

**Internship Report**

**On**

**“Recruitment & Selection Process of**

**NIPRO JMI Pharma Ltd.”**



## **Internship Report**

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**“Recruitment & Selection Process of  
NIPRO JMI Pharma Ltd.”**

**Prepared For:**

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Program: MBA (HRM)

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**Date of Submission: November 18, 2022**

## Letter of Transmittal

November 18, 2022

Mr. Mohammad Shibli Shahriar

Associate Professor

Department of Business Administration

Faculty of Business & Entrepreneurship

Daffodil International University

### **Subject: Submission of Internship Report.**

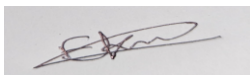
Respected Sir,

Giving you the report of my internship program on “NIPRO JMI Pharma Ltd.’s recruitment and selection process” is a pleasure. I had a chance to work with NIPRO JMI Pharma Ltd. employees throughout my internship and they gave me insightful information about working in a corporation. This has been quite beneficial in helping me expand my practical knowledge.

I would want to thank you for your kind assistance, supervision and suggestions in the completing of this report.

I appreciate you considering the limitations of the study when evaluating my report.

Sincerely Yours,



H. A. M. Ekram

ID No.: 203-14-3217

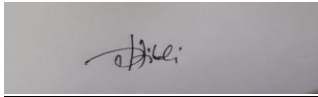
Department of Business Administration

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### Approval Certificate

H. A. M. Ekram, ID.: 203-14-3217, major in Human Resource Management, Department of Business Administration, Faculty of Business & Entrepreneurship, and Daffodil International University has completed the internship report under my Supervision. He has done this report on “Recruitment & Selection Process of NIPRO JMI Pharma Ltd.” as a part of requirement for obtaining the degree of Masters of Business Administration.

I have gone through the report and found it a well-written report. He has completed the report by himself. I wish him every success in life.



Mr. Mohammad Shibli Shahriar

Associate Professor

Department of Business Administration

Faculty of Business & Entrepreneurship

Daffodil International University

### **Acknowledgment**

After three months of practical orientation on NIPRO JMI Pharma Ltd. with the blessing of Allah-The Most Gracious and Merciful, it is indeed a great pleasure and honor for me to have the opportunity to present this report.

I want to sincerely thank my honorable Mr. Mohammad Shibli Shahriar, for his continuing advice, unwavering monitoring and help for the planning of this project. He is a source of inspiration and I appreciate that.

Kazi Jahiduzzaman, Deputy Manager- HR & Admin, NIPRO JMI Pharma Ltd., receives my sincere gratitude. To send me useful advice and suggestions to correctly complete the whole thing. My successful completion of the internship program in NIPRO JMI Pharma Ltd. would not have been possible without his assistance.

Finally, I would like to sincerely thank to the employees of NIPRO JMI Pharma Ltd. for their continued support and valuable advice, collaboration and assistance in completing this report.

## **Executive Summary**

This report entitled “Recruitment & Selection Process of NIPRO JMI Pharma Ltd.” is a result of the MBA internship program. Such program makes it easier for us to put our theoretical knowledge into practice. This report contains the specifics of “NIPRO JMI Pharma Ltd. Recruitment & Selection Process.”

In this study, I worked, accompanied by the insights I learned from my job, education and personal experiences.

The first part of the report is an introduction to the analysis and its description. The second part of the report includes a review of the literature. I demonstrated in the third part the methods I used to complete and prepare my report. In the fourth part, I showed NIPRO JMI Pharma Ltd.’s historical overview, and in the fifth part, tried to show the specifics of NIPRO JMI Pharma Ltd.’s human resource department. In the next part, I discussed about recruitment and selection process of NIPRO JMI Pharma Ltd. Seventh part describes the duties and responsibilities performed as interns at NIPRO JMI Pharma Ltd. After that I tried to show the analysis in the next sections and tried my best to include my findings from my point of view. And in the last part, on the basis of findings, I drew an overall conclusion along with recommendations.

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# **Chapter- 1 (ONE)**

## **Introduction**

## **1.1 Introduction**

In the intense rivalry between businesses of surroundings, there is also a talent competition going on as well as a contest for resources. The primary resource of an organization now is its human capital and the quantity and quality of its human capital directly determines its level of competitiveness. Because of this, the firm has also previously paid little attention to human resource management, even if the achievement work is only the first and most important stage in this process. Achievement results not only directly affect business outcomes but also serve as a means of showcasing the company's brand. At the same time, they are also important for employees' personal growth. Effective success enables business to gain a sustainable competitive edge and to deliver large economic benefits. It also directly influences employee's turnover and business expenses.

## **1.2 Origin of the Report**

The MBA (Masters of Business Administration) internship program is required course for the students who are graduating from the Faculty of Business and Entrepreneurship, Daffodil International University. It is a course of the duration of 90 days.

Students who have completed all the required courses are eligible to for this course. In this internship program, I have completed my internship at NIPRO JMI Pharma Ltd. My academic and the organizational supervisor assigned me on this project. The internship report is prepared for making a study on "Recruitment and Selection Process of NIPRO JMI Pharma Ltd." The guideline and preparation of the report was supervised and directed by Mr. Mohammad Shibli Shahriar, Associate Professor, Department of Business Administration, Daffodil International University and I am thankful to him for assigning this project.

## **1.3 Background of the Study**

An internship could be required to complete the practical aspects of an MBA degree. A business student cannot become proficient and economical in managing the critical real-world company issue solely through theoretical sessions. Only a lot of information is really important if it is applicable in real life. We therefore want proper application of our knowledge to encourage some like our theoretical knowledge to make it more fruitful. We only start to understand the benefits of theoretical knowledge once we interact in these disciplines and make proper application of our

theoretical knowledge in our real-world situations. Such a companion application is made possible by circumstance. The situation program has the subsequent 3 phases:

- 1. Orientation of the organization:** To introduce the internee with the structure, operating method, operate and performance of the organization.
- 2. The project part:** Concerning a specific downside or looking topic matching with internee's capability, interest on the organization.
- 3. The report writing:** To summarize the internee's analysis. Findings and achievements within the preceding 2 phase.

#### **1.4 Statement of the problem**

“What is the recruitment and selection process of NIPRO JMI Pharma Ltd.?”

#### **1.5 Objectives of the Study**

##### **A. Broad Objective**

Broad objective of the study is to apply my leaning in the area of Human Resource Management so that I can gain significant practical knowledge and understand the nature and procedure of Human Resource Department to identify the various strategies that NIPRO JMI Pharma Ltd. use.

##### **B. Specific Objective**

- To know the recruitment and selection process of NIPRO JMI Pharma Ltd.
- To analyze the recruitment and selection process of NIPRO JMI Pharma Ltd.
- To evaluate the recruitment and selection process of NIPRO JMI Pharma Ltd.
- To identify the problem of recruitment and selection process.
- To make some recommendations on the basis of recruitment and selection process.

#### **1.6 Scope of the Report**

This report mainly covers one of the major Human Resource Functions: Recruitment and Selection Practices. Recruitment and Selection related periodic and annual programs performed by the Human Resources Department of NIPRO JMI Pharma Ltd. I have gathered information & experience under the close supervision and help of employees of NIPRO JMI Pharma Ltd. regarding Recruitment and Selection Practices of NIPRO JMI Pharma Ltd.

## **1.7 Limitations of the Study**

90 days are not well enough to know about vast HRM practices of such an enormous company though I have got the possible maximum assistance from every individual of the NIPRO JMI Pharma Ltd.

The major limitations that I faced during my internship period and preparation of this report as follows:

- Employees don't seem to be allowed to produce sensitive and depth info.
- The main constraint of the study is short access to info that has considerably interrupted the scope of the analysis that's needed for the study.
- Published info isn't up-to-date.
- Official web site of the corporate isn't enough informative and well volume.
- Observing broad performances of the hour team don't seem to be a straightforward task by this short length of your time (90 days).

However, omitting this, the report will help us understand the "Recruitment and Selection Process of NIPRO JMI Pharma Ltd."

## **Chapter-2 (TWO)**

### **Literature Review**

## 2.1 Literature Review

Alan Price (2007), in his work *Human Resource Management in a Business Context*, formally defines recruitment and selection as the process of retrieving and attracting able applications for the purpose of the employment. He states that the process of recruitment is not a simple selection process, while it needs management decision making and broad planning in order to appoint the most appropriate manpower. There existing competition among business enterprises for recruiting the most potential workers in on the pathway towards creating innovations, with management decision making and employees attempting to hire only the best applicants who would be the best fit for the corporate culture and ethics to the company (Price 2007).

## 2.2 Human Resource Management (HRM) Define

HRM is the practice of recruiting, hiring, developing and managing an organization's employee.

“Human Resource Management is the set of organizational activities directed at attracting, developing and maintaining an effective work force.” -----**R. W. Griffin**

“The field of HRM involves planning, organizing, directing and controlling functions of procuring, developing, maintaining and utilizing a labor force.” ----- **M. J. Jucious**

“HRM is the provision of leadership and direction of people in their working or employment relationship.” -----**Dale Yoder**

## 2.3 Functions of HRM

The functions performed by the human resource management can broadly can be classified into two categories:

- A. Managerial functions and
- B. Operational functions

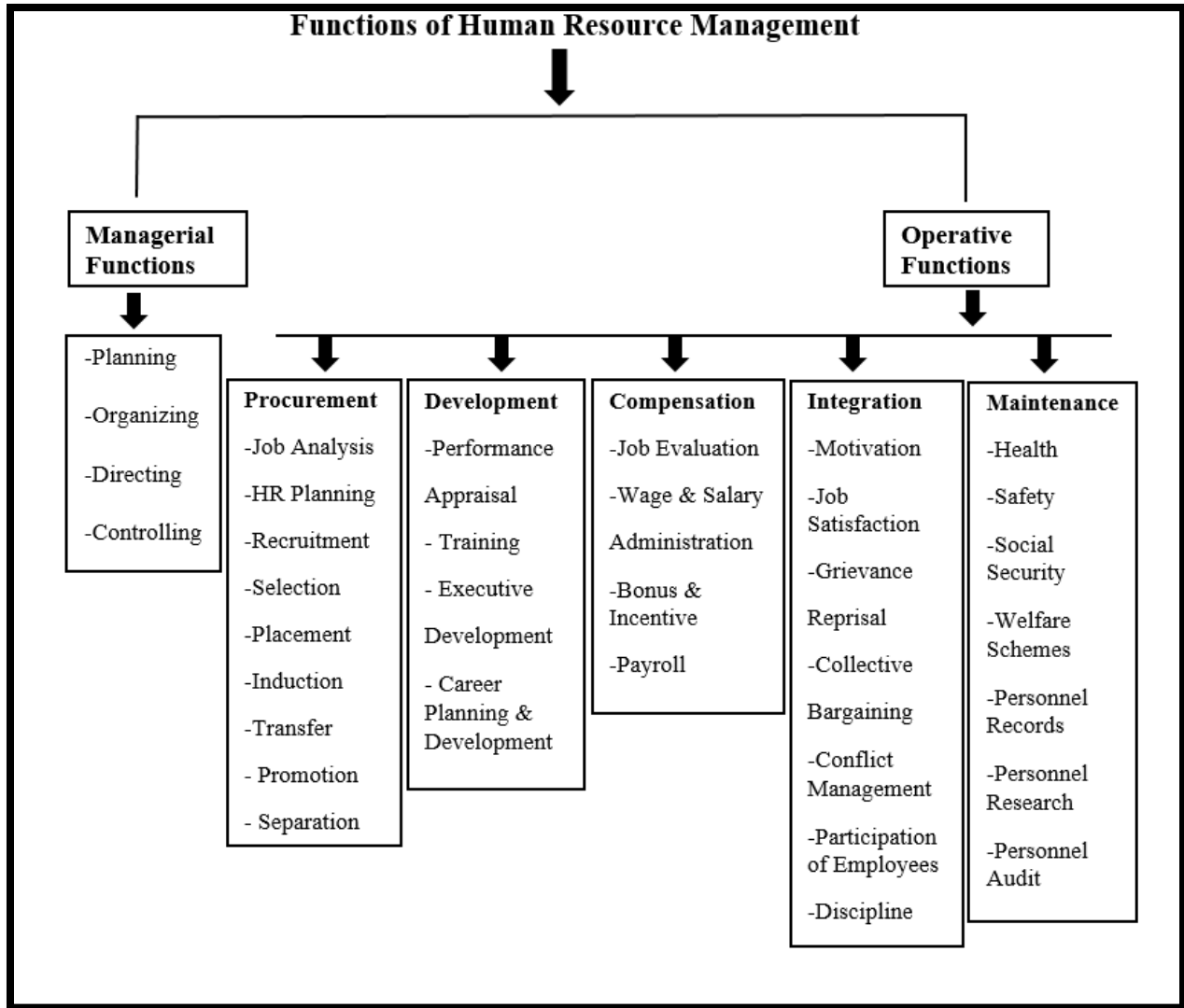


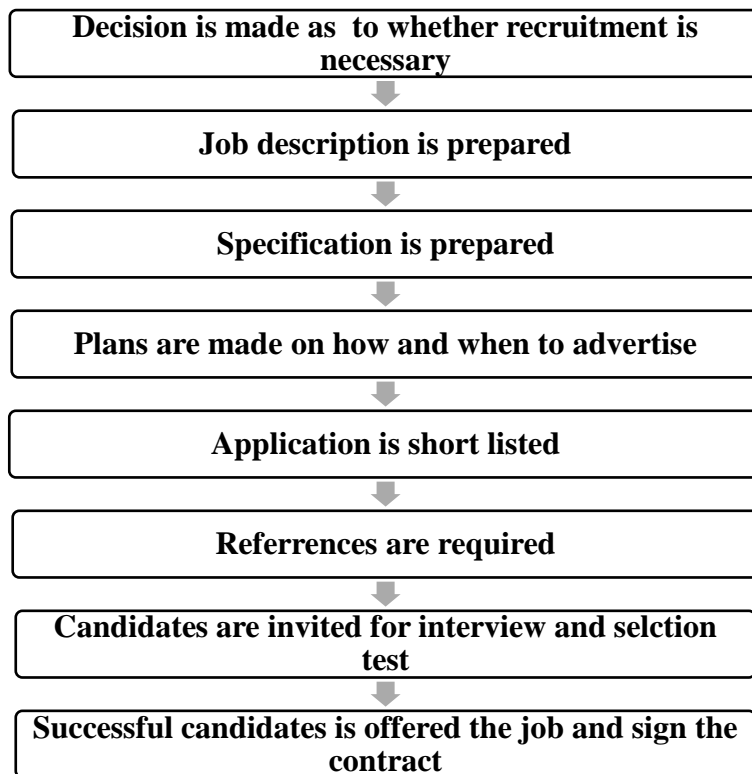
Figure: Functions of Human Resource Management

## 2.4 Difference between Recruitment and Selection

<b>Basis</b>	<b>Recruitment</b>	<b>Selection</b>
<b>Meaning</b>	It is an activity of establishing contact between employers and applicants.	It is a process of picking up more competent and suitable employees.
<b>Objective</b>	It encourages large number of candidates for a job.	It attempts at rejecting unsuitable candidates.
<b>Process</b>	It is a simple process.	It is a complicated process.

<b>Hurdles</b>	This candidates do not need to cross over many hurdles.	Many hurdles have to be crossed.
<b>Approach</b>	It is a positive approach.	It is a negative approach.
<b>Sequence</b>	It precedes selection.	It follows recruitment.
<b>Economy</b>	It is an economical method.	It is an expensive method.
<b>Time Consuming</b>	Less time is required.	More time is required.

## 2.5 Recruitment and Selection Process (Steps)





## **Chapter- 3 (THREE)**

### **Methodology**

### **3.1 Methodology of the Study**

The report is the reflection of 90 days internship program at NIPRO JMI Pharma Ltd. This study is covered by both primary as well as the secondary form of data. These were used to prepare the report.

### **3.2 Sources of Information**

The nature of the report is explorative and descriptive. The information assortment methodology of the study consists of primary and secondary sources. However majority of the data was collected from secondary sources-

#### **3.2.1 Primary Sources**

- Direct job observations.
- Face to face language with the staff.
- Practical table work.

#### **3.2.2 Secondary Sources**

- Various reports and articles of NIPRO JMI Pharma Ltd.
- Official web site of NIPRO JMI Pharma Ltd.
- Official files of the corporate.
- Different publications of NIPRO JMI Pharma Ltd.
- Different books, articles, journals, newspapers and internet browsing.

### **3.3 Methods of Analysis**

I have observed the recruitment and selection process and worked much with the officers at identical time. I even have conjointly mentioned with NIPRO JMI Pharma Ltd. officers for obtaining additional info. Because it is descriptive study, for the analysis half, knowledge are collected from completely different statements and therefore the internal and external reports of the corporate and conferred consequently at the side of my world sensible work, expertise and observations. No applied mathematics tools won't to interpret however straightforward graphical presentation represent important information regarding achievement and choice. No form and

survey is formed for this study, however a list with numerous queries helps most in assortment info. In brief I even have used the subsequent strategies to fulfil my specific objectives-

- Observations
- Practically work experience
- Simple graphical analysis
- Yield ratio analysis
- SWOT analysis

## **Chapter-4 (FOUR)**

### **Historical Overview of NIPRO JMI Pharma Ltd.**

#### **4.1 History of NIPRO JMI Pharma Ltd.**

NIPRO JMI Pharma Ltd. (NJP), the robust and reputed pharmaceutical company in Bangladesh, the novel journey started in 2012 with collaboration of NIPRO Corporation, a big multinational company based in Japan. It is engaged in manufacturing and marketing of pharmaceutical products in compliance with cGMP guidelines recommended by WHO (World Health Organization).

NJP is dedicated to ensure its world class products through HCP (Healthcare professional) for the ailing humanity of the country and beyond. It focuses on innovative ideas into their practices. They want to make their organization a national healthcare brand with global magnitude.

#### **4.2 Vision of NIPRO JMI Pharma Ltd.**

To be recognized as a leading and trusted pharmaceutical manufacturer locally and globally.

#### **4.3 Mission of NIPRO JMI Pharma Ltd.**

Committed to serve health care professionals by offering world class innovative products in favor of human health in Bangladesh and beyond.

#### **4.4 Strength of NIPRO JMI Pharma Ltd.**

A blend of brilliant professionals and exclusive joint ventures with NIPRO Corporation, Japan that portrays inbuilt quality and excellence of care and strength.

#### **4.5 Business Motto of NIPRO JMI Pharma Ltd.**

To overcome the limitations of conventional treatment approaches by introducing innovative products with the latest technologies for human health.

## **Chapter-5 (FIVE)**

**Human Resource Department of NIPRO JMI Pharma Ltd.**

### 5.1 Functions of Human Resource Management

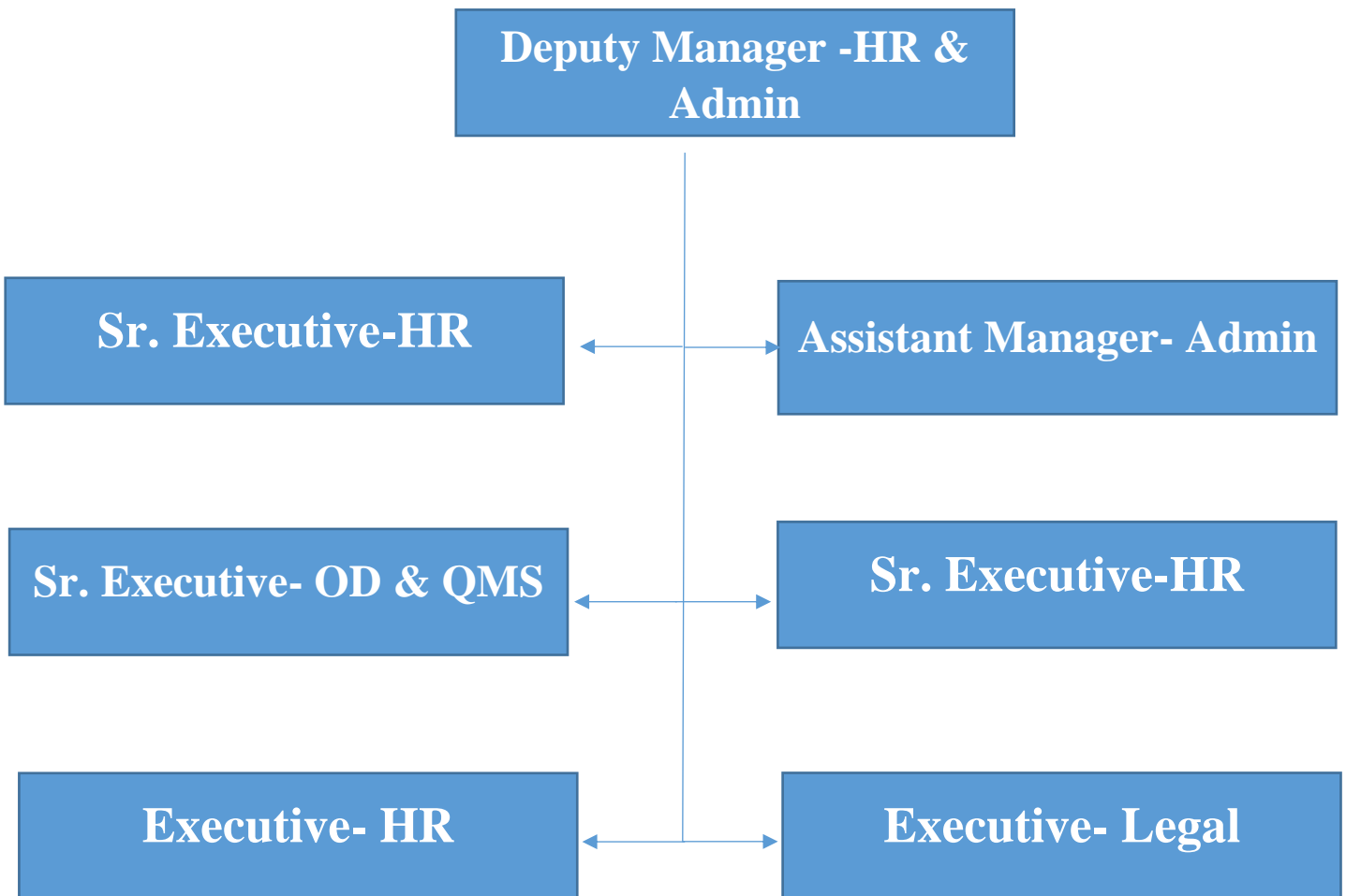
- 1. Recruitment & Selection
- 2. Payroll Management
- 3. Organization Development & Quality Management System
- 4. General Policies & Procedure
- 5. Administrative Activities.
- 6. Other Various Activities.

### Number of Employees at HRD

Corporate HR Team- 11

Factory HR Team- 3

### 5.2 NJPL HR Department Organogram:



## **Chapter- 6 (SIX)**

### **Recruitment & Selection Process of NIPRO JMI Pharma Ltd.**



The recruitment & Selection Process is one of the most significant works of the NJPL HR Team. Through this task, NJPL HR team attract potential candidate and choose the right human resource for the company.

**Purpose:** Hiring talented and competent candidates within the stipulated time to meet the company's operational requirements.

## **6.1 Hiring Process for All Employees (Except Field Forces):**

### **6.1.1 Manpower Requisition:**

1. The Operational Manager or Department Head will raise the Manpower Requisition based on the yearly manpower budget or any vacancy.
2. After getting the Manpower Requisition duly signed by the Divisional Head or Operational Head, HRD will take approval of this manpower requisition from the approval authority.
3. HRD will prepare the Recruitment Lead Time Status prior to discussion with the Section or Department Head. Due to continual requirements and ad-hoc basis sourcing.

### **6.1.2 Job Specification & Job Description:**

Every manpower requisition irrespective of reason should refer to a distinct role (job specification) with a specific job description. Both sets are extremely relevant for creating the right fit between job and talent, evaluating performance, and measuring the weight of a particular role/job.

**i. Job specification:** Job specification is a statement that lists the qualifications and traits that are required for a role. It is used to define the minimum qualifications and lays out the basics that are required to perform a unique role. All Operational managers will prepare the Job Specification for each role with the concern of the HRD.

**ii. Job description:** Job description illustrates the day-to-day job duties and responsibilities for a specific position in a function. It is to ensure the accountability of employees assigned to a particular position. Job Description is position/employee specific that is derived from Job Specification. Operational managers and HRD will define the job description while raising the manpower requisition form. Within two weeks of joining, the Operational Manager will provide Job Description to the new joiner and share a copy of same to HR and Administration to keep in the personnel file.

### **iii. Advertisement:**

HRD prepare advertisement material (when required). Advertising material should be reviewed by the concerned department before finalization.

Advertisement media will be primarily online:

1. Bdjobs
2. Prothom-alojobs
3. Website of NIPRO JMI Pharma Ltd
4. LinkedIn
5. Newspaper or,
6. Internal circular.

HRD is responsible for advertisement budget approval from management and its circulation.

### **6.2 Candidate Selection Process:**

- After receiving the job application and other necessary documents, NJPL HRD review the application as per the job circular.
- In case of any managerial position, HRD send the submitted applications, CVs, and other documents to the respective Department Head after preliminary screening.
- All the reviewed job applications will be sorted as accepted applications by HRD. HRD also prepares a summary report of these applications and shares it with the section Head or Department Head.
- Primarily accepted job applicants called for an interview.
- Job interview may be taken through a written test followed by viva voce or only viva voce.
- For the interview process, HRD personnel will communicate via email or SMS and mobile call with applicants.
- Written-test question paper will be prepared and examined by the respective OPM or Department Head. HRD will conduct the written test. Only successful applicants will be called for viva voce.
- Viva voce may be taken in two stages (Preliminary and Final). However, if required only one viva voce may be taken to cover the two stages of viva voce.

- Employment in a senior position or technical position, headhunting agency can be adopted, however prior discussion with Department Head and management is required.

**i. Structure of the preliminary viva board may be the following members will be-**

- ❖ OPM/ Department Head or both from the respective department
- ❖ Head of HR and Administration
- ❖ Any other assigned person (if required)

**ii. Structure of the final viva board may be the following members:**

- ❖ Managing Director/Chairman/Director/Chief Executive Officer/Executive Director
- ❖ OPM/ Department Head
- ❖ Head of HR and Administration

**iii. For non-Executive and below, the interview board will consist of**

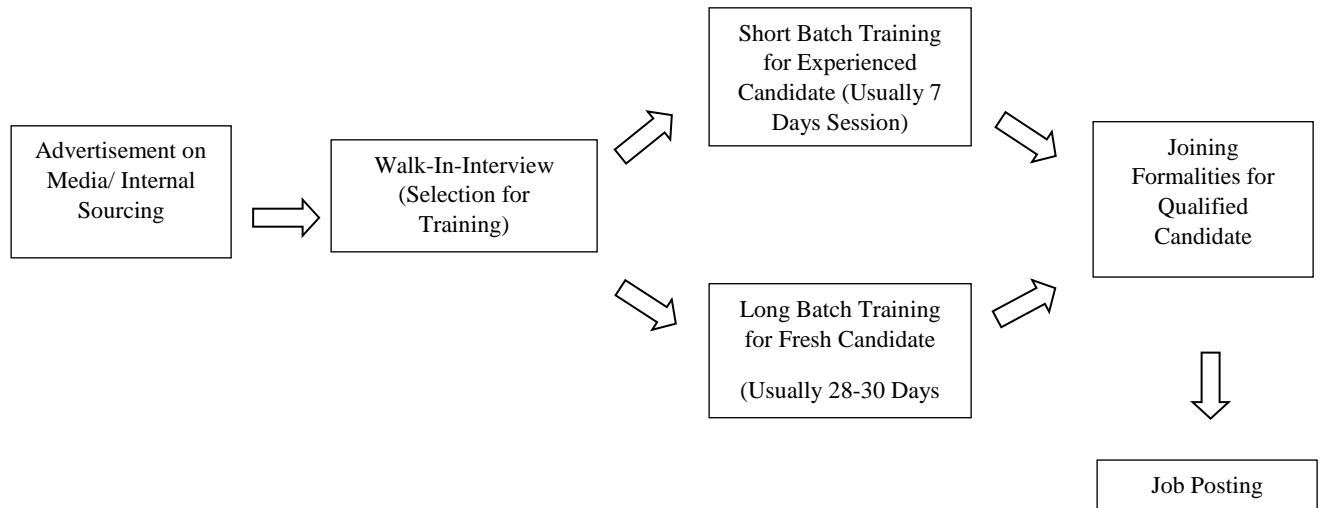
- ❖ Immediate Supervisor/OPM from the respected department
- ❖ Department Head from the respected department
- ❖ Representative of HR and Administration
- External assessors/interviewers may be invited where appropriate e.g. for senior management positions or where special skillsets are required for the position.
- The member of the interview board may recommend any suitable candidate from the waiting list that could be recruited for future requirements. Candidates rejected by viva voce will not be called for an interview in the same vacancy for the next specific period.

**6.3 Hiring Process for Sales Department:**

The recruitment and selection process can be two types (as below mentioned) based on the requirement of the field force.

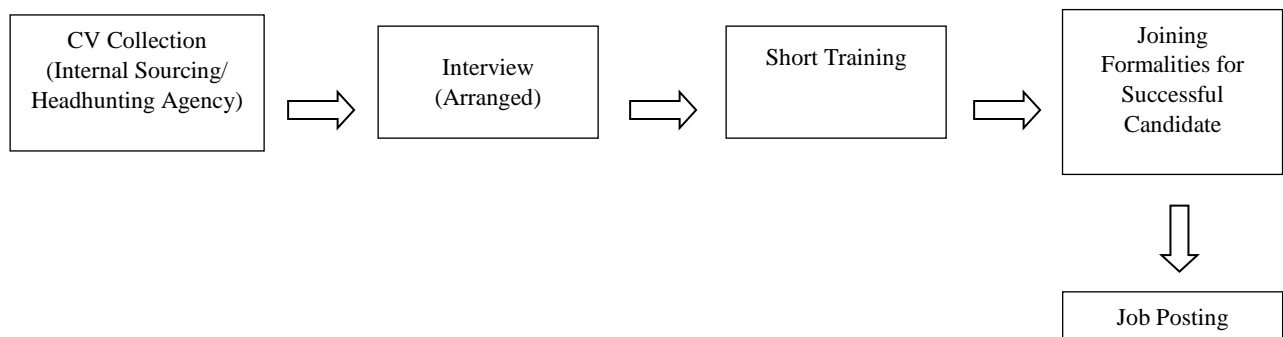
**Process 1: (MIO/Sr. MIO Recruitment and Selection Process):** After getting approval from management, the vacancy will be announced through the media, or suitable candidates' profiles may be collected through internal reference. A Walk-In-Interview board will be arranged to select candidates' preliminary. All selected candidates will go through an extensive training session before final selection.

Usually, two types of training are arranged based on the requirements. Long Batch training (approx. 28-30 days) for fresh candidates and Short Batch (approx. 7 days) training for experienced candidates. After successful completion of training session, only qualified candidate will be called for joining.



Note: Process flow of hiring MIO/Sr. MIO

**•Process 2: (AM/Sr.AM to RSM/Sr. RSM Recruitment and Selection Process):** For hiring in AM and RSM roles, usually internally sourced candidates or candidates sourced by headhunting agencies are called. After the interview, the selected candidate will go through a short training. Only qualified candidates will be called for joining.



Note: Process flow of hiring AM to RSM

## 6.4 Employee Check List for New Join:

New joiner has to handover some important documents. These documents are:

1. **Updated resume:** New joiner will give away resume in English
2. **Certificate and Transcript:** A new joiner will supply all originals and copies of all certificates. After reviewing all the certificates, HR keeps one original copy and copies of other original copies but keeps all the photocopies to create personal files. The photocopies do not require certification. If there is no debt owed to the company after joining, the employee is able to support all certificates. He or she must now apply for certifications with the HR division.
3. **Release order:** If new joiner has professional experience, he/she must obtain a back release order from their previous firm. If not, he will not be able to join here.
4. **4 copy passport size photograph:** New joiner will provide four copy passport size colored photographs with his/her name and signature at the back.
5. **National ID card photocopy:** New joiner will provide one photocopy of his/her identity card.
6. **Offer of Employment Letter:** The job letter will be made by the HR division. The offer and job letter include all the terms and conditions of the position and the company. Below the letter of offer and employment, the new joiner will sign.
7. **Joining letter:** The HR department will provide the joining letter. The joining letter will include the joining date and location. New Hr staff will sign below the joining letter.
8. **Bank account:** New joiner has to provide the bank account number of Islami Bank Bangladesh Limited.

## 6.5 Justification during Recruitment and Selection Process

- **Educational Certificate:** These certificates can initially be justified by the HR division after the instructional certificate has been presented.
- **Past Employer:** The HR department will contact the previous company to check references. They'll attempt to circumvent organizational data.

## **Chapter-7 (Seven)**

### **My Duties and Responsibilities at NIPRO JMI Pharma HR**

### **7.1 Short Description of My Internship Duties:**

I worked as an intern with NIPRO JMI Pharma Ltd. for three months in their HR department. It was a requirement for post-graduation. As Human Resource Management was the focus of my MBA curriculum, I interned in the HR division where I picked up some skills from the HR section. When I started working as an intern, I believed it would be a very challenging job for me but subsequently, my perspective changed.

### **7.2 Various Task Completed as an Intern:**

- Assist in recruitment & selection process of Head office, Factory & Sales.
- Posting Job ads at Bd. Jobs/LinkedIn or any other site.
- Prepare employee's appointment letter, approval note sheet, recommendation letter for opening bank account etc.
- Maintain personal file & updating HRIS in time.
- Assist in Employee appraisal process.
- Assist to maintain management guidelines by preparing, updating and recommending Human Resource Policies and procedures.
- Provide logistic support to employees on time.
- Provide IT & other accessories support to Factory, Sales, Head Office and Depots.
- Handling fixed asset, handover note issue etc.
- Perform any other jobs assigned by Supervisor/Head of Department.

## **Chapter- 8 (Eight)**

### **Findings, Recommendations and Conclusion**



## 8.1 Findings:

Through my internship period at NIPRO JMI Ltd., I had observed and found the following issue-

- The selection and requirement of NIPRO JMI Pharma is fairly conducted. The honesty and fairness of every member of the HR department encourages the environment accountability.
- NJPL also try to verify all certificate of newly joined employee. Which is very good practice.
- HR Department perform their responsibilities with limited workforce. It occasionally creates a very difficult work atmosphere for current staff.
- The HR department of NIPRO JMI Pharma does not express regret to applicants who were unsuccessful in the final selection procedures.
- NIPRO JMI Pharma occasionally fails to thoroughly examine the references of its sales team, which could cause issues for the company. For corporate employees, they handle it properly.
- Despite not posting a new employment circular on their own websites, NIPRO JMI Pharma did so on bdjobs.com.
- There is no on boarding formalities for newly joined employee. Though NJPL trying to develop it.
- NIPRO JMI Pharma continuously strives to maintain a smart operation atmosphere, health and safety process which is certified internationally.

## 8.2 Recommendations

After spending three months at NIPRO JMI Pharma Ltd. and observing the recruitment and selection process, I would like to make some recommendations that may be useful to the company's smooth operation. Some recommendations are as follows-

- ❖ NIPRO JMI Pharma Ltd. need to schedule more campus recruitments events after university graduation and post-graduate completion periods.
- ❖ Recruit more efficient employees in HR department to reduce the workload.
- ❖ In order to shorten the recruiting and selection process for factory based recruitment they should develop a SOP.

- ❖ The HR department need to communicate with the unsuccessful candidates
- ❖ By adopting the Adobe Acrobat Form, the HR department may reduce the amount of paper used throughout the recruitment and selection process.
- ❖ NIPRO JMI Pharma should give more effort into keeping its current employees, by making a competitive salary structure and conversations with the employee about their problems. It will help to keep employees.
- ❖ NIPRO JMI Pharma should begin a training program for new employee to help in their quick adjustment with new atmosphere.

### **8.3 Conclusion:**

Though innovative production and services NJPL developed its reputation in Pharmaceuticals Sector of Bangladesh. It also have good reputation at many country where it export its products. NJPL always maintain and follow all the Bangladesh government's rules and regulations. It has all types certificates from DGDA. It also have GMP certification.

NIPRO JMI Pharma HR team follow Bangladesh Labor Law strictly. It also to maintain compliance. HR team value the organizations talents to retain in the organization. They always try to maintain a fair recruitment process. I have learned a lot from this team.

❖ **References:**

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