



INTERNSHIP REPORT

ON

Recruitment & Selection Process of Milvik Bangladesh Ltd.



Supervised By:

Siddiqur Rahman

Assistant Professor & Associate Head
Department of Business Administration
Faculty of Business and Entrepreneurship
Daffodil International University

Submitted By:

Tonmoy Saha

ID: 173-11-5636

Concentration: Human Resource Management
Program: Bachelor of Business Administration (48th Batch)
Department of Business Administration
Daffodil International University

Letter of Transmittal

Date -

To,

Siddiqur Rahman

Assistant Professor

Faculty of Business & Entrepreneurship

Daffodil International University

Subject: Internship Report on “Recruitment & Selection Process” of MILVIK Bangladesh Ltd.

Respected Sir,

It is my pleasure to present you my report on “Recruitment & Selection Process” of MILVIK Bangladesh Ltd. as a partial requirement of my BBA program, which was a Seven-month long internship program. I have ensured my supreme to finish this report thoroughly following the guidelines given by you and thoughtful topic. I believe that the report has onward of my both practical perception and theoretical knowledge largely. Therefore, I am appealing and prospect that you would be kind enough to receive my report.

Humble Regards,



Tonmoy Saha

ID: 173-11-5636

Batch: 48

Program: BBA

Concentration: Human Resource Management

Approval Certificate

Tonmoy Saha, ID: 173-11-5636, major in Human Resource Management, Department of Business Administration, Daffodil International University has completed internship report under my supervision. He has completed this report on “Recruitment & Selection Process of Milvik Bangladesh Limited” as a part of requirement for obtaining the degree of Bachelor 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 all his future endeavors.



Siddiqur Rahman

Assistant Professor & Associate Head
Department of Business Administration
Faculty of Business and Entrepreneurship
Daffodil International University

Declaration

I declare that the internship report on “Recruitment & Selection Process” of MILVIK Bangladesh Ltd. submitted by me to Daffodil International University in part of fulfillment of the condition for the degree of Bachelor of Business Administration is a unique work.

I further affirm that the work reported in this internship report is made on the basis of my own experience and hard work. The report is actual and not been introduced to any other University/institution for any degree or any other project earlier.



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Acknowledgment

Firstly, I express my utmost gratitude to the supreme Lord for making me privileged to complete this report. I am obliged to my internship supervisor **Mr. Siddiqur Rahman** for guiding me enough to make the report done. Alongside, I am also thankful to **Mr. A.K.M Jubaer Ferdous (Assistant Manager, HR – MILVIK Bangladesh Ltd.)** for helping me with real exposure to HR works at a business entity as well as the concerns from other departments with whom I worked closely.



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Executive Summary

Milvik Bangladesh Ltd. (known Globally as BIMA) is a Sweden based mobile delivered digital healthcare company. Milvik is offering a fully digitalized healthcare solution with no exposure to paperwork but enabling a large amount people into employment. This study is widely focused on the employee recruitment & selection process of Milvik Bangladesh with little exposure to the company business.

Since Milvik works in D2C model so a wide range of employees are required to take the service to the doorstep of the beneficiaries. The employee recruitment & selection process of Milvik Bangladesh is quite robust and widened. Being on the D2C business Milvik Bangladesh recruitment process focuses on the hiring for sales associates and service associates quite a lot. The Recruitment process is duly followed by the BIMA Global Hiring guidelines. In this study, the recruitment & selection process of Milvik Bangladesh is segregated into two steps and discussed elaborately.

The overall recruitment step is maintained in Nine (9) different steps. The recruitment steps start with work force requisition from the respective department and follow others like **(Job Description, and Nature of the Position, Job Specification, Compensation package, timeframe, and others)**. Apart from the structured recruitment process, Milvik Bangladesh Partnering with various skill and youth development social institutions facilitates the recruitment process and hire the best minds aligning with the company goal. The recruitment process is enlarged with many internal and external sources to get the right candidate (s).

The candidate selection process of Milvik kicks off with the Applicants sorting and followed by other steps like **(commencement of interview, communicating the selected candidate(s) & making offer, professional background verification and others)**.

This study also enlightens the shortcomings and some recommendations against the recruitment & selection process of Milvik Bangladesh Ltd.

A SOP backs the overall recruitment & selection process where the starting to end process is briefly mentioned.

Chapter: 1

1. Introduction

1.1 Background of the study

Having said that, if there is human, there will be human issues and to deal with those rising issues a group of people need to come forward and take the courage to manage the most complex element of the organization which is human resources. A process to manage the whole workforce of any business entity and aligning them with the organizational goal accomplishment is Human Resource Management. HRM is planned and intelligible attitude towards the administration of the best valued properties of an organization. Today's Human Recourse Management is from the evaluation from personnel management.

According to **Decenzo and Robbins**, "Human Resource Management is concerned with the people dimension" in management. Since every organization is made up of people, acquiring their services, developing their skills, motivating them to higher levels of performance and ensuring that they continue to maintain their commitment to the organization is essential to achieve organizational objectives. This is true regardless of the type of organization – government, business, education, health, or social action".

HRM is concerned for making the job and dealing with the jobholder (employee). From recruitment to retirement, HRM is holistically connected to the employees for dealing the human issues and keeping themselves aligned with the organizational mission and vision.

To make this internship report my respected supervisor selected me the topic – "Recruitment and Selection Process of Milvik Bangladesh Ltd." To successfully complete this report, I had to closely work in the HR Department of Milvik Bangladesh Ltd. and understand the recruitment & selection procedure of the company. Being a multinational company, Milvik Bangladesh highly cares about the information safety of all levels and to make this report I used the only approved information that I had access to. All the information used in this report are collected from the practical work exposure directly with Human Resources Department of Milvik Bangladesh, local & global website of Milvik - BIMA.

1.2 Scope of the Study

During the internship period in Milvik Bangladesh Ltd. solely the activities of the Human Resources Department was targeted. However, I had the privilege to maintain communication and work-related dependency with other departments. In my internship days, I had to do full time office and was directly involved in the recruitment process of the company. Communicating the recruitment related external stakeholders was also a part of my regular responsibilities. My active involvement in the hiring process of Milvik Bangladesh Ltd. helped me to add true HR knowledge in my portfolio and facilitate the operational activities of the department along with the recruitment activities.

1.3 Objective of the study

The report has been made with following objectives:

- To explore the recruitment Process of Milvik Bangladesh Ltd.
- To analyze the selection steps of Milvik Bangladesh Ltd.
- To identify the gaps of recruitment & selection Process.
- To provide some recommendation based on the identified gaps of Recruitment & Selection Process.

1.4 Limitations of the study

Since any sort of human information is highly confidential to the organizations, so this report could not cover some of the following arenas:

- Not adequate access to the extensive employee database.
- Due to workload, employees remain occupied with various tasks and so managing adequate time for consultation is a major challenge.
- Information available in the local and global website are not adequate to conduct an extensive study on the workforce.
- Information secrecy is a vital part of Milvik Bangladesh Ltd. and so to collect and use any internal information approval required in every step.
- Some top-level hiring is conducted directly by the global HR team of Milvik (BIMA) and those are kept confidential.

Chapter: 2

2. Methodology

2.1 Methodology of the study

This report is the true reflection of seven (7) months of full-time internship in the Human Resources Department of Milvik Bangladesh Ltd. This study is backed by both primary as well as the secondary form of data related to Milvik Bangladesh Ltd.

2.2 Primary sources of Data:

- Direct job involvement & observations.
- Face to face interactions with the staff.
- Practical deskwork & work from home.
- Work dependency with the HR personnel & concerned departments.

2.3 Secondary Sources of Data:

- Various articles published globally of Milvik (BIMA)
- Official website (local & global) of Milvik (BIMA)
- Official files of the corporate.
- Different Books, Articles, Surveys, Newspapers and Online resources.

2.4 Methods of Analysis

In my internship days, I directly observed and was involved with the recruitment & selection activities of Milvik Bangladesh Ltd. No form and survey are formed for this study, however a list with numerous queries helps most in assortment info. The following strategies to fulfil my specific objectives-

- Observation of the real process
- Exposure to the real work
- Simple Graphical Analysis
- Feasibility study.

Chapter: 3

3. Overview of MILVIK Bangladesh Ltd.

3.1 History of Milvik Bangladesh Ltd.

MILVIK (global exposure BIMA) is an emerging multinational Insurtech organization currently serving nine nations globally. It uses mobile technology to deliver affordable healthcare services like health insurance, life insurance and telemedicine to the people who are unable to access these vital services through traditional channels. MILVIK aims to grow constantly through its sustainable tech-based approaches with securing the future of its customers. It has been actively working in serving the healthcare need of the common people in Bangladesh since 2012.

3.1 Purpose of Milvik

We live in a world where billions of people are not protected against life's biggest financial and health hazards. Milvik aims to work towards a future where all families are secured.

3.2 Vision of Milvik (BIMA)

Ensuring affordable healthcare for the mass people and protecting the future of every family round the world.

3.3 What Milvik Does

MILVIK's innovative approach to designing insurance and health services focuses on simplicity and providing meaningful cover. Customers can sign up in minute for affordable services that come up with no paperwork or any hidden cost.

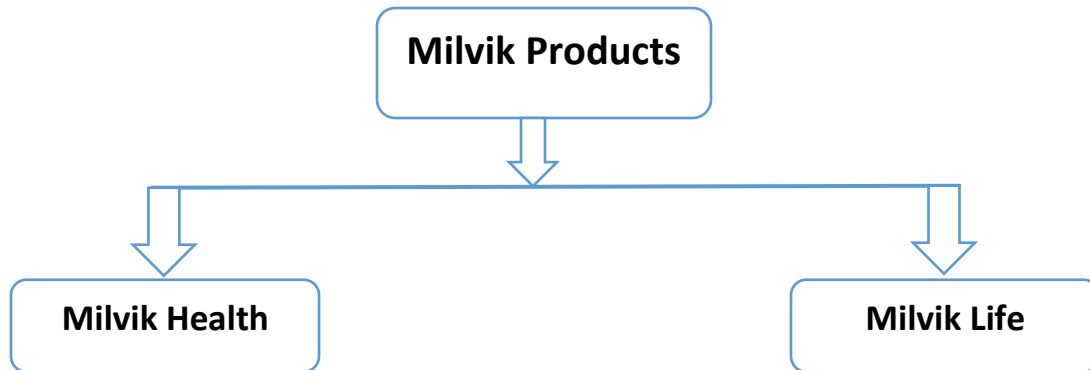
3.4 Mobile Delivered Insurance and On-Demand Health Care

The services of Milvik are designed to protect customers regardless the stage of life they are at. **MILVIK Heath** and **MILVIK Life** comes in Twelve-price level and Two-price level options to ease it for the customers to choose the package best fits themselves and their families. We provide our customers the opportunity to avail a 24/7 telemedicine service from our expert doctor pool to meet any medical emergency.

3.5 Direct to Consumer (D2C Model)

Since the evolvment, Milvik is aiming to reach the healthcare service to the ultimate beneficiary. With the purpose of protecting the future of every family, Milvik maintains close connectivity with the customers whereas serving each customer by directly approaching, through company's own sales channel.

3.6 Products of Milvik



Milvik Health: Provides families’ access to qualified doctors 24x7 on call. Get protection against income loss due to sickness. Alongside, save out-of-pocket expenses through coverage of medicines, doctor visits & medical tests. Milvik Health service is available in 12 different packages where the gamut starts from 145 BDT and up to 2,105 BDT. The service is offered to the customers on monthly subscription basis. The service includes health benefits like: Tele-Doctor service, Hospital cashback, OPD Cashback, Medicine purchase cashback, Health Tips, Lab and Diagnostic Test cashback at partner hospitals.

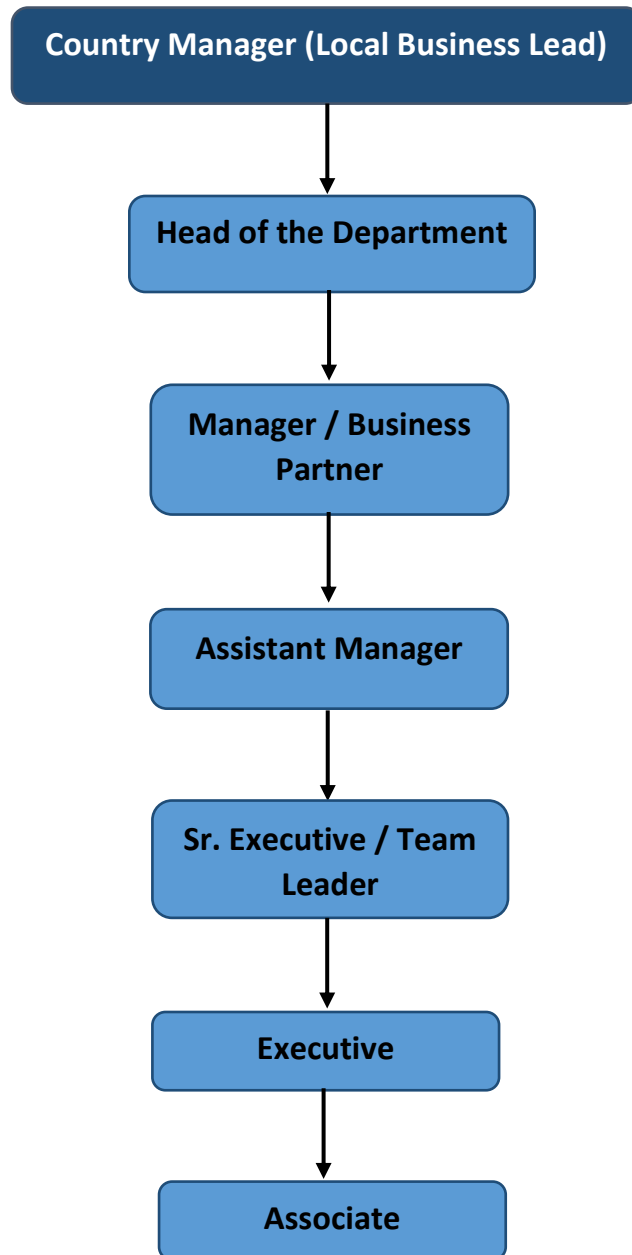
Age Eligibility: 18 – 58 years

Milvik Life: Protect loved ones from financial crisis in case of the life demise of the earning member of the family. Also, get compensated for partial or total physical disability. Life package comes with two different packages of **64.32 BDT & 129.24 BDT per month.**

Age Eligibility: 18 – 64 years

Currently, collaborating with Bkash (leading MFS service provider) Milvik Bangladesh is providing healthcare service to the commoners for which beneficiaries have to have Bkash account and the monthly subscription fee is deducted from customers’ Bkash wallet.

3.7 Organogram of Milvik Bangladesh Ltd.



3.6 Departments of Milvik Bangladesh Ltd.



Chapter: 4

4. Duties & Responsibilities Performed by Intern (HR)

At

MILVIK Bangladesh Ltd.

4.1 Intern Life at MILVIK

Working with MILVIK is a great opportunity to enrich the bucket with real corporate experience. In my 7 months of internship, I had the chance to explore different working arenas of the Human Resources Department of MILVIK Bangladesh. Since MILVIK Bangladesh has a large sales team, so the role of the HR Department in managing the work force is so crucial. As I was directly working with the core HR functions of MILVIK Bangladesh, I gathered a real HR knowledge on the areas I has access to.

4.2 Responsibilities of Intern (HR)

- Posting Job Circular in different platforms.
- Screening the candidates and inviting them for interview through phone, sms, email.
- Coordinating the interviews.
- Onboarding selected candidates, appointment letter preparation and employee personal file management.
- Coordinating with Training & IT team for the training purpose of newly recruited employees.
- Maintain liaison with recruitment agencies & job portals.
- HRIS joining & leave entry.
- Employees' bank information management for payroll support.
- Maintain employee relations in order to ensure optimum employee retention.
- Conduct exit surveys (Sales, CS) and list the survey outputs for further analytics.
- Small scare report preparation (if & when required)
- Extensive employee database creation.
- Employee experience enhancement & engagement plan development.
- Accomplishment of other ad-hoc basis tasks.

Chapter: 5

5. Recruitment & Selection Process of MILVIK Bangladesh Ltd.

5.1 Purpose of Recruitment & Selection

Human Resources are the most critical and crucial resources of Milvik Bangladesh Ltd. With an aim to attract and employ the most desirable candidates as well as fulfil the human resources need of the various departments, Milvik Bangladesh Ltd. conducts the recruitment & selection activities and put the right people in the right desk.

5.2 Standard Procedures of Recruitment & Selection in Milvik

Being a global company Milvik is to follow the globally standardized recruitment & selection procedure in any of the region Milvik operates. Those are as follows:

- Requisition raised from the respective Head of the Departments (HoDs') to increase or backfill the headcount of the department after a formal consultation with the Country Manager.
- The requisition from the HoDs' comes directly to the Country Manager, HR attaching the job details through email keeping the authority and other stakeholders in the loop.
- The Country Manager, HR validates the requisition with business demand & consults with the Country Manager.
- If seems feasible the Country Manager, HR then delegates the activity to the department personnel in a formal meeting. (During the pandemic days all meetings are held online)
- In the meeting it is decided, how the candidates will be sourced keeping the level of employees' requisition came for.
- As per the discussion, the assigned department personnel proceed for the recruitment process.
- Milvik uses job portals, CV bank, social media and professional networking platform for circulating job ads.
- At times depending on the need for and importance of the recruitment, Milvik deals with different Headhunters.
- After making a complete job post with a visual the post is circulated in different platforms to reach the right group of incumbents.
- A decent deadline is set every time with the job post and after the deadline the CV screening & sorting activities are started momentarily.
- During the CV sorting process, the job specification is highly being prioritized and candidates meeting the job criteria (education, experience, skillset, and attitude) most are called for initial phase interview.
- Candidates are communicated for interview minimum one day earlier in 3 (three) mode. Such as: Phone call, SMS, and Email.

- The interview is set with the consultation and cooperation of the respective department recruiting for.
- Due to the gruesomeness of pandemic, to ensure health safety for the candidates and employees, most of the interviews are taken over online in February – August of 2021.
- Milvik follows the globally standardized interview method, and the interviewers are well trained with the standard. If any candidates do not join in the due time, then the respective candidate is communicated from the HR end of Milvik Bangladesh Ltd. and based on the said reasons interview is rescheduled for the respective candidate.
- Recruitment for some positions ends at the first level and some position especially Executives and above require min two stage interviews. The second phase is taken in presence of the senior personnel of the management body.
- If the recruitment is of any department head, then in the final round, interviewers are connected from the global management (SMT).
- Candidates' interview performance is evaluated in different matrices and all the responses duly recorded in the interview sheet. (Digitally maintained)
- After the first or final stage interview candidates are given a certain timeframe for next communication, and it is clearly said the selected ones will be communicated within the timeframe.
- If final selection is done then respective HR personnel communicate the IT, training and other concerned departments for equipment distribution and induction training of the selected candidate(s).
- When go ahead is received from all concerned stakeholders, candidate(s) selected are communicated and congratulated over phone. An email and message notification also sent to the candidates mentioning all directives necessary for joining.
- Selected candidates are given a decent time mostly 4-5 days for joining (unless any notice period from the previous employer). In addition, if any selected candidate fails to join within the stipulated timeframe, then based on their reasons joining is rescheduled.

5.3 Recruitment Steps of Milvik Bangladesh Ltd.

5.3.1 Requisition from the Respective Department

At first, the Head of the Department (HoD) of any concerned department raise manpower need to the Country Manager, HR in consultation with the Country Manager. When the Country Manager, HR receives the requisition it comes with following:

5.3.2 Number of Headcount

In this part, it is being mentioned that what's the current headcount of the respective department and how many they require more to reach the desired level. At times, requisition comes for replacement of the resigned / terminated employees as well.

5.3.3 Nature of the Position

In Milvik Bangladesh Ltd. there are different nature of positions recruited for as per the demand of the business. Such as:

- Full-time (Permanent)
- Full-time (Contractual)
- Hourly-based payment employees
- Commission Based Employees.

5.3.4 Details of the Position

For which role and level of hierarchy the requisition has been made is mentioned in this part. There are two basic classifications of requisition:

- 1. New Joiner(s)**
- 2. Replacement (Backfill)**

5.3.5 Job Description

A detail of the position, the requisition came for is also given from the respective department.

5.3.6 Job Specification

Every position requires some unique competencies and experiences to serve the position effectively. Keeping this in mind the education, competencies, specific skill or certification, professional degree, and experience – these requirements are mentioned depending on the position the recruitment is for.

5.3.7 Compensation & Benefits

A range of compensation and other benefits associated with position are also kept mentioned for some roles.

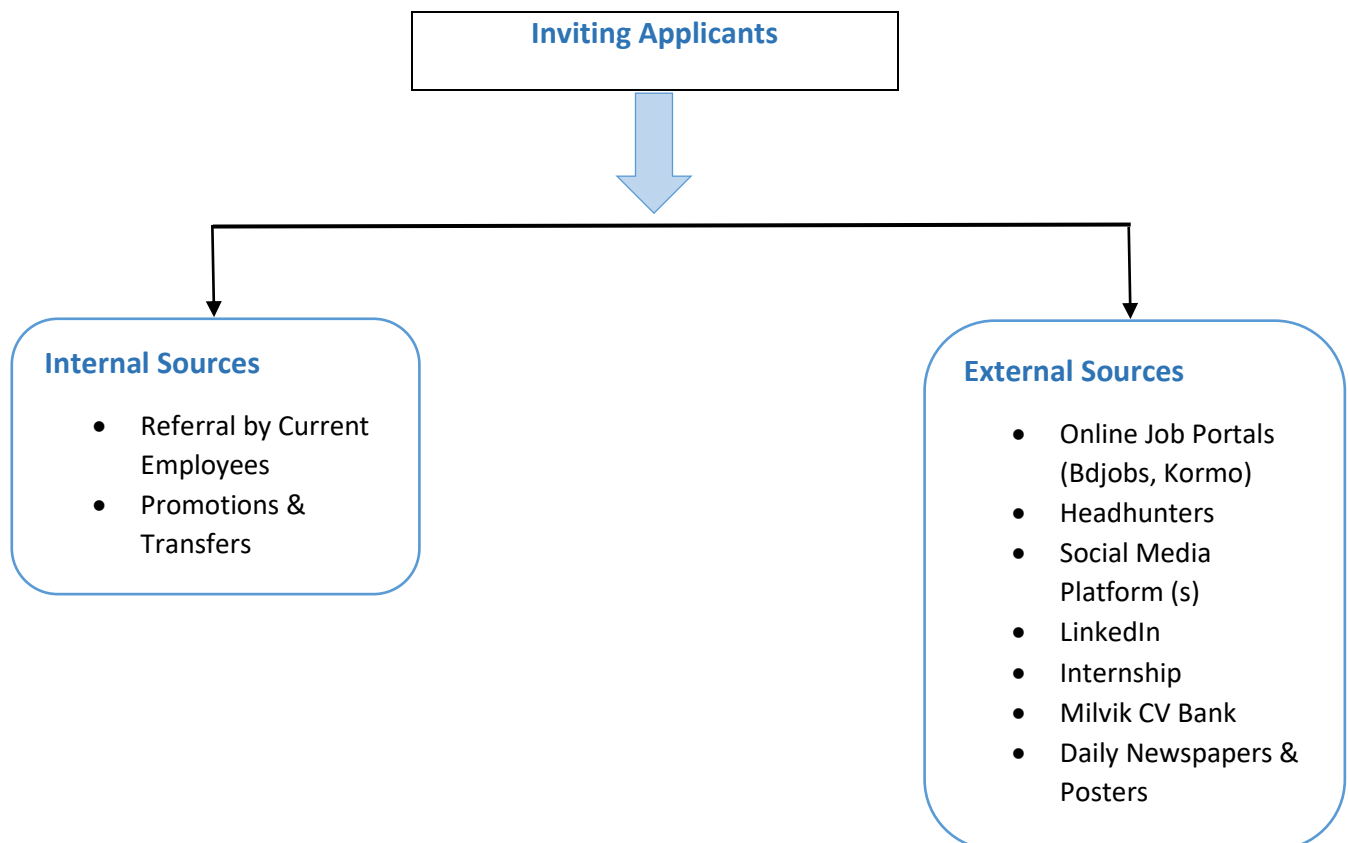
5.3.8 Timeframe

A timeframe is given from the respective department to complete the recruitment, selection & joining activities within.

All the above-mentioned details come to the Country Manager, HR through email from the department concerned keeping other stakeholders in the loop.

5.4 Inviting Applicants

After getting “go ahead” the concerned HR personnel look for suitable candidates in different platforms. The Human Resources Department of Milvik Bangladesh Ltd. uses multiple platforms and partners with external stakeholders (Headhunters) to have the best capable minds within a stipulated timeframe. A detail of the process is as follows:



Internal Sources:

Employee Referral Program: At times Milvik looks for new talents through its existing talent pool. The new job requisition is shared with the existing employees and told them to refer candidates from their community sharing the job context with the incumbent.

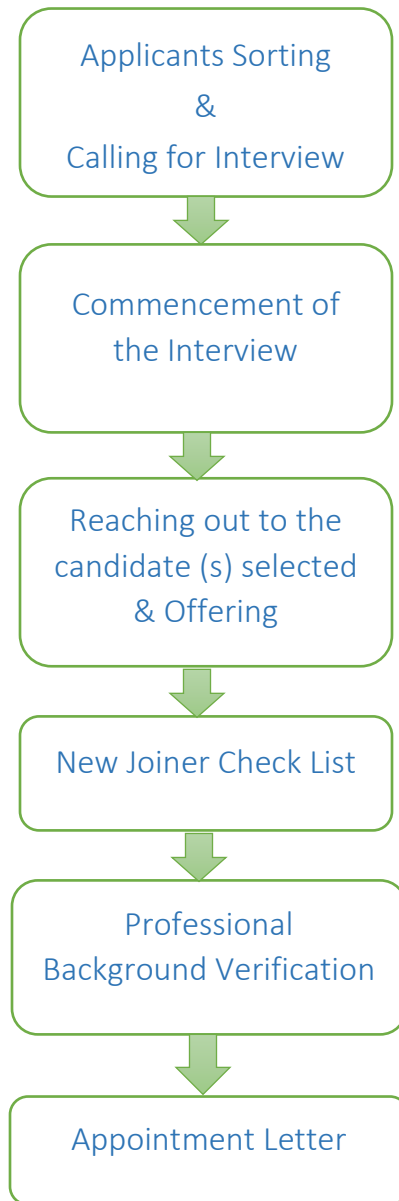
Promotion & Transfer: Against any job requisition, Milvik prefers its own competent talents. By transferring employees from one department to another department Milvik sometimes, fulfil vacant positions. However, this is not a regular process of the recruitment process. Milvik offers a very promising growth facility to the employees through promotion. The promotion process performance and vintage oriented.

External Sources:

Milvik Bangladesh relies on a bunch of external sources to recruit new talents for its business. The following external sources are used frequently:

- **Online Job Portals:** To attract the talented and best-fit individuals Milvik shares the job advertisements in different job portals like bdjobs, kormo and others.
- **Headhunters:** for some niche category and senior level roles Milvik uses the headhunting services from local and international agencies. The candidate selection process wholly undertaken by Milvik Management though.
- **Social Media:** Nowadays people are using social media for employment purpose too. So, to attract the crowd from social medias, Milvik shares its job posts in different groups and in the career page of Milvik Bangladesh.
- **LinkedIn:** Mid to senior level job posts are being shared through LinkedIn Job.
- **Internship:** There is program has been introduced by Milvik HR Team named “**Milvik Learnership**” which is an internship program. Through this program fresh university graduated are recruited in different departments and nurtured them duly to make them fit for entry level positions at Milvik Bangladesh.
- **Milvik CV Bank:** Milvik maintains a CV bank for future prospective hiring.
- **Newspaper Advertisement:** The bulk hiring requirements are shared in daily newspaper to reach the highest number of targeted people. This happens once in a month.

5.5 Selection Process of Milvik Bangladesh Ltd.



The candidate selection process of Milvik Bangladesh happens following the above steps.

5.5.1 Applicants Sorting & Calling for Interview

After getting CVs for the advertised post the HR department makes an initial sorting of the CVs based on the requirements of the job. Afterwards, HR Department sends a bunch of CVs to the department recruitment is for, to do final sorting.

Once the concerned department sends the final bunch, a HR concern notifies the applicants about interview (interview date, method & platform) method over phone call, sms, and email. Moreover, with the finally agreed candidates the HR concern initiate an email to all concerned stakeholders regarding the interview.

5.5.2 Commencement of the Interview

On the day of interview (if bulk hiring) candidates are given an SMS notification about the interview, however they are duly communicated earlier from the HR end.

Due to the pandemic time, most of the interviews of Milvik Bangladesh Ltd. are taken over online mode. The mostly used platforms are “Google Meet” & “Zoom” for interview. Interview is started with taking the attendance by presence. It is mentioned that, in physical interview the candidates are to record their basic identity in the office entrance.

After all formalities the main interview starts. To keep the transparency of the hiring a minimum of two (2) interview from HR & concerned department mandatory to remain present. Milvik (BIMA) being a global entity follows a globally standardized interview method to filter out the best minds. During the interview, following criteria are considered for selection:

1. Basic Introduction of the Interviewee
2. Gesture & Posture
3. Role Play (Sales & Customer Service roles)
4. Focus Checking
5. Under **Competency Based Interview (CBI)** following factors are observed:
 - Relationship Management.
 - Driving for Results.
 - Quick Learning.
 - Resilience.
 - Planning & organizing.
 - Negotiation.
6. IT Literacy.
7. Ensuring **Home Working** requirements.
8. Others as per role demand.

9. Decision Making.

During the interview, candidates are given feedbacks on their improvement arenas. At the end, a timeframe is communicated to the candidates to let know the interview decision.

5.5.3 Reaching out the Candidate (s) Selected & Offering

After the completion of the interview, candidates are communicated from the HR end of Milvik Bangladesh Ltd. for joining or next phase evaluation (s) (if the role requires). The salary negotiation takes part in this step. Then the finally selected candidate (s) (irrespective of interview phase) are communicated with Congratulations and the joining process is briefly told to them. Afterwards, an SMS and email is sent to the selected candidates stating everything (date of joining, training & final onboarding).

Note: The candidates require going through the next phases of evaluation are also communicated accordingly.

5.5.4 New Joiners Check list

As per notification, every new joiner employee of Milvik Bangladesh Ltd. must submit the following documents:

1. Employee National Identity (Birth certificate / NID card / Passport)
2. Utility Bill Document of Present Address
3. A complete CV
4. Education Documents
5. Document of Professional Certification (if any)
6. Acceptance of Resignation from the current employer/ Experience Certificate
7. TIN Certificate (if the salary of the particular employee is taxable)
8. NID and picture of the Nominee
9. Bank Account Information (for blue-collar hirings only)
10. Emergency contact information.

Note: All the above documents are taken as soft copy.

5.5.5 Background Checking

- **Educational Certificate:** After the submission of the soft copy of the educational certificates, these can be justified at first by the HR department.
- **Former Employer:** As a part of reference check, the HR department contacts the previous employer of the new joiner for past data (performance, red flag arenas, and improvement arena). This step is conducted mostly for the mid to top level position hiring and the result influences the final verdict. This step is done with the consent of the selected incumbent.

5.5.6 Appointment Letter / Offer Letter

After all necessary procedures the employment contract for an individual employee is sent to him/her before the joining the day and this is religiously maintained for all hiring of Milvik (BIMA). Every employee is to send the signed acknowledgement by email.

Following the above steps, religiously the selection process of Milvik Bangladesh is completed with picking the best talent(s) and the recruited talent(s) go through a culture that fosters growth through learning and empowerment.

Chapter – 6

6. Findings, Recommendations & Conclusion

6.1 Findings of the Study:

After successful completion of the internship of 7 months at MILVIK Bangladesh Ltd., following findings have been found:

- MILVIK does a very effective Job Analysis before creating any role or assigning a person to any particular by reviewing the responsibilities of the role as well as evaluating the skillset & experience of the person supposed to lead the chair.
- MILVIK offers Induction Training to all newly employed employees, which is great initiative to be acquainted with the Culture. Nevertheless, for the existing employees the training and development facilities are not adequate.
- The branding & promotional activities of MILVIK Bangladesh is not sufficient to hold a good position in the competitive business environment. As an employer the visibility of the brand to potential group of candidates is also not up to the mark.
- MILVIK as a global entity offers a very conducive working culture inside the organization but the compensation package for some specific roles especially blue collar & entry-level roles are not up to the mark. Since compensation is one of the prime motivation factors for the employees to work in an organization so MILVIK should look into this.
- Being in the D2C business model, MILVIK employs a wide range of blue-collar employees. However, the attrition level in a particular time is higher. For some roles, it is above 10% in a month.
- MILVIK Bangladesh runs with a wide number of sales force and supporting departments have a good number of employees but comparing the headcounts engagement activities are not up to the mark.
- The recruitment policy of MILVIK Bangladesh focuses only to take the qualified candidates. MILVIK focuses on skillset mostly alongside experience in particular arenas. Chances for fresh graduates to be employed in MILVIK is comparatively lower due to the experience demand. However, the recruitment system is completely **Bias free & no prejudice** are practiced.
- At the time of recruitment & during employment MILVIK never asks its employees to be complied with any activity contradictory to local labor law.
- The recruitment process for blue-collar and for some entry level hiring is yet to be streamlined in terms of Head Count Projection and time to fill the given number of positions. The projection is given randomly sometimes, and the stipulated time remains quite short.

6.2 Recommendations:

Based on the findings discussed above following recommendations are made:

- Employee engagement activities (i.e., Quarterly reward, wellbeing sessions, birthday celebration & wish, special day celebration) should be increased.
- The current training & development opportunity both for new joiners and existing employees should be widened.
- Current compensation structure of MILVIK Bangladesh should get a review. Moreover, new benefits like: Subsidy on Lunch, Leave Fare Assistance should be introduced.
- MILVIK should ensure in-house medical support for the employees to meet any medical urgency of the employees while working.
- Office transportation service (pickup and drop off) service can be introduced for employees.
- Employer Branding Initiatives (i.e.: Participation in job fair, extending partnership with educational & career development institutions, increasing contents in career page and so on) should be prioritized.
- For head count projection a Service Level Agreement (SLA) should be maintained with all departments on quarterly basis.

6.3 Conclusion:

MILVIK is an organization where people can contribute to facilitate one of the crucial basic needs of society, which is Healthcare, At BIMA, globally people are working relentlessly to create a healthcare ecosystem, where people from all stages will have equal access to it and at the time of their healthcare & financial need BIMA will ensure its hands. This internship not only helped me to be in the learning curve but also in the growth curve of the business.

References

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