recruitment and selection process. This can lead to an increased cost of recruitment and selection as other organizations may offer better terms and conditions.
- **Changes in regulations:** Changes in regulations related to recruitment and selection can also pose a threat to ACME Laboratories limited. This can lead to increased costs and decreased efficiency in the recruitment and selection process.

4.3 List of findings

As it was one of the objectives to find the flaws in the recruitment and selection process of The ACME Laboratories Limited. I have the following findings from the analysis.

1. **Shortage of manpower:** There is a shortage of manpower in their HR department. As a result, it affects their operation. The shortage is mainly in their recruitment and selection team. They recruit interns every 3 (three) months to support the recruitment and selection process. It is a cycle and has been going on for a long time. This disrupts the flow of the recruitment and selection process. They are operating with temporary solutions.

2. **Lengthy process:** Sometimes the recruitment and selection process takes so long to finish that they lose really good candidates to other companies. Instead of waiting for the company to call them, they join other companies.
3. **Importance to referred candidate:** More importance are given to candidates who were referred internally. Sometimes the importance is given so much to referred candidates that talented and deserving candidates are not recruited.
4. **Less information:** They provide less information about the job requirements, salary, and benefits in their advertisement.
5. **Internal advertisement:** The recruitment process is not well-advertise, resulting in a limited number of applicants.
6. **Communication gap:** There is a lack of communication between the recruitment team and other departments within the organization, which can lead to delays in the recruitment and selection process.
7. **Lack of job analysis:** There is a lack of a proper job analysis process, which results in the company not having a detailed understanding of the job requirements for each position.
8. **Weak policy:** The company does not have a structured recruitment and selection policy, which leads to a lack of consistency in the hiring process.
9. **Lack of job portal:** The company does not have an online job portal, which limits its ability to attract potential job seekers.

Chapter - 5

Recommendations & Conclusion

5.1 Recommendations

Based on the discussion in this chapter, I have the following recommendations for the company that could be helpful for them.

1. **Establish a recruitment strategy:** ACME Laboratories should develop a recruitment strategy that outlines the criteria for selecting new employees, such as the skills and experience needed. The strategy should also include the recruitment process, such as how and where to post job openings, how to screen applicants, and how to decide which applicants to hire.
2. **Develop job descriptions:** ACME Laboratories should develop job descriptions for each position. The job descriptions should include a list of duties and responsibilities, required qualifications, and any other details that are important for potential applicants to know.
3. **Create a selection process:** ACME Laboratories should create a selection process that outlines the steps involved in the hiring process. This should include the steps for screening applicants, interviewing applicants, and making a decision.
4. **Develop a pre-employment testing program:** ACME Laboratories should develop a pre-employment testing program that measures an applicant's skills and abilities. This testing program should be tailored to the position and should include tests such as cognitive and aptitude tests.
5. **Conduct background and reference checks:** ACME Laboratories should conduct background and reference checks on all applicants. This will help to ensure that the applicant is qualified and that there is no potential for fraud or other liabilities.
6. **Offer competitive salaries:** ACME Laboratories should offer competitive salaries in order to attract the best applicants. This will help to ensure that they are hiring the most qualified and experienced individuals.

5.2 Conclusion

The ACME Laboratories Limited has a really good recruitment and selection process. They have steps like written test and practical other than just an interview to properly filter and get the best candidates. Some companies lack this and a company is unable to get the right candidate. If a company has an effective recruitment and selection process, it can reduce the employee turnover rate. This not only reduces the employee turnover rate, but also helps find people who respect the vision, mission and core values of the company. If that happens, the new recruits are able to fit in the company much more easily. Their transitor in a new company is much more smoother. Till now, The ACME Laboratories Limited has been able to all this but not entirely. But they are improving as the company is trying to expand its Human Resource and Administration department.

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Appendix

Questionnaire

1. Does the recruitment and selection process are conduct in a timely manner?

- Strongly disagree
- Disagree
- Neither agree or disagree
- Agree
- Strongly agree

2. Does the recruitment and selection process are conduct in a professional manner?

- Strongly disagree
- Disagree
- Neither agree or disagree
- Agree
- Strongly agree

3. Does the recruitment and selection process are conduct in accordance with applicable laws and regulations?

- Strongly disagree
- Disagree
- Neither agree or disagree
- Agree
- Strongly agree

4. Does the recruitment and selection process are conduct in a fair and unbiased manner?

- Strongly disagree
- Disagree
- Neither agree or disagree
- Agree
- Strongly agree

5. Does the communication throughout the recruitment and selection process clear and effective

- Strongly disagree
- Disagree
- Neither agree or disagree
- Agree
- Strongly agree

6. Do you think organization is using satisfactory methods of interview?

- Strongly disagree
- Disagree
- Neither agree or disagree
- Agree
- Strongly agree

7. Is there a well-defined recruitment policy in your organization?

- Strongly disagree
- Disagree
- Neither agree or disagree
- Agree
- Strongly agree

8. Does the recruitment and selection process of company meets the current and legal requirements?

- Strongly disagree
- Disagree
- Neither agree or disagree
- Agree
- Strongly agree

9. Do you think organization looks for experienced employees in selection process?

- Strongly disagree
- Disagree
- Neither agree or disagree
- Agree
- Strongly agree

10. Is internal hiring helps in motivating the employees?

- Strongly disagree
- Disagree
- Neither agree or disagree
- Agree
- Strongly agree

11. Do you think the direct recruitment and selection practice is quite long process?

- Strongly disagree
- Disagree
- Neither agree or disagree
- Agree
- Strongly agree

12. Does your company follow different requirement process for different grades of employment?

- Strongly disagree
- Disagree
- Neither agree or disagree
- Agree
- Strongly agree

13. Do you think innovative techniques like stress test, psychometrics test and personality test should be used for selection?

- Strongly disagree
- Disagree
- Neither agree or disagree
- Agree
- Strongly agree

14. Does the organization clearly define the position objectives, requirements and candidate specifications in the recruitment process?

- Strongly disagree
- Disagree
- Neither agree or disagree
- Agree
- Strongly agree

15. Is the resume screening and shortlisting used by the company is satisfied?

- Strongly disagree
- Disagree
- Neither agree or disagree
- Agree
- Strongly agree